

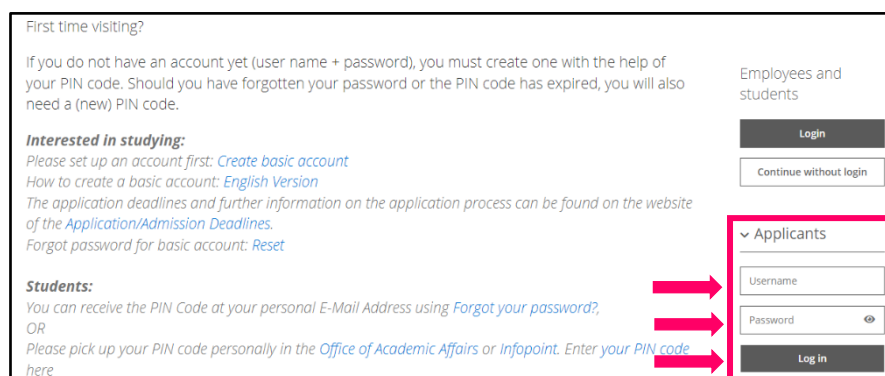
# Students – basic account

## How to find the username & reset the password

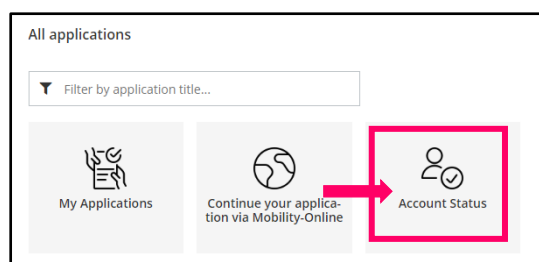
### BASIC USER → retrieving the USERNAME

In case you have forgotten the username of your basic account, this is how you proceed:

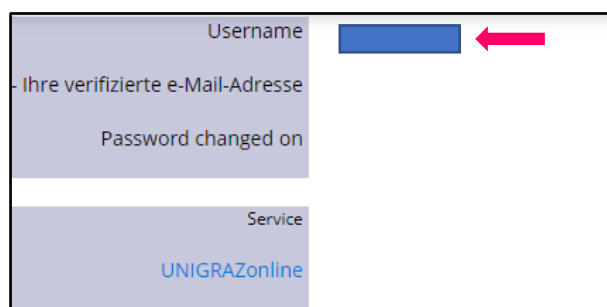
1. Open <https://online.uni-graz.at/>  
Go to **“Applicants”**  
Enter your personal **email address** you used to set up your basic account and your **password**, then click **“login”**



2. On the next page, click **“continue”**, on the following page click on **“Account Status”**



3. Here you can now see your **username**.

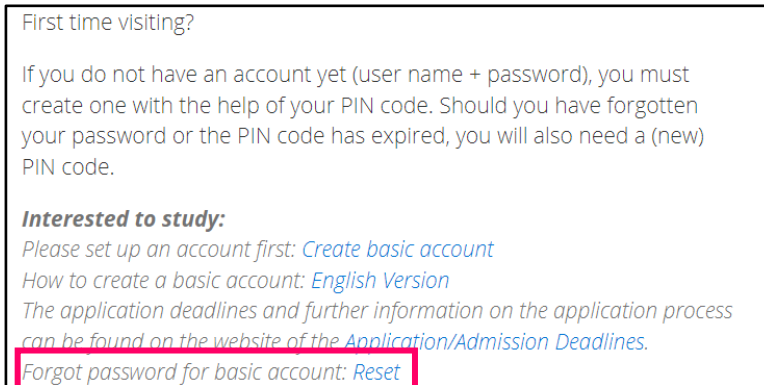


To log in to **Mobility-Online**, you will **combine your username with @basic.uni-graz.at** to create an email address. This email address will act as your username when accessing Mobility-Online.

## BASIC USER → password reset

In case you have forgotten the password of your basic account, this is how you proceed:

1. Open <https://online.uni-graz.at/>  
Go to **"Forgot password for basic account"** → click on **"Reset"**

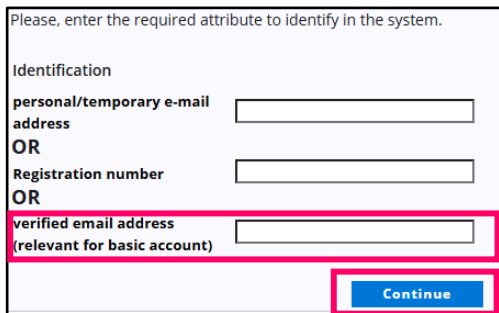


First time visiting?

If you do not have an account yet (user name + password), you must create one with the help of your PIN code. Should you have forgotten your password or the PIN code has expired, you will also need a (new) PIN code.

**Interested to study:**  
Please set up an account first: [Create basic account](#)  
How to create a basic account: [English Version](#)  
The application deadlines and further information on the application process can be found on the website of the [Application/Admission Deadlines](#).  
[Forgot password for basic account: Reset](#)

2. Enter your personal **email address** you used to set up your basic account, then click **"continue"**



Please, enter the required attribute to identify in the system.

Identification

personal/temporary e-mail address

OR

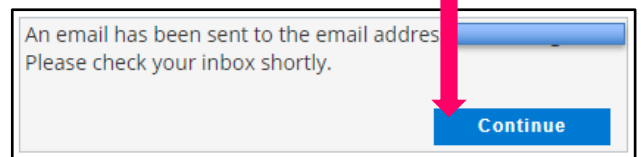
Registration number

OR

verified email address (relevant for basic account)

[Continue](#)

In the next step, click **"continue"** again.  
Then close the browser.



An email has been sent to the email address

Please check your inbox shortly.

[Continue](#)

3. Wait for an email with the subject *"Your link for resetting your current password" / "Ihr Link zur Änderung Ihres aktuellen Kennwortes"* which will be sent to your personal email address you used to set up your basic account. Make sure you check inbox and spam folder of this email address.

In this e-mail, click on the link for password change and follow instructions provided.

4. Now create and confirm your **new password**.  
*Note that - once the reset is complete - password synchronization will take some time!*

Account

**Username**

**Password**

**Confirm new password**

Attention: The password is synchronized into other systems. Change your password only at a point in time when you don't want to access other services (e. g. staff: before going home). For more information, contact the Servicedesk (ext. 2240).

Please choose your password according to the following criteria:

- Must
  - Min. 12, max: 20 characters,
  - at least 3 letters (upper and lower case possible), at least 1 number, at least 1 special character,
  - must not contain: given name, family name, user name, social security number, registration number; common strings like uni, graz, qwert, password, 1234; special characters @, & or apostrophes,
  - has to differ from previous passwords by at least 3 characters,
  - must not be the same password as in another user group (students/staff).
- Advice
  - Use of special characters !\$%()\*+,-./:;<=>[]\_{}.
  - Special characters should not be placed at the beginning of a password because issues in other systems could arise.
  - Do not use parts of given or family names.
  - In general, do not use parts of words (more than three letters) that can be found in dictionaries (English or German).
  - The password is valid for 360 days.
  - More advice on handling passwords safely can be found [here](#) (German only).

By using my account I am obliged to abide the terms of use.