

1. Accessing your INN student account - Exchange students



When gaining access to your INN student account

- » The IT system at INN will activate your account & complete your semester registration.
- » When activating your account, they will set a temporary password.
 - » You will receive a text message stating that “You have changed your password”.
 - » The temporary password will not be shared with you. You must create your own.
- » You will also receive two emails.
 - » One confirming that you are registered for the semester and have been signed up for your courses.
 - » One with information on how you can set your own password (see next slide).

Text message from the INN system

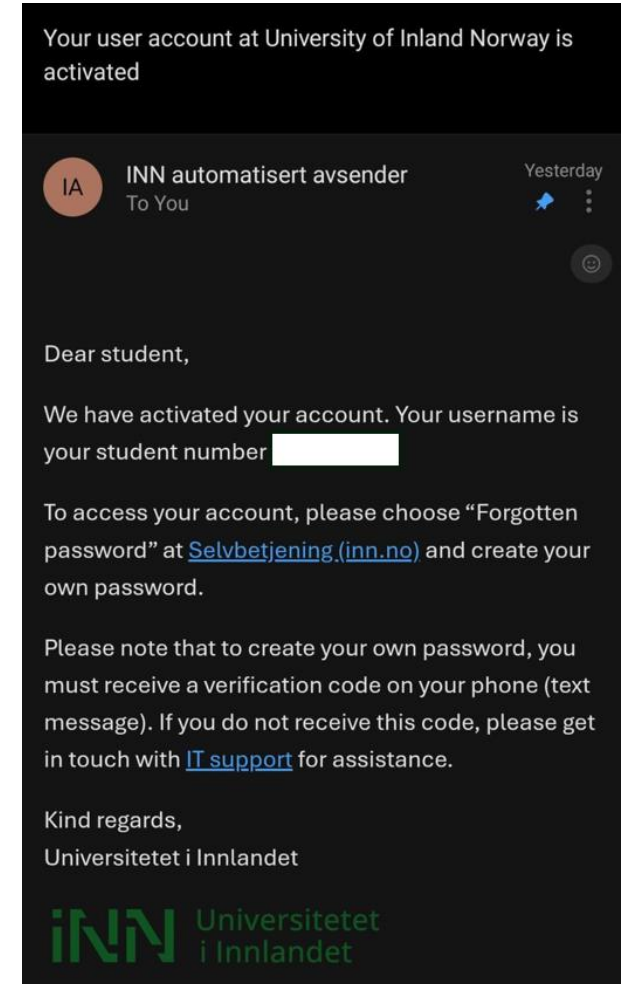


You have changed your password.If you did not initiate a password change please contact your help desk immediately.

12:52

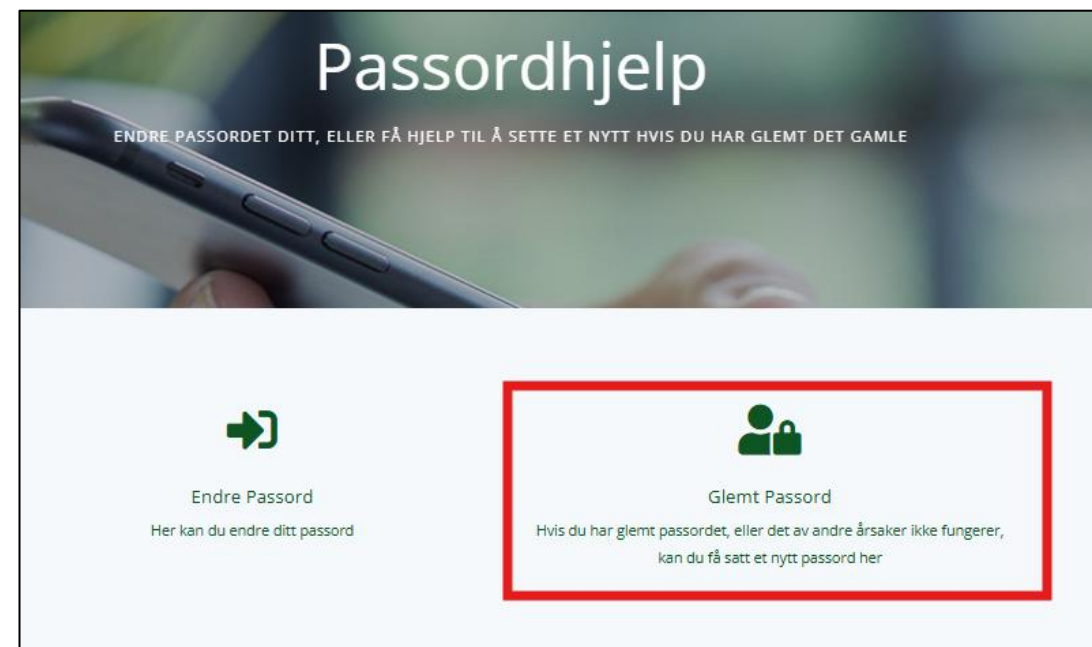
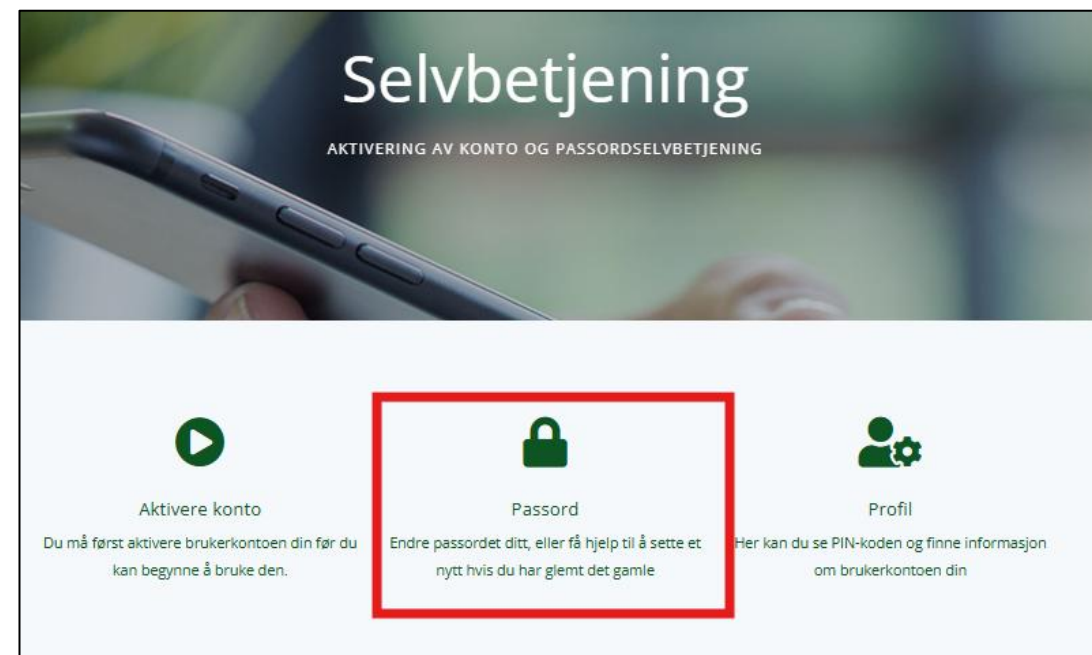
Find the email from INN

- » Find the email with your student number, as shown in the screenshot to the right.
 - » You cannot access your student account without your 6-digit student number.
 - » Please note that the email might look a bit different.
 - » The email is sent from noreply@inn.no, not the International Office.
 - » The email might end up in your SPAM box. Please check this regularly.
- » Click on the link to “Selvbetjening” to arrive at the webpage for creating a password on your profile.
 - » If you cannot find the link, go to: <https://konto.inn.no>



Find where to change the password

- » When you have entered the webpage, select “Passord” (password) and then “Glemt passord” (forgotten password).
- » You cannot click on “Endre passord” (change password) as you do not have access to the temporary password set on your profile when it was activated.
- » Therefore, you will need to follow the same process as if you had forgotten your password.



Enter your student number

- » Change the language at the bottom of the page if needed.
- » Go back to the email and find your 6-digit student number.
- » Enter your 6-digit student number and click “Search”.

 Universitetet
i Innlandet

Self Service Password Reset

Forgotten Password

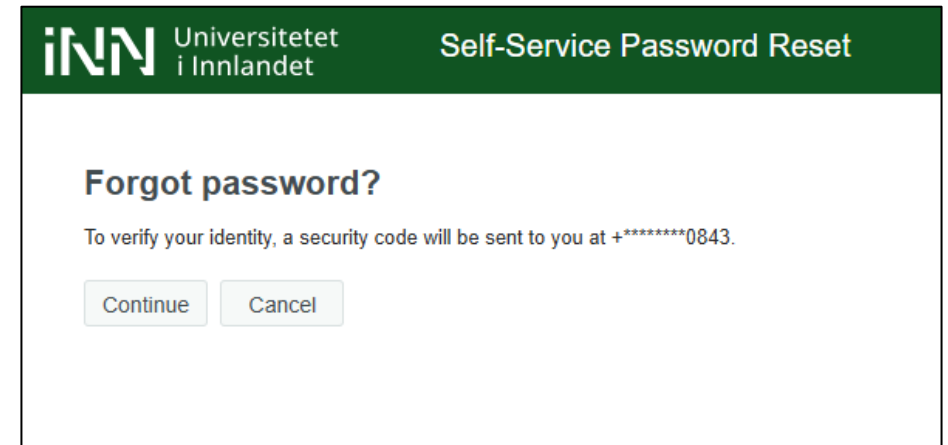
If you have forgotten your password, follow the prompts to reset your password.

Username*

Idle Timeout: 4 minutes •  [English](#)

Send a security code to your phone

- » Verify your identity by receiving a security code to your phone number as a text message.
 - » If you experience issues receiving this code, try disconnecting from the Wi-Fi and entering roaming mode.
- » This code should arrive quickly after you click «Continue».
- » **Is there a problem with your phone number?**
 - » If the number mentioned on the webpage is not yours, or there are the wrong number of digits, email the International Office with your correct phone number.



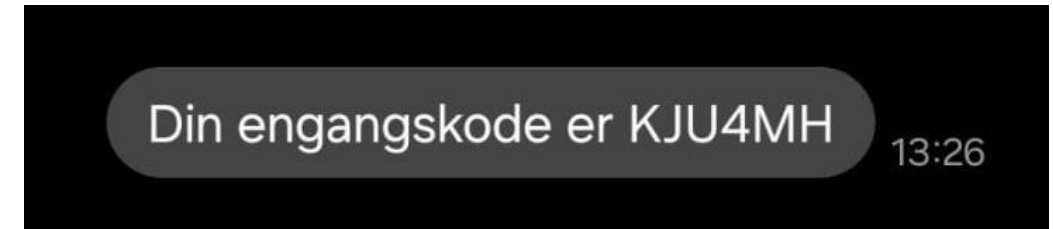
iNN Universitetet i Innlandet Self-Service Password Reset

Forgot password?

To verify your identity, a security code will be sent to you at +*****0843.

Find and enter the code

- » Check your phone for your security code.
 - » The example on the top right shows the code as «KJU4MH».
 - » The additional text in the message can be in Norwegian or English.
- » If you did not receive the code, try to «Resend code».
 - » If you do not get the security code within 15-30 minutes, turn off the Wi-Fi on your phone and use roaming. Click on “Resend code” again.
 - » If it still does not work, email the International Office.
- » Enter this code into the webpage and click «Check code».

A screenshot of a web browser showing the "Self-Service Password Reset" page for "iNN Universitetet i Innlandet". The page has a green header with the logo and title. The main content area is white and contains the heading "Forgot password?". Below this, there is explanatory text about a one-time code being sent to the user's mobile. A "Resend code" button is visible. A large text input field is labeled "Code". At the bottom, there are three buttons: "Check code", "Go back", and "Cancel".

iNN Universitetet i Innlandet Self-Service Password Reset

Forgot password?

To verify your identity, a one-time code has been sent to your mobile. Please enter the one-time code you received here.

Your security code should arrive right away. If you've waited a while and haven't received a code yet, click the send code button again to receive a new code.

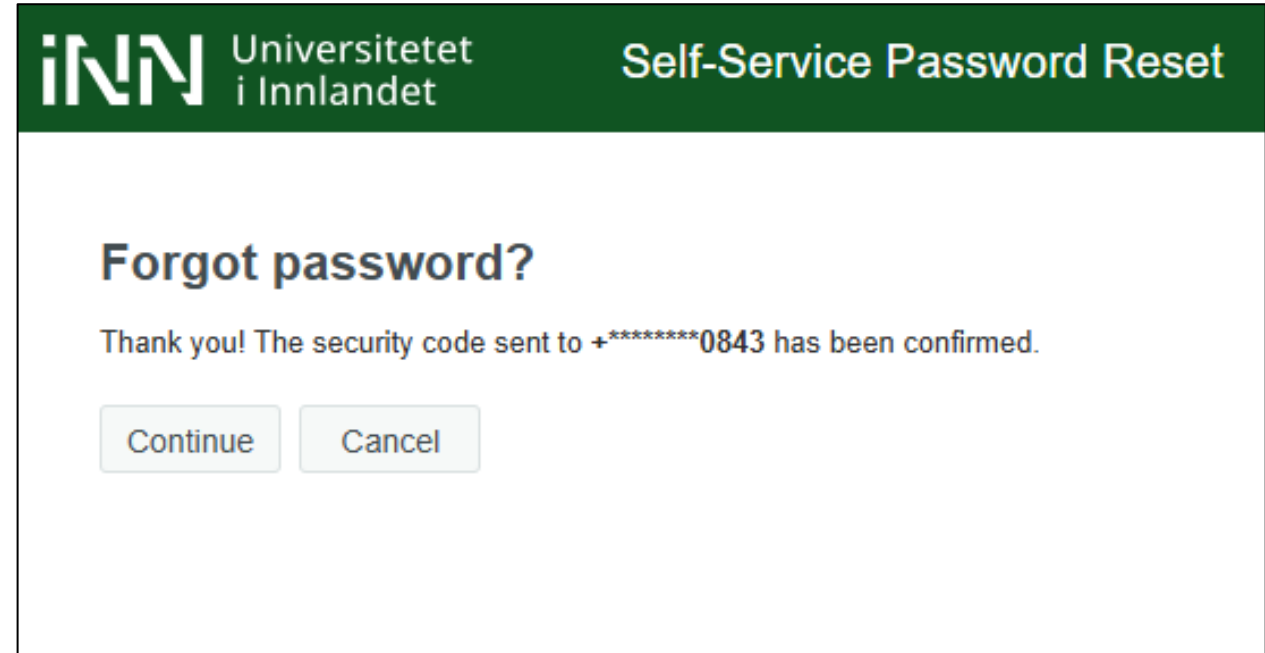
Resend code

Code

Check code Go back Cancel

Confirmation of correct code

- » If you have written the correct code, you will get a similar verification message on the webpage, as the screenshot to the right.
- » Click «Continue» to move on to changing your password.



iNN Universitetet i Innlandet **Self-Service Password Reset**

Forgot password?

Thank you! The security code sent to +*****0843 has been confirmed.

[Continue](#) [Cancel](#)

Set a password

- » Be aware that there are requirements for a password.
- » When you have entered the password, click “Change password”.
- » You will be directed back to the INN webpage, and your password has been set.

 Universitetet
i Innlandet

Self-Service Password Reset

Change password

Requirements for new password:

- Passwords are case sensitive.
- Must be at least 12 characters long.
- Must have at least 1 lowercase letter.
- Must contain at least 1 uppercase letter.
- Must contain at least 4 unique characters.
- Cannot include part of your name or username.
- New password cannot have been used previously.

Enter your new password.

New password 

Confirm password

Change password

Cancel

Familiarize yourself with INN regulations

» Regulations for Admission, Studies and Exams:

» <https://www.inn.no/english/for-students/laws-and-regulations/regulations-for-admission.pdf>

» Cheating on exams:

» <https://www.inn.no/english/for-students/about-exams/cheating/>

» IT regulations:

» <https://www.inn.no/english/it-support/it-regulations/>

» Further regulations, laws and guidelines can be found on the following page:

» <https://www.inn.no/english/for-students/laws-and-regulations/>

**You now have access
to your INN student
account!**