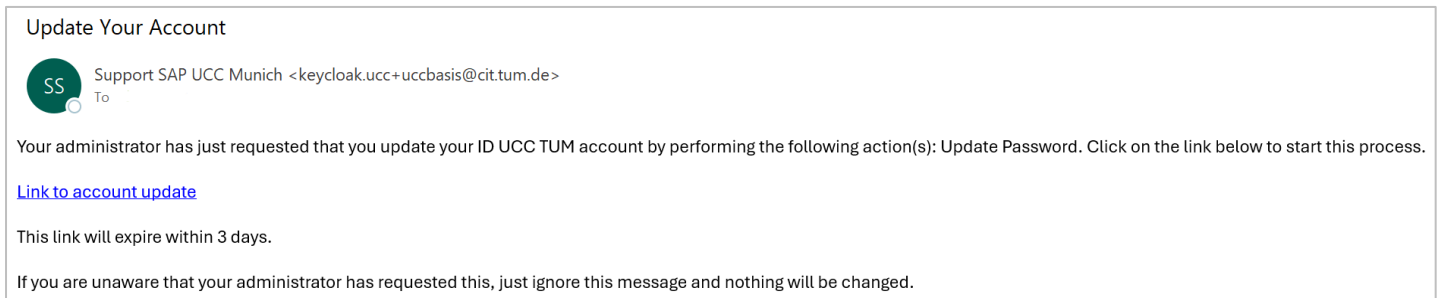


# UCC-TUM Ticket System Login & Initial Account Setup Guide

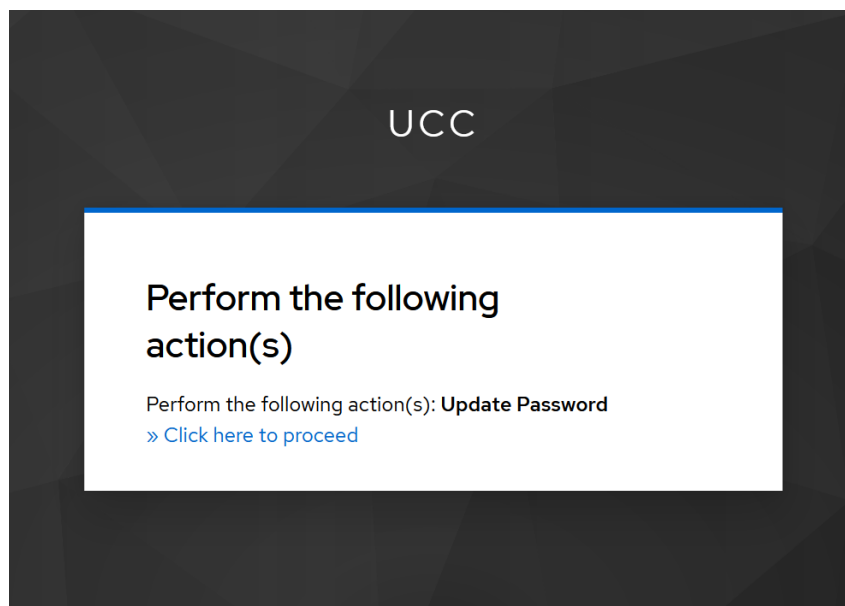
## Initial Account Setup

Once your organization has signed our new Data Processing Agreement (DPA; German: Auftragsverarbeitungsvertrag – AVV), we can create an account for you in our new Servicedesk. You should receive an email from us containing a link to set up your new account (Figure 1).



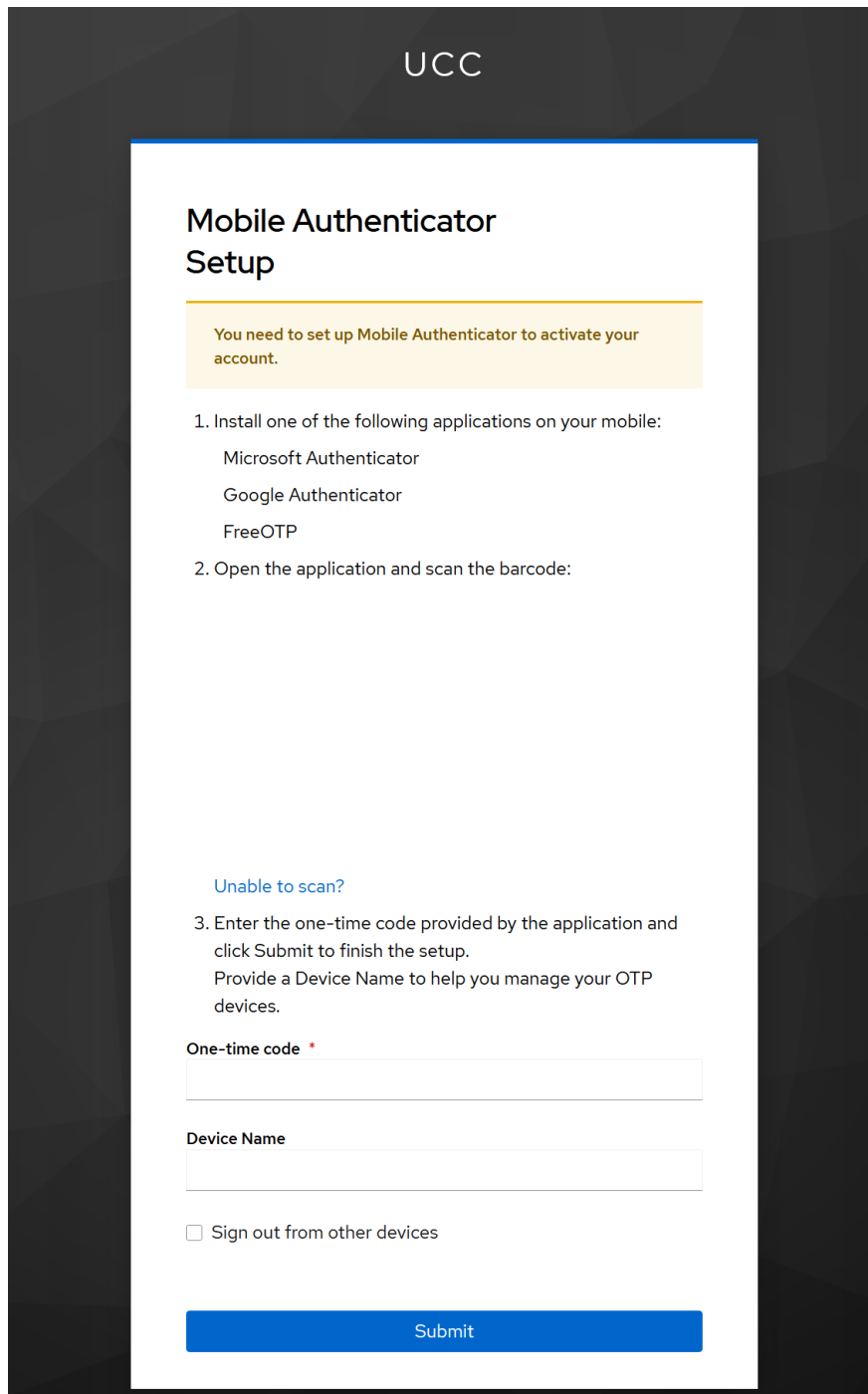
**Figure 1: Email with initial setup link**

This link should forward you to our Keycloak instance, which is used to sign into the Servicedesk. Keycloak will prompt you to set an initial password and 2-Factor-Authentication (2FA).



**Figure 2: Initial screen in Keycloak**

After clicking the link on the initial screen in Keycloak (Figure 2), you will be asked to set up 2FA using a mobile authenticator. For this, you will be provided with a QR code to scan (redacted in Figure 3 for security reasons). After setting up an authenticator in your chosen mobile authenticator app, the app should provide a one-time code to complete the 2FA setup.



UCC

## Mobile Authenticator Setup

You need to set up Mobile Authenticator to activate your account.

1. Install one of the following applications on your mobile:
  - Microsoft Authenticator
  - Google Authenticator
  - FreeOTP
2. Open the application and scan the barcode:

[Unable to scan?](#)

3. Enter the one-time code provided by the application and click Submit to finish the setup.  
Provide a Device Name to help you manage your OTP devices.

One-time code \*

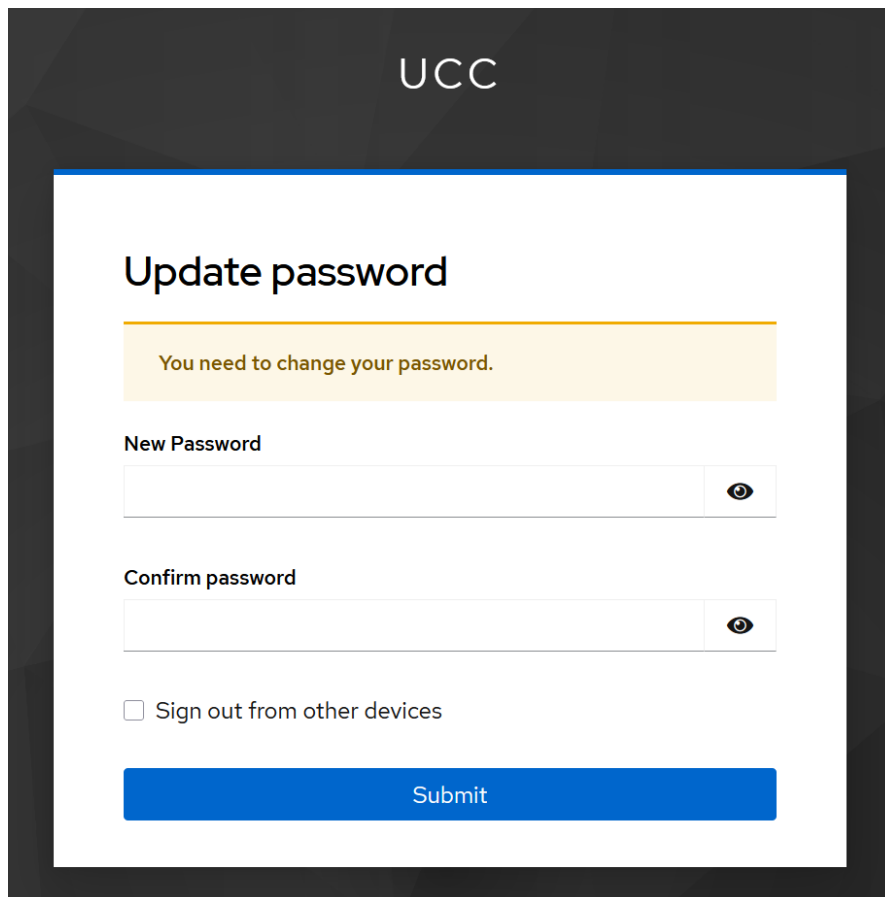
Device Name

☐ Sign out from other devices

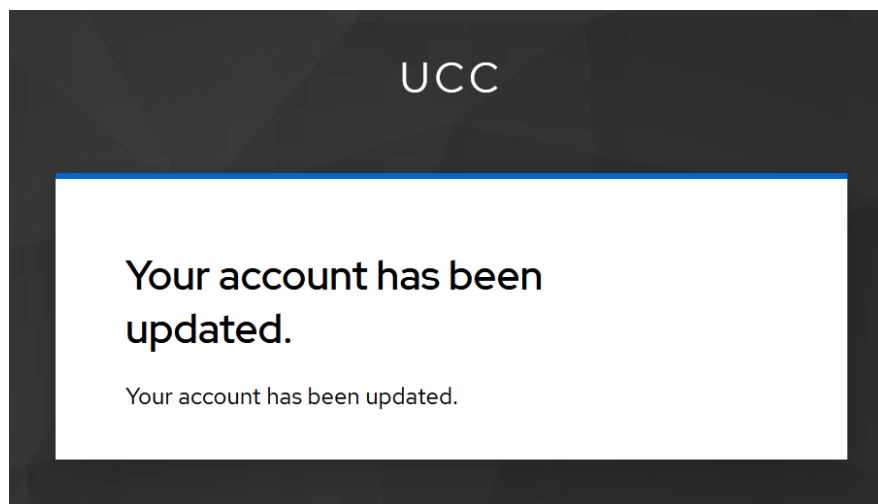
Submit

**Figure 3: Mobile Authenticator setup (QR-Code redacted for security reasons)**

After submitting a correct one-time code (provided by your mobile authenticator), you will next be asked to enter a new password for your account (Figure 4). After submitting a secure password, the setup process is done (Figure 5) and you should be able to log into your account (see Section Login).

The image shows a web interface for updating a password. At the top, the letters 'UCC' are displayed in a large, white, sans-serif font against a dark grey background. Below this, a white rectangular box contains the form. The title 'Update password' is centered at the top of the white box in a bold, black font. Underneath the title is a yellow rectangular box with the text 'You need to change your password.' in a smaller, orange font. The form consists of two input fields. The first is labeled 'New Password' and the second is labeled 'Confirm password'. Both labels are in a small, black font. Each input field is a white rectangle with a thin grey border, and to the right of each field is a small, dark grey icon of an eye. Below the input fields is a checkbox with the text 'Sign out from other devices' next to it. At the bottom of the form is a large, solid blue button with the word 'Submit' in white, centered text.

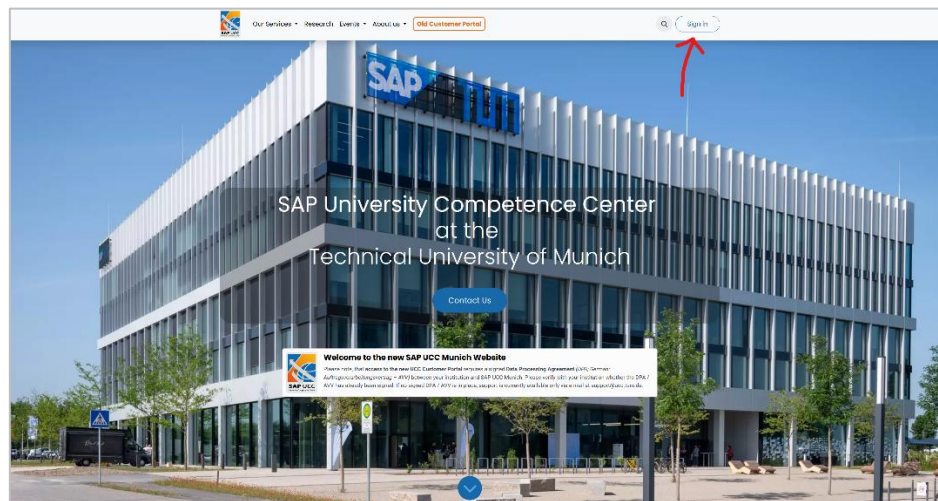
**Figure 4: Email with initial setup link**

The image shows a confirmation message on a web interface. At the top, the letters 'UCC' are displayed in a large, white, sans-serif font against a dark grey background. Below this, a white rectangular box contains the message. The main text 'Your account has been updated.' is centered in a large, bold, black font. Below this, the same text 'Your account has been updated.' is repeated in a smaller, regular black font.

**Figure 5: Email with initial setup link**

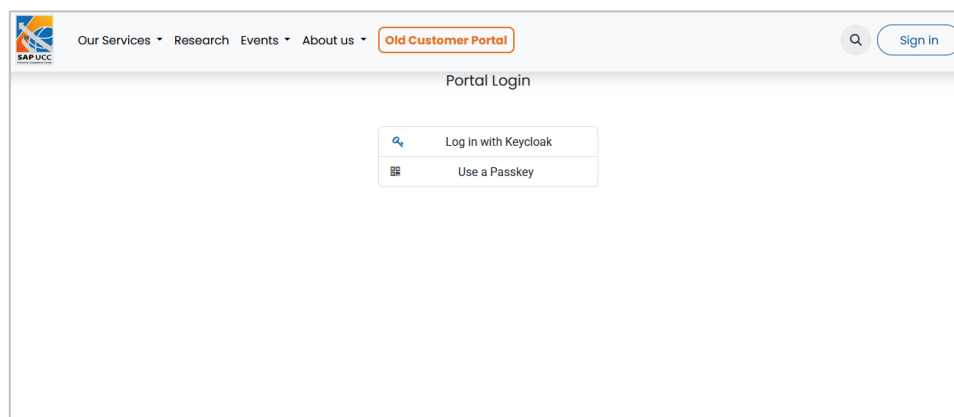
## Login

To log into the UCC-TUM's new customer portal, navigate to our website (<https://ucc.tum.de/>) and then click on the “Sign In” button on the top right of the site (Figure 6).



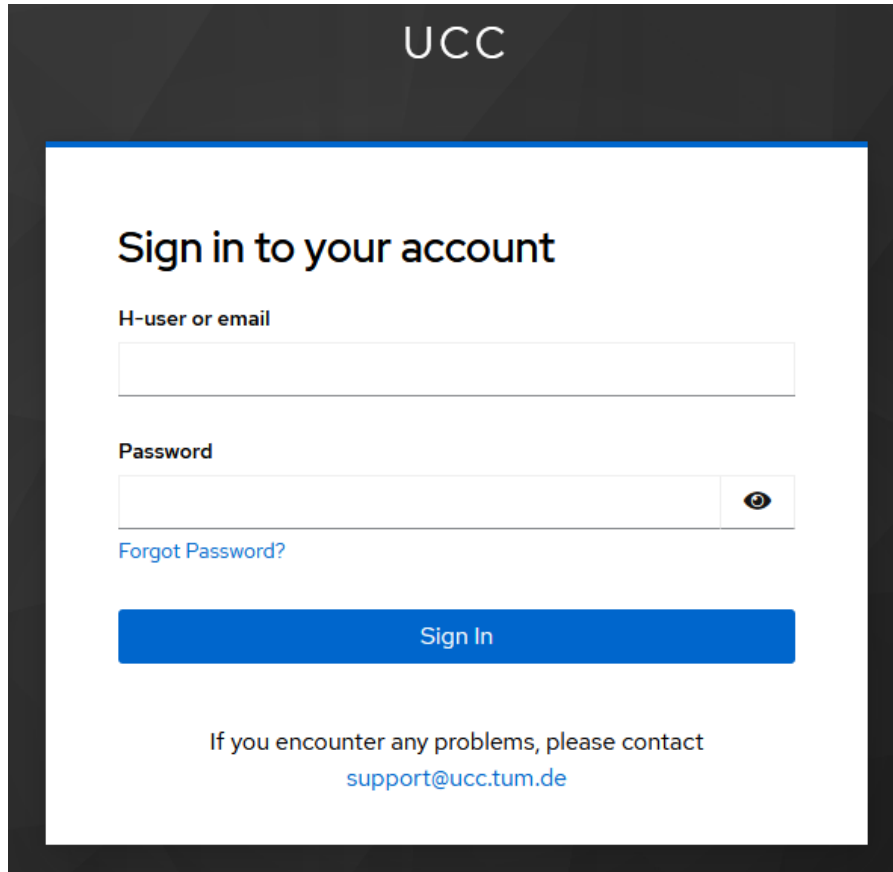
**Figure 6: UCC-TUM website**

This will take you to the login screen. Here, you can choose between logging in using Keycloak or using a Passkey (Figure 7). Select “Log in with Keycloak” to log into the account you have set up in the chapter “Initial Account Setup”. If you have set up a Passkey (not covered in this guide and not required), you may select this option as well.



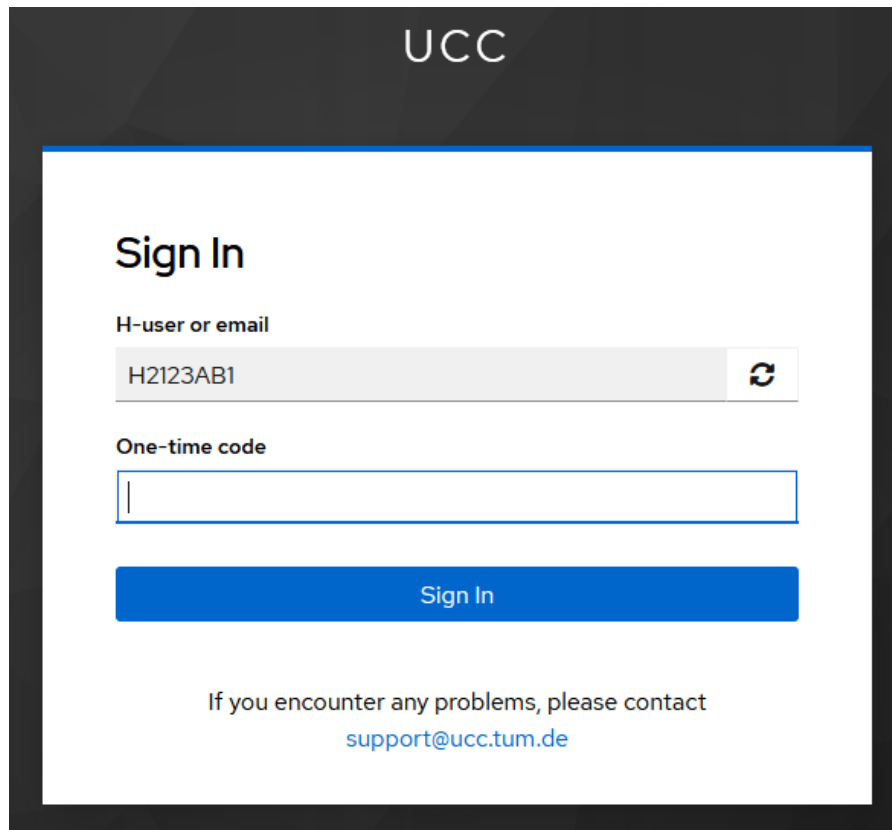
**Figure 7: Website sign-in page**

Clicking on “Log in with Keycloak” will forward you to the login screen of our Keycloak instance (Figure 8). To log in, enter your H/U-User and click “Sign In”.

The image shows a web browser window displaying the Keycloak login page for UCC. The page has a dark header with the 'UCC' logo in white. Below the header, the main content area is white and contains the heading 'Sign in to your account'. There are two input fields: 'H-user or email' and 'Password'. The 'Password' field includes a toggle icon for visibility. A blue 'Sign In' button is positioned below the fields. A link for 'Forgot Password?' is located to the left of the button. At the bottom, there is a line of text: 'If you encounter any problems, please contact support@ucc.tum.de'.

**Figure 8: Keycloak sign-in page**

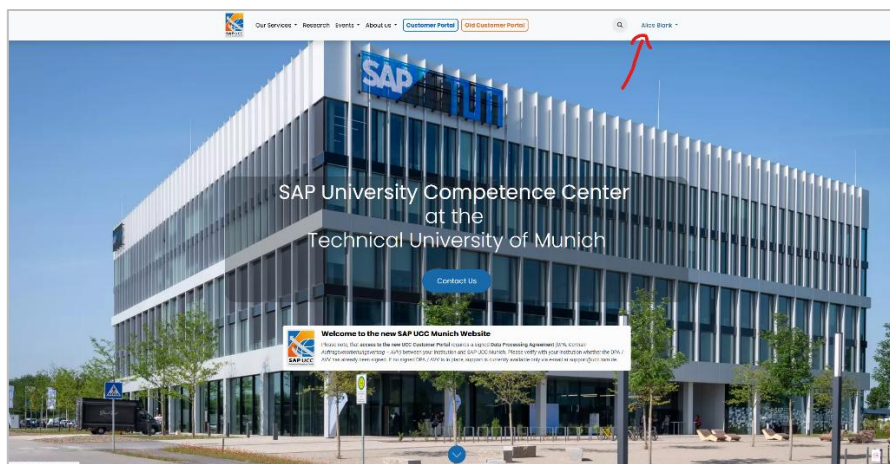
You will then be asked to enter a one-time code from the mobile authenticator you have set up for the account (Figure 9). One-time codes are temporary and usually expire quickly, so the code must be entered quickly, before pressing “Sign In” once again.



The image shows a web page for signing in to the UCC system. At the top, the letters "UCC" are displayed in a large, white, sans-serif font against a dark background. Below this, the page has a white background with a blue border. The heading "Sign In" is prominently displayed in a large, bold, black font. Underneath, there is a section for "H-user or email" with a text input field containing "H2123AB1" and a circular refresh icon to its right. Below this is a section for "One-time code" with an empty text input field. A large blue button with the text "Sign In" in white is positioned below the code field. At the bottom of the page, there is a line of text: "If you encounter any problems, please contact" followed by the email address "support@ucc.tum.de" in a blue, clickable font.

**Figure 9: One-time code page**

You are then redirected back to the UCC-TUM's website. You should now be logged into your account, which is indicated in the top right of the site, where the "Sign In" button used to be. You should now see your name (or the account's name) in its stead (Figure 10).



**Figure 10: UCC-TUM website (logged in)**

## Support

If you experience any issues while setting up your account or logging in to Keycloak, please contact us via [support@ucc.tum.de](mailto:support@ucc.tum.de).

