

# Questions and answers about two-step verification for students

## **Can I also come to the university to pick up my initial password for setting up Office 365?**

HAW Hamburg students will be sent their user ID and their initial password by post. The user ID and initial password will only be given out at the university as an exception – for example, if you have not received them by post. In this case you can go to the library in your faculty. You will be given your initial password and user ID upon presentation of your student ID. You can then set up your two-step verification on your personal laptop or computer.

## **Can I use my new login information to sign in to myHAW and EMIL?**

The myHAW and EMIL platforms are currently not available. It has not yet been determined whether you will be able to use your user ID to log in to myHAW and EMIL in future. However, it is possible that you will use the user ID provided to you to sign in to additional programmes and applications at a later point in time, so please keep your user ID on file in a safe place.

## **I am newly enrolled at HAW Hamburg as of summer semester 2023. How do I obtain my user ID and my initial password?**

If you have enrolled at HAW Hamburg as of summer semester 2023, you will receive your user ID and your initial password later.

## **I have de-registered. Can I still access my existing user account for six months, as was previously the case?**

The rebuilding of the university's IT infrastructure means it is no longer possible for former or de-registered students to access their MS Teams account.