

Reset your email password

For a NTHU user (including students, faculty, and staff), you have the following two ways to reset your email password:

1. **Via Academic Information Systems (AIS), you can reset it without using your old email password.** (Recommendation)
2. By using your old email password, you can reset a new password.

I. Via Academic Information Systems

1. Login AIS

1. Connect to <https://www.ccxp.nthu.edu.tw/ccxp/INQUIRE/index.php?lang=english>
2. Enter your AIS password.
 - **NOTICE** If you forgot your AIS password, please click **"Forgot your password?"** below "login" on the page of AIS system for help.

The screenshot shows the NTHU Academic Information Systems (AIS) login page. The page is in English and displays a login form with the following elements:

- Navigation Menu:** Staff, Student, Faculty, Alumni, and Guest (selected).
- Login Form:** Username: 9900000, Password: [masked]. Below the password field is a "Forgot your password?" link.
- Message Box:** "Please use 'guest' as the account (no password required). When you have any operation question, please contact information desk."
- System News:** A table with columns "Date" and "Subject". The first entry is dated 7/15 and states: "Due to essential maintenance work, 'Academic Information System' will be temporarily unavailable. Maintenance Time : 2011/8/7 (Saturday) 8:00 a.m. ~5:00 p.m."
- Calendar:** A calendar for July 20, 2011, showing the days of the week and the dates 26 through 30, with the 2nd of the month highlighted.

3. Select **"Computer and Communication Center Services"** first, and then **"Division of Network Systems"**.
4. Click the URL **"Division of Network Systems"** on the right frame, and then your browser will be redirected to the service portal of **Division of Network Systems**

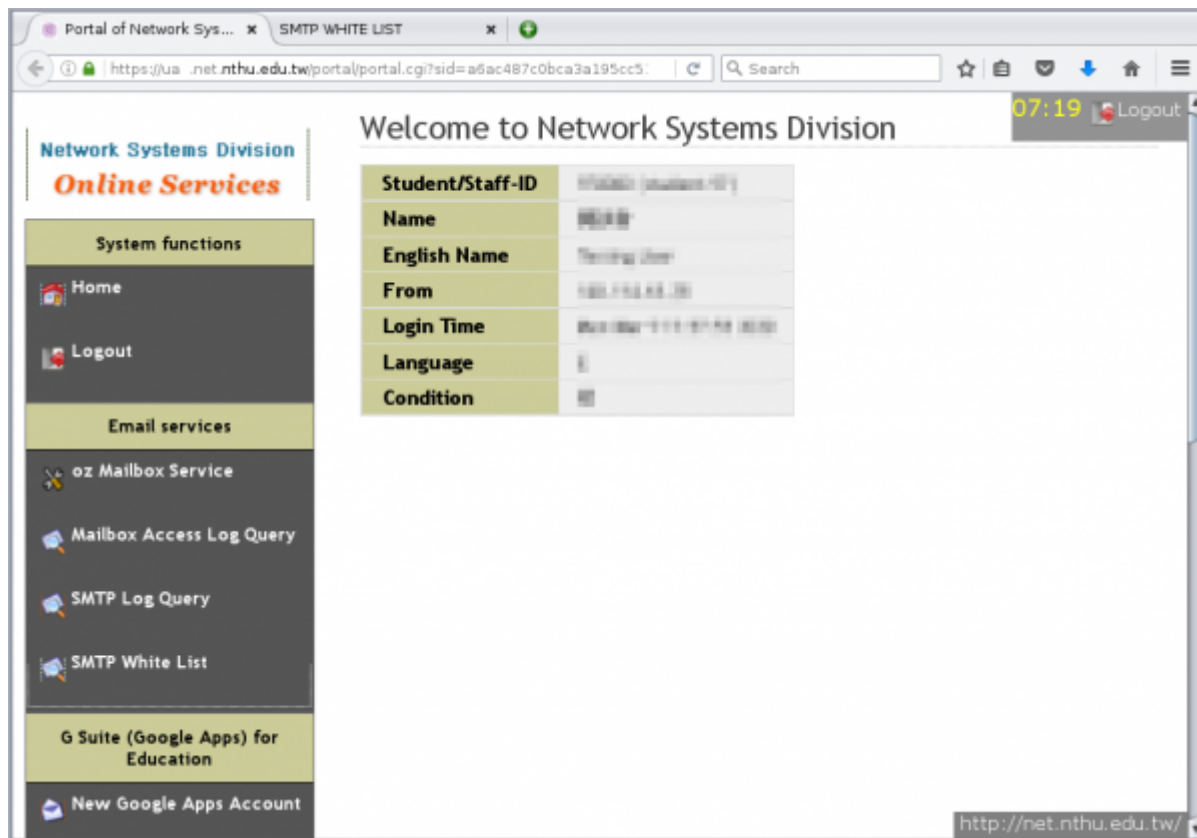


Failed to redirect to the service portal

- If the error message like **“cannot get checksum or expired...”** appears, it means that the URL is expired due to over the valid period of 2 minutes after its generation. Please **click the “Division of Network Systems” on the left menu** (or login AIS again) to generate another valid URL.
- If the error message like **“IP mismatch...”** appears, it means that your IP address connecting to the portal differs from that to the AIS. Please keep your IP address always the same while performing manipulation.

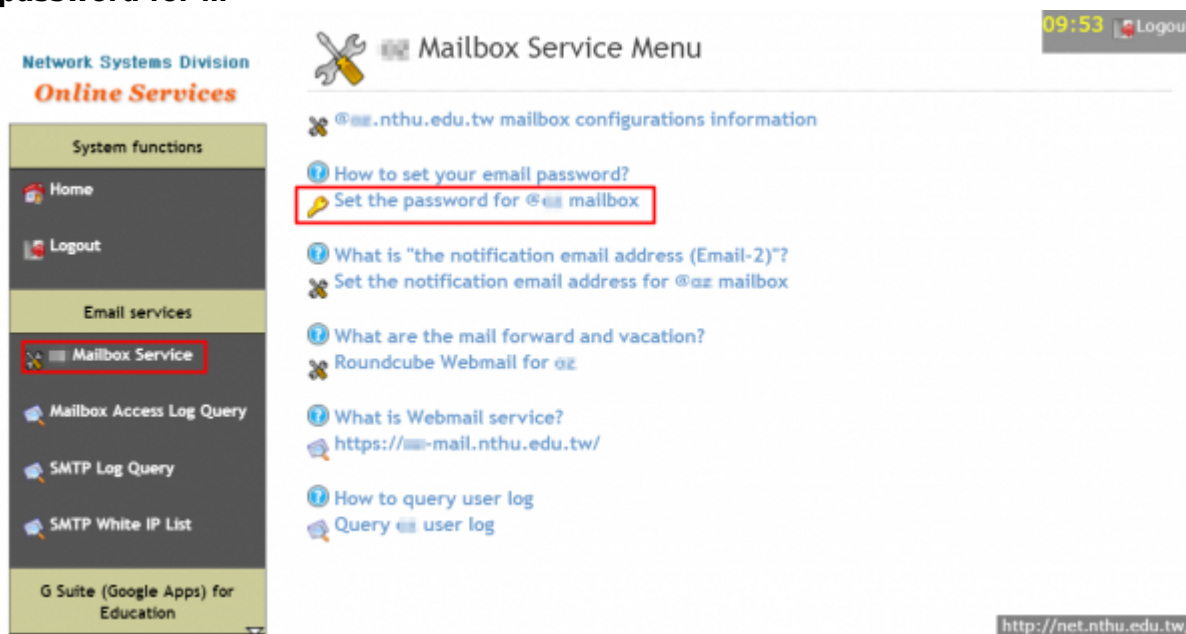
Succeed in redirecting to the service portal

- If like the below window shows, it means that you successfully connect to the service portal of Division of Network Systems (the URL is like **https://ua.net.nthu.edu.tw/portal/...**)



2. Reset your email password

1. Select **“Mailbox Service”** according to which kind of mailbox you own, and then **“Set the password for ...”**



2. Check your account and data, and then enter your new password on the two fields of **“New Password”** and **“Confirm.”**
 - Too short or too weak passwords are not allowed!

Network Systems Division
Online Services

System functions

- Home
- Logout

Email services

- Mailbox Service
- Mailbox Access Log Query
- SMTP Log Query
- SMTP White IP List

G Suite (Google Apps) for Education

Change Password

Step: 1 Set password 2 Check results

Student/Staff-ID :

Name :

Account :

New Password :

Confirm :

Status : Set Password

Cancel Apply

Pay attention to Phishing Scam Emails! NEVER send you password to anyone, including system administrators.
Password strength must be **GOOD** or **STRONG** before you will be able to submit.

http://net.nthu.edu.tw/

- The new password will work in about 10 minutes and a notification mail will be sent to you.

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Change Password

Step: 1 Set password 2 Check results

Password changed: [redacted] nthu.edu.tw
Send a notification mail.
backup email: ([redacted]@nthu.edu.tw)
Sent a mail to [redacted]@nthu.edu.tw [redacted]@nthu.edu.tw

http://net.nthu.edu.tw/

II. By using your old email password

1. Log on the portal with your mailbox password

1. Connect to https://ua.net.nthu.edu.tw/portal/login.cgi?lang=en_US
2. Enter your **“Email account,” “Password,”** and the **“Verification code,”** and then click **“Login.”**

Network Systems Division
Online Services

Please [report problems](#) to opr@net.nthu.edu.tw if necessary. Thanks!

WS3 NTHU 3.0

Online services portal of Network Systems Division

Language	<input checked="" type="checkbox"/> English <input type="checkbox"/> Chinese
Email account	1170000 @ oz.nthu.edu.tw (oz)
Password	*****
Verification code	127449 <input type="button" value="Audio"/> 127449
<input type="button" value="Login"/> <input type="button" value="Reset"/>	

<https://net.nthu.edu.tw/>

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1. Select **“Mailbox Service”** according to which kind of mailbox you own, and then **“Set the password for ...”**

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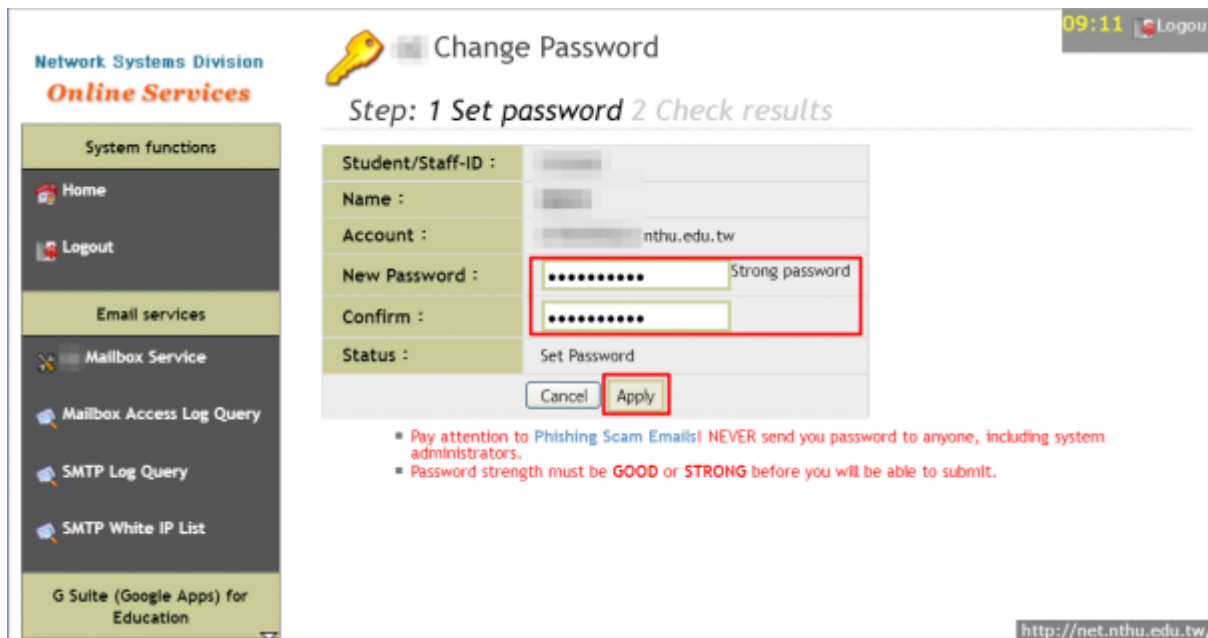
Mailbox Service Menu

- @oz.nthu.edu.tw mailbox configurations information
- How to set your email password?
- Set the password for @oz mailbox**
- What is “the notification email address (Email-2)”?
- Set the notification email address for @oz mailbox
- What are the mail forward and vacation?
- Roundcube Webmail for @oz
- What is Webmail service?
- <https://mail.nthu.edu.tw/>
- How to query user log
- Query user log

09:53 Logout

<http://net.nthu.edu.tw/>

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Change Password

Step: 1 Set password 2 Check results

Student/Staff-ID :

Name :

Account : nthu.edu.tw

New Password : Strong password

Confirm :

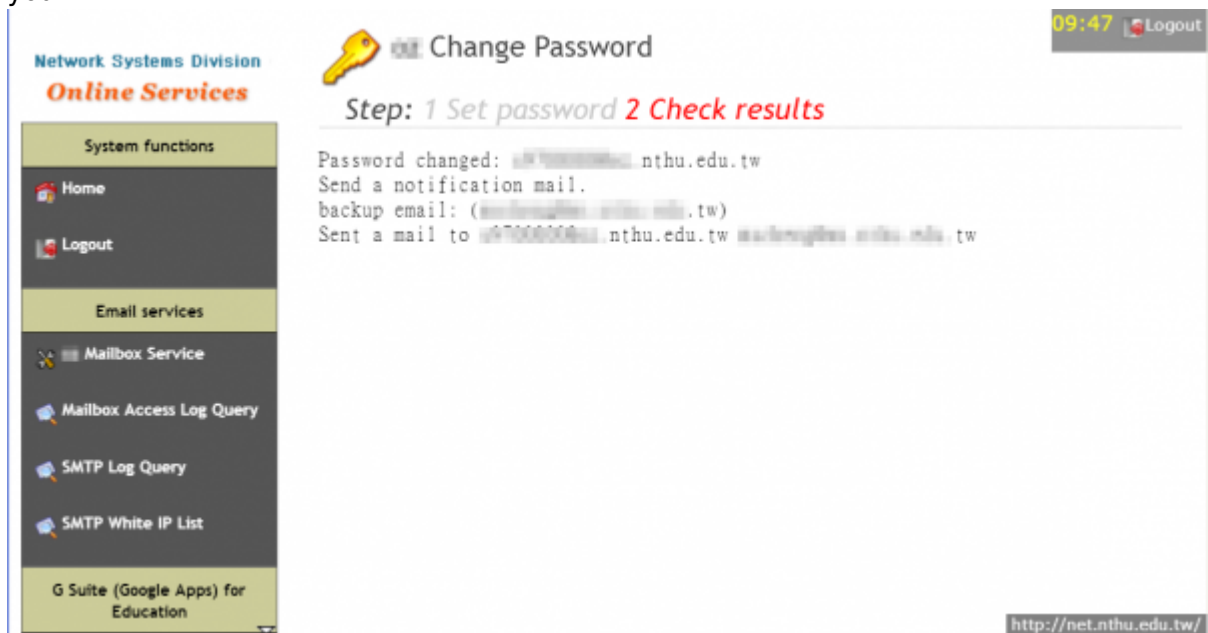
Status : Set Password

Cancel Apply

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Network Systems Division
Online Services

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Step: 1 Set password 2 Check results

Password changed: nthu.edu.tw

Send a notification mail.

backup email: (nthu.edu.tw)

Send a mail to nthu.edu.tw nthu.edu.tw

<http://net.nthu.edu.tw/>

From:

<https://net.nthu.edu.tw/netsys/> - 網路系統組

Permanent link:

https://net.nthu.edu.tw/netsys/en:service:portal:set_password

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