



HAIMAIL PASSWORD

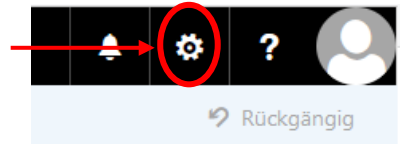
CONTENT

CHANGE PASSWORD.....	2
GUIDELINES FOR THE PASSWORD.....	3
MY PASSWORD DOES NOT WORK. WHAT COULD BE THE PROBLEM?	3
WHAT DO I DO IF I HAVE FORGOTTEN MY HAIMAIL PASSWORD?	3

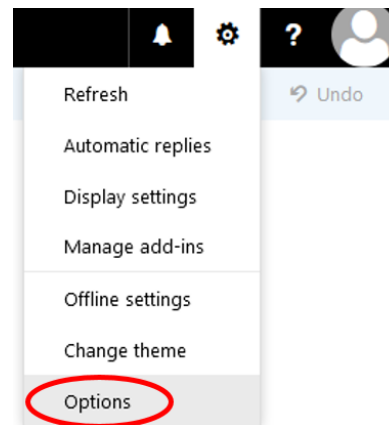
CHANGE PASSWORD

1) Login to your HAIemail via <https://haimail.alumni.uni-heidelberg.de/>

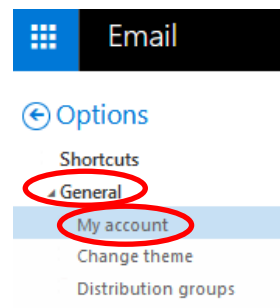
2) After logging in, click on the "wheel" symbol in the top right-hand corner



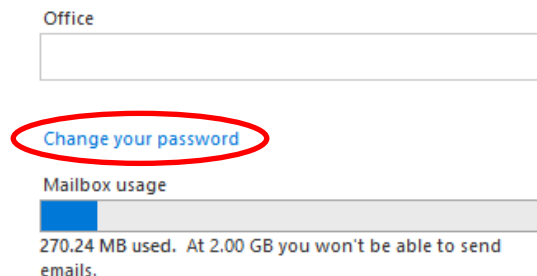
and then click on "Options" in the selection that opens.



3) In the menu that appears on the left, click on "General" at the top, then on "My account".



4) In the lower third of the main area on the right you can now click on the link "Change your password" and then enter a new password for your HAIemail.



GUIDELINES FOR THE PASSWORD

For adequate security, please observe the following points: the password of your HAlmail must be at least 8 characters long and contain three of the following criteria:

- a **lowercase letter** (a-z)
- a **capital letter** (A-Z)
- a **number** (0-9)
- a **special character** (e.g. :-_ ,;#+!?)

Furthermore:

- the first character must be a letter
- elements from the e-mail address or name cannot be used

For more information, please also see the [Password Policy of the URZ](#).

MY PASSWORD DOES NOT WORK. WHAT COULD BE THE PROBLEM?

- The Caps Lock key on your keyboard is activated
- The language of your keyboard has been changed and the letters are set differently, e.g., Z and Y are swapped between the German and English keyboards, numbers and special characters are in different positions.
- You try to login with your password for your account in HAlnet – HAlnet and HAlmail are different systems for which you have probably assigned two different passwords.
- When logging in for the first time with the automatically generated start password: watch out for any confusion of capital i and small L as l
- It is indeed an old/wrong password

WHAT DO I DO IF I HAVE FORGOTTEN MY HAIMAIL PASSWORD?

You can request a new password for your HAlmail online via your HAlnet account: <https://alumniportal-heidelberg.de/haimailaccount.aspx>

You don't have a HAlnet account? Then please contact our administrator by e-mail: postmaster@alumni.uni-heidelberg.de

If you have any further questions, please do not hesitate to contact the HAlmail administration at postmaster@alumni.uni-heidelberg.de.