Introduction
IT Service Center (ITSC)
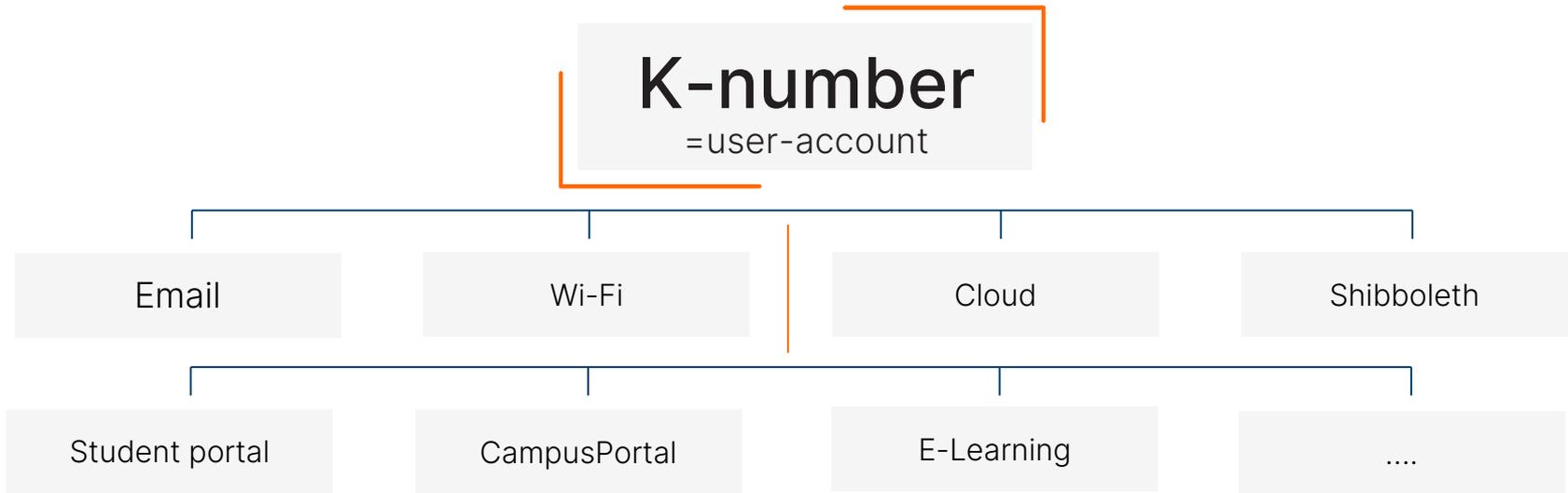
In depth guide for the beginning of your studies
Version: March 2026

itsc.thws
IT Service Center

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).

K-number
=user-account

| Email | Wi-Fi | Cloud | Shibboleth |

| Student portal | CampusPortal | E-Learning | .... |

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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).**

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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.
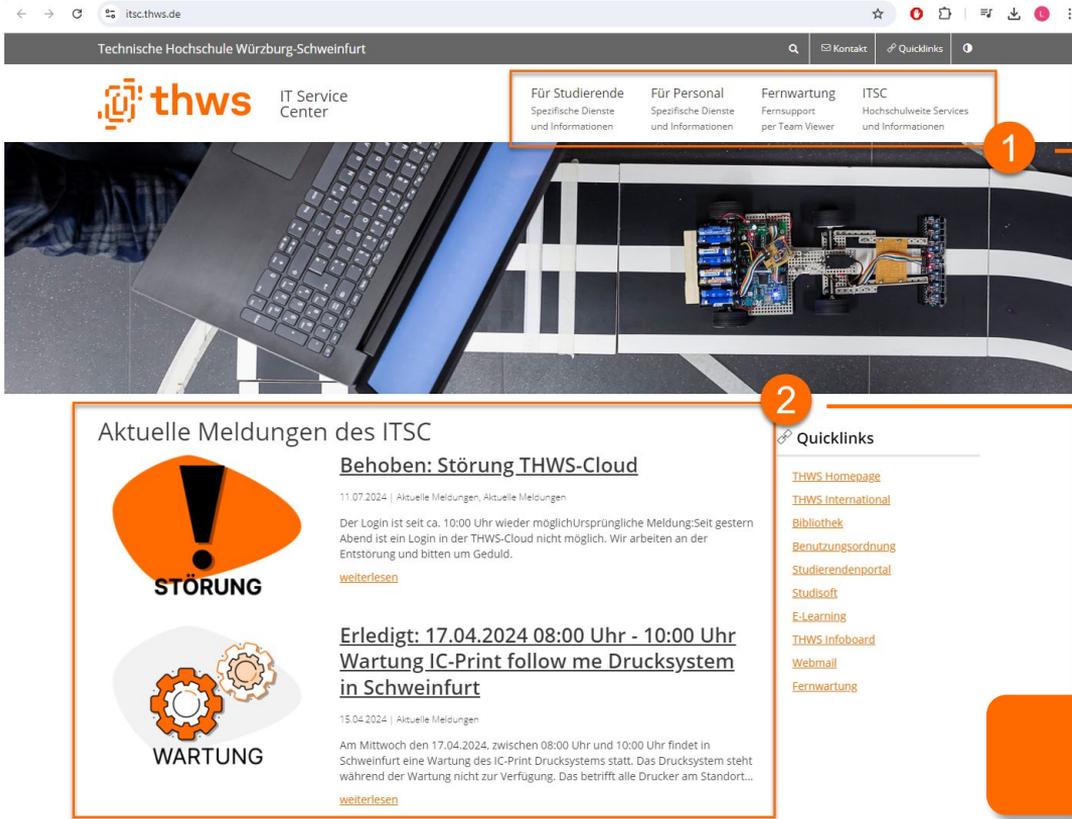
Password security

Training course for students

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Services of ITSC

Technical contact for:

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

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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.

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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.

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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

Login with K-number and password
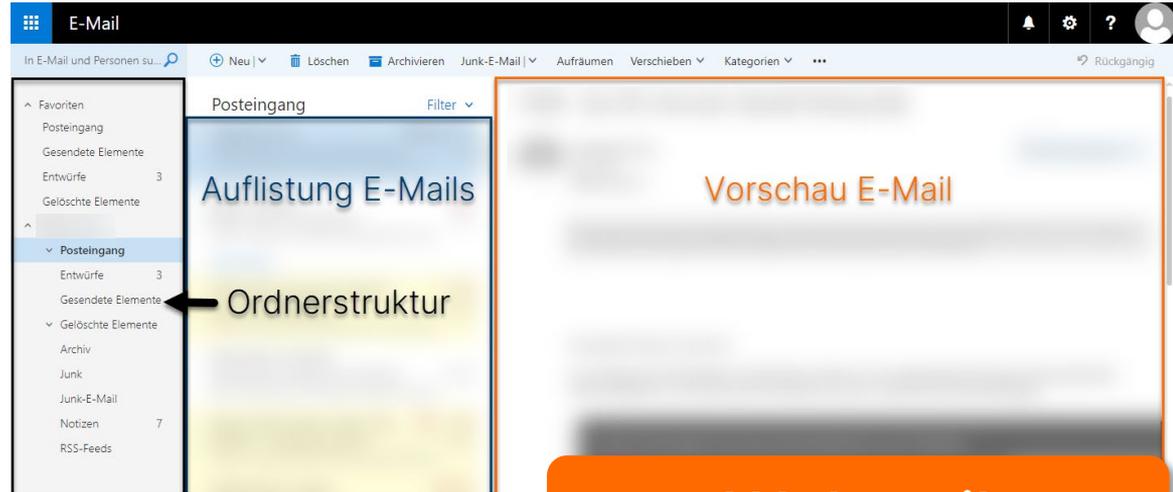
To protect yourself from hidden attacks, you should either access the address from your bookmarks or type the address manually.

Email
Primary communication medium at THWS

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)

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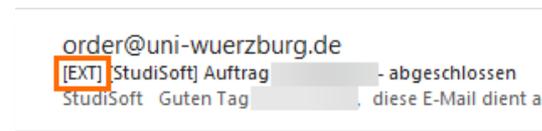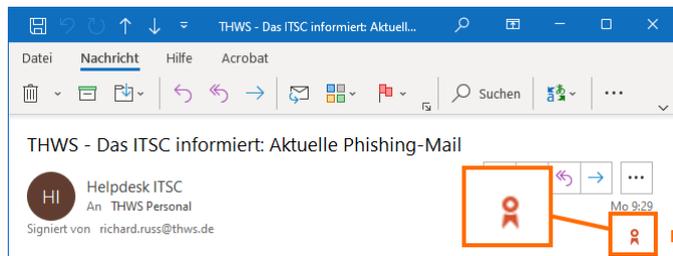
Information and guidance on phishing, as well as helpful tips for secure working, can be found on our information security pages.

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

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CampusPortal

Responsibility

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

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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

❶ 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

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

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

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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)
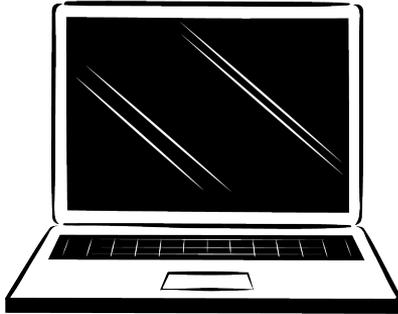
Software

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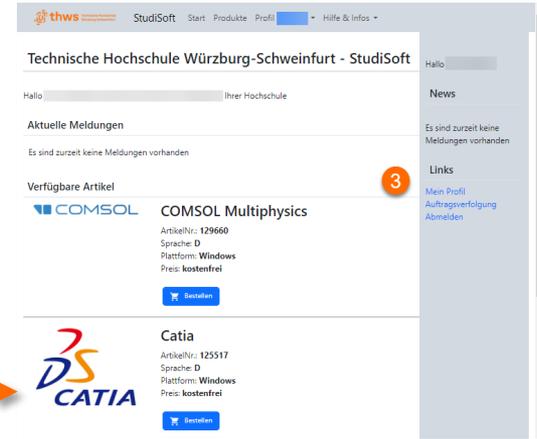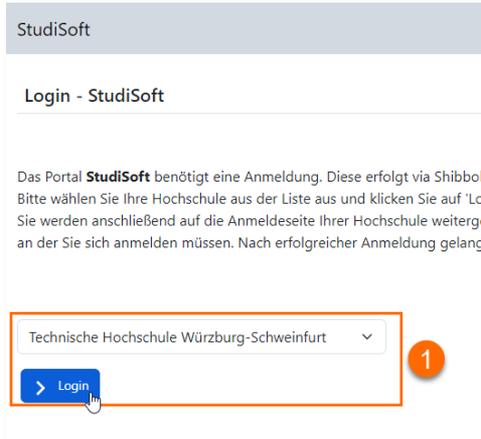
1. In the list of universities, select the **Technical University of Applied Sciences Würzburg-Schweinfurt** and click on **Login**
2. Log in with your THWS account
3. You will now receive an overview of the available software

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

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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

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.

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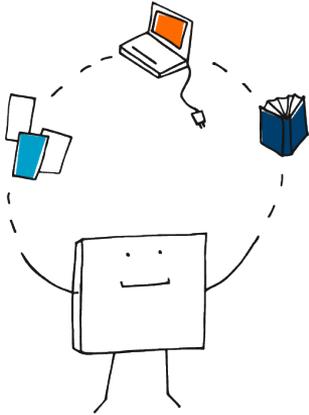
- Student ID
- Library ID (THWS-library and university-library)
- Wallet (e.g. for cashless payments in the cafeteria or at the university's mini cash registers)
- Electronic access depending on authorization
- Semester ticket (not germany ticket!)
- Printing and copying billing system

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

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icPrint
Instructions

You can find guides on all printing topics on our website

🖥️ Printing	🖨️ Copying
📄 Scanning	USB Scan to USB

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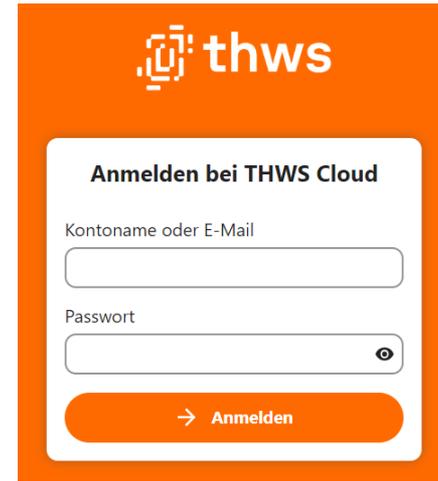
THWS Cloud

- 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.

Intranet at THWS

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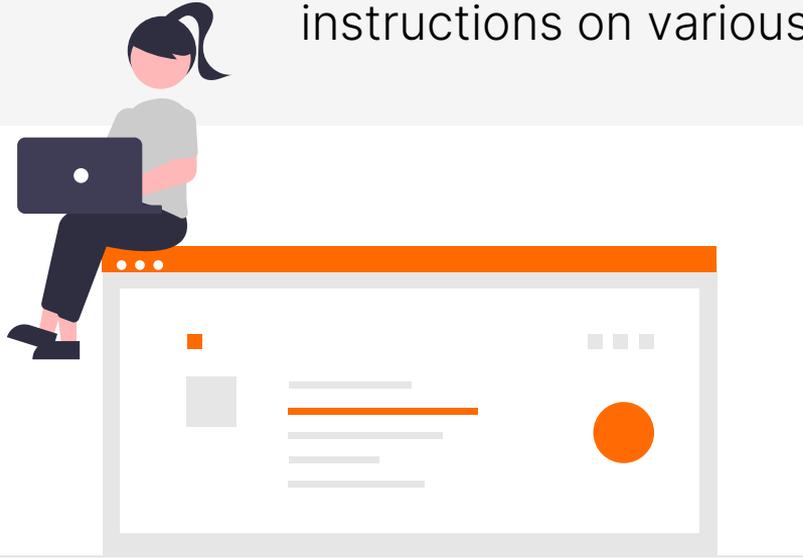- Login with K-number

More Info

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

itsc.thws.de

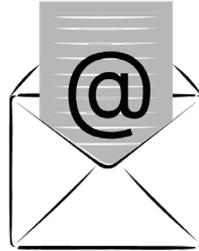thws — Technische Hochschule Würzburg-Schweinfurt

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 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

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Glossary

Term	Meaning
Shibboleth	Registration procedure for internal and external services using the university ID
K-number / THWS-account	User ID for students consisting of a 'k' and a 5-digit number sequence, e.g., k32478
Matriculationnumber	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
Outlook Web App / OWA / Webmail	Mailbox access via browser, without setting up a client
Studisoft	Softwareportal for students
Zoom	Service for online meetings at THWS

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Glossary

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

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