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CHANGING YOUR PASSWORD

Student users are now able to **reset passwords** by using the Account Management screen on the Internet. This can also be used for student users that have forgotten, need to set or simply need to change his/her password.

Your **student code** can be found on your **enrolment form on your student ID badge**. Enter the details into the form (see example).

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Telford College Password System



Forgotten your password - Reset it here
New to the system - Apply for one here.

1. Use form below and enter required data. (see help link)
2. Put a mobile phone or email address to send the password to.
3. Set date of birth by clicking on tool on the right of form.

FirstName:	<input type="text"/>	* Required
LastName:	<input type="text"/>	* Required
Date of Birth:	<input type="text"/>	* Required
StudentCode:	<input type="text"/>	* Required
Email Address:	<input type="text"/>	
Mobile Number:	<input type="text"/>	

Next

Click the Next button to process your password change. The details you enter will be checked and a new password created.

It didn't work!

You may receive one of the following error messages when trying to reset your password.

-Telford College Password change failed please re-try. hint : Date of Birth / firstname / lastname

You may have incorrectly entered the data into the form or we have incorrect data recorded about you, retry the operation, if this still fails please call Student Services to check the information we have about you is correct.

-Your account does not yet exist on the Telford College system please retry later.

You may not yet be on our system, please retry or contact Student Services to check the status of your enrolment.

Q: Can I change my password using this feature.

A: Yes you can.

Q: I do not have an email account how can I retrieve my password.

A: You can specify an Email address or Mobile phone number.

Q: I have run through these steps several times however I still receive an error message what do I do next.

A: You need to check we have your enrolment processed correctly. Please contact Student Services to find out the status of your enrolment and that we have your details recorded correctly.

Q: Can I choose my own password.

A: Yes you can but only when you change your password at the college. For security reasons we generate a random password when you reset your password using this facility.