# How can I access the HES-SO's digital resources?

When I join the HES-SO, I receive an HES-SO account that will accompany me throughout my time at the institution.

HES-SO account : 8.8
Password : ************

The 8.8 corresponds to the *firstname.lastname*, so if my firstname or lastname is longer than 8 characters it will be truncated, for example Marguerite Charpentier will become margueri.charpent
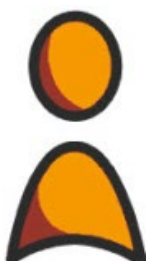
The SWITCH edu-ID account is private and is associated with my private e-mail address.

SWTICH edu-ID account : john.doe@gmail.com
Password : ************

Link the two accounts

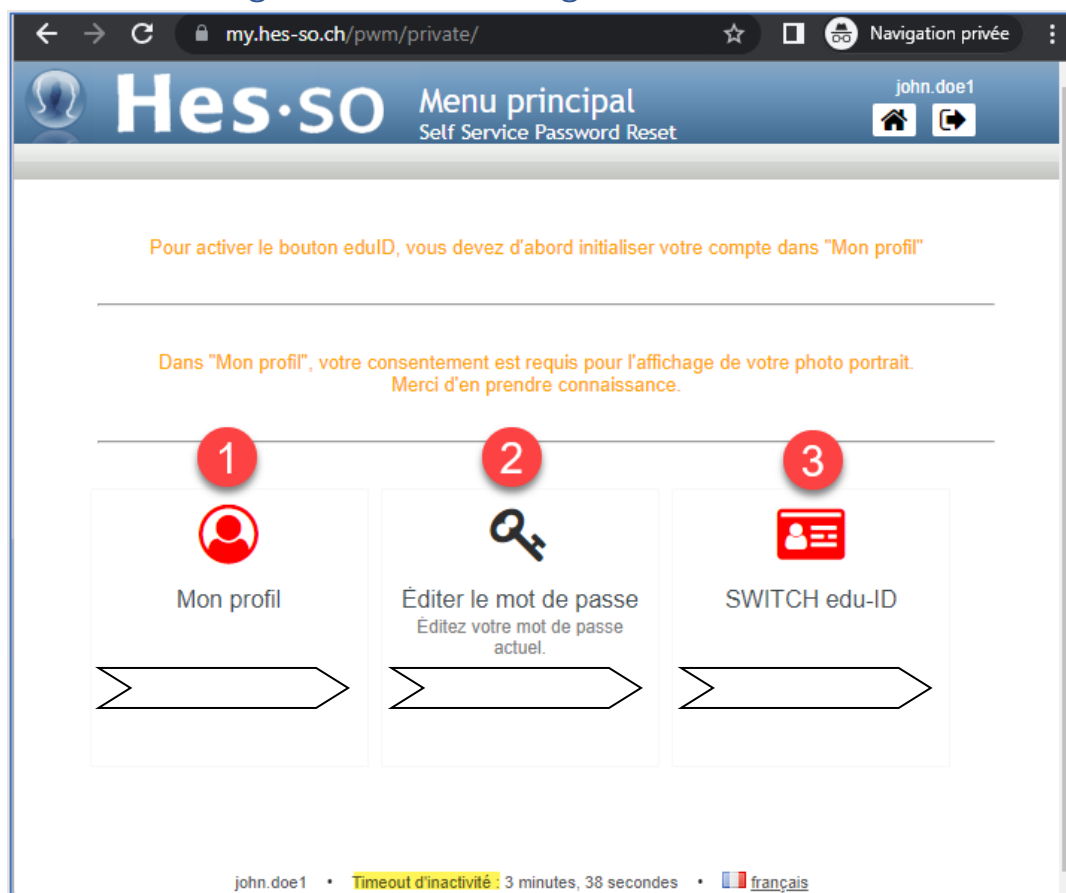To benefit from the full catalogue of services on offer, I need to link the HES-SO account with the SWITCH edu-ID account.

Differences between the two accounts

	The **HES-SO account** will be deactivated at the end of my studies	🎓	✕
	The **SWITCH edu-ID account** remains active for the rest of my life	✈	✓
	Passwords are completely different		🧑

Overview of digital account configuration

- Set-up time: 15 - 20 minutes

The steps :

Go to: **my.hes-so.ch/pwm**

1. I. Initialise my HES-SO account (page 3)
2. II. Change my HES-SO account password (page 5)
3. III. Create my SWITCH edu-ID account, if necessary (page 6)
   ➔ Activate two-step authentication on the SWITCH edu-ID account (page 9)
   IV. Link my SWITCH edu-ID account to the HES-SO (page 11)

Remarks :

- The icon is red when the configuration in step 1 or step 3 is incomplete, and black when the configuration is complete. The password reset icon does not change colour.
- If the procedure is interrupted, return to: **my.hes-so.ch/pwm** and repeat the incomplete steps.
- The inactivity timeout may lead you to reconnect more than mentioned in the step-by-step.
- The SWITCH edu-ID help can be found here.

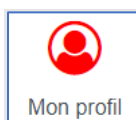| ![person icon]	I. Initialise my HES-SO account

Go to: **my.hes-so.ch/pwm**

1. When you arrive at the HES-SO you will be given an HES-SO account and a temporary password.
    Enter your details and log in:

2. Click on "My profile", the icon is red when the publication conditions are not approved:

3. Update your profile :

Hi, John Doe

In order to confirm your HES-SO account, please read the conditions for the publication of your data:
(conditions for publication)

a ◉ I have already agreed to the conditions for the publication of my data on the internet and/or the intranet.

Email address registered in your account: john.doe1@hes-so.ch

b

Specific questions establishments

Haute Ecole Spécialisée de Suisse occidentale

I declare that I authorize the publication of my picture in registers and web applications of the HES-SO and related schools, for example the HES-SO directory.
I understand that I can withdraw my consent at any time. FAQ.
◉ Yes ○ No

c

Your display language for M365 websites is:fr
This setting cannot be changed in the M365 personal settings,
however you can do so here : [▼]
It may take up to 24 hours to implement the change.

▶▶ Confirm

🏠

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   a. Read the publication conditions and approve them (mandatory step to validate the account)

   b. Answer the specific questions. You can change your mind at any time and withdraw your consent.

   c. Choose the language in which M365 web pages, such as Outlook Online, are displayed. The default language is French.

   Click on the "Confirm" button

4. Go on to the next step:

Validate changes. Thanks.

Go to the password change page

Back to confirmation of HES-SO account

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II. Change my HES-SO account password

5. Enter your temporary password again:

> Entrez les données suivantes. Elles serviront à vérifier votre identité avant que vous puissiez changer votre mot de passe.
>
> **Mot de passe actuel**
>
> `..............`
>
> ► Continuer   ✖ Annuler

6. Set your new password

> Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:
>
> - Password is case sensitive.
> - Must be at least 12 characters long.
> - Must not include any of the following values: password test
> - Must not include part of your name or user name.
> - Must not include a common word or commonly used sequence of characters.
> - Must have at least three types of the following characters:
>   - Uppercase (A-Z)
>   - Lowercase (a-z)
>   - Number (0-9)
>   - Symbol (!, #, $, etc.)
>
> CAUTION: Do not use part of your name or first name for the password.
> It will be accepted here, but synchronisation problems may occur in other systems.
> In general, the HES-SO account is synchronised with a local account (school). If this is the case, please verify the local features (not supported characters ...) and update your email account, your phone, your tablet, your MAC keychain,...
>
> Recommended symbols * + , - . / : ; < = > @ [ ] \ _ { } |
>
> HES-SO Rectorat : [Procedure for changing your password]   (a)
>
> New password accepted, please click change password
>
> **New Password**   ↻
> `.....................`   👁   Strength: Very Strong
>   (b)
> **Confirm Password**
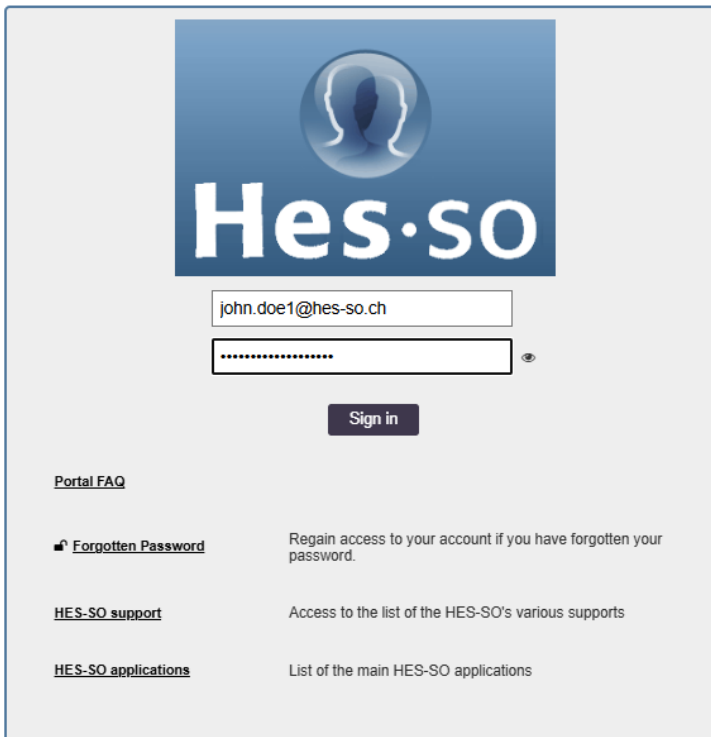> `.....................`   👁   ✔
>
> ► Change Password
>
> 🏠

a. Consult the procedure for changing your school's Pwd.
   For some schools: it can be found → here.

b. Choose a strong Pwd, completely different from all the others, then → Edit.

> Le mot de passe a été modifié.
>
> ► Continuer

	III. Create my SWITCH edu-ID account, if necessary

Go to: **my.hes-so.ch/pwm**
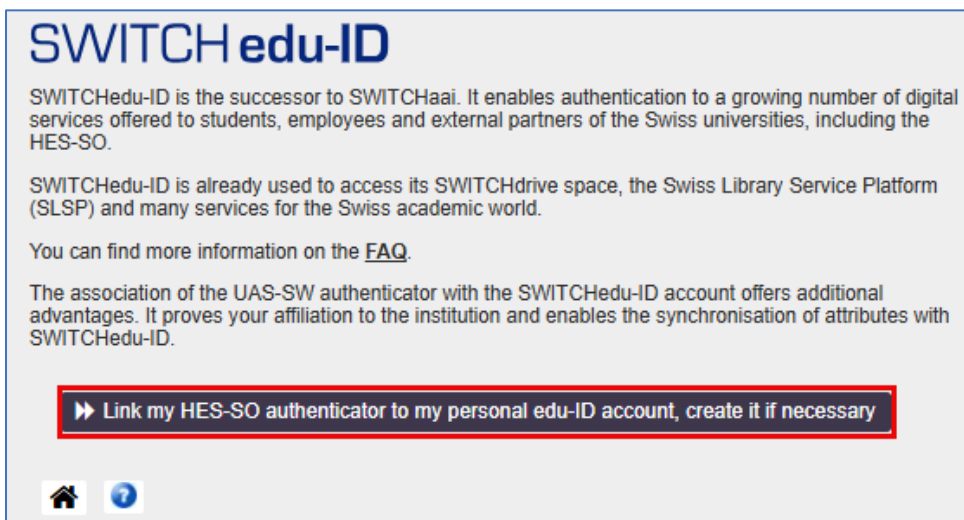
1. Log in to your HES-SO account with your new password :

2. Click on SWITCH edu-ID; the icon is red if the account is not yet linked to the HES-SO :

3. Click on: link ...

4. Create an account:

The SWITCH edu-ID account is unique for each person. If you attended another university, it is very likely that you already have one. If in doubt, start the password reset procedure with your private e-mail address.
Alternatively, click on "Create an account".

5. Enter your authentication details :

a. Use your private e-mail address. The corporate e-mail address will be automatically added in the next step, "Link my account ...".
b. Choose a strong password that is different from your HES-SO account.
c. Read and accept the terms of use.

6. E-mail verification :

7. <mark>Your account has been created and is now ready to use</mark>.

8. Phone number verification.

9. Displays the account

10. Configuration of security options
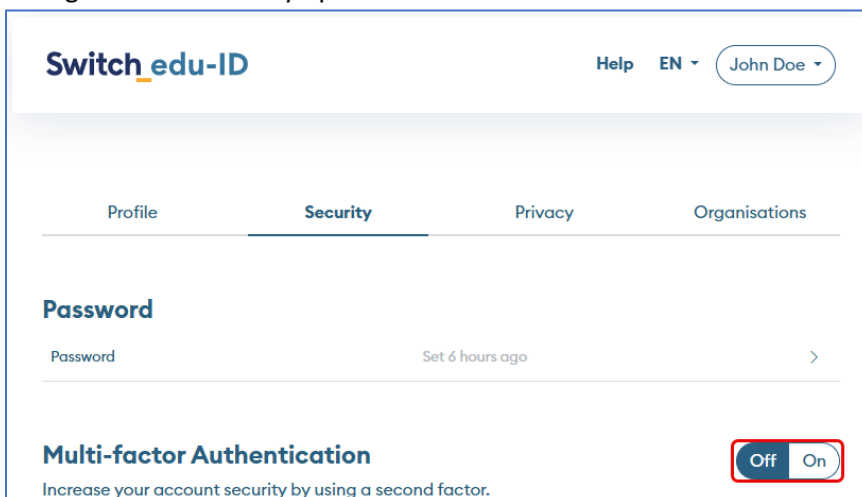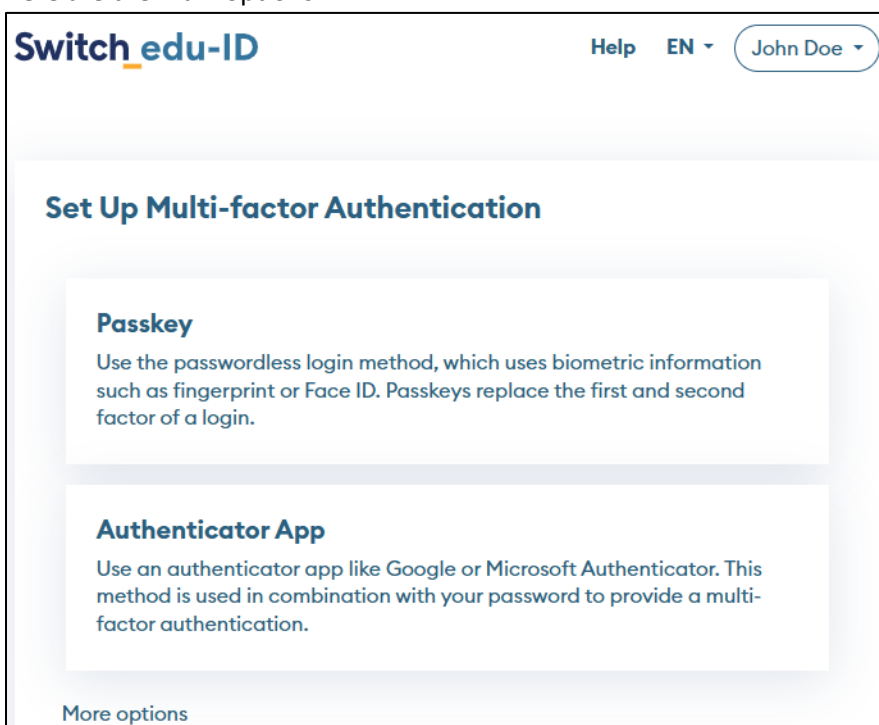

HES-SO requires multi-factor authentication (MFA) to access several applications. The procedure for resetting a forgotten HES-SO password involves a secure edu-ID connection via MFA, which is why it is recommended to configure the security options from the outset.

11. Here are the main options:

We recommend configuring both.

Passkey is the most secure and easiest to use. Configuration is straightforward, depending on the equipment and products you own. It's worth a try!

App authentication is the method we'll be demonstrating.

12. Here's the step-by-step guide:

Switch_edu-ID

Help   EN ▾   John Doe ▾

Register your Authenticator App

1. Open your authenticator app

Frequently used applications:
- Google Authenticator (iOS, Android)
- Microsoft Authenticator (iOS, Android)
- Password manager

2. Add a new item

3. Scan the QR code

4. Enter the 6 digits below

Secret key
TICBIACFW6HXATZ3MVB
L6YSHZ235PSZZ

Verification code

123456

Cancel   **Submit**

We recommend registering the MFA with your password manager or, if you don't have one, with Microsoft Authenticator.

13. Save emergency code

Switch_edu-ID

Help   EN ▾   John Doe ▾

Your New Recovery Code

Keep the recovery code in a **safe but retrievable place** (e.g., password manager or safety box).

7336 3116 5148 3158 ⧉

☑ I have stored it

Continue

IV.   Link my SWITCH edu-ID account to the HES-SO

1. Enter your SWITCH edu-ID login details:

2. Two-step authentication is mandatory

3. Consent to first use of the service

4. The configuration is complete