

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).

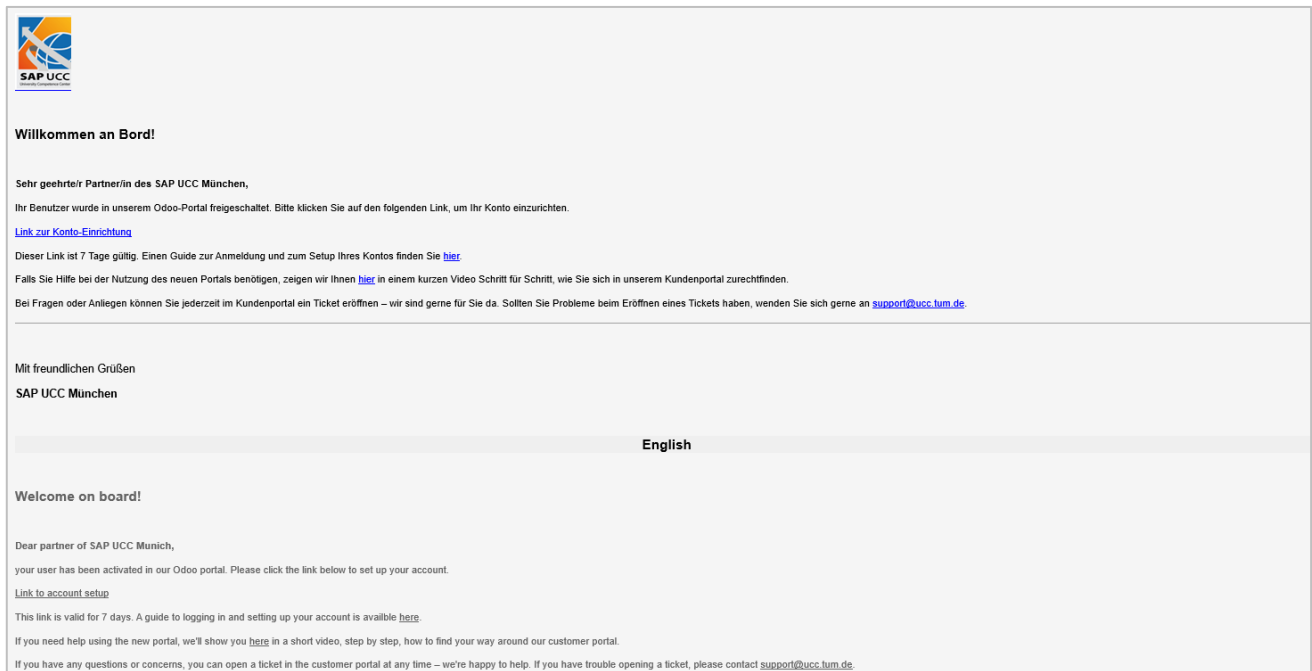


Figure 1: Email with initial setup link

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).

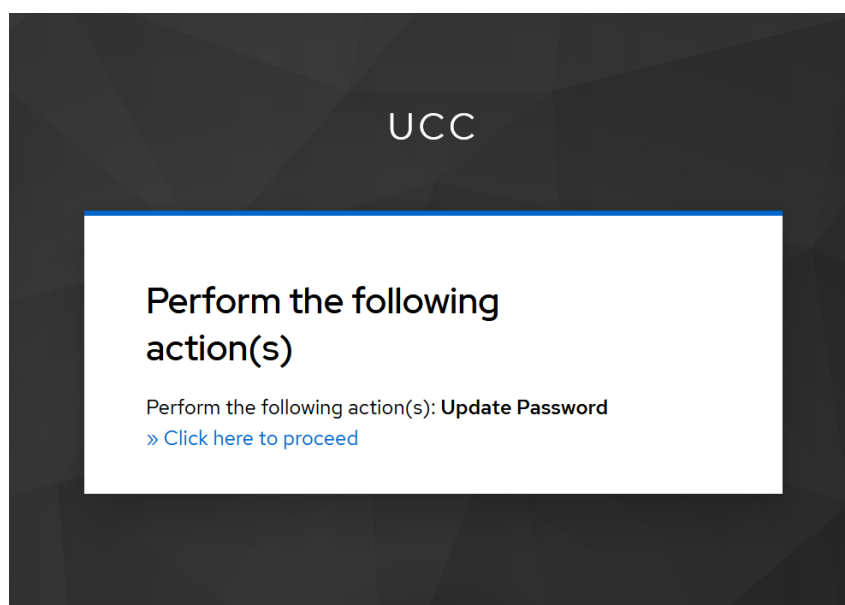


Figure 2: Initial screen in Keycloak

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).

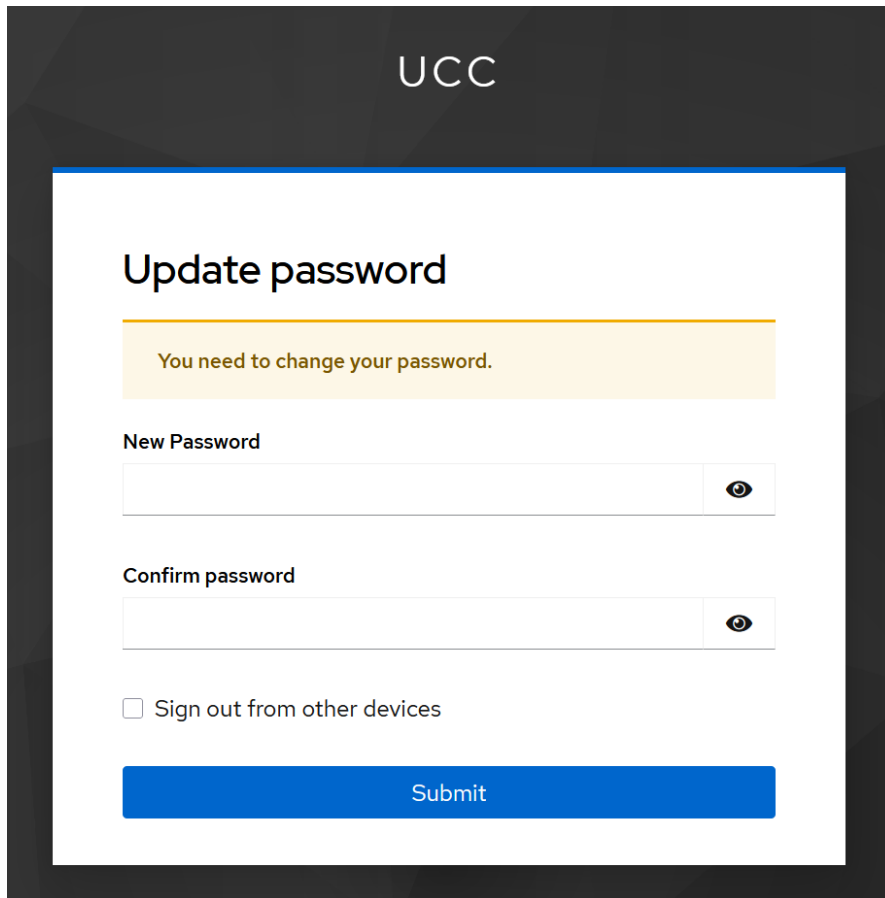
The image shows a web interface for updating a password. At the top, the letters 'UCC' are displayed in a large, white, sans-serif font against a dark grey background. Below this, a white rectangular box contains the form. The title 'Update password' is centered at the top of the white box in a bold, black font. Underneath the title is a yellow rectangular banner 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 eye icon. 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

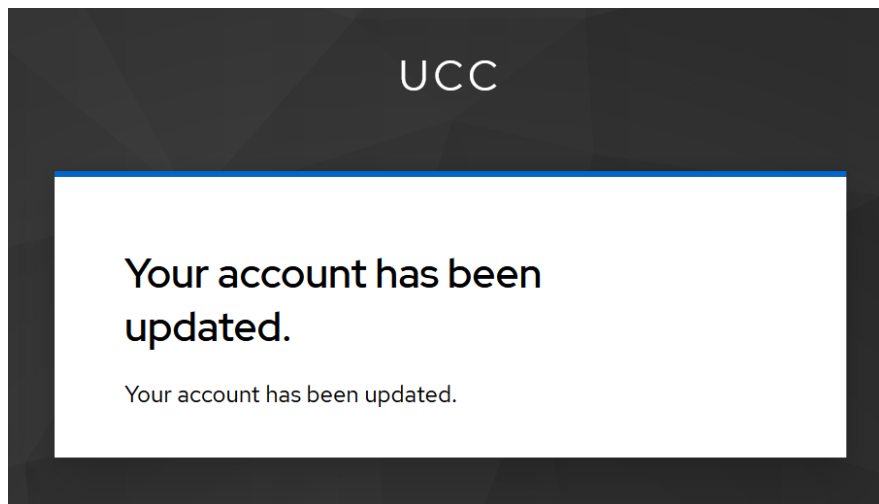
The image shows a confirmation message on a web interface. At the top, the letters 'UCC' are displayed in a large, white, sans-serif font against a dark grey background. Below this, a white rectangular box contains the message. The main text 'Your account has been updated.' is centered in a large, bold,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

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).

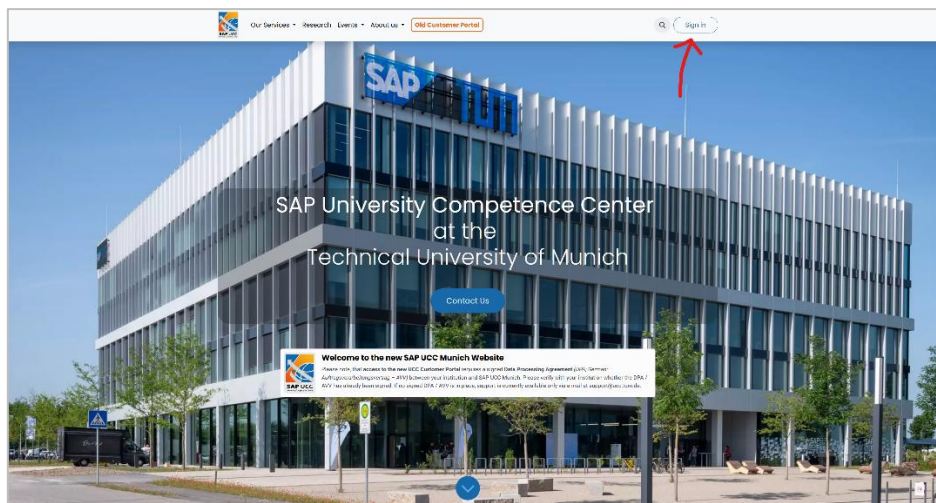


Figure 6: UCC-TUM website

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.

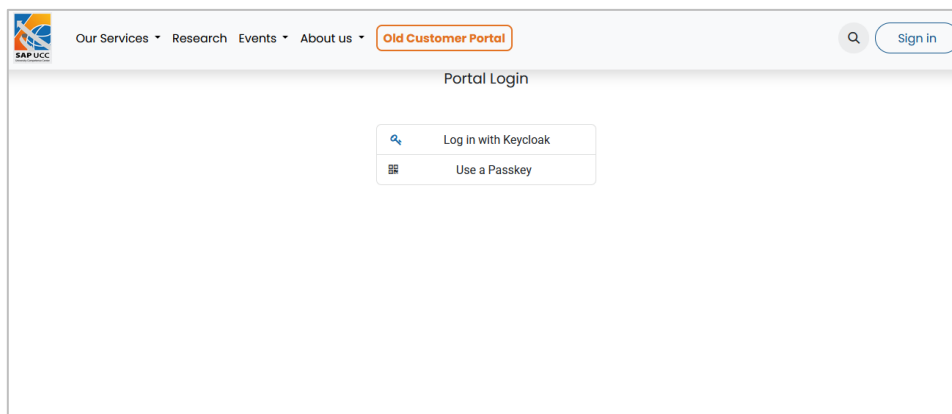


Figure 7: Website sign-in page

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”.

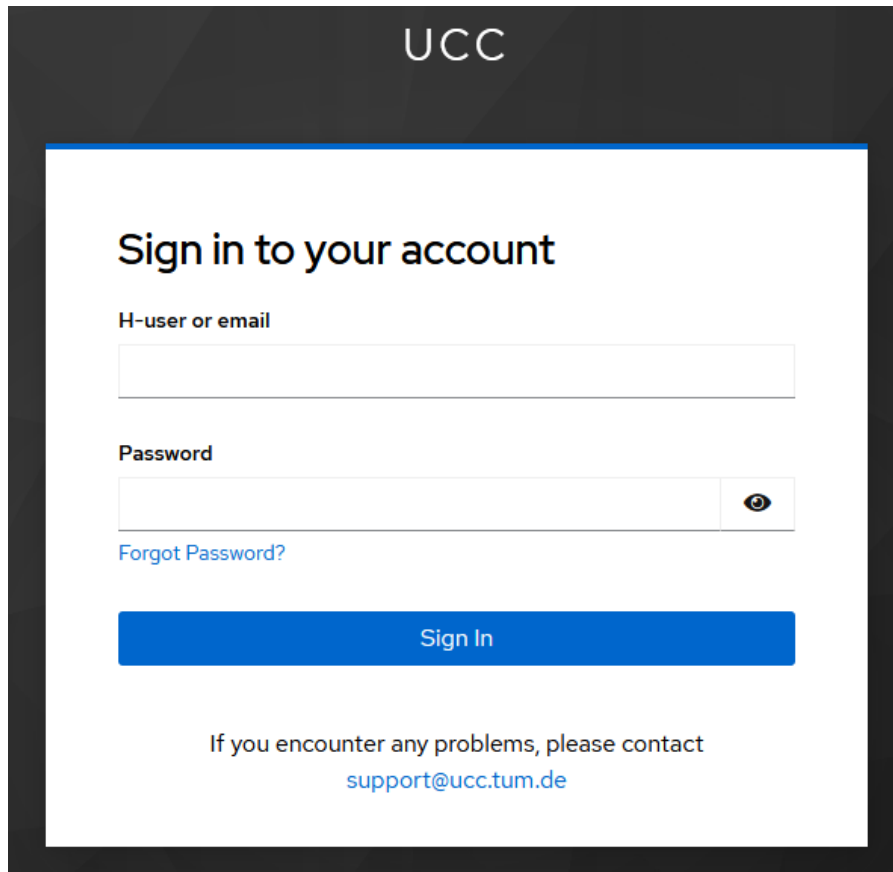
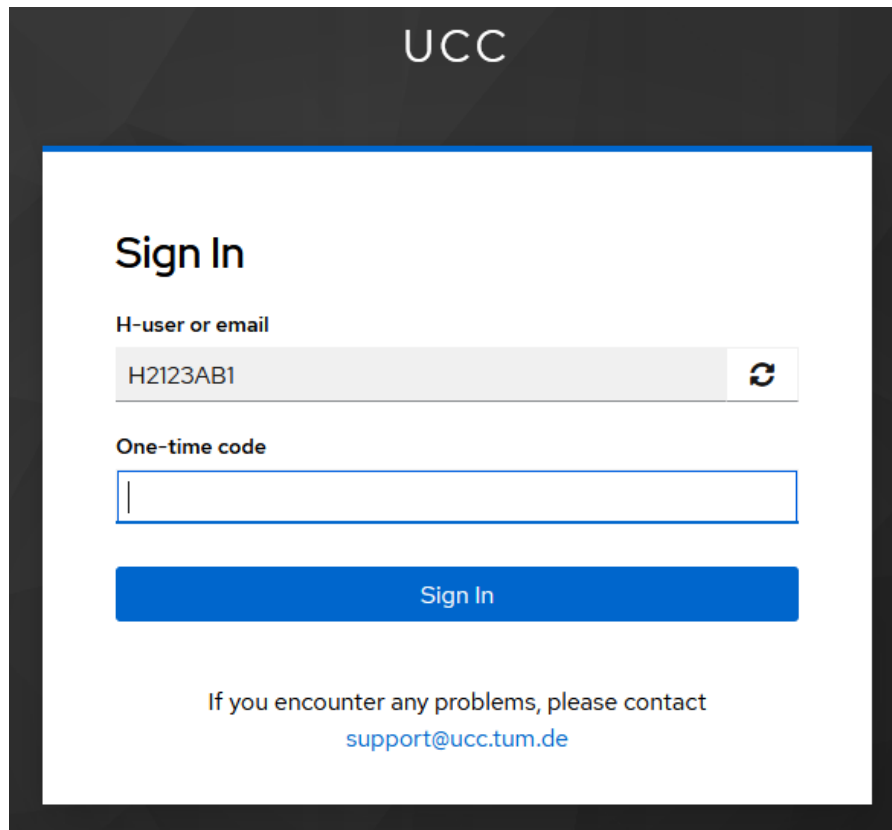
The image shows a web browser window with a dark grey header containing the text "UCC" in white. Below the header is a white rectangular area representing the login form. At the top of this area is the heading "Sign in to your account" in bold black text. Below the heading are two input fields: the first is labeled "H-user or email" and the second is labeled "Password". The password field has a small eye icon to its right. Below the password field is a blue link that says "Forgot Password?". At the bottom of the form area is a large blue button with the text "Sign In" in white. Below the button, there is a line of text: "If you encounter any problems, please contact" followed by a blue email address "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 logging into the UCC system. At the top, the letters "UCC" are displayed in white on a dark background. Below this is a white box containing the "Sign In" heading. Under the heading, there is a label "H-user or email" above a text input field containing "H2123AB1". To the right of the input field is a circular refresh icon. Below the input field is a label "One-time code" above an empty text input field. A large blue button labeled "Sign In" is positioned below the code field. At the bottom of the white box, there is a message: "If you encounter any problems, please contact" followed by the email address "support@ucc.tum.de" in blue text.

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).

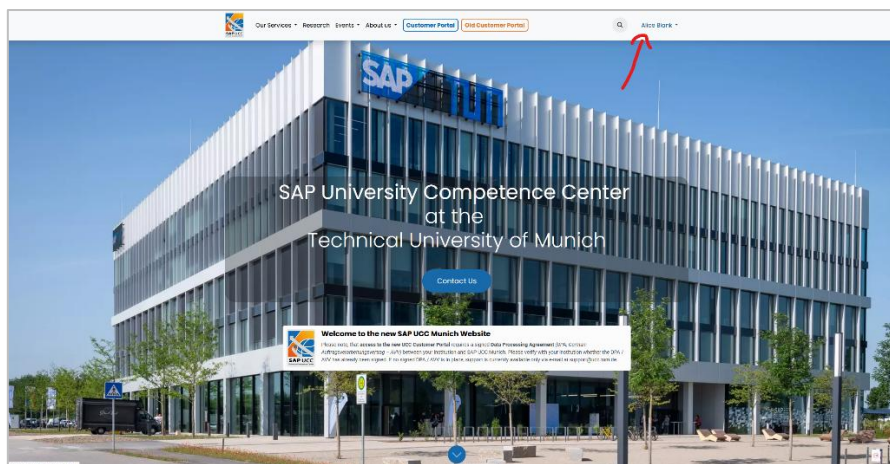


Figure 10: UCC-TUM website (logged in)

Support

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