

## "Oficina Virtual" Student Portal

The "Oficina Virtual" Student and Staff Portal is a personalised online service for carrying out administrative procedures and consultations that is provided by the University of Granada. It gives you access to procedures, services and platforms such as the Platform for Teaching Support Resources (PRADO), and you can also consult official academic records, official examination results, and more.

For the time being, your "**Oficina Virtual**" account will not expire. Even if your relationship with the University ends, the account will remain active, but access to the different platforms included in the portal may be restricted depending on your profile, link or status at the University.

### How to log in

If you are a Spanish national, you can access the "[Oficina Virtual](#)" portal using your National Identity Document (DNI) number (dropping the letter at the end). If you are an international student, you will need to enter the identity document you used to enrol at the UGR, whether it is a Foreign National Identification Number (NIE), passport or other identity document. You will also need to enter a personal password or PIN, which can be obtained as follows:

- If you are an **undergraduate student**: by completing your first self-registration (*automatricula*) or, alternatively, in person at the secretary's office of your faculty or school (where you can also recover your password if you have forgotten it).
- If you are a **master's or doctoral student**: by completing your first self-registration (*automatricula*) or, alternatively, in person at the International School for Postgraduate Studies (EIP) / Doctoral Programme Academic Committee (you can also recover your password if you have forgotten it).

Your password will initially match your University Smart Card (TUI) PIN. However, both can later be changed and the "Oficina Virtual" password does not have to remain the same as your University Smart Card PIN.

### Changing your password

You can change your "Oficina Virtual" password by clicking the "Cambiar Clave" option that appears in the top menu. We recommend changing it as soon as possible for security reasons.

### Two-factor authentication

The two-factor authentication system is a new security protocol implemented by the University of Granada that is used to verify the user's identity and thereby protect personal data. For this purpose, users accessing the portal will be asked to enter an additional code, which they will receive immediately by email or mobile phone. The use of these codes is known as two-factor authentication (2FA).

# Two-factor authentication

This security protocol implemented by the University of Granada is used to verify the identity of the user and thereby protect personal data.

Users accessing the portal will be asked to enter an additional code, which they will receive immediately by email or mobile phone. The use of these codes is known as two-factor authentication (2FA).

After logging in to the portal for the first time using two-factor authentication, you can prevent the system from requiring the verification code again **for one month** by ticking the box that will appear on the screen. This will allow the system to recognise your device as a trusted computer. After one month, for security reasons, the system will ask you again for the two-factor authentication code.

## Why is this required?

The University of Granada has been certified in compliance with the Spanish National Security Framework, hereinafter ENS, Royal Decree 3/2010. The ENS contains a number of protection measures with which the UGR must comply. Due to the type of certification the UGR has received ([medium category](#)), we are required to use two-factor authentication in order to verify the identity of those using the service.

All public administrations must comply with the ENS and are now in the process of adapting to the "cl@ve" digital authentication system established by the Government of Spain. We are currently using a method that we have found to be less restrictive.

Studies have shown that password protection alone is no longer secure. It is often only a matter of time before a breach occurs. Two-factor authentication helps to increase security.

## How do I set it up?

If you have a UGR email account, the verification code will be sent to this account by default. However, you will also have to choose a second means of verification by selecting the most convenient method from among the following options:

- Another personal email account that is different to your UGR account.
- Identification using the barcode on your UGR University Smart Card (TUI).
- Using a verification code sent to your mobile phone by SMS.

You can also change the way you receive your two-factor authentication password at any time by clicking the "Configuración" button at the top of the screen.

If you do not yet have a UGR email account, you will need to select another personal email account or your mobile phone to receive the two-factor authentication password. If you automatically create a new UGR email account, this will be added as another means of receiving the code.