

A blurred background image of a modern office building with multiple floors, glass windows, and balconies. The building is light-colored, and the windows reflect the sky and surrounding environment. The overall image is out of focus, emphasizing the text overlays.

IT DEPARTMENT

USER MANUAL

Reset password

User manual

A guide on how to
reset your password

© IT Department at the IT University of Copenhagen
Rued Langgaards Vej 7
2300 Copenhagen S

All rights reserved.

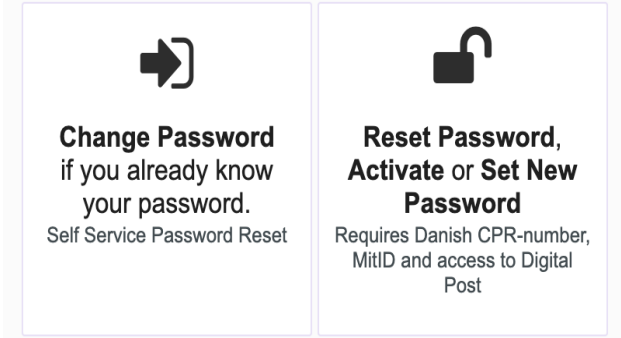
Last updated August 2026.

IT DEPARTMENT

1.1

Open a web browser and go to:
password.itu.dk

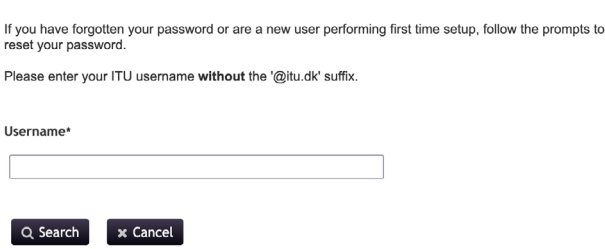
Click 'Reset Password or Set New Password'



 Change Password if you already know your password. Self Service Password Reset	 Reset Password, Activate or Set New Password Requires Danish CPR-number, MitID and access to Digital Post
---	---

1.2

On the next page, please write your
ITU initials without the '@itu.dk'.



If you have forgotten your password or are a new user performing first time setup, follow the prompts to reset your password.

Please enter your ITU username **without** the '@itu.dk' suffix.

Username*

 Search  Cancel

1.3

You will be asked to verify your identity using Digital Post.

Go to either mit.dk, eboks.dk or borger.dk.

Locate the mail and click on the link
OR copy/paste the given code into
the box on the password webpage.

To verify your identity, a security code has been sent to your Digital Post inbox (mit.dk, eboks.dk, borger.dk). Please click the link in the email or copy and paste the security code here.

Your security code should arrive right away. If you have waited for a while and haven't yet received a code, click the resend code button to receive a new code.

The code is valid for 60 minutes.

🔄 Resend Code

Code

✓ Check Code

⏪ Go Back

✕ Cancel

1.4

Finally, type your new password
following the password requirements.

Click 'Change Password'.

And you're done!

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 16 characters long.
- Must have at least 3 types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
 - Other language characters not listed above

Please change your ITU password.

Password missing

New Password 🔒

Confirm Password

➡ Change Password

✕ Cancel

IT DEPARTMENT

IT University of Copenhagen
Rued Langgaards Vej 7
2300 Copenhagen S

Opening hours:
Monday - Friday
10 AM to 13 PM
Wing 2C

it@itu.dk