Corporate Identity (TIC account)

Description

The TIC Account of the University of Jaén is the identifier available to the members of the university community to access the Information and Communication Technology (TIC) services that require authentication. With it you will be able to access your e-mail, Virtual University, Virtual Teaching, Wireless Network, etc.

Users of this service

- Undergraduate, Master's and PhD students.
- PDI (PDI)
- Administration and Services Staff (PTGAS)
- Scholarship holders
- Baccalaureate or CFGS students
- Baccalaureate teachers who take part in the admission tests.

Applications and mode of access

- **Enrolment**. For all members of the university community registered in the corporate databases, an identifier and password will be automatically generated and provided, depending on the sector to which they belong, as follows:
    - Undergraduate, Master's and PhD students. They will be provided during the enrolment process.
    - PDI (PDI). The Personnel Service will provide you with your TIC account details when you take up your post.
    - Administration and Services Staff (PTGAS). The Personnel Service will provide you with your TIC account details when you take up your post.
    - Trainees. The administrative service in charge of managing your grant will provide you with your TIC account details when you take up your post.
    - Baccalaureate or CFGS students: The Access Section of the Academic Management Service will provide you with your TIC account details by post to your family home address.
    - Baccalaureate teachers: The Access Section of the Academic Management Service will set up the appropriate procedure for generating and communicating these TIC accounts.
    - Other users: if you are not in any of these groups and you need a UJA TIC account, you have the following alternatives:
        - The person responsible for your contract or link with the university can access the TIC Self-Service Portal and submit a request for an TIC account, providing your details and link with the university.
        - Fill in the following form and explain your case.
- **Alternative means of contact**: If you provide an alternative means of contact (mobile phone or personal email) you can use it to recover your password if you forget it. Register an alternative means of contact at Universidad Virtual -> Administrative services -> personal data.
- **Change password**: You can change the password for your TIC account from Virtual University -> operations -> change password for TIC account.
- **Forgotten password**: if you do not remember or do not have your username/password, you have the following alternatives:

    - If you have registered an alternative means of contact (mobile phone or personal e-mail) as indicated above, you can obtain your access details from https://uvirtual.ujaen.es/pub/es/operaciones/olvidoClave.
    - Please fill in the form below and you will receive a reply to your incident or query at the e-mail address you specify. Please note that in order to guarantee your security, the information provided to this e-mail address will be very limited.
    - Please contact the administrative service that provided you with your TIC account, depending on the case, Academic Management Service, Personnel Service, IT Service. To guarantee the security of your account, you will be required to prove your identity.
- **Incidents and queries**: Fill in the following form and you will receive a reply to your incident or query at the e-mail address you indicate. Please note that in order to guarantee your security, no information that we understand may compromise the security of your TIC account will be sent to this email address.

Información sobre los servicios ofrecidos y destinatarios

Servicio	Destinatarios	Información servicios
Self-registration	Bachelor's, Master's and PhD students	Enrolment information
Virtual University	Students, PDI, PTGAS, grant holders and IES teachers	Virtual University Service
Google Workspace	Students, PDI, PTGAS, grant holders and IES teachers	Information about Google Workspace
Virtual teaching	Students, PDI, PTGAS and grant holders	Virtual Teaching Information
Virtual PCs	Students, PDI, PTGAS and scholarship holders	Virtual PC information
Virtual classrooms	PDI and PTGAS	Virtual Rooms Service
Connection to the eduroam wireless network	Students, PDI, PTGAS, grant holders and IES teachers	Wireless network connection service
Large file sharing (FileSender)	PTGAS, PDI and Scholarship Holders	Large file sharing service (FileSender)
Hosting of institutional pages	PTGAS and PDI	Web Service

Servicio	Destinatarios	Información servicios
Hosting of personal pages	PDI	Web Service
Virtual private network (VPN)	PTGAS, PDI and grant holders	Virtual Private Network (VPN) Service
Software installation	Students, PDI, PTGAS and grant holders	Software Installation Service

Recommendations for the security, safekeeping and custody of passwords:

- Change the password with some frequency, remember that the minimum length is 8 characters and it must contain at least: one numeric character, one alphabetic character in lower case and one in upper case.
- Do not write your passwords in visible places, nor reveal them to third parties, neither by telephone, nor by e-mail, etc.
- Use secure protocols and connections (POP3, HTTPS, VPN, etc.).
- Do not save passwords in clients (browsers, mail, ftp, etc.).

Password changes will affect all services accessed with the TIC account.

Related documents

- Guía de usuario recuperación cuenta TIC
- Acceso con doble factor de autenticación_v02.pdf