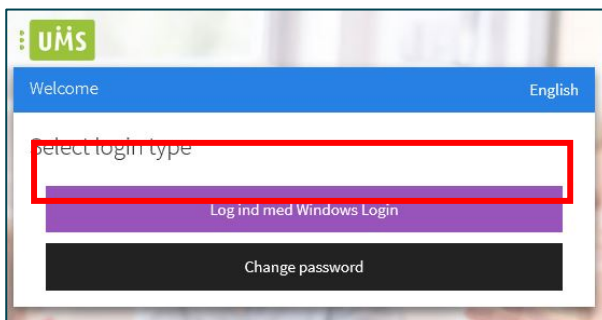


How to change your password

To get access to UCN's digital systems, you need at UCN username and a password, which you receive when you start your studies. You can learn how to change your password here. Furthermore, your password must meet certain criteria to protect you and UCN from IT crime.

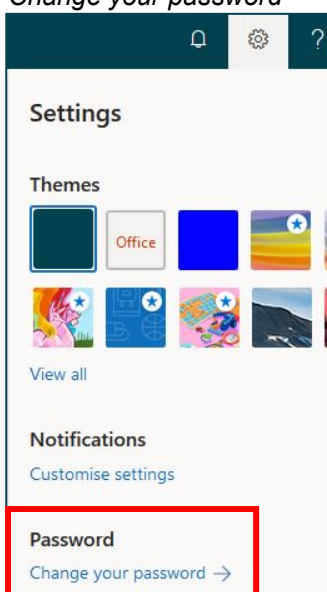
UCN students can change their password in three different ways:

1. By logging into [UMS self-service](#)



2. By sending an SMS – see how at: <https://www.ucn.dk/english/about-ucn/it-and-support/it/helpdesk/forgotten-your-password>

3. Using Office 365 – log into office.com, select “Settings” (the cogwheel in the upper right corner), select ‘Change your password’



Your password must consist of at least 8 characters

The password must contain elements from three of the following four categories:

- Upper case letters (A–Z)
- Lower case letters (a–z)
- Numbers (0–9)
- Special characters (~!@#\$\$%^&* _-+=`|\(){}[]:;'"<>.,?/)

Your password may not contain

- Username
- Given/first name
- Middle name(s)
- Family/last name
- Your name in full or in part

Remember!

You must change your password at least once a year, and you cannot reuse your last five passwords.

When you change your password, the change will apply to **all** of UCN's systems; Wi-Fi, Canvas, web2print etc.

Problems?

Please contact your local Service Centre or Service Centre HelpDesk by one of the following:

- Call 72 69 99 99
Monday – Thursday kl. 7.30 – 15.00
Friday kl. 7.30 – 14.30
- Send an email to servicecenter@ucn.dk
- Create a support case on the Service Centre [Self Service Portal](#)