Problems accessing University IT Account

General information about University IT accounts can be found at: [IT Accounts help](#).

Details on how to reset your password if you've forgotten it can be found at: [Forgotten your password](#).

- Remember your password is case sensitive and must be entered **exactly** as it was set up.

If you are using WebLogin and are prompted to enter a one-time password (OTP) but don't know how to find this, see: [WebLogin multi-factor authentication help](#).

If you have forgotten your username, can't log in via WebLogin, or still can't access your account for any reason, please contact us via the [IT Account problem reporting form](#).

**Related pages**
- [Forgotten your password](#)
- [IT accounts help](#)
- [Problems accessing University IT Account](#)

**Troubleshooting**
- Report an issue with your IT account