Managing your NetID account
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1 Introduction

The general authentication method used within the TU Delft the NetID. An authentication method is a way to tell an ICT facility who you are. Synonyms for an authentication method are for instance: user name or user id. The NetID is used to log on to for instance: Blackboard, TAS and Webmail.

The NetID is unique and will be assigned to you by the TU Delft. To make it easier for you to remember this ID, it is based on your name. It generally consists of the first letter of your first name, followed by your last name. However, if it turns out that this combination is not unique, another form may be chosen to create a unique NetID.

To be able to use your NetID, it must first be activated with the NetID application on the NetID website.

2 NetID website: netid.tudelft.nl

The NetID website is used for matters like: activating your NetID, changing your password, etc. At first you’ll have anonymous access only and you’ll be limited to matters like activating your NetID. After you’ve activated it you will be able to log on with your NetID and do more specific things like changing your password and check your personal information.

3 Activating your NetID

A person that is new to the TU Delft will receive his/her NetID, his e-mail address and a so called one-time-key. With this key a password can be set on the NetID and after that is done, the NetID is activated.

1. Go to the NetID application
2. Choose “Set password with one-time-key” in the menu at the left
3. Enter the information that is needed (a.o. copy-paste the one-time-key in the field) and click on “Set password”. Your NetID is now activated.
4 What to do when you forgot your NetID user name

In case you forgot your NetID user name, what you need to do depends on whether you activated your NetID already or not.

4.1 NetID user name forgotten, NetID not yet activated
Go to netid.tudelft.nl and click on "Activate account". Enter part of your name and click on 'Search' (see fig. 1), a list of NetID's that not have been activated yet will appear (see fig. 2). Look for your NetID, if you can't find it in the list, follow the procedure: "Forgot NetID and NetID already activated" in this manual.

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![NetID activation](image1.png)

4.2 NetID user name forgotten, NetID already activated
Please go to your Servicepoint, the people there can look up your NetID. Make sure that you can identify yourself with a legal identification card (passport, driving license or CampusCard). In case you also forgot your password, you can ask for a one-time-key and set a new password.

People who don't have an e-mail address from the TU Delft, like alumni or hired professionals, who found their NetID user name, can also go to the page ‘Activate account’ and request for a one-time-key. This key will then be sent to the displayed address.

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5 What to do when you forgot your NetID password

In case you forgot your NetID password, you can set a new one with a one-time-key. You can receive the one-time-key through e-mail or sms.

5.1 Requesting a one-time-key by e-mail
It depends on what e-mail address is entered in the NetID system what procedure you need to follow to request a one-time-key.

5.1.1 The one-time-key will be sent to your TU email
If your TU e-mail address has been entered in the system, the one-time-key will be sent to this address and you'd need your NetID to be able to log on and read it. However, since you've forgotten your password, you're not able to log in. Go to your Servicepoint, the people there can generate a one-time-key for you and most of the time you'd be able to set a new password right away. Please make sure that you can identify yourself with a legal identification card (passport, driving license or CampusCard).

5.1.2 The one-time-key will be sent to a personal e-mail address
If another e-mail address has been entered in the system, you don't need your NetID to be able to log on and read your mail. Go to netid.tudelft.nl and choose "Forgot password" (see fig. 1 on the next page). Enter your NetID user name and click on “Show”. A new page will appear with your personal information (see fig 2. on the next page). Click on the button with your e-mail address, after which the one-time-key will be sent to this address. In case this e-mail address is not correct, you need to follow the procedure from chapter 6.3: "One-time-key by SMS". You can also go to your Servicepoint and have your e-mail address changed.

After you've received the one-time-key, you can change your password as described in chapter 3.
Changing your password

After a certain period of time you’ll have to change your password for security reasons. Often you’ll see a pop-up message appear when you want to log on to your computer, asking you to change your password. However, it is not possible to do it from this place, it can only be done from the NetID website.

There are a few requirements that your password need to meet to make it harder to be hacked. These requirements are as follows:

- The password needs to consist of a minimum of 8 (alphanumeric) characters.
- The password has to contain at least one capital letter.
- The password has to contain at least one small letter.
- The password has to contain at least one number.
- The password can not contain any personal information, like a first name or family name.
- Special characters like they are displayed on your keyboard may be used.

Please be advised not to use tricks like replacing letters by number combinations that sound the same when pronounced, for instance: replacing “to be” with “2b”.

Follow the next steps to change your password.

Log on to the website with the option “Login” from the menu on the left. You can still use your old ‘expired’ password for this.

Next, choose “Change password” from the menu on the left. You will see the screen as displayed below. Enter your old password and twice your new password (one that complies with the rules as described above). Next, click on the button “Change password”. After a confirmation that it has been changed you can log off the website.

5.2 One-time-key by sms

You must have entered your cell phone number once to be able to use this feature. Go to netid.tudelft.nl and click on: “Forgot password” (1). Fill in your NetID user name and click on “Show”. A page with your personal information will be displayed (2). Click on the button with your cell phone number to have it sent to your cell phone. If your cell phone number is not displayed correctly, you need to follow the procedure “one-time-key by e-mail” in order to receive a one-time-key. After you received the one-time-key, you can set a new password with the menu option: “Set password with one-time-key”, as described in chapter 3.

6 Changing your password

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7 Consequences of changing your NetID password

7.1 Your account information on your TU laptop (useful to employees)
It can sometimes occur that the account information (user name and password) on the NetID website differs from the account information on your laptop. Your user name and password are stored locally on the computer and will only be synchronized when you log on to your laptop again.

Your new password will only be synchronized with the one stored on your laptop the time you log on again while your laptop is connected to the DASTUD domain.

If you don’t (for example when you work at home and you’re not connected to DASTUD), you still have to log on using your old password. Please take notice of the fact that once you changed your password on netid.tudelft.nl, it has changed for every application you need to log on to (like Webmail for instance). You are connected to the DASTUD domain when you are connected with the wireless network “tudelft-dastud” or when your laptop is connected to the network in the BK City building with a network cable.

7.2 Your account information and the printers you installed with Webprint
The printers that you install while you’re connected with the DASTUD domain will still work normally after you’ve changed your password. There’s no need to change your password in these printer connections.

However, when you install a printer manually using webprint.tudelft.nl and while you’re NOT connected with the DASTUD domain (for instance when you’re connected with an internet connection at home) you will make a connection with an Internet Port. Your account information is stored in this connection. If you change your password, it won’t change along automatically in this connection. You can do two things: you can change the password manually, or you can delete the printer connection and recreate it using Webprint.

Below you can find away to manually change the password in a printer connection made with Webprint.

1. Open "Printers and faxes" from the ‘Control Panel’, right-click on the printer connection with an Internet Port and select “Properties”.

2. Click on the “Ports” tab in the properties window. Then click on: “Configure Port”.

3. Enter your new NetID password in the “Password” field and click OK.
From now on the printer can be used normally again.