GUIDE FOR NEW CZU STUDENTS

Microsoft 365 activation · forgotten password · Microsoft Authenticator · Helpdesk

EN
LANGUAGE

First step: switch UIS to English

Click the British flag   in the top right corner of UIS. Menu items in this guide match the English version of UIS.

BEFORE YOU START

UIS

University Information System (UIS)

The main CZU study system at uis.czu.cz. After signing in, you enter **Personal administration**, where you can e.g. change your password, set your eduroam password or upload your photo.

LOGIN

Login details

Your login has the form **xname001**. For Microsoft 365 and Moodle, use **xname001@studenti.czu.cz**. The password is the same for UIS, Microsoft 365 and Moodle.

MFA

Multi-factor authentication (MFA)

In addition to your password, you confirm each sign-in in the **Microsoft Authenticator** app on your mobile phone. This keeps your account protected even if someone obtains your password.

BROWSER

We recommend Microsoft Edge or Google Chrome

The procedure may not work correctly in Safari. By default, Safari blocks third-party cookies, which Microsoft 365 sign-in needs when moving between university pages and the Microsoft sign-in page. As a result, sign-in may keep repeating or end with an error.

MICROSOFT 365 ACTIVATION

1

Find your new login details

After enrolment, check your electronic application and its documents.

2

Sign in to UIS

At uis.czu.cz, use your new details to sign in to **Personal administration**. Your login has the form **xname001**.

3

Set your own password

In Personal administration, open **Information system set-up › Change password**. Then **wait about 20 minutes for the password change to take effect** – the new password is not transferred to Microsoft 365 immediately.

4

Sign in to Microsoft 365

At **office.com**, enter **xname001@studenti.czu.cz** and the same password as for UIS. On your first sign-in, Microsoft will ask you to set up multi-factor authentication in the **Microsoft Authenticator** app – follow the on-screen instructions.

FORGOT YOUR PASSWORD?

You can reset your UIS password yourself

On the password reset page, enter your student login **xname001**. A link will be sent to your **private e-mail**; after you click it, a new password will be sent to your contact phone number **by SMS**.

Your private e-mail and phone number must be registered with the Study Department and listed in UIS. The service only works after your account has been activated and you have changed your password in UIS for the first time.

www.oikt.czu.cz/cs/pwd-reset/

After signing in to UIS, change the generated password immediately. The new password was sent by SMS, so for security reasons replace it with your own.

PASSWORD RESET

MICROSOFT AUTHENTICATOR RESET

If you have lost or replaced your mobile phone and cannot confirm sign-in, your multi-factor authentication (MFA) needs to be reset. Proceed as follows:

1. In UIS, check that your contact phone number is correct, including the country code (e.g. **+420**).
2. If the number is wrong, ask your faculty's **Study Department** to correct it – contact details are managed by the Study Department, not the Helpdesk.
3. Send an e-mail to **helpdesk@czu.cz** from your **verified e-mail address** (see below) and ask for your Microsoft Authenticator to be reset.
4. After the reset, sign in at **office.com** and follow the on-screen instructions to set up Microsoft Authenticator again.

TIP

If the Authenticator app does not work, try choosing another verification method when signing in (if available).

What is a verified e-mail address?

It is your **private e-mail address** that is registered with the Study Department and listed in UIS. The password reset link is sent to the same address. It allows us to verify that the request really comes from you – **requests from other addresses cannot be processed for security reasons.**

WHEN SOMETHING DOES NOT WORK

Submit a request in the Helpdesk app

- At **helpdesk.czu.cz** create a request: **IT services › choose the appropriate service**, e.g. Applications.
- Describe the problem and attach a screenshot of the whole error message – it helps us solve the problem faster.
- If you cannot sign in, write to **helpdesk@czu.cz** from your verified e-mail address (the private e-mail listed in UIS).
- **Requests from an unverified address cannot be processed**, because the requester's identity cannot be verified.

HELPDESK