# 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.