Electronic Services at UZH
Managing Passwords
Using your UZH Short Name
Using UZH E-mail/Webmail
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Student Services  Electronic Services at UZH
Introduction

During your studies at the University of Zurich, you will be using the University’s electronic services on a regular basis. We created this brochure to help you set up and use the most important services and to show you how to manage your login data.

You have to create passwords for the individual accounts before you can use the Identity Manager, your UZH e-mail/webmail account, and other electronic services. The step-by-step guide (chapter 1) that begins on page 5 of this brochure provides you with all necessary information.

Chapter 2 contains information on changing or resetting passwords, and chapters 3 and 4 have more information about your UZH short name and key services such as semester enrollment, booking modules, and UZH e-mail/webmail.

We advise you to keep these instructions at hand during your entire studies at UZH. That way, you can see what to do if you should lose or forget your login data.
1 Setting Up Identity Manager and Creating Passwords

You can manage your personal login data for all online services at UZH in the Identity Manager (ITIM). Please remember that you will need to access these services throughout your studies. The initial password and your user ID for the Identity Manager was sent to you in the enclosed letter from Student Services. You also received your UZH short name and your UZH e-mail address.

In order to use the online services (UZH e-mail, semester enrollment, booking modules, etc.), you are required to first set passwords in the Identity Manager for each account.

You can access the Identity Manager via https://www.identity.uzh.ch. Log in using your ITIM user ID and your ITIM password. Your ITIM user ID is the same as your UZH full name.

Now you can set up the Identity Manager and create passwords to access the various services by following these steps:

Step 1: Change the initial password for your Identity Manager (ITIM) to a password of your choice at https://www.identity.uzh.ch (see chapter 1.1, p. 6). Please note the criteria for passwords.

Step 2: Enter your mobile phone number, if available (see chapter 1.2, p. 7). If you should forget your ITIM password during your studies, you can have a security code sent via text message (SMS), allowing you to reset your password.

Step 3: After you set up the Identity Manager, you must create passwords for your UZH e-mail account and for other accounts that require you to use your UZH short name as your user ID (see chapter 1.3, pp. 7–8).

The instructions for steps 1, 2, and 3 have illustrations on the following pages.
1.1 Changing Your Identity Manager Password

Step 1: Before you can create new passwords for other accounts, you must first change the initial password you received for the Identity Manager. The following instructions show you how. More information on changing your ITIM password is available at: https://www.zi.uzh.ch/de/getting-started/students.html. Web page in German only.

Log in on the login page of the Identity Manager using your ITIM user ID (UZH full name) and your ITIM password. You received your ID and password in the enclosed letter from Student Services.

https://www.identity.uzh.ch

In order to change the ITIM password, re-enter the ITIM password you received from Student Services on the page shown in image 2 (field at point 1).

Please note the password criteria listed under point 2. Click the arrow to read the information.

Enter your new Identity Manager password in the field at point 3 and confirm it by re-entering the same password. Click «OK».
1.2 Registering Your Mobile Phone Number to Reset Your ITIM Password

Step 2: Register your mobile phone number, if available. If you lose or forget your ITIM password, you can have a security code sent to your mobile phone, and then set a new password using the code you receive. (See chapter 2.1.2, p. 10 for resetting your ITIM password.)

On the main page of the Identity Manager, go to the field «My Profile» and click «View or Change Profile».

Enter your mobile phone number (including country code) in the field «Contact Information». Please note that you must enter your number exactly as shown. Click «OK».

You can change your contact information at «My Profile» any time (see chapter 2.2.1, p. 11).

1.3 Creating Passwords for UZH E-mail/Webmail and Other Important Services

Step 3: You must set passwords in order to access the online services using your UZH short name. You can do this via various accounts that require you to authenticate yourself. You can set passwords for these accounts using the Identity Manager.

To improve usability, we recommend using the same password for all accounts. But, if you prefer, you can set individual passwords for the various accounts.

Please note that the password for your UZH e-mail account takes roughly 30 minutes to activate. The other passwords are active immediately.
You MUST set a password for the following accounts. They allow you to access services you will need throughout your studies:

- AAI (semester enrollment, booking modules, OLAT, etc.)
- E-Mail / Collaboration (UZH e-mail/webmail)
- Active Directory (workspaces at UZH)

We also recommend that you set passwords for the VPN (remote access), WebPass (web services) and WLAN (wireless Internet at UZH). On the main page of the Identity Manager, go to «Change Password» in the field «My Password» (see image 3, p. 7).

All accounts except «Identity Management» are selected by default. Without changing these preferences, your new password will be activated for all accounts, but not for the Identity Manager itself.

At point 2, enter the ITIM password you set yourself (see chapter 1.1, p. 6).

Please note the password criteria listed under point 3. Click the arrow to read the information.

Please enter your new password at point 4 and confirm it by re-entering the same password. Click «OK» and wait for the confirmation. Then log out at the top right corner.

If you want to set different passwords for different services, mark only the account(s) that will be accessed using the new password; then repeat the steps defined above.
2 Managing Passwords in Identity Manager

The access rights of all UZH staff and students are managed by the Identity Manager (ITIM). After you have created your passwords, you can use the Identity Manager to change your login data at any time. During your studies you can also use ITIM to retrieve information on your accounts and user profile (e.g. your UZH short name, your user ID for online services), or to retrieve your UZH e-mail address.

Please only use the Identity Manager (ITIM) to change your passwords for the various accounts.

You can access the Identity Manager via https://www.identity.uzh.ch. Log in using your ITIM user ID (your UZH full name) and your personal ITIM password.

If you have forgotten your ITIM password, please follow the instructions in Chapter 2.1.2, p. 10.

2.1 Forgot Your Password? Creating or Changing Passwords
Have you forgotten one of your passwords, or would you like to change a password? No problem: With the Identity Manager, you can create, change, and synchronize passwords to access services. All you need is your login data for the Identity Manager.

Even if you have forgotten your Identity Manager password, you can set a new one with the security code sent to your mobile phone via text message (see Chapter 2.1.2, p. 10). This, however, only works if you previously registered your mobile phone number with the Identity Manager.

Please note the instructions for creating, changing, and synchronizing passwords on the next page.

More information is available at: https://www.zi.uzh.ch/de/students/password-account.html. Web page in German only.
2.1.1 Creating or Changing Passwords for UZH E-mail/Webmail and Other Services (Except If ITIM Is Lost/Forgotten)

Whether you have forgotten a password and need to set a new one, or whether you would like to change or synchronize your passwords: The procedure is the same as when you first create your passwords. Please see the illustrated instructions in Chapter 1.3, pp. 7–8. You can change your password for the Identity Manager by following the same instructions. If you have forgotten your ITIM password, please follow the instructions for creating passwords in Chapter 2.1.2, p. 10.

Log in to the Identity Manager using your UZH full name and your current ITIM password via [https://www.identity.uzh.ch](https://www.identity.uzh.ch). On the main page, go to «Change Password» in the field «My Password» (see image 3, p. 7).

Mark the accounts for which you would like to set new passwords, or that you would like to synchronize. If you would like the new password to work for all accounts, please click «Select All» (see image 4, p. 8). Please note that this also changes your Identity Manager password. Then enter your current ITIM password in the field at point 2.

In the fields at point 4, enter and confirm your new password. Please note that the password must fulfill the criteria listed at point 3 (click the arrow to see information). Click «OK» and wait for the confirmation.

You must repeat the steps if you want to have different passwords for different services.

2.1.2 Setting a New Password for Identity Manager (ITIM)

If you have forgotten your password for the Identity Manager, you can gain access by using the security code sent to your mobile phone. Then you can create a new password. You must, however, have already registered your mobile phone number with the Identity Manager (see Chapter 1.2, p. 7). If you haven’t registered your mobile phone number, please contact the help desk at IT Services ([https://www.zi.uzh.ch/de/support.html](https://www.zi.uzh.ch/de/support.html)).

Please enter your UZH full name on the login page of the Identity Manager ([https://www.identity.uzh.ch](https://www.identity.uzh.ch)) and click «Forgot your Password?» (see image 1, p. 6).
You will be directed to the web page shown in image 5, where you can set your password.

In the field at point 1, enter your UZH full name and your student ID number (the number on your UZH Card). Then click «Request Security Code».

You will immediately receive the security code at the number you registered with the Identity Manager.

After receiving the security code, enter it in the field at point 2. You can then enter and confirm your new ITIM password. Click «Change Password» to send the form.

**2.2 Retrieving Information on Your Profile and Accounts**

You can retrieve various information in the Identity Manager, e.g. your UZH short name or your UZH e-mail address.

After logging in to ITIM, you are on the main page. Go to «View or Change Account» in the field «My Access» (see image 3, p. 7). Select the desired account. The information on the account will appear. For example, at the account type «E-Mail / Collaboration», you will find your UZH e-mail address.

You can also view your personal profile at «My Profile». At «Technical Information» you will find your UZH short name under «Short Unique Name».

**2.2.1 Registering Your Mobile Phone Number**

If you haven’t yet registered your mobile phone number with your Identity Manager, or if you need to change the number registered, you can go to «Contact Information» at «My Profile» to either register or change your number (see Chapter 1.2, p. 7).
3 Services that Require Login Using Your UZH Short Name

3.1 Your UZH Short Name Is the Key to Accessing Most Services

With the exception of the Identity Manager, all electronic services at UZH require you to log in using your UZH short name. The services include semester enrollment and booking modules, the eLearning platform OLAT (Online Learning And Training), and wireless Internet at UZH, as well as the remote access VPN that allows you to access electronic journals and other protected areas.

To log in to these services, you are required to choose from various accounts (in Identity Manager: account types). Using the AAI account, for example, you can authenticate yourself for several important services such as semester enrollment, booking modules, OLAT or changing your address.

If you set the same password in the Identity Manager for all major accounts, this password and your UZH short name are all you need to log in to all UZH services, with the exception of the Identity Manager.

You have to log in to the Identity Manager with your UZH full name and the correct password. You can, however, use the same password for the Identity Manager (account type ITIM service) as you do for the online services requiring you to log in using your short name.

You can find out what your UZH short name is via the Identity Manager (see chapter 2.2, p. 11). You can log in to the Identity Manager to create or change your password for the various services requiring your short name to log in and for the Identity Manager itself (see chapter 2.1.1, p. 10).

More information on your UZH short name is available at: https://www.zi.uzh.ch/de/support/identitaet-zugang/faq.html. Web page in German only.

3.2 Semester Enrollment

When you enroll for a new semester, you also confirm that you plan to continue your studies at UZH.
The following steps are taken via semester enrollment: Changing your degree program from a Bachelor's to a Master's degree program, or from a Master's to a PhD degree program; changing your course of study or your major or minor subject; submitting a request for a leave of absence or suspension of matriculation; or withdrawing from the University.

The University sends an e-mail to your UZH e-mail account each semester (mid-November and mid-May) with an invitation to enroll for the coming semester. Semester enrollment is done via this web page: www.students.uzh.ch/en/registration.html. Log in using your short name and the correct password.

If you have forgotten your short name or password, go immediately to the Identity Manager, where you can retrieve your short name (see chapter 2.2, p. 11) and set a new password (see chapter 2.1.1, p. 10). The password you need for semester enrollment is set in the Identity Manager via the account AAI.

3.3 Booking Modules
When you book modules, you decide what you will study in the upcoming semester. All information on booking modules, including deadlines, is available on the web page: www.students.uzh.ch/en/booking.html. The link to log in to the module booking tool is on the same web page. You must log in to book modules using your UZH short name and the correct password.

If you have forgotten your UZH short name or password, you can retrieve your short name in the Identity Manager (see chapter 2.2, p. 11) and set a new password (see chapter 2.1.1, p. 10). The following steps are taken via semester enrollment: Changing your degree program from a Bachelor's to a Master's degree program, or from a Master's to a PhD degree program; changing your course of study or your major or minor subject; submitting a request for a leave of absence or suspension of matriculation; or withdrawing from the University.

The University sends an e-mail to your UZH e-mail account each semester (mid-November and mid-May) with an invitation to enroll for the coming semester. Semester enrollment is done via this web page: www.students.uzh.ch/en/registration.html. Log in using your short name and the correct password.

If you have forgotten your short name or password, go immediately to the Identity Manager, where you can retrieve your short name (see chapter 2.2, p. 11) and set a new password (see chapter 2.1.1, p. 10). The password you need for semester enrollment is set in the Identity Manager via the account AAI.

3.4 Change of Address
If you need to change your address, you can do this via the web page: www.students.uzh.ch/en/administration/addresschange.html. Here, too, you must log in using your UZH short name and the correct password. If you have forgotten your password, please see the instructions for creating a new password (chapter 2.1.1, p. 10). You can set your password for the AAI account via ITIM. You can also retrieve your short name via the Identity Manager (see chapter 2.2, p. 11).
4 UZH E-mail/Webmail

You are given a personal University of Zurich e-mail address at the outset of your studies. By using the University’s webmail (iNotes webclient), you have access to your UZH e-mail account and other integrated functions such as a calendar, address book, appointments, chats.

You can access your UZH webmail via https://webmail.uzh.ch and by using your short name or your full name and the correct password.

You can set your preferred language in UZH webmail by clicking «Vorgaben (Preferences)» at the top right and selecting the desired language under the heading «International». Please note that due to technical reasons only some of the texts will appear in the preferred language.

You can retrieve your UZH e-mail address and your short name via the Identity Manager (see chapter 2.2, p. 11). You can also set or change the password for your UZH e-mail account via the Identity Manager (see chapter 2.1.1, p. 10). The account type for your UZH e-mail is «E-Mail / Collaboration».

More information about UZH e-mail/webmail are available on the web page: https://www.zi.uzh.ch/de/students/workplace-collaboration/get-email.html. Web page in German only.

4.1 Regularly Checking Your UZH E-mail Account

You are required to check your UZH e-mail at least once a week. To access your account, go to https://webmail.uzh.ch.

The University of Zurich sends various important messages to students via UZH e-mail only.

4.2 Redirecting E-mail

You can redirect your UZH e-mail to a preferred e-mail account.

Log in to UZH webmail using your short name or full name, and enter the correct password (https://webmail.uzh.ch).

The interface shown in image 6, p. 15 appears.
Go to the navigation column at the left and find the menu item «Werkzeuge (Tools)» and click «Regeln (Rules)». Then click «Neue Regel (New Rule)» and give the rule a name.

Go to «Specify Conditions» and select «All Documents» in the first window. Then click «Add».

At «Specify Actions» go to the top window, select «Delete» and click «Add».

In the same window, choose «Send Copy to». In the line below, enter the e-mail address to which you want to redirect your e-mail. Click «Add». By clicking «Save & Close» you activate the new rule.

The «delete»-rule removes the redirected messages from your UZH e-mail account so that you have enough storage space.

To ensure that your e-mails are being redirected, first apply the «delete»-rule, then the «send copy to»-rule.
Impressum

© 2016
University of Zurich
Fifth revised edition

Published by:
The University of Zurich
Student Services

Editor:
Adelheid Sonderegger

Translation:
Mary Carozza

Design:
Tschirren&Grimm