

Goethe Card, iTan-List and HRZ-Account

Due to the Corona crisis there are ongoing legal requirements for work environments. 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 until further notice.

GU employees and students can contact us by email: goethecard@rz.uni-frankfurt.de, or by phone: (069) 798 77710 (Monday to Friday: 9 am – 12 noon and 1 pm – 4 pm).

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 temporarily closed 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 for Students

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

IBAN: DE52 5005 0000 0001 007475 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.

Replacement of Lost Goethe Card for Employees

In case of loss or theft, please deactivate your Goethe Card as quickly as possible. Please send an email to: goethecard@rz.uni-frankfurt.de and inform us about your lost Goethe Card. We produce a new Goethe Card for you, and send it in case of internal employees to the Human Resources department and in the case of external employees to the applicant, who has registered you for a Goethe Card.

PLEASE NOTE:

- We would like to draw attention to the fact, that in case of a lost Goethe Card and in the context of sending a new Goethe Card, possible credits on your lost Goethe Card count also as loss.
- It is strictly necessary that you deactivate your Goethe Card in case of loss (!). You avoid external use of your card for example for the library as well as other functions of the Goethe Card.
- Please consider that from the moment on we produce a new Goethe Card until you receive the new card, you cannot use the functions of the Goethe Card.
- Underground parking spaces and access to rooms at Goethe University will be updated in most cases automatically. If you are part of the time recording system, please tell those responsible, that you have a new Goethe Card.

TRW-Stripe/Chip Defect Student Identity Card

Please write an email to: goethecard@rz.uni-frankfurt.de and send as a clear picture of your defect Goethe Card front as a scan. Additionally, please write which kind of defect your Goethe Card has, for example that the TRW-stripe is not clearly readable anymore, or that you cannot load money on your Goethe Card.

After we have verified your defect card, the Goethe Card Service produces a new Goethe Card for you. We hand your new Goethe Card over to the Study-Service-Center (SSC). The SSC will in a next step send you the new Goethe Card to the address with which you are registered at Goethe University. Please pay attention, that the SSC knows your current address. Otherwise please send an email to the SSC: ssc@uni-frankfurt.de.

PLEASE NOTE:

- Please do not send a Goethe Card to the HRZ / the Goethe Card Service or the Study-Service-Center (SSC).
- It is strictly necessary that you keep your old Goethe Card, in case you still have credit on your card. From the moment on we re-open the Goethe Service at Campus Westend and Campus Riedberg, you have the opportunity to show us

your old Goethe Card, and we can transfer the credit which is still on your old card. In this case, the Goethe Card Service keeps your old card for this workflow and destroys it afterwards.

- Please also consider, that you still have the opportunity to use the credit of your defect card depending on how much your card is damaged.

TRW-Stripe/Chip Defect Employee Identity Card

Please send us your defect Goethe Card via the internal mail service of Goethe University:

Goethe Universität / Campus Westend
HRZ / Goethe Card Service
Max-Horkheimer-Str. / Container
60323 Frankfurt

After we have verified your card, the Goethe Card Service of the HRZ will either repair the card or produce a new one for you. The new Goethe Card will be sent via the internal mail service of Goethe University to the Human Resources department if you are an internal employee. In case you are an external employee, we send the new Goethe Card to the applicant who has registered you for the Goethe Card.

Please make sure, that these departments / applicants have your current address. The HRZ/Goethe Card Service will not check your address or take over responsibility for the mail service.

PLEASE NOTE:

- We would also like to point out the fact, that we do not take over responsibility for subsequent damages in context of a lost Goethe Card and in case we send a new Goethe Card. This concerns especially possible credit you still might have on your lost Goethe Card.
- It is strictly necessary that you deactivate your Goethe Card before we send a new one. You avoid external use of your card for example for the library as well as other functions of the Goethe Card.
- Please consider that from the moment on we produce a new Goethe Card until you receive the new card, you cannot use the functions of the Goethe Card.

- Underground parking spaces and access to rooms at Goethe University will be updated in most cases automatically.

Payment of Remaining Credit on your Goethe Card

In the event you leave Goethe University either as employee or student and you do not use the Goethe Card anymore for library, as room or locker key, for the parking space etc., you have the possibility to get the credit back you might still have on your Goethe Card from the Studentenwerk. If this is the case, the Studentenwerk will keep your Goethe Card and destroy it afterwards.

Please contact the Studentenwerk for further information:

hochschulcard@studentenwerkfrankfurt.de

HRZ-Account for New Internal Employees*

Please contact our service hotline in case you need a new HRZ-Account: (069) 798 77710 (Monday to Friday: 9 am – 12 noon and 1 pm – 4 pm). 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.

*Please note: HRZ-Account and Goethe Card can only be handed over to employees Faculty 01 – Faculty 16 who have an employment contract directly with Goethe University and the central administration. This includes also student and research assistants. All other persons belong to the group „Externals“.

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 external 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 has to be signed by the applicant and the new external employee. Please scan the signed document and send it as an attachment 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).

*Please see above, note for new internal employees.

Validators

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

Print Your Semester Ticket

As a student at Goethe University you have also the possibility to **print a provisional semester ticket for public transport in the Rhine-Main area (RMV) instead of validating your Goethe Card on campus. This provisional ticket is valid from 1st October 1st, 2020 until March 31st, 2021.**

The provisional semester ticket is valid for the area of the RMV (Rhine-Main), the NVV region (Northern Hesse), the RMV-VRN transition area (until Worms, Lampertheim, Weinheim, Neckarsteinach) and the VGWS (South Westphalia) including particular sections (f.ex. in the direction of Cologne until Wissen (Sieg) and in the direction of Hagen until Hohenlimburg).

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 your PC or laptop.

Lost iTan Lists

In case you lost your iTan list, please contact our service hotline: (069) 798 77710 (Monday to Friday: 9 am – 12 noon and 1 pm – 4 pm). Our colleagues support you in generating a new iTan list.

Please authenticate yourself to our colleagues at the service hotline. They will send you an encrypted PDF file containing the iTan list to your student email address (login@stud.uni-frankfurt.de). After that you receive a 6-character PIN number on the phone that allows you to open the document.

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 (Monday to Friday: 9 am –

12 noon and 1 pm – 4 pm). 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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