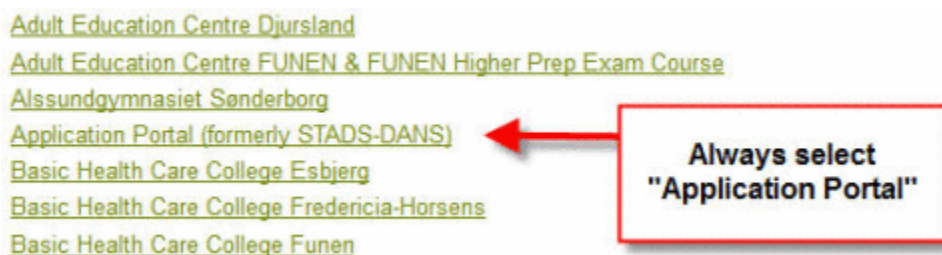


## Login issues for self-created users

When creating your own user profile there are a couple of common issues that sometimes need special attention in order to be resolved and enable you to log in.

### Wrong login choice

Firstly, when you have created your own user profile, you always have to select the login provider "**Application Portal**". Many users accidentally select "Roskilde University", because that is the university they wish to apply for; however, the login provider you have to choose is where your personal details are stored, and for self-created users, this is the Application Portal.



### Link expired

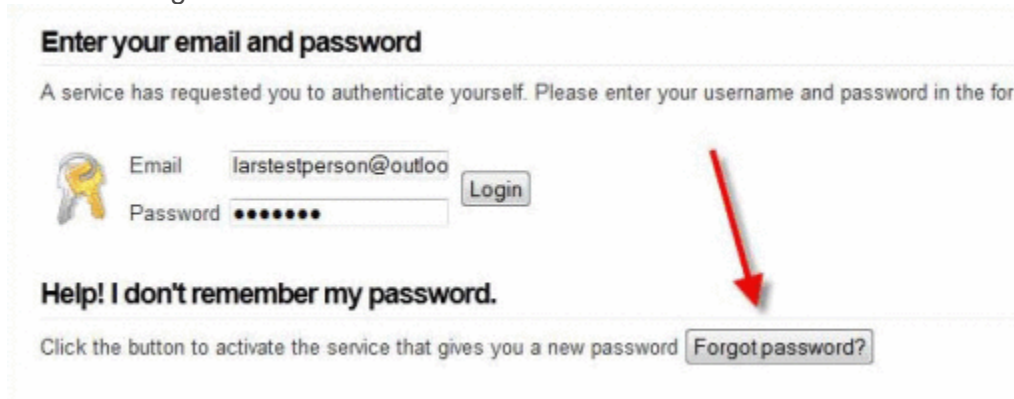
Secondly, it sometimes occurs that the activation link you receive in your activation email does not work, and you get the error message "**Link expired**".

When this happens, your account has actually been created, but the password has not been set up correctly yet. To set up the password even though the link is expired, follow the following steps.

1. Go to <https://dans.stads.dk/SelfUserRegistration/faces/WelcomePage.jspx>.
2. Click "Login".
3. Choose "Application Portal".



4. Choose "Forgot Password".



**Enter your email and password**

A service has requested you to authenticate yourself. Please enter your username and password in the for

Email

Password

**Help! I don't remember my password.**

Click the button to activate the service that gives you a new password  

5. Type in the email address you used and click "Receive email".



**AO0004 - Forgotten password**

\* Email address

You should now receive a new email, which allows you to set a password for the first time.

## No activation email

Thirdly, if you create a profile, but do not receive an activation email, please follow the same procedure as described above for "Link expired" to request a new password email, which will also function as an activation email.

In some rare cases, none of the emails that are sent from the portal can arrive at the chosen email address. In this case, you may have to create a new email address to use. An MSN hotmail.com or outlook.com address is free to create, and we have tested many times that emails sent to these addresses always arrive. Simply go to <http://outlook.com> and follow the instructions to create the new email address.

If you have to do this, it is essential that you set up the new email address so that emails sent to it are automatically forwarded to your normal email address.