

FH Password forgotten

General:

If you forgot your password, you can reset it with the „Password Management Service“. To be able to do this you must enroll your FH account first.

Step 1: To enroll:

- Open the link: <https://pwms.fh-joanneum.at>
- Click on „Enroll“.

Welcome to the Password Management Service!

Here you can reset your password in case of 5 wrong inputs, or if you have simply forgotten your password. Also, you can change your password if you still know it.

Please choose:

Enroll	
Change data	

- Enter your FH e-mail address and your current password.

Who are you?

Please log in with your FH e-mail address and your current password.

please fill in your FH e-mail address *

max.mustermann@edu.fh-joanneum.at

please provide your current password *

your password

PROCEED

- Enter an alternative e-mail address that is owned by you, as well as a mobile phone number. Please choose a security question and fill in your answer.

Enrollment: Step 1

To complete the enrollment, we would need an alternative e-mail address that is owned by you, as well as a mobile phone number. These data is also needed if you want to change your enrollment data or reset your password.

Additionally, please choose a security question and provide an answer for it.

please provide an alternative E-Mail address *

max@mustermann.at

please fill in your mobile phone number *

0043123456789

please choose a security question *

-- please choose --

please answer your security question *

your answer

- Enter the TAN-Code from the SMS you have received.

You are nearly finished!

You should have received a SMS to the mobile phone number you have specified.

The TAN-Code has a life time of 5 minutes.

Please enter the TAN code from the SMS in the field below. Please be aware of case sensitivity.

please enter the TAN code *

your TAN code

COMPLETE

- You should received an e-mail message from the „Password Management Service“ on the alternative e-mail address. Click on the link in the e-mail message to finish the enrollment process.
Important: Open the link on the same device and in the same browser session as the registration! (New tab)

Enrollment activation

You should just have received an e-mail on the alternative e-mail address you have entered before. This e-mail contains a link which you have to click to activate your enrollment.

The link has a lifetime of 5 minutes before it expires.

Please check the inbox of your alternative e-mail address.

Also, we have added a verification code to the e-mail. With this code you can verify that the messages have been sent from our service.

Please compare the verification code in the messages with this value: **ZayWMtFm**

Step 2: Reset password

- Open the link: <https://pwms.fh-joanneum.at/>
- Click on „Reset password“

Welcome to the Password Management Service!

Here you can reset your password in case of 5 wrong inputs, or if you have simply forgotten your password. Also, you can change your password if you still know it.

Please choose:

Enroll

Change data

Change password (no enrollment needed)

Reset password



- Enter the FH e-mail address and solve the math question

Reset: Step 1

Please enter the FH e-mail address of the account whose password you want to reset.

please fill in your FH e-mail address *

max.mustermann@edu.fh-joanneum.at

please solve the following math question *

765 + 869

[Cancel process](#)

- You should received an e-mail message from the „Password Management Service“ on the alternative e-mail address to do step 2

Reset: Step 2

You should just have received an e-mail on the alternative e-mail address you have entered before. This e-mail contains a link which you have to click to activate your enrollment.

The link has a lifetime of 5 minutes before it expires.

Please check the inbox of your alternative e-mail address.

Also, we have added a verification code to the e-mail. With this code you can verify that the messages have been sent from our service.

Please compare the verification code in the messages with this value: **gxVBA5zm**

- Enter the TAN-Code from the SMS message

Reset: Step 3

Please enter the TAN code from the SMS in the field below. Please be aware of case sensitivity.

please enter the TAN code *

your TAN code

PROCEED

- Type in a new password and confirm it

Reset: Step 4

Please provide a new password for the account.

please provide a new password *

please repeat your new password *

COMPLETE

Please use the current password guidelines

The password

- must be at least 10 characters long.
- must contain at least one character from each of the following groups:
 - o uppercase letters (A to Z)
 - o lowercase letters (a to z)
 - o digits (0 to 9)
 - o special characters (i.e. `~!@#\$\$%^&*()-_+=[]{}|;:\`",.<>/?)
- other characters (e.g. ÖÄÜöäüß) are not allowed!
- must not contain words (in any language), names or sequential letters or keyboard patterns (e.g. abcd, asdf).
- must not be reused.

The following additional regulations apply:

- Once you have changed your password, you cannot change it again for at least one day.
- The password must be changed every 180 days.
- The account will be blocked for 10 minutes after 5 consecutive failed login attempts.

You find it in the IT rules „Naming Conventions and Password Guidelines“ in the Intranet.
<https://intranet.fh-joanneum.at/ohb/>