

# Manual for changing your password on IHU's e-learning and other services account

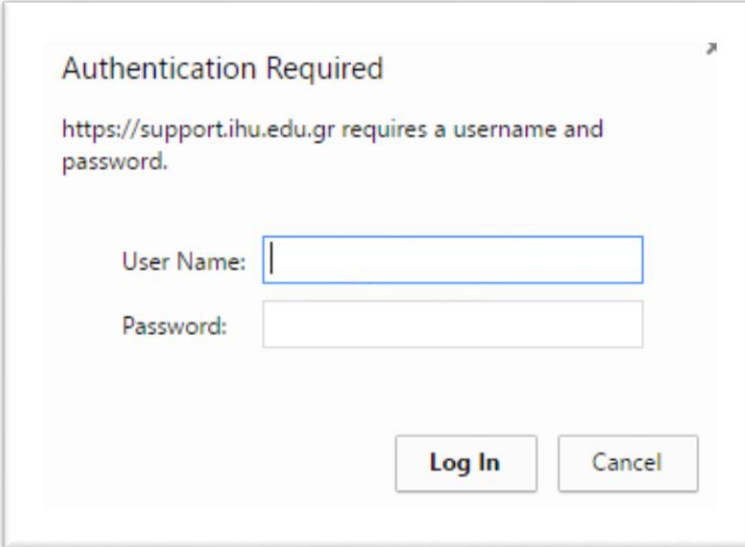
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Enter the following address in your browser (e.g. Microsoft Internet Explorer, Mozilla Firefox, Google Chrome)

[https://support.ihu.edu.gr/change\\_password/](https://support.ihu.edu.gr/change_password/)

An error regarding the site's certificate may appear. Click on the option that will allow you to proceed.

Next, a popup window appears prompting you to enter your user credentials.



The image shows a standard Windows-style dialog box titled "Authentication Required". The text inside the dialog reads: "https://support.ihu.edu.gr requires a username and password." Below this text are two input fields: "User Name:" followed by a text box with a vertical cursor, and "Password:" followed by a text box. At the bottom right of the dialog are two buttons: "Log In" and "Cancel".

You should enter your e-learning and other services credentials (username and password). Please note that the username should be entered without the **@ihu.edu.gr** part.

Upon entering the site, the first page should look like this:



### IHU Domain Password Change

Old password:

New password:

Confirm new password:

#### About the password

By changing your password here other service of IHU will be effected. Your password will be validated against your username and it has to contain letters, numbers and special characters such as comma, dot, explanation marks. Your new password has to have length more than 7 characters in order to be accepted as a password.



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**Be careful:** the new password should NOT be very similar to your username and it should definitely contain more than 7 characters overall. These characters **must** be a combination of letters (a,b,c etc), numbers (1,2,3 etc) and special characters (!, &, etc). If your password does not meet these policy requirements the following message will appear:



### IHU Password Change

**ERROR: Password length must be more than 7 characters.**  
**Password not changed.**

The password does not meet the password policy requirements.

Check the minimum password length, password complexity and password history requirements.

[Back](#)



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You should then go back and try again. When you succeed the following message will appear on your screen:



## IHU Password Change

*Your password has been changed successfully.*



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You password is now changed. You can repeat the same procedure whenever you want to change your IHU e-learning and other services account password.

**Note:** This account concerns only your access to the e-learning platform and other IHU services (such as VPN) but not your e-mail. If you want to change your e-mail password, please contact the IHU IT Department.

**For further information feel free to contact the IHU IT Department at [support@ihu.edu.gr](mailto:support@ihu.edu.gr)**