



IT DEPARTMENT

USER MANUAL

Change password

User manual

A guide on how to change
password without using MitID

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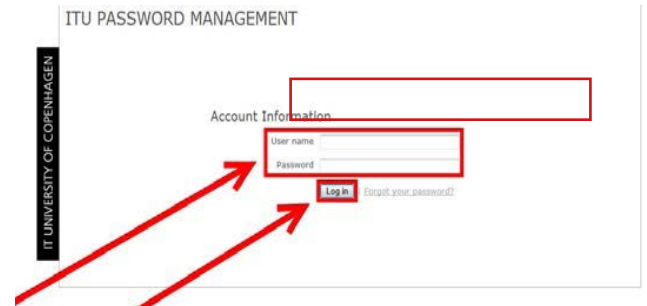
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1.1

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 form with two input fields: 'User name' and 'Password'. Below these fields are two buttons: 'Log in' and 'Forgot your password?'. Red arrows point from the text instructions to the 'Log in' button and the 'User name' and 'Password' fields.

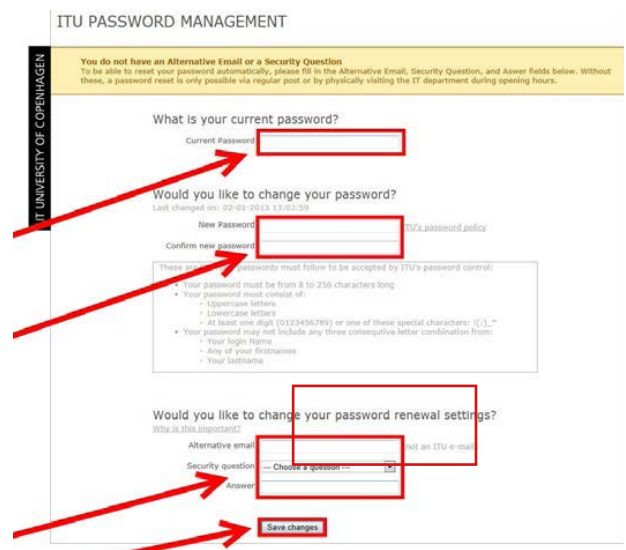
1.2

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 change. 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.' The main form has several sections: 1. 'What is your current password?' with a 'Current Password' input field. 2. 'Would you like to change your password?' with a 'New Password' input field and a 'Confirm new password' input field. A link to 'ITU's password policy' is next to the 'New Password' field. 3. A list of password requirements: 'Your password must be from 8 to 256 characters long', 'Your password must consist of: - Uppercase letters, - Lowercase 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'. 4. 'Would you like to change your password renewal settings?' with a link 'What is this important?'. 5. 'Alternative email' with an input field and a note 'not an ITU e-mail'. 6. 'Security question' with a dropdown menu 'Choose a question' and an 'Answer' input field. 7. A 'Save changes' button at the bottom. Red arrows point from the text instructions to the 'Current Password' field, the 'New Password' and 'Confirm new password' fields, the 'Alternative email' field, the 'Security question' dropdown and 'Answer' field, and the 'Save changes' button.

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

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