

A blurred background image of a modern office building with multiple floors, glass windows, and balconies. The building is light-colored and has a grid-like structure. The image is out of focus, emphasizing the text overlays.

**IT DEPARTMENT**

**USER MANUAL**

**Change password**

# User manual

A guide on how to  
change password

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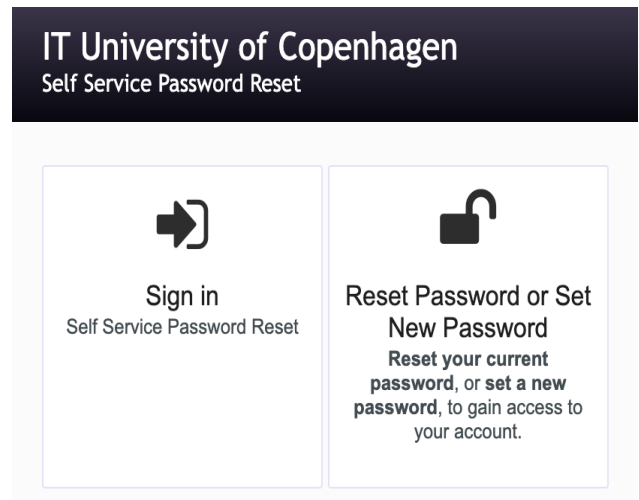
Last updated May 2026.

**IT DEPARTMENT**

## 1.1

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

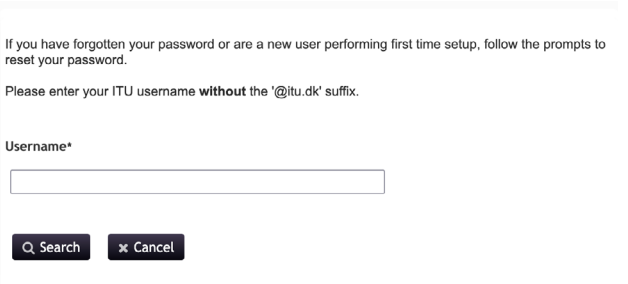
Click 'Reset Password or Set New Password'



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## 1.2

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



The screenshot shows a form for password reset. It includes the following text: "If you have forgotten your password or are a new user performing first time setup, follow the prompts to reset your password." and "Please enter your ITU username **without** the '@itu.dk' suffix." Below this is a label "Username\*" and an empty text input field. At the bottom are two buttons: "Search" and "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

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