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OF TECHNOLOGY**

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|
IT Services

- ☎ +27(0)16 950 9111
- ✉ it_support@vut.ac.za

Student Self-Service – HOW TO RESET PASSWORD

TO RESET YOUR PASSWORD IN CASE YOU HAVE FORGOTTEN IT OR YOUR ACCOUNT IS LOCKED:
IMPORTANT: **Note that you will not be able to Reset Password if you have not [UPDATED PASSWORD](#) and [REGISTER YOUR SECURITY QUESTIONS](#).**

1. Open your Google Chrome or preferred browser
2. Type in <https://resetmypassword.vut.ac.za/default.aspx> on the browser and press enter



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Login Assistant

Please enter your user name below

Next

3. Type in your username (StudentNumber) and click next.



Login Assistant VUT Self-Service Password Reset

You must answer 3 of the following 3 questions.

What is your Favourite Color?

....

What is your NickName?

....

Who is your Favourite Artist?

.....

Next

Cancel

4. Answer the 3 questions you are presented with as you answered them during password registration process, and click next

5. If you answered your questions correctly, you will be presented with a screen to enter your NEW password

PASSWORD RULES

Minimum password length must be 8 Characters.

Passwords must consist of a mix of special and alpha-numeric characters

Passwords must not be the same as the username.

Passwords may not be blank.

Passwords may not be part of history – used before in less than 6 months



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Login Assistant You were successfully authenticated.

- Account Unlock:** Keep Your Current Password
 Password Reset: Choose Your New Password and Unlock Your Account

(Resetting password for 210011688)

Enter a new password:

Re-enter the password:

Next

Cancel

6. Type new password
7. Re-type new password
8. Click next and your password should be reset.



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Success: Your password was reset



You can now use your new password to log in.

If you still cannot reset password after following above steps

Contact Help Desk

it_support@vut.ac.za

NB: 24hr turnaround time for emails.

[016 950 9111](tel:0169509111)

Operating Hours:

07:45am – 4:30pm Weekdays

Closed on Weekends

Closed on Holidays