

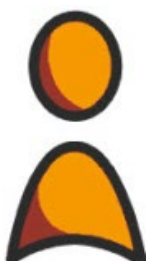
How can I access the HES-SO's digital resources?



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

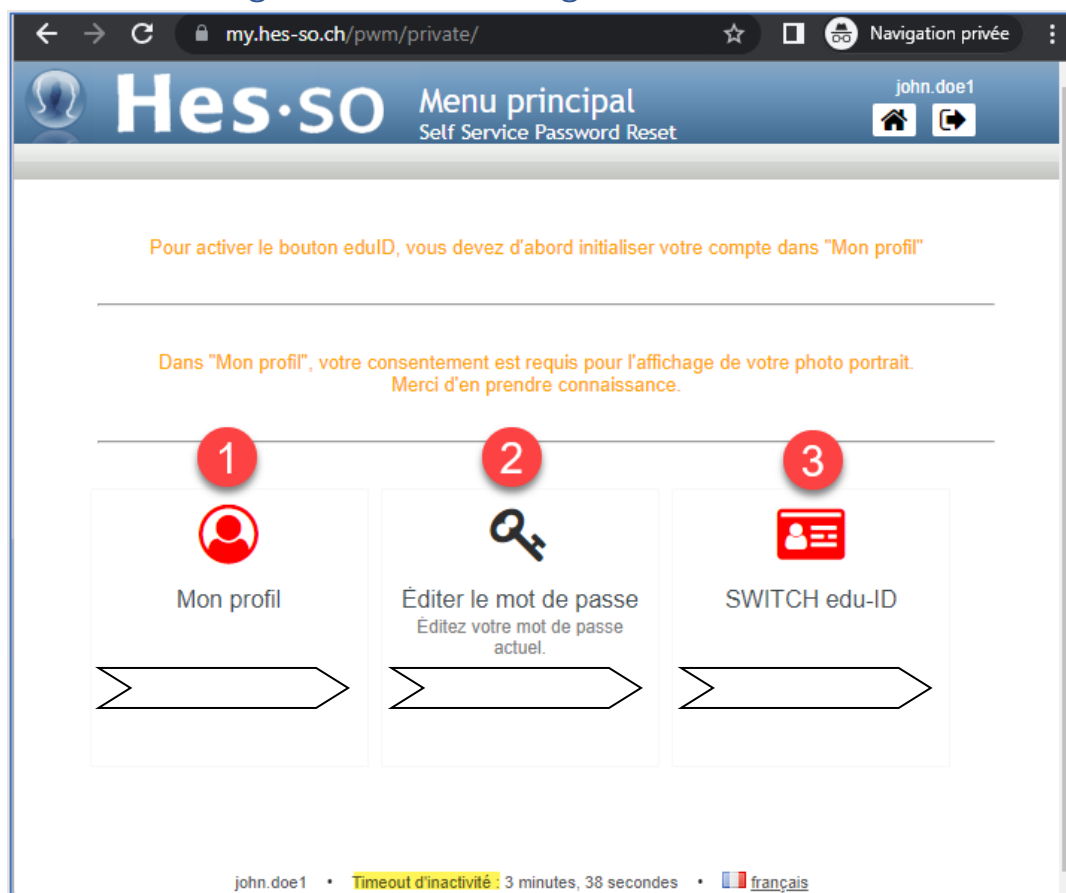


To benefit from the full catalogue of services on offer, I need to link the HES-SO account with the SWITCH edu-ID account.

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](#).



I. Initialise my HES-SO account

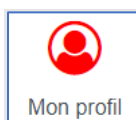
Go to: my.hes-so.ch/pwm

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:

The screenshot shows the Hes-so login interface. At the top is the Hes-so logo. Below it are two input fields: the first contains the email 'john.doe1@hes-so.ch' and the second contains a masked password '*****'. A 'Sign in' button is positioned below the password field. At the bottom, there are three links: 'Portal FAQ', 'Forgotten Password' (with a key icon), and 'HES-SO support'. To the right of these links are descriptive texts: 'Regain access to your account if you have forgotten your password.' for the forgotten password link, 'Access to the list of the HES-SO's various supports' for the support link, and 'List of the main HES-SO applications' for the applications link.

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



- Read the publication conditions and approve them (mandatory step to validate the account)
- Answer the specific questions. You can change your mind at any time and withdraw your consent.
- 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](#)





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

Confirm Password

.....

➔ Change Password

b

Le mot de passe a été modifié.

➔ Continuer

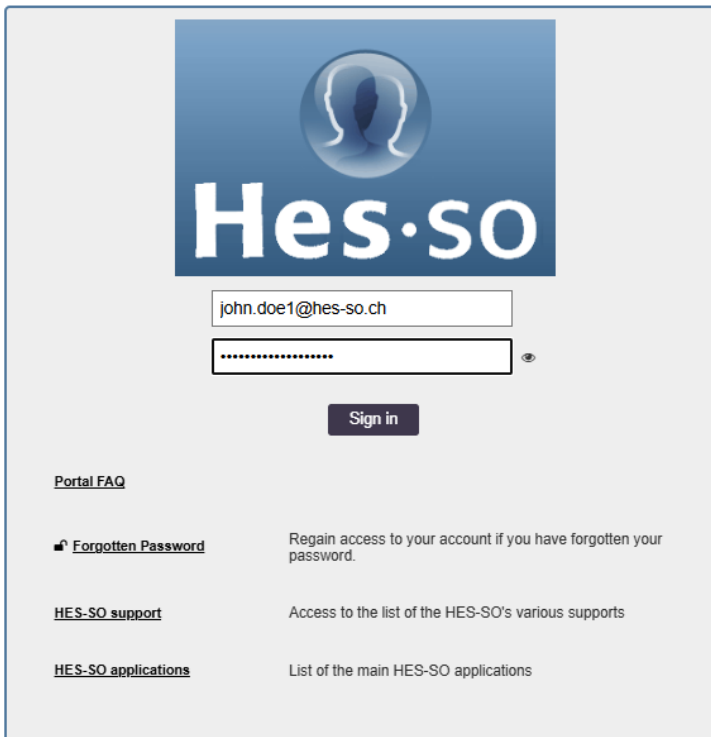
- Consult the procedure for changing your school's Pwd.
For some schools: it can be found → [here](#).
- Choose a [strong Pwd](#), completely different from all the others, then → Edit.



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

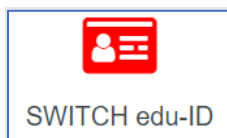
Go to: my.hes-so.ch/pwm

1. Log in to your HES-SO account with your new password :

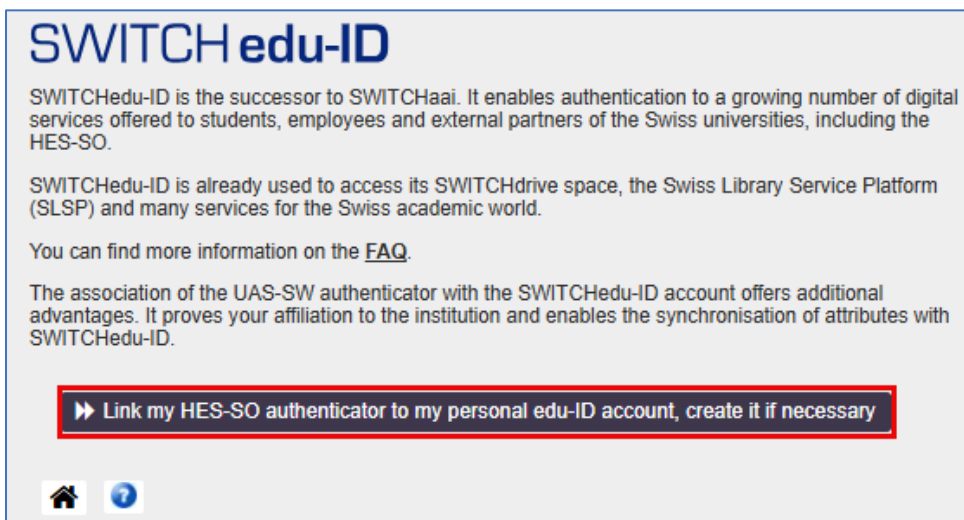


The login page features the Hes-so logo at the top. Below it are two input fields: the first contains the email address 'john.doe1@hes-so.ch' and the second contains a masked password '*****'. A 'Sign in' button is positioned below the password field. At the bottom, there are three links: 'Portal FAQ', 'Forgotten Password' (with a key icon), and 'HES-SO support'. To the right of these links are descriptive sentences: 'Regain access to your account if you have forgotten your password.', 'Access to the list of the HES-SO's various supports', and 'List of the main HES-SO applications'.

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 ...



The page is titled 'SWITCH edu-ID' in large blue letters. Below the title, a paragraph explains that SWITCHedu-ID is the successor to SWITCHaai and enables authentication to digital services for students, employees, and external partners. Another paragraph states it is used for SWITCHdrive space, the Swiss Library Service Platform (SLSP), and many other services. A link to the 'FAQ' is provided. A final paragraph mentions the association of the UAS-SW authenticator with the SWITCHedu-ID account. At the bottom, a red button with a right-pointing arrow contains the text 'Link my HES-SO authenticator to my personal edu-ID account, create it if necessary'. At the very bottom are icons for a home page and a help/question mark.

4. Create an account:



Switch edu-ID Help EN **Create Account**

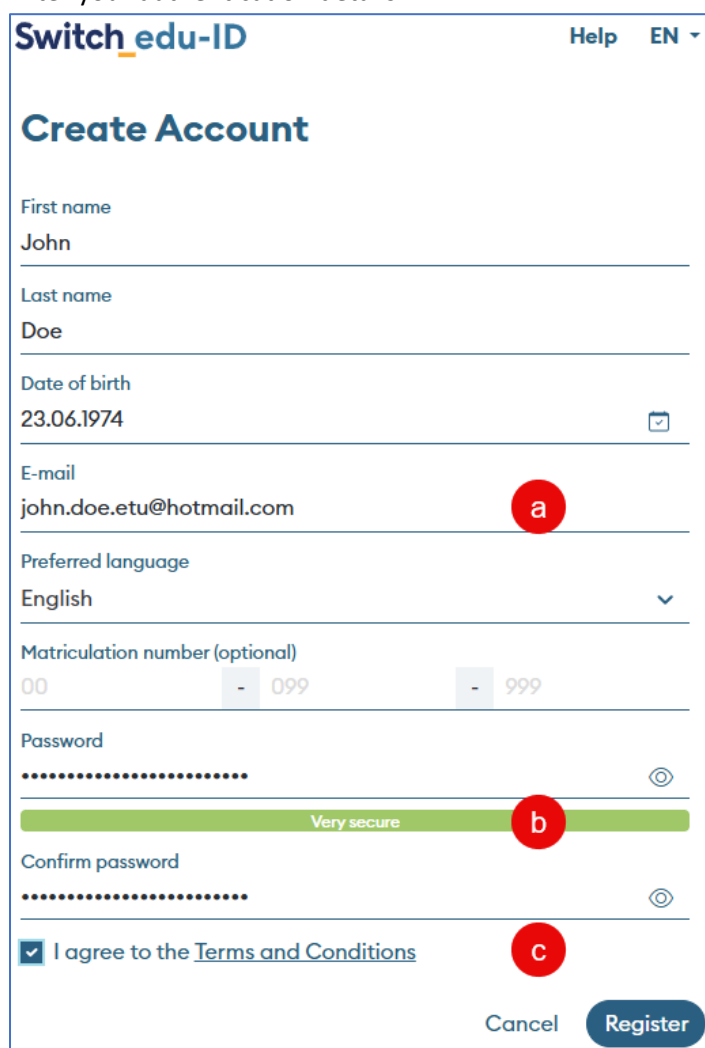
Login

E-mail
alex.taylor@example.org

Continue

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 :



Switch edu-ID Help EN

Create Account

First name
John

Last name
Doe

Date of birth
23.06.1974

E-mail
john.doe.etu@hotmail.com **a**

Preferred language
English

Matriculation number (optional)
00 - 099 - 999

Password
..... **b** Very secure

Confirm password
.....

☒ I agree to the [Terms and Conditions](#) **c**

Cancel Register

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

6. E-mail verification :

Switch edu-ID
Help EN

Enter Verification Code

A message with a verification code was sent to john.doe.etu@hotmail.com.
Please enter the verification code.

Verification code

118170

Cancel Submit

7. Your account has been created and is now ready to use.

Switch edu-ID
Help EN

Add mobile phone number

Please add a mobile number to your account. It can be used to recover your account if you lose access to it.

Mobile phone number

+41 79 234 56 78

Skip Continue

8. Phone number verification.

Switch edu-ID
Help EN John Doe

Enter Verification Code

A message with a verification code was sent to +41 .
Please enter the verification code.

Verification code

123456

Cancel Submit

9. Displays the account

Switch edu-ID
Help EN John Doe

Profile
Security
Privacy
Organisations

Personal Details

First name
John

Last name
Doe

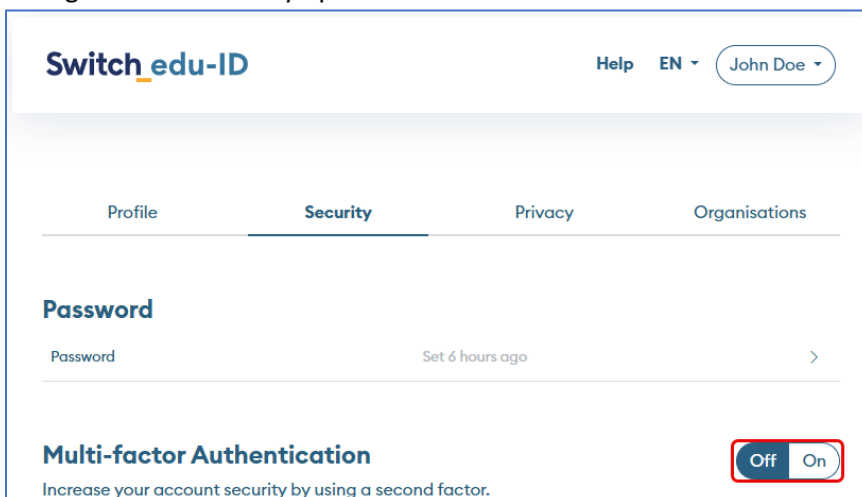
Date of birth
June 23, 1974

Gender

Preferred language
French (fr)

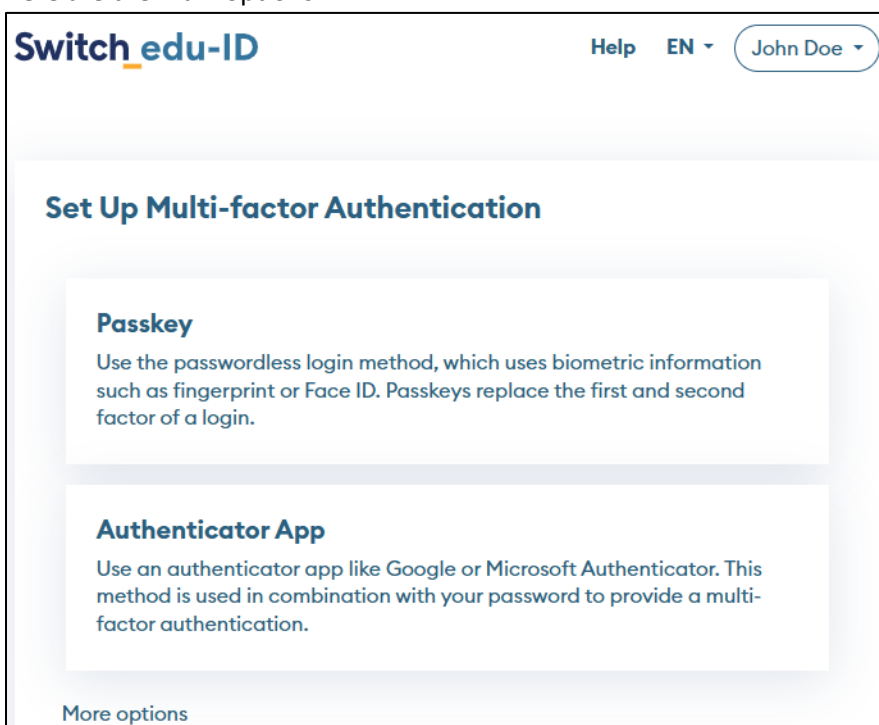
Matriculation number

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

| 23456

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:

Switch edu-ID Help EN Create Account

Login

E-mail
john.doe.etu@hotmail.com

Password
.....

[Forgot password?](#)

Login

2. Two-step authentication is mandatory

Switch edu-ID Help EN

Login

Two-Step Login:

i Open your authenticator app to see the code.

Code
525104

☒ Don't ask again for some time

[Reset multi-factor authentication](#) Login


3. Consent to first use of the service

Switch edu-ID

Help EN ▾

Login

The service **Portail utilisateur HES-SO** is requesting the following permissions:

Retrieving personal data 

Given name
John

Surname
Doe

E-mail
john.doe.etu@hotmail.com

Reject **Accept**

4. The configuration is complete

SWITCH edu-ID



Bravo, vous venez de lier votre authentifiant HES-SO avec votre compte edu-ID.

