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**.