Technical support - TIC Account

In order to provide technical support for the TIC Account, a number of procedures have been established with the intention of speeding up the resolution of issues and questions.

If you have a problem or question, please follow these steps:

1. If the error message "Invalid username and/or password" appears, carefully check that you have entered both the username and password correctly. Check the difference between numbers such as 1 and the letters 'l' or the number 0 and the letters 'O'.
2. Try following the steps below: Having problems with your username / password?.
3. Visit the Frequently Asked Questions and Answers (FAQs) page. Your question may be already answered there.
4. If you have not found a solution to your problem in the previous steps, please complete the form below. Describe the problem or question in as much detail as possible. The answer to your problem will be sent to the email address you provide in the form. If you do not write it correctly, we will not be able to contact you.
5. If you do not remember the Username or identifier of your UJA TIC account username or identifier, please do your best to locate it so that we can resolve your request more efficiently. If you cannot find it, please enter 'Unknown' in the appropriate field.

* Required fields

Type of user:

- ○ Student
- ○ Administrative and Teaching Staff
- ○ Scholarship
- ○ Other

Phone Required

DNI Required

Name and surname: Required

Contact Email:

Contact Email: Required

Repeat contact email: Required

Username (UJA TIC account identifier)? Required

Enter the UJA email address, for example, 00000000@red.ujaen.es. Otherwise, enter unknown.

Describe the problem: Required

Submit