

# Redeem Coupon - Activation of your ZIH login

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FAQ Article Print

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## Keywords

ZIH-Login password Coupon-ID

## Solution (public)

What is a coupon ID?

Personal ZIH logins at TU Dresden usually have a coupon ID. This is needed to activate your personal login and to set your first own password. Your username will also be revealed during this process.

The same coupon ID can be used later to reset your password. Therefore, it is important that you keep the coupon ID.

A coupon ID always consists of 5 groups of 4 characters each, where the first two characters are letters and the last two are numbers. So a coupon ID has the following form:

ab12-cd34-ef56-gh78-ij90

Receiving the Coupon ID

Depending on your status at TU Dresden, you will receive the coupon ID in different ways:

Employees

Employees receive the coupon ID as part of the EVAZert procedure in person from the [1]Service Desk or authorized administrators in their respective areas at the beginning of employment.

Please contact the Service Desk via email or phone if you want to obtain the coupon ID in this way.

Students

Students usually receive the coupon ID by e-mail. When the ZIH login is created, an e-mail with the coupon ID is then automatically sent to the address that was also entered when applying to study.

If you have not received an e-mail (please check your junk folder first) or if there are other problems with the coupon ID, please contact the [2]Service Desk. If you come to the Service Desk in person with your student ID and passport, your coupon ID will be provided right away.

Guests

Guests will receive their coupon ID via email if a contact email was provided on the guest login application or if they were invited via the [3]self-service portal. Otherwise, they will receive the coupon ID through their contact person.

If there are any problems receiving the coupon ID, you can also always contact the [4]Service Desk.

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You can redeem your coupon ID directly at:

[5]<https://selfservice.tu-dresden.de/coupons/>

You would need to provide the coupon ID and enter secret information. If you receive a message that the data is incorrect, there is probably slightly different or incorrect data in the system or there is a problem with the coupon ID. In this case, please contact the [6]Service Desk with the data provided.

[1] <https://tu-dresden.de/zih/dienste/service-desk>

[2] <https://tu-dresden.de/zih/dienste/service-desk>

[3] <https://selfservice.tu-dresden.de/>

[4] <https://tu-dresden.de/zih/dienste/service-desk>

[5] <https://selfservice.tu-dresden.de/coupons/>

[6] <https://tu-dresden.de/zih/dienste/service-desk>