Forgotten your password

Reset your password online

The password reset process you need to use will depend upon the type of IT account you are using.

If you are new to the university and are unsure of which account you are currently using, please read the guidance below.

**Account types for new students or new members of staff**

If you have applied to be a new student but not yet started online registration or completed the process to set up your University IT Account, then you will still be accessing services (such as iLancaster or the registration portal) using a Lancaster ‘Friend’ Account.

New members of staff are also temporarily issued with a friend account in order to complete the process to collect their University IT Account.

The username for your Friend Account will be a personal email address you have provided to the University during your application process. (for UK undergraduates this is usually the one you used to apply through UCAS, for example, personalemail@example.com).

If you have started online registration, and completed the process to set up your University IT Account (you will have been sent details via email) you will then be able to use this to access all IT Services (although note that it can sometimes take up to 72 hours to get access to some services). Your University IT Account username is in a format that starts with some part of your surname (for example ‘Joe Bloggs’ might have username bloggsj21).

Click the relevant button below to be sent to the correct page to reset your password.

- **Reset the password for my University IT Account**
  - e.g. bloggsj21

- **Reset the password for my Friend Account**
  - e.g. personalemail@example.com

As part of the reset process you will be sent an email to the personal email address you have registered against this account (if you are having problems, or never registered for self service password reset, and need to reset your password, please contact the ISS Service Desk).

You'll need to know the username for the account. If you don’t know your username please contact the ISS Service Desk. If you have applied to be a new student but not yet started your studies at Lancaster, or if you are a new staff member who hasn’t yet received their full IT account, your username will be the the personal email address you supplied to the University.

**Reset your password by phone**

This service is only available to current staff & students. If you are struggling resetting your password online, you can phone us and we will try to help you reset your password online – or (if you are registered) reset your password over the phone. Please note that staff need to have opted into this service (see Register for password reset by phone).

1. Call the ISS Service Desk on 01524 510987.
2. Answer the security questions you are asked, based on information held on central University information systems (LUSI for students; HR system for staff). As long as you get the questions right, the service desk staff will be able to reset your password for you.

**Other Partner Institutions**
If you haven't previously registered for self-service password reset, and you are a member of staff or student at Sunway, Ghana, BJTU Weihai or UA92, please contact your local IT support desk.

If you're off campus and are not registered to use the self-service password reset service or opted in to the password reset by phone service, you'll need to contact your department for them to arrange a password reset for you.

**Frequently asked questions**

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. For more information, see [Multi-factor authentication (MFA)](#) help.

If you no longer have access to the app you set up (or to your key), see [Using OTP recovery](#).

There is lots of advice around choosing a good password. Some suggest picking lots of different symbols and random characters such as `Phyd7$g7F`, but unless you are using a password manager, these are very difficult to remember and encourage password reuse.

It is recommended, to create a long password with some complexity of mixed characters – but ensure it's still memorable.

Using a **long password** with **different words** and **some symbols or numbers in the middle** makes it practically impossible for others to guess (e.g. `Glove&&&shopping`).

For example, the password `Phyd7$g7F` would take 19.24 years to crack, assuming a fast offline attack method. However, the password `Glove&&&shopping` would take 23.89 billion centuries to crack using the same method and is much easier to remember.

Now your password is secure you need to make sure that you only enter it into the **correct place** and not reuse passwords across other sites.

If you need any help identifying a good password, take a look at the [random password generator](#).

If you can remember your current password, you can change the password yourself on our [online password change](#) page.

You will need to enter your username and current password in the relevant fields, then your new password.

When trying to change the password please choose something that is easy for you to remember but hard for someone else to guess.

Ensure the new password:

- Is at least 10 characters or more in length;
- Does not contain any personal information (such as date of birth, address, etc.);
- Does not use any easy to guess words (such as `lancaster` or `password`);
- Is a completely new password (i.e. you are not permitted to re-use an old University Account password); and
- Makes the bar to the right turn green.

You can increase the complexity of your password by including more upper case letters, numbers and symbols in the password. Not using a dictionary word, or use repeated letters or sequences of letters in the password will also help.
If you have applied to be a new student but not yet started your studies at Lancaster, you will have been issued with a Lancaster 'Friend' account. To reset the password for this account, go to the Forgotten your password advice.

The online password reset service enables you to reset your University account password online.

To be able to reset your password you must have previously registered a personal email address to which a verification email can be sent. Instructions on how to do this are included below.

Please see Register for online or phone password reset.

The Password Reset by Phone service enables you to have your University Account password reset by phoning the ISS Service Desk.

To use this service, you will need to Register for online or phone password reset.

The key points of the University Passwords Policy include:

- Your password must be at least 10 characters in length.
- Having changed your password, you cannot change it again until 24 hours has elapsed.
- After 5 failed attempts in 10 minutes, your account is locked out for 5 minutes.

Please see Forgotten your password for instructions on how to reset your password.

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 Using OTP recovery.

If you haven't previously registered for self service password reset, or have any problems using the systems mentioned earlier, you will need a password reset from Ghana IT.

Email: it.helpdesk@lancaster.edu.gh

Call: +233 (0)540126446 / +233 (0)42235008

The Ghana IT Helpdesk is available 8am–5pm, Monday–Friday.