

TIC Account Support

UJA Student

You will be able to recover your username/password at <https://uvirtual.ujaen.es/pub/es/operaciones/olvidoClave>.

If you are still having problems, please contact the [Secretary's Office of Academic Management](#).

If the problem persists, please fill in the following [form](#) and you will receive a reply to the e-mail address you indicate.

High school, CFGS or pre-enrolment student

I have obtained a place at UJA in the current DUA pre-enrolment process.

Students who have obtained a place in the current DUA pre-enrolment process have already been assigned a username and password.

If you do not know/remember your username/password and we have an alternative means of contact (mobile phone or personal e-mail) among your personal details, you can obtain your access details at <https://uvirtual.ujaen.es/pub/es/operaciones/olvidoClave>.

If you are still having problems, you can obtain your username/password from the [Academic Administration Secretary's Office or the Access Section](#) with proof of identity.

Any other case.

Students coming from centres in the province of Jaén have already been assigned a username and password.

If you do not remember your username/password and we have an alternative means of contact (mobile phone or personal e-mail) among your personal details, you can obtain your access details at <https://uvirtual.ujaen.es/pub/es/operaciones/olvidoClave>.

If you are still having problems, you can obtain your username/password from the [Academic Administration Secretary's Office or the Access Section](#) with proof of identity.

PAS/PDI

The Personnel Service will provide you with your ICT account details when you take up your post.

If you do not remember your username/password and your personal details include an alternative means of contact (mobile phone or personal email), you can obtain your access details at <https://uvirtual.ujaen.es/pub/es/operaciones/olvidoClave>.

If you continue to have problems, please contact the [Personnel and Teaching Organisation Service](#).

If the problem persists, please fill in the following [form](#) and you will receive a reply to the e-mail address you indicate.

IES Teachers (University Entrance Examination Collaborator)

You can obtain your username/password in the [Access Section of the Academic Management Service](#) by proving your identity.

Secondary school master practicum tutors

You can recover your username/password at <https://uvirtual.ujaen.es/pub/es/operaciones/olvidoClave>.

If the problem persists, please fill in the following [form](#) and you will receive a reply to the e-mail address you indicate.

Other

You will be able to recover your username/password at <https://uvirtual.ujaen.es/pub/es/operaciones/olvidoClave>.

If the details are not registered in the User Service Office, you will have to make a [service request - identity \(ICT account\)](#).

If you are still having problems, please fill in the following [form](#) and you will receive a reply to your incident or query at the e-mail address you specify.