



# NetID password management

For use by:	Students, Employees
Version:	2.0
Date:	01-03-2022
Owner:	ICT-Manuals (Lib)

# NetID password management

## Before you begin

The following instructions are supported by TU Delft and have been tested to be working. We are offering this manual to you as an extra service. In the event you have a different configuration or version of Windows 10 to the one described here and you have problems connecting, we advise you to contact your nearest Service Desk, Student IT Desk (SID) or Workstation services (WPS).

Prerequisites: -

## What is a NetID?

At the TU Delft the NetID is used as general digital authentication method. An authentication method is a method by which you tell an ICT service who you are. Synonyms are: username or userid. The NetID is used for access to ICT services such as Brightspace and e-mail. The NetID is a unique login code that has been assigned to you by the TU Delft.

To make it easy to remember this code, it is based on your name details, in general the initials of your first name and your entire surname are used. Because the combination of the initials of your first name and your entire surname might not be unique, a different form can be chosen for the NetID. In order to use the NetID, it first has to be activated with the NetID application on the NetID website.

## Settings of your NetID

### NetID/Self-service password website: [password.tudelft.nl](https://password.tudelft.nl)

All kind of things concerning the NetID, such as activating NetID, changing the password, etc. can be managed via the NetID website. Initially you have anonymous access, which allows you only to do a limited number of things, such as activating NetID; once you have done that you can log in with your NetID and do more actions, such as change password, view recovery data, etc

### Activating your NetID

A new employee of the TU Delft receives a NetID, e-mail address and so-called 'one time key'. With this key a password can be set. After that your NetID is active.

1. Go to [password.tudelft.nl](https://password.tudelft.nl)
2. Choose "Activate NetID/Forgot my password?"
3. Fill in the requested details and click "Change password". Your NetID is now activated.

## Activate your NetID

1. A new employee of the TU Delft receives a NetID, e-mail address and so-called 'one time key'. With this key a password can be set. After that your NetID is active.
2. 1. Go to password.tudelft.nl
3. 2. Choose "Activate NetID/Forgot my password?"
4. 3. Fill in the requested details and click "Change password". Your NetID is now activated.

### What to do if you have forgotten your NetID username?

Report to the Servicedesk, where the employee can look up your NetID. Make sure you can identify yourself with a valid document (passport, drivers license, CampusCard). If you have forgotten your password as well, you can request a 'one time key' for it and set a new one immediately.

### What to do if you have forgotten your NetID password?

If you have forgotten your NetID password, you can request a 'one time key' to set a new one. You will receive the 'one time key' via e-mail or SMS. In which way you can receive this 'one time key', depends on the recovery data you entered earlier on e-service.tudelft.nl. If you did not receive a 'one time key', please check both channels. Did you not receive an e-mail or SMS? Report to the Servicedesk and make sure you can identify yourself with a valid document (passport, drivers license, CampusCard). The employee can set other recovery data for you. Often you also can set your new password over there.

The screenshot shows the 'Delft Aanmelden Self Service Password Reset' page. On the left, there is a login form with fields for 'NetID / Gebruikersnaam' and 'Huidige wachtwoord', an 'Inloggen' button, and a link 'NetID Activeren/Wachtwoord vergeten?'. On the right, there is a section for identity verification: 'Als u uw identiteit wilt verifiëren, wordt een beveiligingscode naar u verzonden. Geef aan op welke manier u uw beveiligingscode wilt ontvangen.' It offers two options: 'E-mail' (Verzend de code naar uw geregistreerde e-mailadres. Example: o\*\*\*\*\*@g\*\*\*\*.com) and 'Sms' (Verzend de code naar uw mobiele telefoon met tekstberichten (sms). Example: +\*\*\*\*\*7154). There is an 'Annuleren' button at the bottom.

If you did not receive any one-time-key on both of the options, then you should contact the Servicepunt with an valid ID-document to verify your account. After this the servicepunt colleague will change your NetID password recovery details so that you can setup an new password.

## Changing your password

For security reasons you need to change your password after a certain period of time. After logging on to your TU Delft laptop, you will see a pop-up that reminds you that your password will almost expire. You can change your password on the website password.tudelft.nl. You will also receive an e-mail when it is time to change your password.

### By following these steps you can change your password:

1. Log in to the website using the option "Sign in". Here, you still use your old password.
2. You will see the screen as shown below. Fill in your old password and twice your new password, which meets the requirements. Then press the button "Change Password" and after a confirmation you can sign out. You will also receive a confirmation email.

The screenshot shows the 'Delft Aanmelden Self Service Password Reset' page. On the left, there is a login form with fields for 'NetID / Gebruikersnaam' and 'Huidige wachtwoord', an 'Inloggen' button, and a link 'NetID Activeren/Wachtwoord vergeten?'. On the right, there is a section for password change: 'Hoofdmenu Self Service Password Reset' with a key icon and the text 'Wachtwoord wijzigen Wijzig uw huidige wachtwoord.'.

## Consequences of changing your NetID password

Once you have set your password, it may take some time before this is known by all TU applications and systems. Do not forget to check all your smart devices and change your password where necessary.

### Your account details on your TU laptop (important for employees):

It may happen the account details known on the NetID website are not synchronous with the details that are known on your laptop. This is because your NetID and associated password are also stored locally on your laptop and are only refreshed when you log on to the laptop again.

Your new password will only be synchronised on the laptop when you log in again while connected to the TU environment via EduVPN.

### Your account details and your printers installed with WEBPRINT

It may happen the printers you have installed no longer work once the password is changed. This can be solved in the following way:

#### **Windows:**

1) Click the search icon in the lower left-hand corner of the taskbar. Type "Credential manager" (English version of Windows) or "Referentiebeheer" (Dutch version of Windows). Then click on "Windows Credentials".

2) Among the saved passwords there is an option called `srv6xx.tudelft.nl`. Click on the arrow to display more and choose "Edit". Here you can change your old password into your new one.

#### **Mac:**

1) As soon as you sent a new print job to the printers, the printer menu will display the print job with a "refresh" icon next to it. Click on this icon and the password can be changed to the new password.