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), you should use the **Authenticator app** on your phone or tablet (or your physical authentication key) to generate one. If you no longer have access to the app you set up (or to your key), see [Recover an OTP with no access to MFA authenticator app or key](#).

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](#).

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**Related pages**

- Forgotten your password
- IT accounts help
- Multi-factor authentication (MFA) help
- Problems accessing University IT Account

**Troubleshooting**

Report an issue with your IT account