



## Handout: Changing the TU-ID password

You can easily change your TU-ID password via the [IDM portal](#) using the "Change password" link. However, there are a few things to note:

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### „VPN before Login“ for managed computers

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With HRZ managed computers (e.g. central administration, HRZ), it is important that correct synchronization with the domain is possible. This means that if possible you should be connected at the office via cable to change your password or (in the WiFi or at a mobile workplace) make sure that you have activated **VPN before login**. How to do this is explained here: [www.hrz.tu-darmstadt.de/apb](http://www.hrz.tu-darmstadt.de/apb) (or [direct link to the complete guide](#))

**VPN before Login** should be activated during password change and as well during the first login on your computer after password change.

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### Updates stored passwords

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With the TU-ID you can use a variety of services at TU Darmstadt.  
[https://www.hrz.tu-darmstadt.de/services/it\\_services/tu\\_id/index.de.jsp](https://www.hrz.tu-darmstadt.de/services/it_services/tu_id/index.de.jsp)

Therefore, the cached passwords may have to be changed in some programs. Some of the most common ones to think about are:

- E-mail app on mobile phones (on Android usually via the account management in the Mail app used there, on iOS via "Settings > Passwords & Accounts >...")
- E-mail program on your computer: If the e-mail program does not automatically ask for the new password, you may have to change the password manually. (this step is usually not necessary on managed computers)
- Possibly Sharepoint
- In case you use password managers, passwords stored there must be updated. This also applies to passwords stored in the browser (especially if form fields are filled out automatically)
- WiFi password for eduroam access (usually requested automatically the next time you try to log in)

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## Take your time

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It may take a few minutes before your new password can be used in all TU Darmstadt systems. This can mean, for example, that you can only log in to your managed computer with the new password after some time.

Tip: Don't change your password when you are in a hurry, but take your time and change the password before your lunch break, for example. When you return, you should be able to log in everywhere with your new password.

In principle, it is not a problem if an application tries to use the old password after setting the new password in the IDM. Yet, after 5 incorrect entries – the old password is now an incorrect password – the account lock takes effect for 5 minutes. If this happens, all you have to do is wait 5 minutes before trying again.

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## Troubleshooting – known stumbling blocks

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Typically, the various programs should determine that the cached password is no longer valid and prompt you for the new password if it is required. If this is not the case:

- Open Windows Credential Manager:
  - When searching in the taskbar at the bottom left, enter "credential manager" next to the Windows icon and confirm with "Enter".
- Windows die Anmeldeinformationsverwaltung öffnen:
  - To open Credential Manager, type "credential manager" in the search box on the taskbar and select Credential Manager Control panel.
  - In the window that opens, select "Windows Credentials" and delete the entries for the services in question (Sharepoint, Mail, ...).
  - The new password should now be requested on the next use.
- For iOS, always set the password manually via "Settings > Passwords & Accounts >...", preferably by temporarily putting the mobile phone in flight mode.
- The password should also be set directly in the Mail app settings on an Android smartphone

