

# UNIGRAZonline **student** account Activation & Set-up

## Important information (read carefully!)

So far you have been working with your basic user account. The student union payment completes your enrollment in Graz. With the **PIN code** and your **Uni Graz student ID number** you can now activate your UNIGRAZonline student account which will give you access to functions such as course / exam registration and documents such as enrollment confirmations and much more.

During this process, make sure you write down your **username, password** and **Uni Graz email address** for future login to the system.

Please note that password **synchronization may take up to 24 hours** after account activation. Therefore, **login to systems such as email, wifi, eduroam, moodle, etc. will not be possible immediately after account activation & set-up**, but only after the relevant waiting period.

## ACTIVATING YOUR UNIGRAZONLINE STUDENT ACCOUNT

After successful payment of the student union fee (= full amount required has reached the university's account), you will receive an email with a **PIN code**. The PIN code is valid for 2 weeks only and allows for max. 5 attempts, so make sure you have all details ready to successfully complete the process right away.

Dear

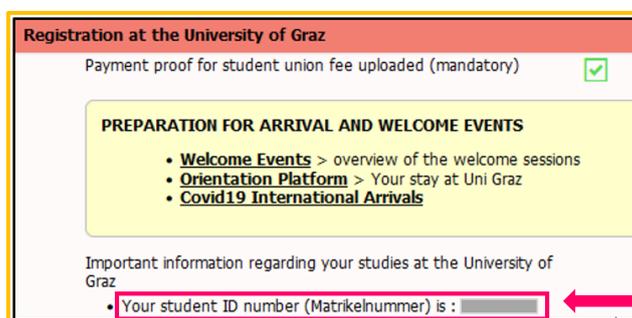
The University of Graz provides a personal access to the information management system UNIGRAZ code is required for activating the account as well as by loss of your password.

The Pin code is only valid 15 days from the day of issue. You only have 5 attempts to enter the PIN code.

Please note, that any Information of the University of Graz will solely be communicated via the student union email.

The following PIN code has been generated for you:

In addition to the PIN code, you will also need your **student ID nr / Matrikelnr / Registration nr** assigned to you at Uni Graz. You can find this number in Mobility-Online. Have PIN and student ID number at hand **BEFORE starting the process!**

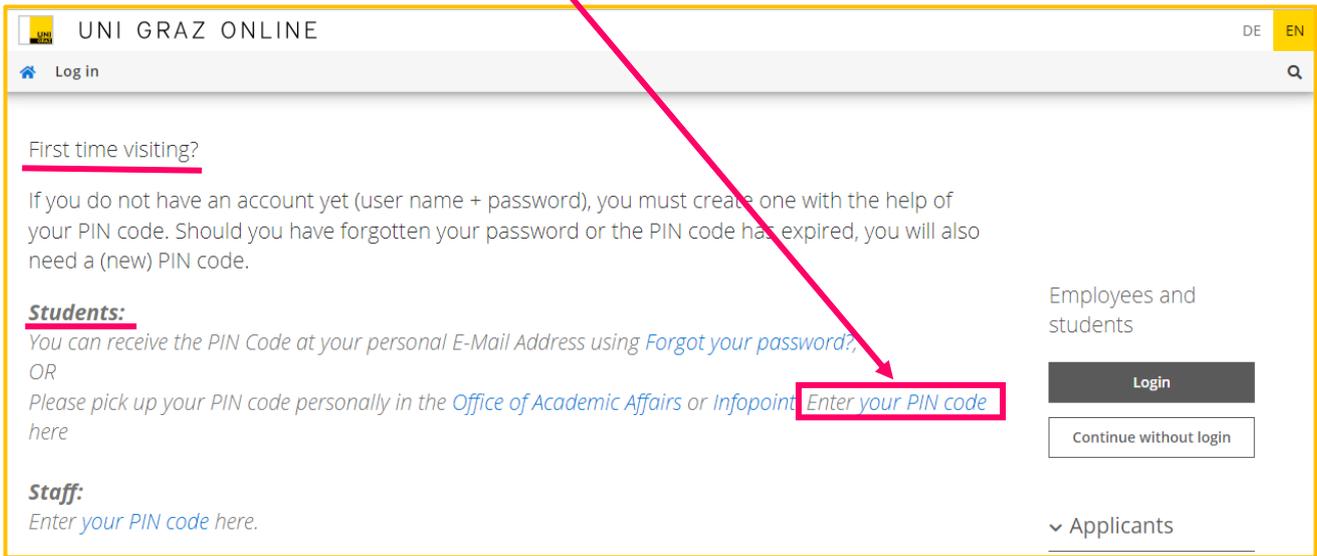


Select a **PASSWORD** according to the following instructions to have it ready for the process:

- ✓ min. 12, max. 20 characters
- ✓ at least 3 letters (upper and lower case possible)
- ✓ at least one number
- ✓ at least one special character (e.g. ? ! + %) *Do NOT place special characters at the beginning of the password!*
- ✓ For safety reasons, do NOT use parts of your name or parts of words!

Then go to: <https://online.uni-graz.at>

Select the language in the upper right-hand corner  
 To activate your UNIGRAZonline account, click here:



Enter the following data and then click "Save":

- **PIN code:** valid for only 2 weeks, 5 attempts, to be used once for the account activation
- **Student ID number / Matrikelnr / registration nr**
- **Date of birth:** enter date in the format indicated

The system will automatically generate your **username** (two numbers and part of your name, e.g. "21muster")

- Choose your **password** according to the instructions in the system and enter it twice
- Make sure you **REMEMBER your username and password** for future use!
- Click on "Benutzerordnung", then click save

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.

The following view will provide you with your **username** and **official email address** - make a note of those for future access! Then click "continue"

Benutzername [redacted] ←

Account valid until 15.April 2024

Password changed on 26.Juli 2023

Password valid until 20.Juli 2024

Service Status

UNIGRAZonline ✓

Active Directory Service ✓ CHAP ausgeschalten

Mail ✓ [redacted]@edu.uni-graz.at ←

Radius Einwahlservice ✓

User account has been reactivated.  
PIN code has been validated.

Continue

**Confirm** the information and complete the **survey** in this section and **continue**.  
*Info text will vary depending on date of activation*

Please enter your social insurance. no.

⚠ Social insurance number subsequent entry

**Informationsschreiben zum Rauchverbot**

ℹ Bitte klicken Sie auf [Rauchverbot \(PDF\)](#)

Do not show this message again

We do not have any information that you have already completed the UHStat 1 survey.

ℹ The UHStat 1 survey is mandatory and can be completed on the following page:

→ [UHStat 1 survey](#)

**Achtung:**  
**Keine Zusendung eines papierenen Zahlscheines durch das BRZ !!!!**

ℹ Die Daten für Ihren Studienbeitrag bzw. Studierendenbeitrag (ÖH-Beitrag) für das Winte  
Informationen zur Entnahme der Zahlungsdaten finden Sie unter: <http://static.uni-graz.a>  
Bei Fragen wenden Sie sich an [studienabteilung@uni-graz.at](mailto:studienabteilung@uni-graz.at).

Read and accepted

→ Continue

When prompted to choose your profile, do **NOT** tick the box.  
Instead **click on "Students"** to access your activated student account:

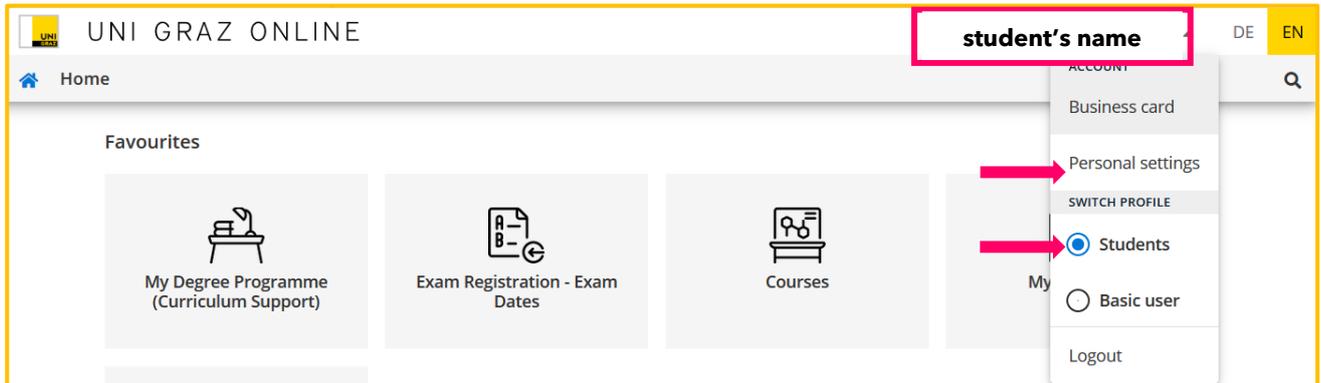
Please choose a user profile

Students

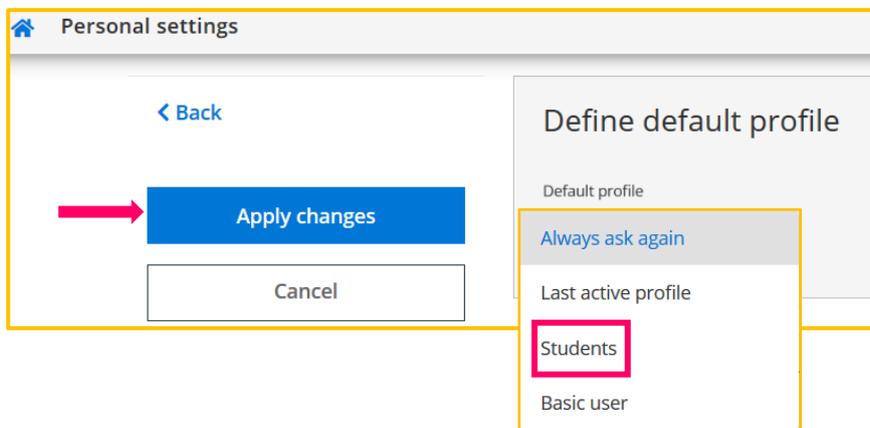
Basic user

Don't show this page again

Click on **your name**, then on **"Personal settings"**



In your personal settings, **select student** and **click "Apply changes"** to set your default profile



**WAIT FOR AT LEAST 24 HOURS BEFORE THE NEXT STEPS  
to allow for password synchronization**

## **INSTALLATION of MFA and VPN**

### **All further log-in to your UNIGRAZonline student account**

... requires VPN and multifactor authentication (MFA)

#### ***Installing multi-factor authentication (MFA) and VPN***

*To make use of your UNIGRAZonline student account, multi-factor authentication must be installed at the earliest 24 hours after and at the latest 14 days after activation of the student.*

- *VPN instructions:* [VPN for Mac](#), [VPN for Windows](#), [VPN for Mobile](#)
- *MFA instructions:* <https://it.uni-graz.at/en/it-services/account/mfa/>

**Access to the student account** will be via <https://online.uni-graz.at> with the following access details

**Access to the Uni Graz email address** account will also require VPN

- ✓ Username = your Uni Graz email address
- ✓ Password = the one you created for your student account

## All further log-in to Mobility-Online

For the time being you will access Mobility-Online with the same access details of your basic user account you used throughout the application process. To merge the accounts, you will receive instructions via email → "Merging of login-data" and will then be able to use the access details of your student account for Mobility-Online as well:

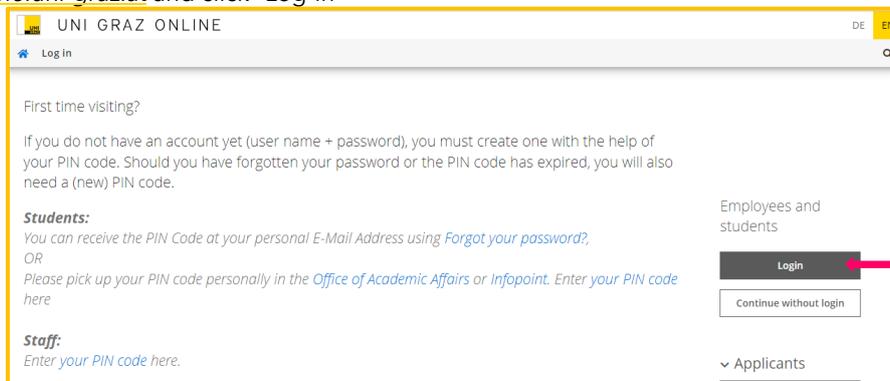
**Access Mobility-Online** via <https://mobility.uni-graz.at/mobility/login> with the following access details

- ✓ Username = the actual username of your student account, NOT the email address
- ✓ Password = the one you created for your student account

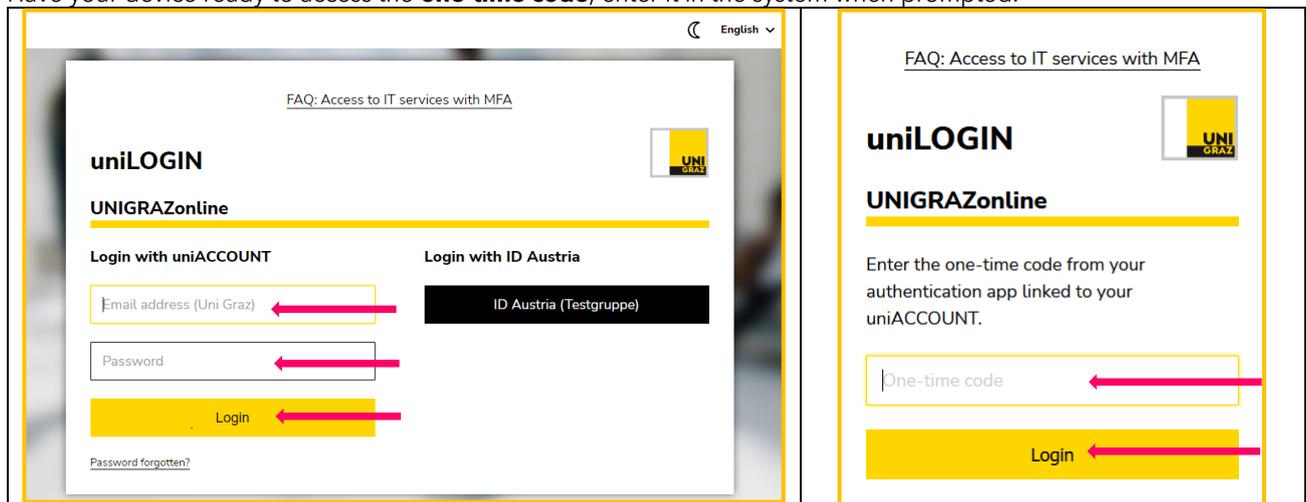
## SET-UP OF YOUR UNIGRAZONLINE STUDENT ACCOUNT

All further logins into the system will be via **uniLOGIN** which **requires multifactor authentication (MFA)**. Access to the **Uni Graz email account also requires VPN**. *Make sure you have installed both (see previous page for instructions) and always have your device ready to access the number code needed for each access via uniLOGIN.*

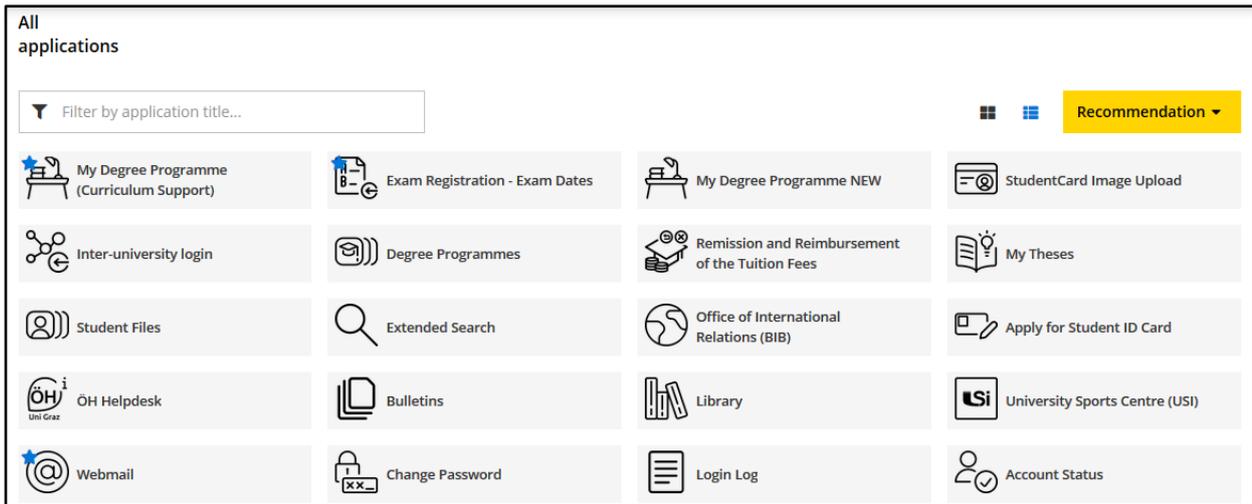
Go to <https://online.uni-graz.at> and click "Log-in"



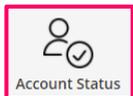
Enter your **Uni Graz email address** and the **password** of your student account and click "Log-in"  
Have your device ready to access the **one-time code**, enter it in the system when prompted.



After successful log-in, click "continue" to access the features (called "applications") available to you in the system. For now, we will focus on the steps necessary for the preparation of your stay.



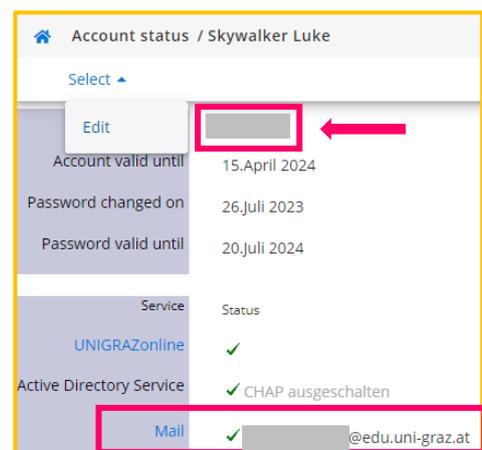
### 1. Account Status: username and email address Checking emails & automatic forward



Go to "Account Status" to see your **username** and **official Uni Graz email address**.

**All email communication between students, teachers and university administration is being carried out exclusively via the Uni Graz email address.**

In order to be up to date on official information, it **is your responsibility to check your Uni Graz email account regularly**. You can also set up automatic email forwarding to an email address you do check regularly.

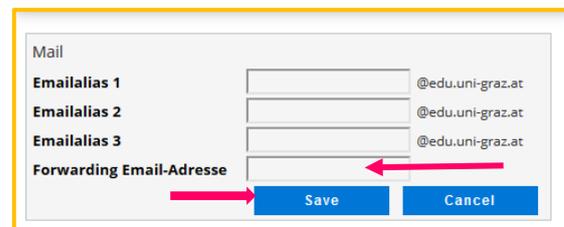


### 2. Setting up automatic e-mail forward Checking emails



Click on "Account Status", then click "Select" > "Edit".

You can now enter your preferred email address you check regularly as your forwarding email address and click "Save" to confirm.



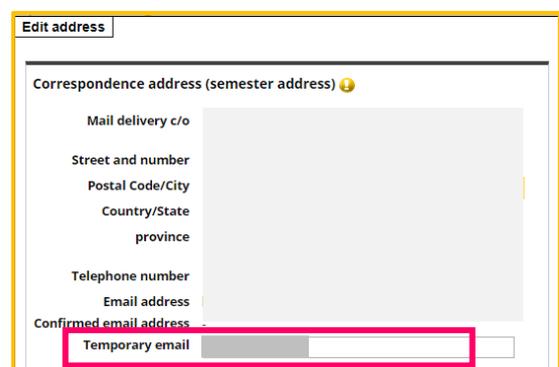
### 3. Updating your address



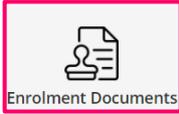
Click on "Current/Home Address", then "Edit address" and enter your **Graz address** as your "Korrespondenzadresse". Also enter an **alternative email address** (important in case you forget your password). Then click "save and close"

### 4. Password forgotten > reset

Provided you have entered an alternative email address (see step 3 above), you can reset your password by yourself by following the [instructions for password reset](#).



## 5. Enrollment documents



Your enrollment documents act as your official confirmation of enrollment for the relevant semester at Uni Graz and are valid without signature and stamp as they carry an electronic signature. You will be required to provide them in various contexts, such as when applying for public transport or - if applicable - Austrian insurance or an Austrian residence permit, co-enrolment, etc.

## 6. StudentCard Image Upload



Follow the instructions and upload a photo for your Student ID Card. Make sure your photo corresponds to the technical specifications indicated and also ensure you upload a passport-type photo, NOT a group photo, NO full body photos, etc.) In case your UNIGRAZonline photo does not meet the criteria, the card cannot be issued.

## 7. Applying, pick-up & activation of the UNIGRAZcard = student card

You have two options for ordering & pick-up of your UNIGRAZcard = student card

- **Pick-up at the kiosk** → when the card is ready for pick-up, a [QR code](#) will be sent to your [Uni Graz email address](#). With this QR code you can issue your UniGrazCard yourself at the [kiosk in the foyer of the University Library](#).
- **Apply for student ID card** → you will not receive an email when the card is ready. You can pick up the card after [4-5 working days](#) at the [Academic Affairs Office](#) during office hours. In order to do so, [make an appointment](#) and bring your passport or national ID.

The card **must then be activated** at one of the terminals on campus. [Terminals locations](#) = 24/7 area in the annex of the library, uniIT info point in RESOWI center, student union service center, foyer of university main building, foyer of Wall building

*Apart from identifying you as a student of the University of Graz, once it is activated, the card also - once activated for those additional functions, acts as your library card (library function to be activated in your account) and gives you access to cafeteria benefits offered by the Student Union (activation at the Student Union Service Center).*

## 8. University Sports Centre (USI)



USI offers non-academic sports courses for a small fee. Note that no ECTS credits are awarded for USI courses. If you think you might be interested in signing up for any such courses, you can prepare by releasing your information to USI in preparation for the course sign-up which usually takes place during the month prior to the semester (September / February).

## 9. Student union fee for 2<sup>nd</sup> semester (only relevant for full year students)



In case you are **nominated for 2 semesters**, you will need to **pay the student union fee again for the continuation of your enrollment in the second semester**. You can do so starting approx. one month before semester start via your UNIRAZonline account by clicking on "Tuition Fee" and following the payment instructions. Also keep an eye out for the email instructions you will receive in your Uni Graz email account & respect the indicated deadlines.

- ➔ Note that though this item is called tuition fee, for exchange students it indicates only the student union fee (= mandatory payment per semester for all students).
- ➔ Missing the payment will result in your enrollment being discontinued, your grades for the relevant semester not logged in the system and also constitutes a violation of your student status in Austria!

## 10. IT services, contacting the IT servicedesk



**IT Services (unIT)** provides support with UNIGRAZonline and general IT-related issues online:

- check their instructions for various topics at <https://it.uni-graz.at/en/it-services/>
- search their engine for IT topics at <https://it.uni-graz.at/en/manuals>
- to the servicedesk in person if you are on campus
- contact them for advice on tech issues either
  - via your UNIGRAZonline account > “Support for UNIGRAZonline” or
  - check their *contact options*

When emailing IT services, note that they are **only available via your official Uni Graz email address**.

## 11. Checking emails via webmail



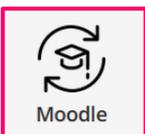
About **24 hours AFTER activation** of your UNIGRAZonline student account, you can access your official email address via webmail. BEFORE accessing webmail, make sure you log in to **VPN**. Click on “Webmail”, enter your Uni Graz email address and your UNIGRAZonline password to access your emails.

## 12. WIFI - eduroam (after arrival on campus)

Provided you have activated your UNIGRAZonline student account prior to your arrival, you can proceed to log on to wifi once you arrive on campus:

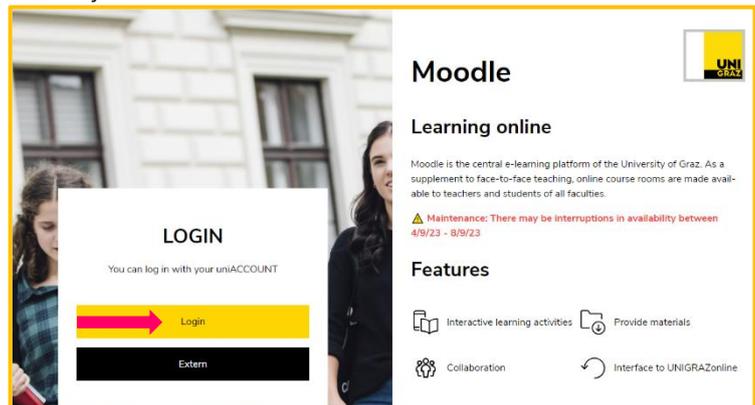
1. Open “Settings” and click on “WiFi” on your device.
2. Select the “eduroam” network.
3. Enter the following data of your activated UNIGRAZonline student account then tap “Connect”
  - ✓ Username: your official Uni Graz email address
  - ✓ Password: your UNIGRAZonline password

## 13. Moodle

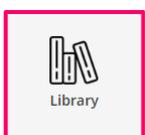


In case professors in your classes use moodle, the earliest you can activate your moodle access is about **24 hours AFTER activation** of your UNIGRAZonline student account.

Click on Moodle, then click on “login” and enter your Uni Graz email address and password. Then have your device ready to access the one-time code.



## 14. Library



You can activate your library access only **AFTER you have picked up your UNIGRAZcard / student card**. After pick up of the card, go to “Library” in your UNIGRAZonline student account, then read and accept the library rules.

You will be able to make full use of the library services starting the **next day**. Also check out the → [Library tutorials](#)