Goethe Card, iTan-List and HRZ-Account

Events are developing rapidly and legal requirements are getting stricter gradually due to the Covid-19 pandemic at the moment. The IT Services (HRZ) at Goethe University would like to provide employees and students with information about work processes of the Goethe Card Team and the Identity Management in the actual situation. This information refers to the Goethe Card, iTan lists and the HRZ-Account.

PLEASE NOTE: In the current situation, rapid changes concerning work processes are likely. We update our information as quickly as possible. Thank you for your understanding!

The Goethe Card Service Center at Campus Westend and Riedberg remain closed probably until 20/04/2020.

GU employees and students can contact us by email: goethecard@rz.uni-frankfurt.de, or by phone: (069) 798 77710.

First Semester Data
The IT Services at Goethe University (HRZ) produces the initial data for first semester students including the Goethe Card, HRZ-Account and iTan list twice a week. The password of the HRZ-Account including the pickup confirmation will be send directly to the student by post. The loginname, the Goethe Card and the iTan list will be handed over to the Study-Service-Center (SSC).

Due to the fact that Goethe-University is closed temporarily for public, the SSC will inform you by email that your Goethe Card is ready. Please confirm your postal address in a next step. Then the SSC will send you the Goethe Card by post.

Replacement of Lost Goethe Card
The IT Services (HRZ) and the Study-Service-Center (SSC) work together on a process that allows students to pay the replacement fee for a lost Goethe Card and getting a new one in return. As mentioned above, we kindly asked you for your patience if processes take longer than expected.

TRW-Stripe/Chip Defect
As the Goethe Card Service is actually closed, there is no opportunity to replace your Goethe Card in case of a chip defect.

HRZ-Account for New Employees
Please contact our service hotline in case you need a new HRZ-Account: (069) 798 77710. In a first step, you have to authenticate yourself to our colleagues at the service hotline. They will send you the necessary document in a second step. Please sign this document, scan the document for the HRZ-Account and send an email with the
attached scan to: goethecard@rz.uni-frankfurt.de. In a third step, we inform you about your new HRZ-Account as well as your log in data.

Defect or Lost Goethe Card for Employees

The Goethe Card Service is closed temporarily. At present there is no opportunity to replace your ID card for university.

We provided all deaneries at Goethe University with access permission cards, in order to guarantee access to offices in case of defect/lost Goethe Cards.

Validators

Most university buildings are temporarily closed. In the current situation only a few validators are available from Monday to Friday: 10 am to 4 pm.

- Campus Bockenheim: Neue Mensa (NM), in front of the Cafeteria (ground floor, barrier-free)
- Campus Westend: Seminarhaus (SH) (right to the entrance, barrier-free)
- Campus Riedberg: Biozentrum (building N100, ground floor, directly in front of the Mensa Pl x Gaumen)

Lost iTan Lists

In case you lost your iTan list, please contact our service hotline: (069) 798 77710. Our colleagues support you in generating a new iTan list.

PLEASE NOTE: While you talk to our colleagues on the phone, you have to be at your computer or laptop with internet access!

First, please authenticate yourself to our colleagues at the service hotline. Second, they generate a provisional iTan list. Third, you have to log in on the Campus Management System QIS/LSF and click on “generate a new iTan list”. Our colleagues at the service hotline will give you additional information such as two Tan numbers which are necessary to complete the process.

 Forgotten Password (HRZ-Account)

Please contact our service hotline, if you have forgotten your password as part of the HRZ-Account and need a new password: (069) 798 77710. Moreover, please authenticate yourself to our colleagues. Then our colleagues will provide you with a provisional password by phone.

PLEASE NOTE: It is important that you change your password promptly for IT-Security reasons.

Publication Date: 24.03.2020