Problems logging in

If you are struggling to log in, it could be due to a number of reasons. We've highlighted some common issues and how to find the relevant advice and guidance below.

Common issues:

Note that your password is case sensitive, so please double-check that it is inputting exactly as it should be, checking for caps Lock, NumLock, auto-corrections etc. If you still need to reset it, and you have registered for self-service password reset, you can reset your password yourself. Find out more on the 'Forgotten my password' page.

The format of your username will depend upon the type of account you are using. For more information see the IT Accounts Help page.

An OTP is a One-Time Password that you need to generate, using an authenticator app or key. If you have never registered an app or key, please follow the set-up instructions on the Multi-factor Authentication (MFA) Help page.

If at any stage you are asked for an OTP then you will have registered for MFA at some stage in the past. Try using OTP recovery, but if that doesn’t work either we may need to reset your account. Please contact us via online chat or the Report a problem with my IT Account form.

Please see our guidance on the ‘Problems using an OTP code with MFA’ page.

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If you enter an incorrect username or password a number of times, you will be locked out of our systems for between 5 and 10 minutes. If this keeps happening please see our guidance the Frequently locked out of University account page.

Note that your usernames are lower case, and your password is case sensitive, so please double-check that both are being entered exactly as they should be, checking for caps Lock, NumLock, auto-corrections etc.

Please contact us via online chat or the Report a problem with my IT Account form.

Still struggling?

Please contact us via online chat or the Report a problem with my IT Account form.

Related pages

- Access to IT services for societies and sports clubs
- Forgotten your password
- Friend accounts for applicants
- IT accounts help
- IT procedures when leaving the University
- Multi-factor authentication (MFA) help
- Password help
- Problems logging in
- Register a one-time password recovery method for MFA
- Temporary IT accounts
- University IT account types
- Using OTP recovery
- WebLogin help

Troubleshooting

Report an issue with your IT account