

# Introduction

# IT Service Center (ITSC)

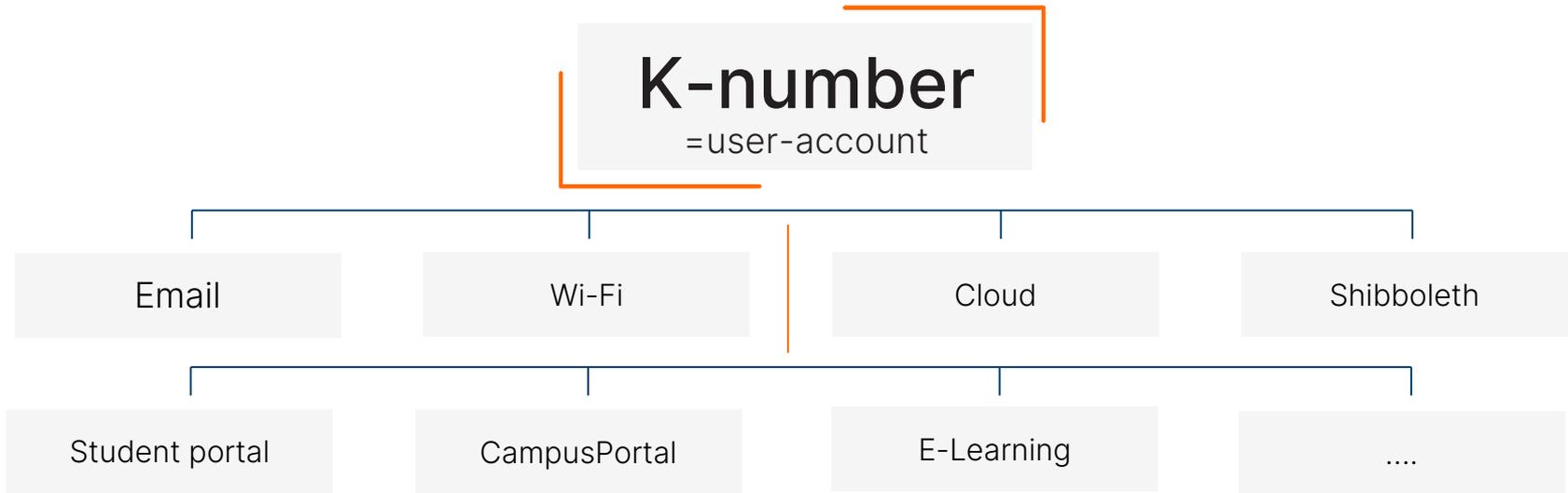
In depth guide for the beginning of your studies

Version: March 2026

# 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 email addresses are only available for the duration of your studies at THWS.
- Please link your private accounts to your THWS email 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

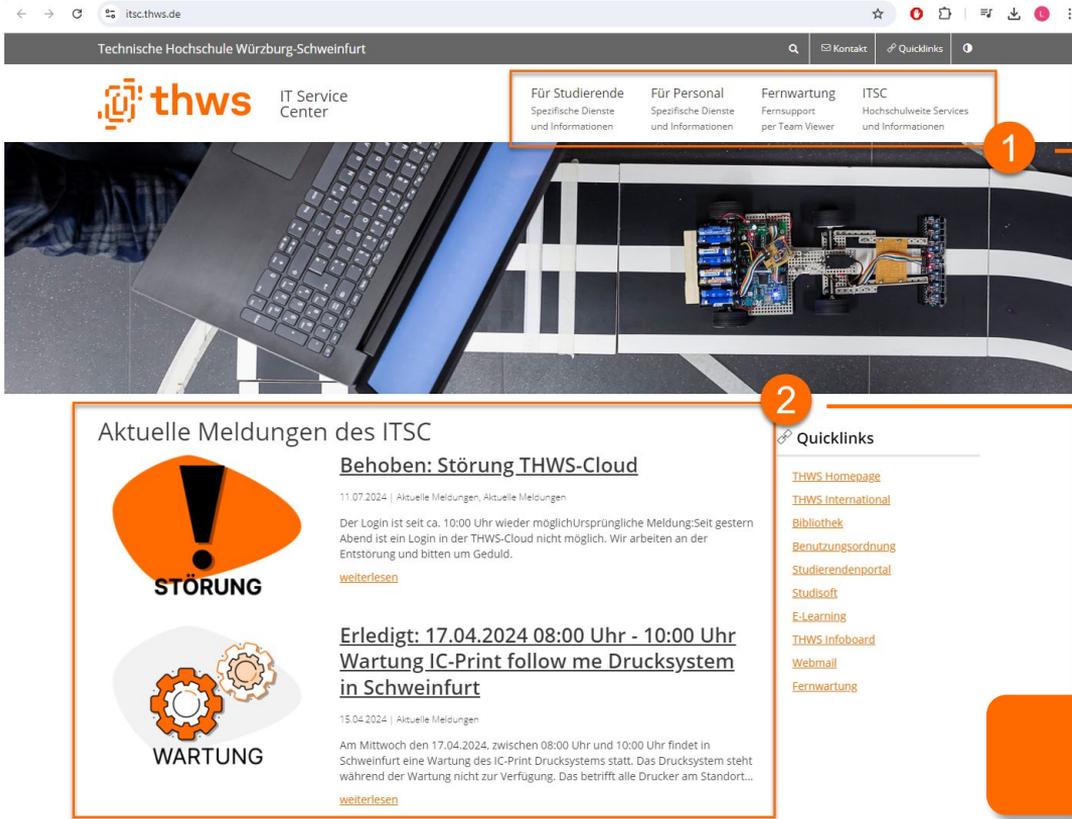


# Services of ITSC

Technical contact for:

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

# Our website



Dedicated section for students

Current announcements



# 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.



# Email

## Primary communication medium at THWS

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

Please use your THWS email address for internal communication.

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

# Email

## Primary communication medium at THWS

Available via

- Browser
- Email client
- Smartphone



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

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

# Email

## Web App Webmail



Outlook

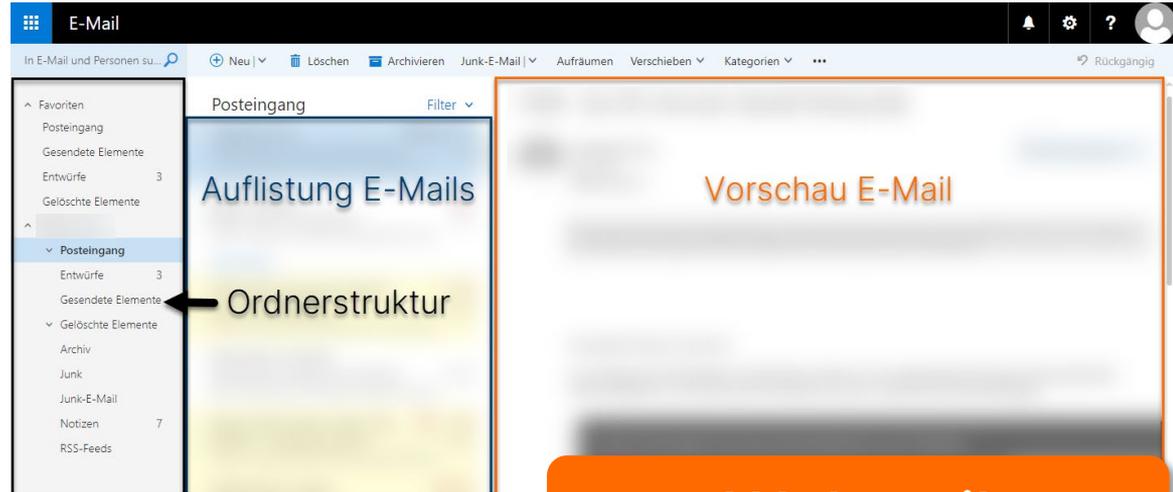
1

Benutzername:  
k12345

Kennwort:  
\*\*\*\*\*

Anmelden

Login with K-number  
and password



E-Mail

In E-Mail und Personen su...

Neu | Löschen | Archivieren | Junk-E-Mail | Aufräumen | Verschieben | Kategorien | Rückgängig

Favoriten

- Posteingang
- Gesendete Elemente
- Entwürfe 3
- Gelöschte Elemente

Posteingang

- Entwürfe 3
- Gesendete Elemente
- Gelöschte Elemente
- Archiv
- Junk
- Junk-E-Mail
- Notizen 7
- RSS-Feeds

Auflistung E-Mails

Vorschau E-Mail

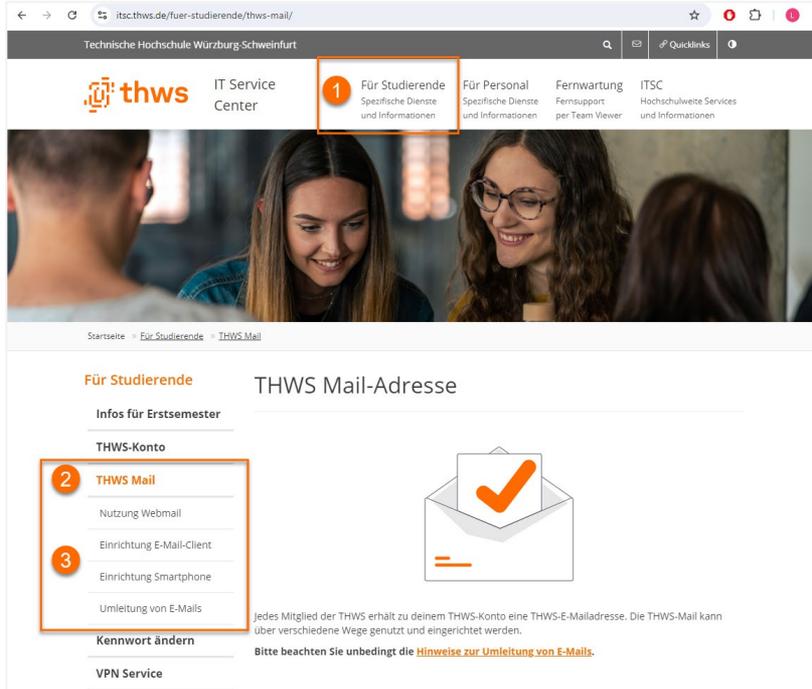
Ordnerstruktur



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

# Email

## Primary communication medium at THWS



The screenshot shows the THWS website interface. At the top, there is a navigation bar with the THWS logo and the text 'IT Service Center'. Below this, there are several menu items: 'Für Studierende' (highlighted with a red box and a '1'), 'Für Personal', 'Fernwartung', and 'ITSC'. The main content area is titled 'THWS Mail-Adresse' and includes a sidebar with 'THWS-Konto' and 'Infos für Erstsemester'. Under 'THWS-Konto', there are three items: 'THWS Mail' (highlighted with a red box and a '2'), 'Nutzung Webmail', and 'Einrichtung E-Mail-Client'. Under 'Einrichtung E-Mail-Client', there are two items: 'Einrichtung Smartphone' (highlighted with a red box and a '3') and 'Umleitung von E-Mails'. A central graphic shows an envelope with a checkmark. Below the graphic, there is a paragraph of text and a link: 'Bitte beachten Sie unbedingt die [Hinweise zur Umleitung von E-Mails](#)'.

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

THWS email address

# Phishing Mails



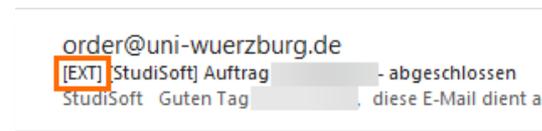
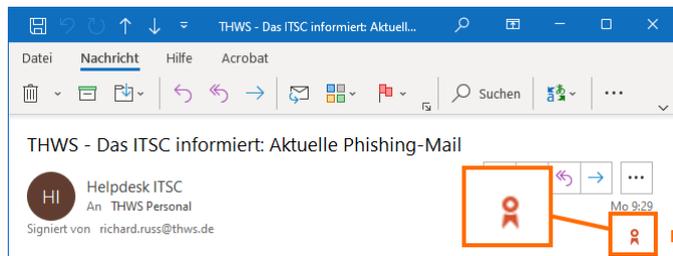
The goal of phishing is to illegally obtain sensitive data from individuals and then use it for criminal purposes, which can cause significant harm to the affected individuals.

Please contact the ITSC in the following cases

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

# Phishing Mails

- The ITSC only sends certified emails
- The ITSC will not ask you to send passwords or sensitive data
- emails 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 email 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

→ It may take up to 15 minutes before the new password can be used for all services.

Changing your password via CampusPortal or E-Learning is **not possible!**

\* 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 image illustrates the steps to change a password in the Outlook Web App through three sequential screenshots:

- Step 1:** The settings menu is open, and the 'Optionen' (Options) item is highlighted with a red box and the number 3.
- Step 2:** The 'Mein Konto' (My Account) section is selected, and the 'Ihr Kennwort ändern' (Change your password) link is highlighted with a red box and the number 5.
- Step 3:** The password change form is shown, and the 'Speichern' (Save) button is highlighted with a red box and the number 7.

The form in the third screenshot includes the following fields:

- E-Mail-Adresse: [Redacted]
- Aktuelles Kennwort: [Redacted]
- Neues Kennwort: [Redacted]
- Neues Kennwort bestätigen: [Redacted]

Additional text in the form includes: 'Geben Sie das aktuelle Kennwort und dann ein neues Kennwort ein. Geben Sie das neue Kennwort anschließend zur Bestätigung ein weiteres Mal ein.' and '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.'

# 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

The screenshots illustrate the following steps:

1. Log in to the **Studierendenportal** with your K-number (k12345) and password.
2. Open the account menu (**Konto (k...)**).
3. Select **Passwortänderung** from the account menu.
4. Enter your current password, new password, and confirm password in the **Konto Sicherheit** section.
5. Click **Passwort ändern** to save the change.

# Forgot password

## New password via student portal

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

Make sure that an accessible email 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 THWS-Login-Information 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 email**
5. With this email, you can then reset your password (the link is valid for one hour)

**thws** Technische Hochschule  
Würzburg-Schweinfurt

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 \* 2  
k12345

Matrikelnummer \*  
5999999

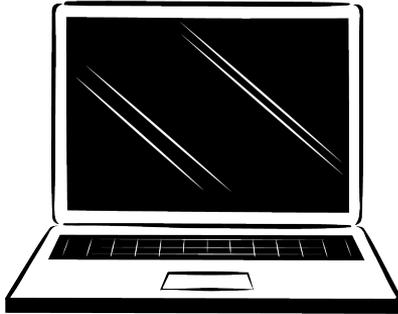
Geburtsdatum \* 3  
01.01.1993  
Format: TT.MM.JJJJ - z.B. 31.01.1989

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

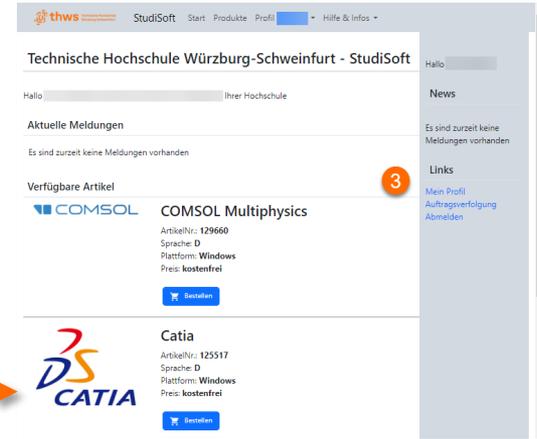
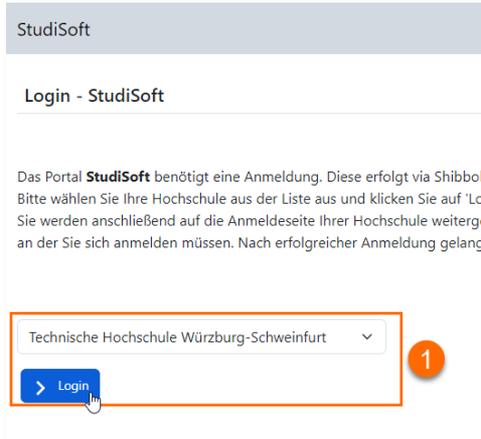
# Software - Studisoft

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



# 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.



Please sign in using your THWS email address:  
[firstname.surname\[.digit\]@study.thws.de](mailto:firstname.surname[.digit]@study.thws.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 email address (please do not use the password from your THWS account)
2. You will receive an email 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



# THWS Card



## Card-Service office

Room M.-1.03  
Münzstraße 12  
97070 Würzburg

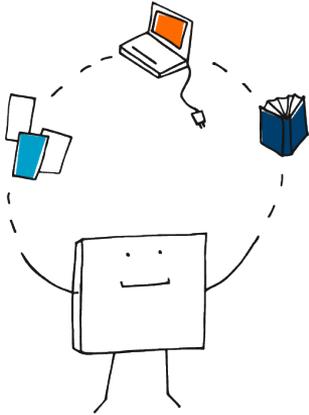
Contact:  
Harald Baier  
Telefon +49 931 3511-8114  
Email [harald.baier@thws.de](mailto:harald.baier@thws.de)

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

# icPrint Q-Pilot



## 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 email
- 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



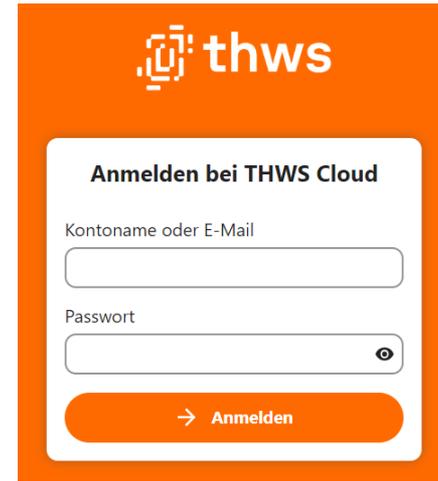
Scan to USB



# 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](#).

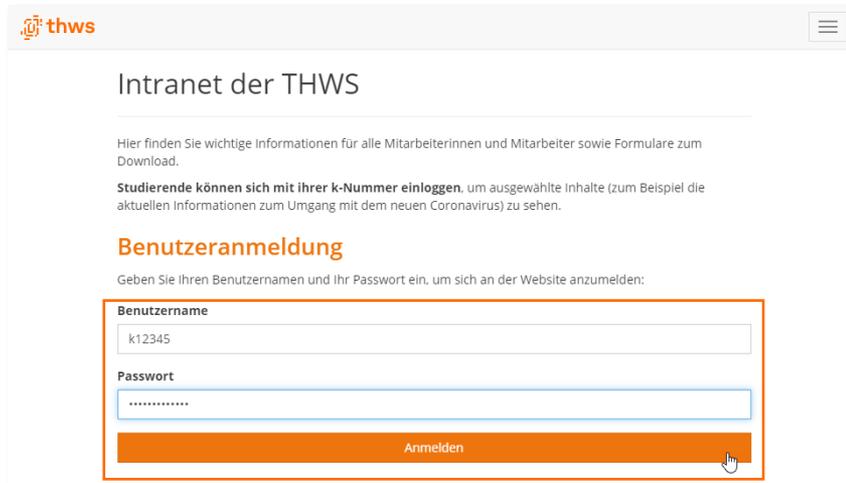


The image shows a login form for THWS Cloud. At the top left is the THWS logo, which consists of a stylized grid icon followed by the text 'thws'. Below the logo, the title 'Anmelden bei THWS Cloud' is centered. There are two input fields: the first is labeled 'Kontoname oder E-Mail' and the second is labeled 'Passwort'. The password field has a small eye icon on the right side to toggle visibility. At the bottom of the form is an orange button with a right-pointing arrow and the text '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

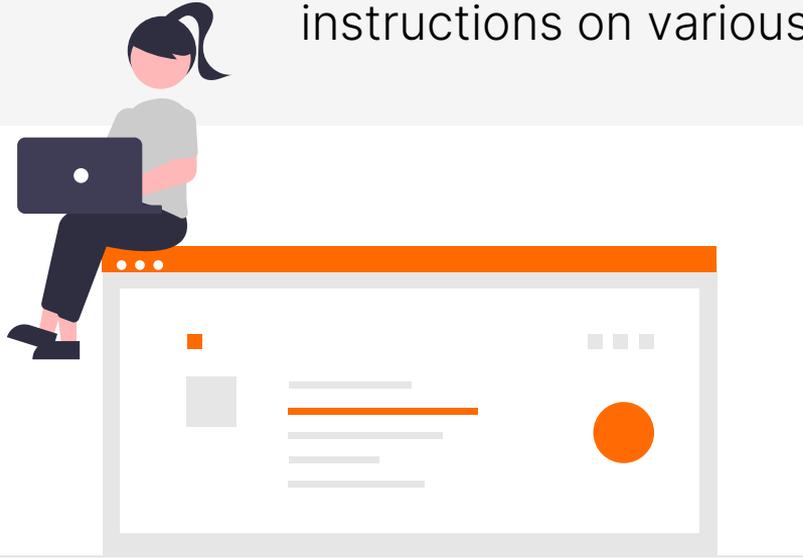


The screenshot shows the THWS Intranet login page. At the top left is the THWS logo. The main heading is "Intranet der THWS". Below this, there is a paragraph of text: "Hier finden Sie wichtige Informationen für alle Mitarbeiterinnen und Mitarbeiter sowie Formulare zum Download." followed by a bolded 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). Underneath, it says "Geben Sie Ihren Benutzernamen und Ihr Passwort ein, um sich an der Website anzumelden:". There are two input fields: "Benutzername" (Username) containing "k12345" and "Passwort" (Password) with masked characters. Below the fields is an orange "Anmelden" (Login) button. A red box highlights the login fields and 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](https://itsc.thws.de)

# Contact

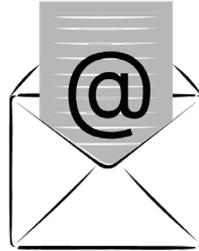
If you have any questions or issues, please feel free to contact our helpdesk

## WÜRZBURG



+49 931 3511 – 6260

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



[helpdesk.itsc@thws.de](mailto:helpdesk.itsc@thws.de)

Please always send inquiries using your THWS email 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
<a href="#"><u>Shibboleth</u></a>	Registration procedure for internal and external services using the university ID
<a href="#"><u>K-number / THWS-account</u></a>	User ID for students consisting of a 'k' and a 5-digit number sequence, e.g., k32478
<a href="#"><u>Matriculationnumber</u></a>	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
<a href="#"><u>Outlook Web App / OWA / Webmail</u></a>	Mailbox access via browser, without setting up a client
<a href="#"><u>Studisoft</u></a>	Softwareportal for students
<a href="#"><u>Zoom</u></a>	Service for online meetings at THWS

# Glossary

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