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 patience and 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

If you lose your Goethe Card, please transfer 35 € on the following bank account of Goethe University:

IBAN: DE18 5005 0000 0001 006535   SWIFT-BIC: HELA DE FF XXX

As purpose of transfer please name your

Matriculation number, last name and first name as well as „**Projekt 61002101**",

For example:
1234567, Mustermann, Max   Projekt 61002101

After the money transfer, the Study-Service-Center (SSC) will inform us at the IT service (HRZ) that you have paid the 35 €. As a next step we produce a new Goethe Card and will hand it over to the SSC. 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.

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 Internal 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.

HRZ-Account for New External Employees

If you are a new external employee at Goethe University, you need an applicant (professor, employee etc. who is assigned to a cost center). In order to get a HRZ-Account, your applicant needs to complete a document for exernal employees.

The data about the external employee is available via our website: https://kartenservice.uni-frankfurt.de/mitarbeitercard/login. After the applicant has registered himself with his/her HRZ-Account (login and password), he/she can fill out and print the document for external employee. Subsequently, the document hast o be signed by the applicant and the new external employee. Please scan the signed document and send it as an attachement by email: goethecard@rz.uni-frankfurt.de. The IT services creates the final data and sends the applicant the information by post (at the university address).

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 Pi x Gaumen)

As a student at Goethe University you have also the possibility from now on to print a provisional ticket for public transport in the Rhine-Main area (RMV) instead of validating your Goethe Card on campus. This provisional ticket is valid from today up to the end of April 2020.

In order to be able to print out this RMV-ticket for the transition phase, you need to log in with your HRZ-Account (login and password) on the following website: https://kartenservice.uni-frankfurt.de/mitarbeitercard/login. In the drop down menu you have the option „RMV-Bescheinigung anzeigen". Please, choose this option and print out your personal RMV ticket at you PC or laptop.

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.

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