

Introduction

IT Service Center (ITSC)

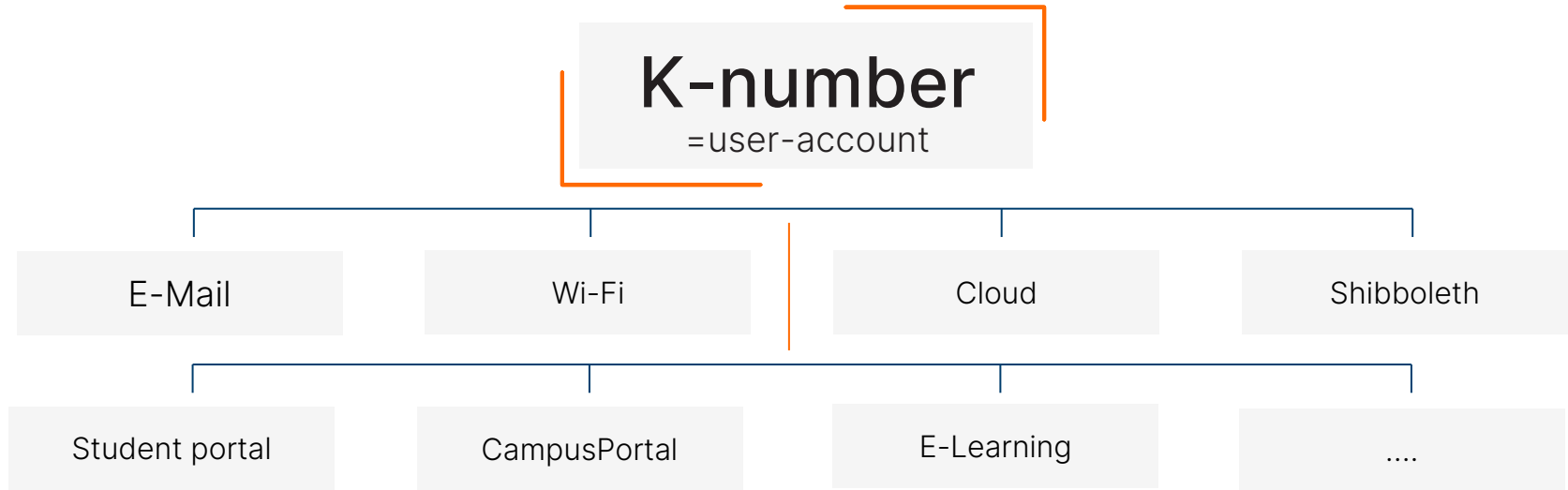
In depth guide for the beginning of your studies

Version: September 2025

Nice to know

Student Lifecycle

Upon the start of your studies, you have received a K-number and a matriculation number. The K-number should be used for all logins (unless something else is explicitly specified).



Nice to know

Student Lifecycle

- THWS e-mail addresses are only available for the duration of your studies at THWS.
- Please link your private accounts to your THWS e-mail address with caution.
- Student accounts will be deactivated 60 days after deregistration. Access to the student portal and all Shibboleth logins will be blocked immediately upon exmatriculation.
- Under no circumstances should you send the password of your THWS account to the ITSC (or to any other person).

IT-Guidelines

IT-User policy

The user policy governs the conditions under which the IT infrastructure of THWS and the associated services can be used.

IT-User policy



IT-Security

[Here](#) you will find everything you need to know about information security. Please pay particular attention to the notes on password security as well as the training course on information security for students.

Password security



Training course for students

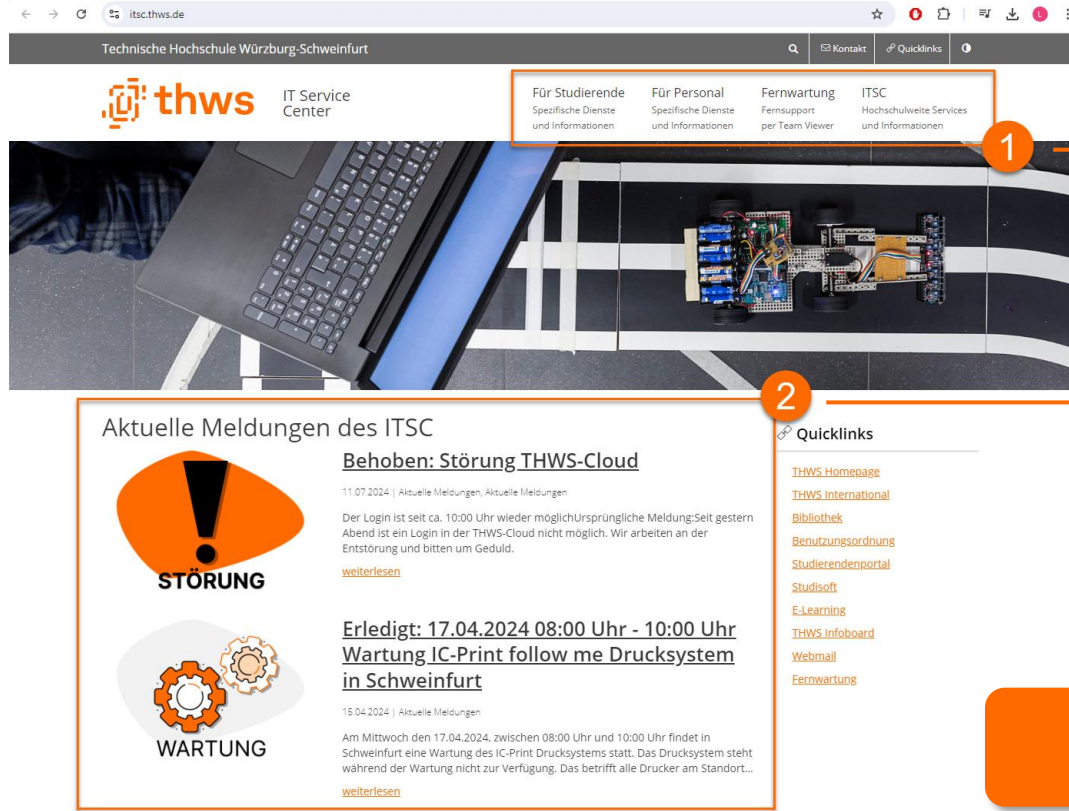


Services of ITSC

Technical contact for:

- General student lifecycle
- Wi-Fi
- E-Mail
- Software provisioning
- E-Learning-System
- Printing, scanning, copying
- THWS Cloud
- Intranet

Our website



Dedicated section for students

Current announcements



itsc.thws.de

Wi-Fi



There are three different options

- eduroam Wi-Fi - **RECOMMENDATION**
- THWS Wi-Fi
- @BayernWlan

Eduroam is a globally available, free Wi-Fi service for members of research and education institutions. After automatic setup, the Wi-Fi is configured for both eduroam and THWS Wi-Fi.

You can find the instructions for automatic setup on our website.

Click here to continue to the instructions.



E-Mail

Primary communication medium at THWS

firstname.surname[.number]@study.thws.de

Please do not use your private e-mail addresses for internal communication.

When making internal requests via e-mail at THWS, please always include your name and matriculation number along with your inquiry.

E-Mail

Primary communication medium at THWS

Available via

- Browser
- E-Mail client
- Smartphone

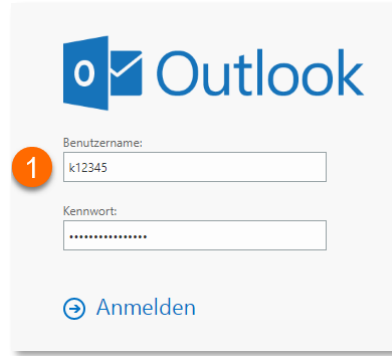


We strongly advise against setting up a forwarding to a private account!

Forwarding can lead to several issues. E-mail delivery cannot be guaranteed. Possible issues and further information about forwarding are summarized for you [HERE](#).

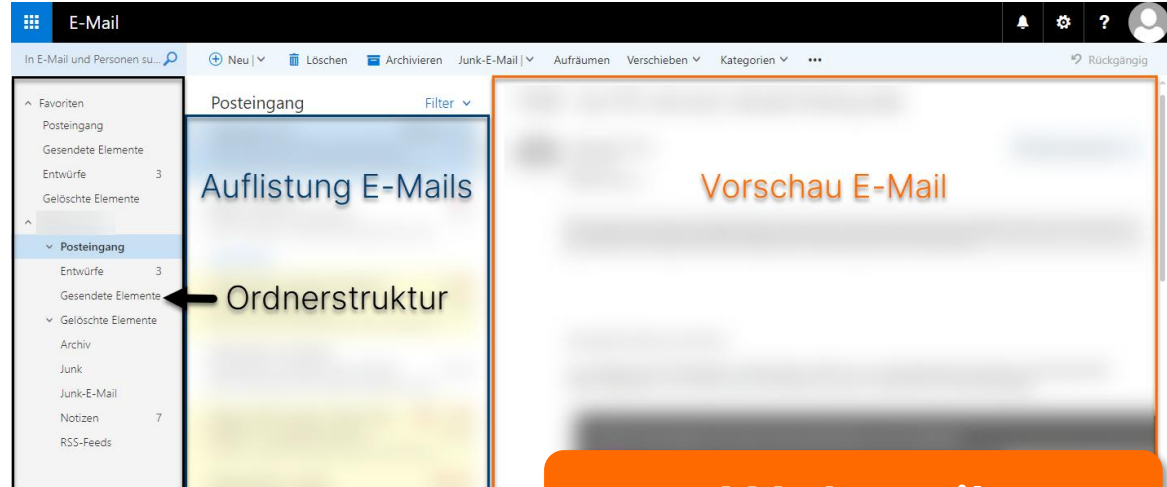
E-Mail

Web App Webmail



Outlook login form with fields for Benutzername (k12345) and Kennwort (password), and an Anmelden button. A red circle with the number 1 is next to the Benutzername field.

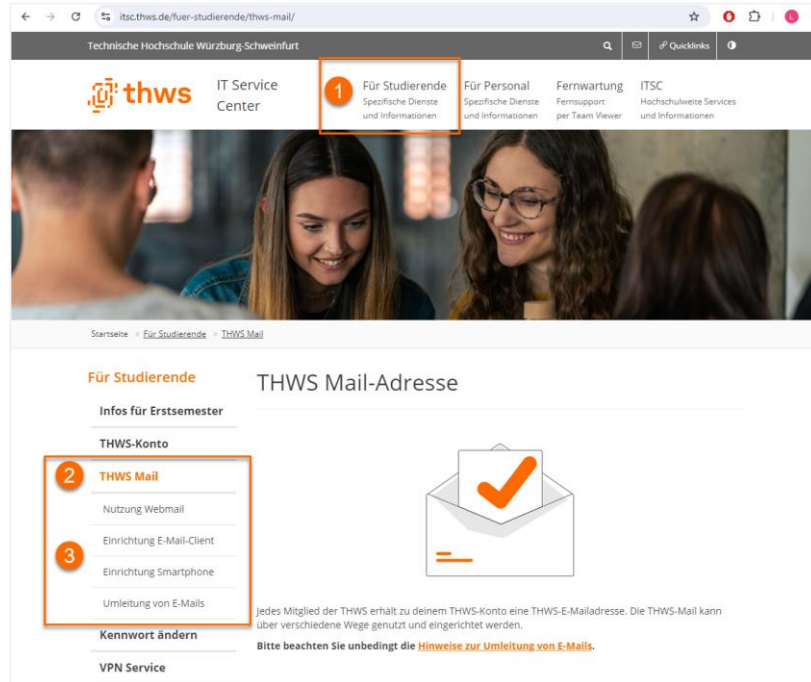
Login with K-number
and password



To protect yourself from hidden attacks, you should either access the address from your bookmarks or type the address manually.

E-Mail

Primary communication medium at THWS



You can find instructions for setting up your THWS e-mail address and further information on our website.

THWS Mail-adress

Phishing Mails



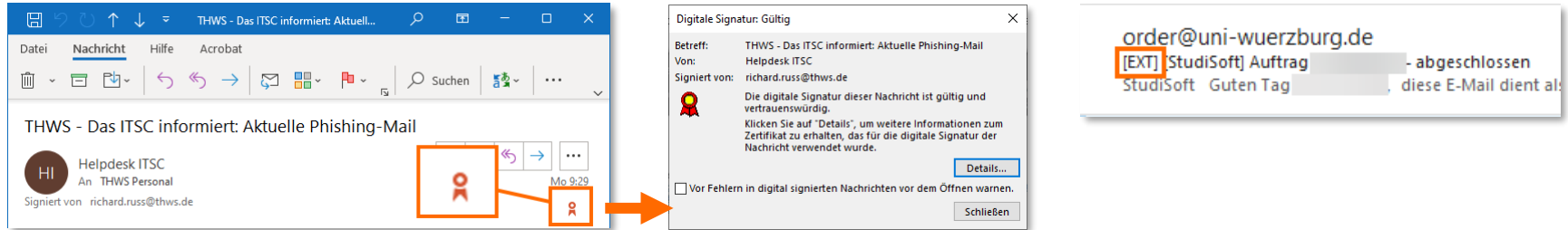
The goal of phishing is to illegally obtain sensitive data from individuals and then use it for criminal purposes, which can cause significant harm to the affected individuals.

Please contact the ITSC in the following cases

- Receiving suspicious e-mails
- Problems with e-mail communication
- Irregularities in your mailbox (e.g., changed signature, altered mailbox rules, e-mails are going directly to the trash, receiving numerous undeliverable reports)

Phishing Mails

- The ITSC only sends certified e-mails
- The ITSC will not ask you to send passwords or sensitive data
- E-mails that are not sent from a THWS address are marked with [EXT] in the subject line



Information and guidance on phishing, as well as helpful tips for secure working, can be found on our information security pages.

IT-Security
Phishing

Student portal vs. CampusPortal

Student portal

- AWPf registration
- VPN access request
- Password changes
- Password reset

campusportal.thws

- Enrollment certificate
- Grades
- Exam registration
- Re-enrollment
- Payment receipt



Student portal

CampusPortal 

Login issues*



ITSC

* If you have changed your degree program and the old program is still displayed in the CampusPortal, you can log in to the CampusPortal with your matriculation number. The issue should then be resolved.

Questions and issues regarding the content of the CampusPortal

HSST



- Please direct telephone inquiries to the appropriate contact person.
- Please submit e-mail inquiries via the online contact form.

Contact persons HSST



Contact form HSST



Password change

You have several options* to change your password

- Outlook Web App - Webmail
- Student portal

Changing your password in the CampusPortal or E-Learning is **not possible!** It may take up to 15 minutes before the new password can be used for all services.

* Please use only one of these methods; both will change the password for your K-number. The change will apply system-wide for all services using the K-number.



Please consider our guidelines and tips for password security when choosing passwords

Password security

Change password Via the Outlook Web App

1. Log in to the [Webmail THWS](#) website
2. Open the settings menu (gear symbole)
3. Click on **Options**
4. Navigate to **My Account** in the **General** section.

5. Select change **your password**
6. Enter your new password
7. Save the change

Instructions to change password

The first screenshot shows the Outlook Web App settings menu. The 'Options' button is highlighted with a red box and a red circle with the number 3. The second screenshot shows the 'Mein Konto' (My Account) section. The 'Ihr Kennwort ändern' (Change your password) link is highlighted with a red box and a red circle with the number 5. The third screenshot shows the password change form. The 'Speichern' (Save) button is highlighted with a red box and a red circle with the number 7. The form includes fields for 'E-Mail-Adresse', 'Aktuelles Kennwort', 'Neues Kennwort', and 'Neues Kennwort bestätigen'.

✓ Speichern 7 Erwerfen

Kennwort ändern

Geben Sie das aktuelle Kennwort und dann ein neues Kennwort ein. Geben Sie das neue Kennwort anschließend zur Bestätigung ein weiteres Mal ein.

Nach dem Speichern müssen Sie den Benutzernamen und das Kennwort möglicherweise erneut eingeben und sich noch einmal anmelden. Sie erhalten eine Benachrichtigung, sobald das Kennwort geändert wurde.

E-Mail-Adresse:

Aktuelles Kennwort:

Neues Kennwort:

Neues Kennwort bestätigen:

Change password

Via the student portal

1. Log in to the [student portal](#) with your K-number
2. Open the account menu
3. Select **change password**
4. Enter your new password
5. Save the change

Instructions to change password

Studierendenportal

Konto

k12345

Passwort

.....

☐ Angemeldet bleiben

Anmelden

[Passwort vergessen?](#)



Sprache (DE)

Konto (k12345)

Konto

Passwortänderung

VPN-Zugang

Abmelden

Quicklinks

>> [Webmail](#)

>> [eLearning](#)

>> [Bibliothek](#)

Konto Sicherheit

Konto

Ihr THWS Kontonutzername (K-Nummer) lautet: k12345

Passwortänderung

Aktuelles Passwort

.....

Neues Passwort

.....

Passwörter müssen mindestens 8 Zeichen lang sein.

Kennwortbestätigung

.....

Passwort ändern

Forgot password

New password via student portal

- The function **forgot password** is **only** available in the student portal
- Initially, the private e-mail address you used when enrolling is set for password resets. You can change your private e-mail address in the CampusPortal.

Make sure that an accessible e-mail address is set for password resets! Please do not use your THWS address for this purpose!

- The ITSC can reset your password to the initial password if necessary (see the handout provided at enrollment).
- If you no longer have your handout available, you must identify yourself in person at the ITSC.

Student portal



Forgot password

New password via student portal

1. Open the [student portal](#) and click on forgot password
2. Enter your information
3. Make sure to use the correct date format **DD.MM.YYYY** when entering your date of birth.
4. Click on **request e-mail**
5. With this e-mail, you can then reset your password (the link is valid for one hour)

Studierendenportal

Konto
z.B. k12345

Passwort

☐ Angemeldet bleiben

Anmelden [Passwort vergessen?](#) 1

Passwort vergessen

Bitte geben Sie unten Ihre Daten ein und wir senden eine E-Mail zum Zurücksetzen des Passworts an Ihre private E-Mail-Adresse.

Passwort zurücksetzen

* Pflichtfeld

K-Nummer *
k12345

Matrikelnummer *
5999999

Geburtsdatum *
01.01.1993
Format: TT.MM.JJJJ - z.B. 31.01.1989

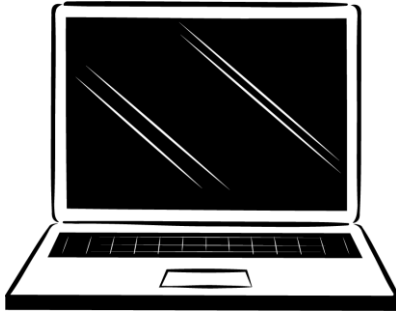
Geburtsdatum *
01.01.1993
Format: TT.MM.JJJJ - z.B. 31.01.1989

E-Mail anfordern 4

Abbrechen

Instruction forgotten password

Software



For the duration of your studies, you have the opportunity to use various software offers either for free or a fee.

A detailed overview is available on our website.

Software for students

Software - Studisoft

You can access some software offers through Studisoft

1. In the list of universities, select the **Technical University of Applied Sciences Würzburg-Schweinfurt** and click on **Login**
2. Log in with your THWS account
3. You will now receive an overview of the available software

Please pay attention to the license agreements!

StudiSoft

StudiSoft

Login - StudiSoft

Das Portal **StudiSoft** benötigt eine Anmeldung. Diese erfolgt via Shibboleth. Bitte wählen Sie Ihre Hochschule aus der Liste aus und klicken Sie auf 'Login'. Sie werden anschließend auf die Anmeldeseite Ihrer Hochschule weitergeleitet, an der Sie sich anmelden müssen. Nach erfolgreicher Anmeldung gelangen Sie zum Dashboard.

Technische Hochschule Würzburg-Schweinfurt

> Login

thws
Technische Hochschule
Würzburg-Schweinfurt

Passwort vergessen? Hilfe benötigt?

Sie sind dabei auf diesen Dienst zuzugreifen:
Moodle der THWS

Beschreibung dieses Dienstes:
Moodle der THWS

Benutzername k12345

Passwort

☐ Zustimmung der Dateneingabe für diesen Service anzeigen

Anmeldung

Missbrauch verhindern
Aus Sicherheitsgründen empfehlen wir Ihnen, dieses Browserfenster nach dem Besuch unserer Seiten zu schließen und nicht für das weitere Surfen im Internet zu verwenden. Dieser Hinweis gilt insbesondere dann, wenn Sie unsere Seiten von einem öffentlichen Ort aus nutzen (z.B. PC-Pool, Bibliothek oder Internet-Café).

thws StudiSoft Start Produkte Profil Hilfe & Infos

Technische Hochschule Würzburg-Schweinfurt - StudiSoft

Hallo [Name]

Hallo [Name] Ihrer Hochschule

Aktuelle Meldungen

Es sind zurzeit keine Meldungen vorhanden

Verfügbare Artikel

COMSOL Multiphysics

ArtikelNr: 129660
Sprache: D
Plattform: Windows
Preis: kostenfrei

Anmeldung

Catia

ArtikelNr: 125517
Sprache: D
Plattform: Windows
Preis: kostenfrei

Anmeldung

News

Es sind zurzeit keine Meldungen vorhanden

Links

Mein Profil
Auftragsverfolgung
Abmelden

Software – Microsoft Office 365

- For the duration of your studies, you can use the Microsoft Office 365 App for Enterprise for free.
- However, the Office 365 online storage (OneDrive), Microsoft Teams, as well as all other cloud services are not available. In connection with this, usage on Chromebooks or tablets is also not possible.
- The installation can be performed on Windows PCs or Macs.
- The following applications are included:
 - Windows: Word, Excel, PowerPoint, Outlook, OneNote, Publisher und Access
 - Mac (Apple): Word, Excel, PowerPoint, Outlook, OneNote

Software – Microsoft Office 365

A detailed guide as well as a FAQ on Microsoft Office 365 can be found on our website. Please read the information carefully.



Attention

The following user ID is required for registration:
`firstname.surname[.digit]@student.fhws.de`

Microsoft Office setup

FAQ Microsoft Office

Zoom Account



For the duration of your studies, the university provides you with a free Zoom account.

Zoom is suitable for online lectures and seminars, meetings, study groups, and much more.



Zoom Account

We have provided a detailed guide for you on our [website](#)

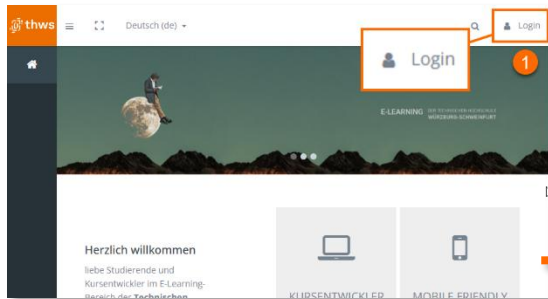
1. Register [HERE](#) with your THWS e-mail address (please do not use the password from your THWS account)
2. You will receive an e-mail at your THWS address. Confirm the verification link contained within it
3. **IMPORTANT:** To receive a license, you must log in on the Zoom website again and confirm the consolidation of the account.

If the prompt for consolidation does not appear, please contact the ITSC Helpdesk.

Click here for the detailed guide.

E-Learning Courses at THWS

1. Open the E-Learning THWS page and click on **Login**
2. Select the button **Log in with THWS University ID**
3. Enter your login credentials and sign in



E-Learning

THWS Card



Card-Service office

Room M.-1.03
Münzstraße 12
97070 Würzburg

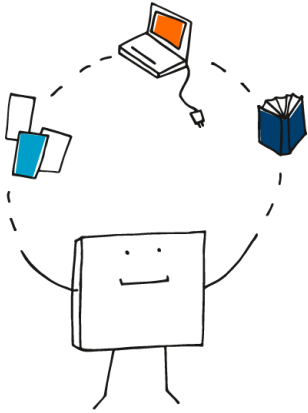
Contact:
Harald Baier
Telefon +49 931 3511-8114
E-Mail harald.baier@thws.de

THWS Card

- The card system is operated by the Student Services (Studierendenwerk) Würzburg
- The validity period is always one semester
- The card must be re-validated before each new semester
- All relevant [information about the card](#), as well as a [FAQ](#), can be found on our website

THWS Card

Functions



- Student ID
- Library ID (THWS-library and university-library)
- Wallet (e.g. for cashless payments in the cafeteria or at the university's mini cash registers)
- Electronic access depending on authorization
- Semester ticket (not germany ticket!)
- Printing and copying billing system

THWS Card

Replacement card

In case of card loss, damage due to improper use, or careless handling, a fee of 20 € will be charged for card replacement.

If the card is defective through no fault of your own, the replacement is free of charge.



Printing at THWS

- icPrint - FollowMe printsystem
- Cross-campus at the study location (Würzburg OR Schweinfurt)
- All transactions are processed through the student ID card

Functions

- Print jobs are stored on the print server and can be printed at any icPrint-printer location
- Scanning
- Printing PDF files from a USB stick



Attention

At least 80 cents must be on your THWS-card to print



Remember

- Print and scan jobs are location-bound
- You can print across campuses BUT location-bound
- You can find the printer locations [HERE](#)
- Accordingly, scanned documents can be found in the respective location portal
- Scans smaller than 1 MB are sent via e-mail
- Scans larger than 1 MB must be downloaded from the Q-Pilot portal (available for 1 week).

Portal Würzburg



Portal Schweinfurt



Instruction Q-Pilot



icPrint Instructions

You can find guides on all printing topics on our [website](#)



Printing



Copying



Scanning



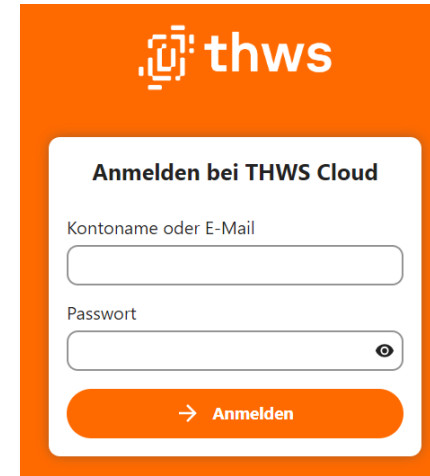
Scan to USB



THWS Cloud

- University-owned cloud service
- 5 GB of storage by default
- Files and folders can be shared with all THWS member
- No backup is performed
- Synchronization of data with the computer is possible via the Nextcloud client (for all operating systems)

Further information about the THWS-cloud and a user guide can be found [HERE](#).

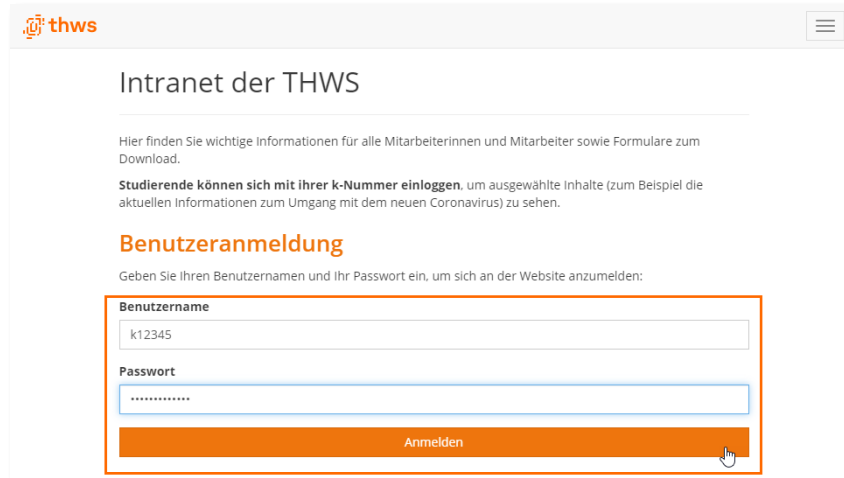


The image shows a login interface for THWS Cloud. It features the THWS logo at the top. Below it, the title "Anmelden bei THWS Cloud" is displayed. There are two input fields: "Kontoname oder E-Mail" and "Passwort". The password field has a toggle icon for visibility. At the bottom, there is an orange button labeled "→ Anmelden".

THWS-cloud

Intranet at THWS

- For topics involving sensitive data, the information is provided on the intranet, e.g., a guide on handling shared mailboxes.
- Login with K-number

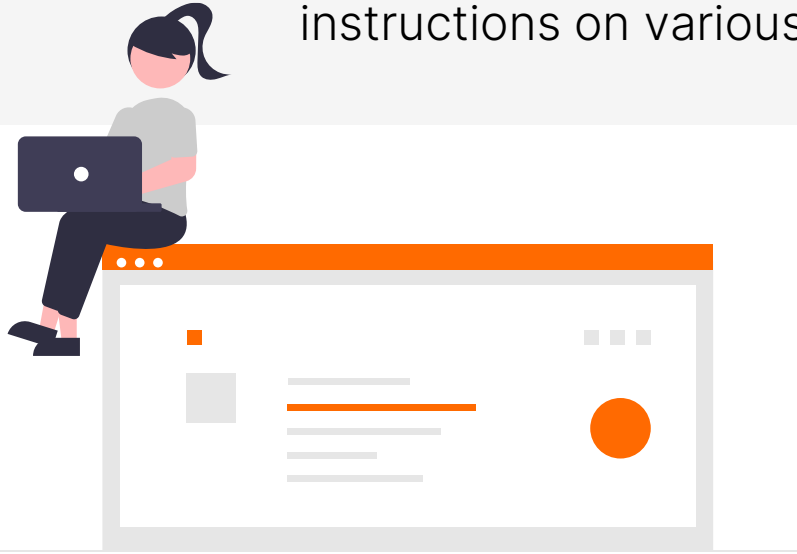


The screenshot shows the THWS Intranet login interface. At the top left is the THWS logo, and at the top right is a hamburger menu icon. The main heading is "Intranet der THWS". Below it, a paragraph states: "Hier finden Sie wichtige Informationen für alle Mitarbeiterinnen und Mitarbeiter sowie Formulare zum Download." This is followed by a bold instruction: "Studierende können sich mit ihrer k-Nummer einloggen, um ausgewählte Inhalte (zum Beispiel die aktuellen Informationen zum Umgang mit dem neuen Coronavirus) zu sehen." Below this is the section "Benutzeranmeldung" (User Registration/Login). A sub-instruction reads: "Geben Sie Ihren Benutzernamen und Ihr Passwort ein, um sich an der Website anzumelden:". The login form consists of two input fields: "Benutzername" (Username) with the value "k12345" and "Passwort" (Password) with masked characters. Below the fields is an orange "Anmelden" (Login) button. A red rectangular box highlights the entire login section, including the fields and the button.

Intranet

More Info

Further information and guidance, as well as detailed instructions on various topics, can be found directly on our website.



itsc.thws.de

Contact

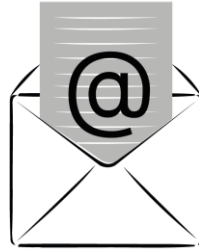
If you have any questions or issues, please feel free to contact our helpdesk

WÜRZBURG



+49 931 3511 – 6260

Münzstraße 19, Room Z.1.07
Röntgenring 8, Room A.3.08



helpdesk.itsc@thws.de

Please always send inquiries using your THWS e-mail address (include a detailed error description, screenshots if applicable, affected systems, matriculation number, and a reachable phone number).

Please do not send us any passwords!

SCHWEINFURT



+49 9721 940 – 6262

Ignaz-Schön-Str. 11
Room 7.1.07

Glossary

Term	Meaning
<u>Shibboleth</u>	Registration procedure for internal and external services using the university ID
<u>K-number / THWS-account</u>	User ID for students consisting of a 'k' and a 5-digit number sequence, e.g., k32478
<u>Matriculationnumber</u>	Unique identification number that students receive upon enrollment
AWPF	General Education Electives (Allgemeinwissenschaftliche Wahlpflichtfächer)
VPN	Virtual Private Network, a direct and secure access to a network from external locations using an existing internet connection
Log in	Process of logging in to an IT service or a synonym for the user ID
<u>Outlook Web App / OWA / Webmail</u>	Mailbox access via browser, without setting up a client
<u>Studisoft</u>	Softwareportal for students
<u>Zoom</u>	Service for online meetings at THWS

Glossary

Term	Meaning
<u>E-Learning</u>	Platform for digital learning content at THWS
<u>icPrint</u>	Printing and copying systems at THWS that can be operated with the student ID card
<u>Q-Pilot</u>	icPrint portal for managing mobile print and scanned documents
<u>Intranet</u>	password-protected website of THWS