



IT DEPARTMENT

USER MANUAL

Change password

# User manual

A guide on how to  
change password

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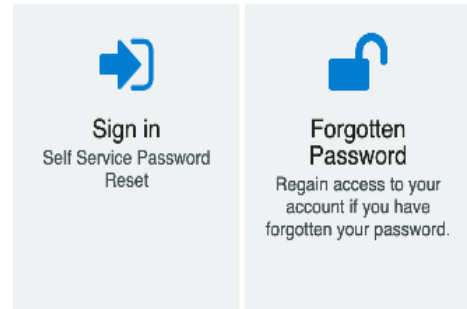
Last updated March 2026.

**IT DEPARTMENT**

## 1.1

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

Click 'Forgotten Password'.



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## 1.2

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



### Forgotten Password

If you have forgotten your password, follow the prompts to reset your password.  
Please enter your ITU initials **without** '@itu.dk'.

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.

The screenshot shows a dark blue header with the text "opentext | Self Service Password Reset". Below the header, the section is titled "Forgotten Password". The text reads: "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." It continues: "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." Below this, it states: "The code is valid for 60 minutes." There is a "Resend Code" button. A label "Code" is positioned above a large empty text input box. At the bottom of the form are three buttons: "Check Code", "Go Back", and "Cancel".

# 1.4

Finally, type your new password following the password requirements.

Click 'Change Password'.

And you're done!

## Change Password

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.

The screenshot shows a form with a grey header that says "Please type your new password". Below this is a "New Password" label followed by a text input field with a toggle icon. Below that is a "Confirm Password" label followed by another text input field. At the bottom of the form are two buttons: "Change Password" and "Cancel".

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