

## „Forgot your password“–Feature in UNIGRAZonline for Students

Guideline for students of the University of Graz  
to generate a new PIN code for UNIGRAZonline

From now on, it is possible for you as a student of the University of Graz to generate your own PIN code if you forgot your password for your UNIGRAZonline account.

To get a new PIN code, a valid personal, temporary e-mail address is compulsory (this does not involve your e-mail address of the University of Graz!). Therefore, it is necessary to keep your personal e-mail address up-to-date – you can add or change your personal e-mail address on your own at your business card in UNIGRAZonline with the link “Current/Home Address”.

If you have forgotten your password or forgotten to change your password in time, please follow this procedure to get a new PIN- code:

- Select the web address of UNIGRAZonline: <https://online.uni-graz.at/>.
- Select the key icon (upper right in the menu bar).
- Select the link “Forgot your password?”.
- For identification please enter your Austrian Social Security Number<sup>1</sup> and select the “continue”-button.

After you have selected the “continue”-button, a new window opens with the confirmation of the PIN code transmission to your personal, temporary e-mail address.

Please check your mailbox (as well as your junk-mail box).

To activate your PIN code, please follow the steps written in the email you will receive.

If you have further questions or if a problem occurs, please contact the **Academic Affairs** Office (<https://studienabteilung.uni-graz.at/en/>) or the **Infopoint** (<https://it.uni-graz.at/en/>) of the University of Graz.

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<sup>1</sup> If you do not have an Austrian Social Security Number please use the replacement (social security) number. You can find this on your Stammdatenblatt or on your record of studies (“Studienblatt”).