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## 1. Setting Up Access and Email

### 1.1 Setting Up Computer Access for PCs with Windows

The user has to find a PC with authentication first. That means: looking for a PC where user name and password is necessary. Such computers can be found in the computer centre. Then the user has to login using login name and activation pass-word. Afterwards, the user will be asked to enter a new password of his own.

### 1.2 Setting Up Intranet Access and Email

In order to access the Intranet for the first time (new students and employees) previously you have to activate and complete your data.

For this, students receive a TAN (transaction number, activation password = Aktivierungs-Passwort). You can find your TAN on the paper titled **Daten für die Anmeldung im Intranet** that you received along with your *Immatrikulationsbescheinigung*.

*Professors, staff members and guests receive their TAN by presenting a personal identification card at the Computing Centre.*

To begin, go to the University homepage at [www.hochschule-reutlingen.de](http://www.hochschule-reutlingen.de).

- Click on *Benutzerverwaltung* in the navigation menu on the left.
- Click on *Zugang einrichten*.
- Enter your first name (*Vorname*), last name (*Name*), and "activation password"
- Click on *Nutzungsbedingungen* to read through the user agreement and click on the box next to the words "*Ich bestätige, ...*".
- Click on *Abschicken*.
- Enter a new password (of your choice) in *Neues Passwort eingeben*. Your password must be six to eight characters in length and must contain at least two letters and at least one numerical or special character.
- Re-enter your password in *Neues Passwort bestätigen*. You must re-type your password here. It is not possible to copy and paste.
- Choose one of the security questions from the *Erinnerungsfrage* pull-down menu.
- Enter the answer to your security question in *Erinnerungsantwort*.
- Re-enter your answer in *Erinnerungsantwort bestätigen*.
- Click on *Abschicken*.

The new screen will confirm that your user account has been completed successfully by reporting your user name (*Benutzername*) and email addresses.

By clicking on *Intranet* you may sign up for the University's Intranet.

By clicking on *E-Mail Messenger* you may start the University's web-mail program, where you will be able to send and receive emails.



## 2. To Change Your Password

Go to the University homepage at [www.hochschule-reutlingen.de](http://www.hochschule-reutlingen.de).

- Click on *Benutzerverwaltung*
- Click on *Passwort*
- Click on *Passwort ändern*
- Next to *Aktuelles Passwort eingeben* enter your current password.
- Next to *Neues Passwort eingeben* enter your new password.
- Next to *Neues Passwort bestätigen* re-enter your new password.
- Choose a security question (*Erinnerungsfrage*).
- Enter an answer (*Erinnerungsantwort*).
- Re-enter your answer (*Erinnerungsantwort bestätigen*).
- Click on *Abschicken*.

The new screen will confirm that your password has successfully been changed.

## 3. To Change Your Security Question and Answer

Go to the University homepage at [www.hochschule-reutlingen.de](http://www.hochschule-reutlingen.de).

- Click on *Benutzerverwaltung*
- Click on *Passwort*
- Click on *Erinnerung ändern*
- Choose one of the security questions under *Erinnerungsfrage*.
- Think of an appropriate answer to the question. Use an answer that is easy to remember, but not something that is too obvious. Type the answer next to *Erinnerungsantwort*.
- Retype the answer next to *Erinnerungsantwort bestätigen*.
- Enter your password next to *Aktuelles Passwort*.
- Click on *Abschicken*.

A new screen will appear confirming that your security question and answer have been updated.



## 4. If You Forget Your Password

Go to the University homepage at [www.hochschule-reutlingen.de](http://www.hochschule-reutlingen.de).

- Click on *Benutzerverwaltung*
- Click on *Passwort*
- Click on *Passwort vergessen*

Into the respective areas enter the following (this information is not case sensitive):

- First name (*Vorname*)
- Last name (*Name*)
- Student identification number (*Matrikel-/Personalnummer*)
- School\* (*Abteilung/Fakultät*)
- User name (*Benutzername*)
- Click on *Abschicken*

If the information you entered is correct, a new screen will appear. Here you will be asked the security question (*Erinnerungsfrage*) that you chose when you set up your account.

- Enter the answer (*Erinnerungsantwort*) to your security question.
- Click on *Abschicken*.

\*You can find your school abbreviation on the paper titled ***Daten für die Anmeldung im Intranet*** that you received along with your *Immatrikulationsbescheinigung*.

A complete list of all abbreviations is available under [www.hochschule-reutlingen.de](http://www.hochschule-reutlingen.de).

- Click on *Benutzerverwaltung*
- Click on *Hilfe&Info*
- Click on *Kürzel*

If the information you entered is correct, a new screen will appear. From here, you must follow the directions for changing your password.



## **5. If You've Forgotten Your Password and the Answer to Your Security Question**

### **If you are on campus:**

Make an appointment with the appropriate contact person during the Computing Centre office hours. Office hours are listed on the website [www.rz.hochschule-reutlingen.de](http://www.rz.hochschule-reutlingen.de). Have your student identity card ready.

### **If you are studying abroad and unable to come to the Computing Centre in person:**

Send a fax (+49 7121 271 1310) or email to the appropriate contact person. Include in your fax or email the following information:

- A copy (jpg, bmp, gif) of your personal identification card, passport or student identification card. First name, last name, birthday and birthplace must be visible.
- The security answer that you wish to have.
- If communicating via fax, a return fax number.
- If communicating via email, a return email address (be sure that you can access the email address that you send us).

You will then receive a fax or email. This is a confirmation that your new security answer has been entered into the system. For security reasons, the security answer from your fax or email will not be included. Now follow the directions to change your password. In this case, it doesn't matter which security question is shown. You just have to enter the security answer that you faxed or emailed the Computing Centre.



## 6. Access to WLAN

For wireless access to the Intranet via WLAN (Wireless LAN) you have to register your computer's so-called MAC address. To retrieve your computer's MAC address, do the following:

- Click *Start*, point to *All Programs*, point to *Accessories* and click *Command Prompt* or  
click *Start*, point to *Programme*, point to *Zubehör* and click *Eingabeaufforderung*.
- Type "*ipconfig /all*"
- Look for *ethernet adapter wireless connection*, for example. There you will find next to physical address (Physikalische Adresse) a set of numbers like  
AA-BB-CC-XX-YY-ZZ.  
This is your computer's MAC address.

Once you have your MAC address, go to [www.hochschule-reutlingen.de](http://www.hochschule-reutlingen.de).

- Click on *Benutzerverwaltung*.
- Click on *WLAN-Zugang*.
- Enter your address in one of the fields: *MAC-Adresse 1*, *MAC-Adresse 2* or *MAC-Adresse 3*. The MAC address fields ARE case sensitive.
- Click *Abschicken*.

A new screen will appear confirming that your access to WLAN has been successfully set up.

### Important:

To configure the wireless connection on your computer, you need the information at the bottom of the screen: SSID (System Set Identifier) and WEP (Wired Equivalent Privacy). Make a hard copy or write down this information.