A photograph of a modern, multi-story office building with a glass facade and balconies. The building is slightly out of focus, creating a sense of depth. The balconies have white railings and some have potted plants. The sky is bright, suggesting a sunny day.

IT DEPARTMENT

User manual
Change password

User manual

A guide on how to change
password without using NemID

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1

Change
password

1.1

Open a web browser and go to:

itu.dk/password

Enter your ITU username and temporary password. Then, click on "Log in".



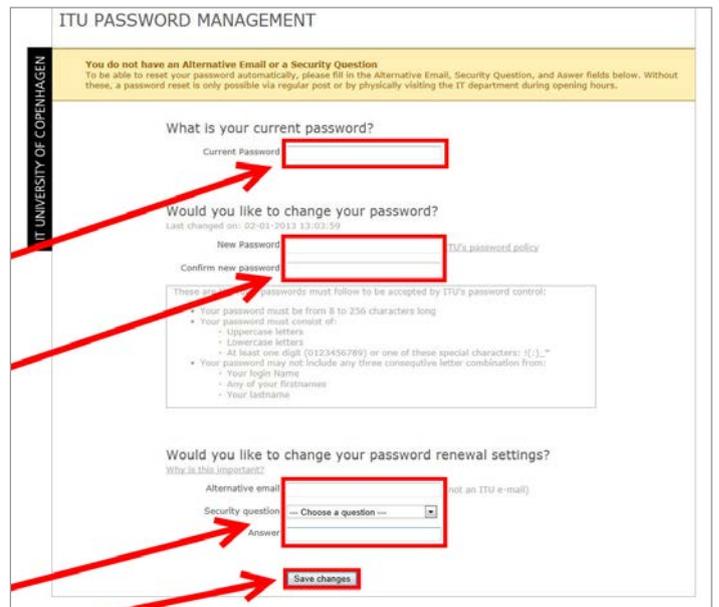
The screenshot shows the 'ITU PASSWORD MANAGEMENT' page. On the left is a vertical logo for 'ITU UNIVERSITY OF COPENHAGEN'. The main content area is titled 'Account Information' and contains a 'User name' input field, a 'Password' input field, a 'Log in' button, and a 'Forgot your password?' link. Two red arrows point from the bottom left towards the 'User name' and 'Password' fields.

1.2

Enter your temporary password, then a new password.

Enter an alternative email, security question and an answer. Then click on "Save changes".

Your password has now been changed.



The screenshot shows the 'ITU PASSWORD MANAGEMENT' page for password changes. At the top, a yellow banner reads: 'You do not have an Alternative Email or a Security Question. To be able to reset your password automatically, please fill in the Alternative Email, Security Question, and Answer fields below. Without these, a password reset is only possible via regular post or by physically visiting the IT department during opening hours.' Below this, the page asks 'What is your current password?' with a 'Current Password' input field. It then asks 'Would you like to change your password?' with a 'New Password' input field and a 'Confirm new password' input field. A box lists password requirements: 'Your password must be from 8 to 256 characters long', 'Your password must consist of: Lowercase letters, Uppercase letters, At least one digit (0123456789) or one of these special characters: !@_~', and 'Your password may not include any three consecutive letter combination from: Your login name, Any of your firstnames, Your lastname'. It also asks 'Would you like to change your password renewal settings?' with an 'Alternative email' field (noted as 'not an ITU e-mail'), a 'Security question' dropdown menu, and an 'Answer' input field. A 'Save changes' button is at the bottom. Three red arrows point from the left towards the 'Current Password', 'New Password', and 'Save changes' fields.

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

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