

How to Reset your EIT Password

When do I need to change my password?

If you are a new student, you will be provided with a password. We recommend you change this password after your first login.

Your password requires changing every 42 days after which time it expires and will not let you log into EIT Online or student webmail until it is changed.

When do I need the Library or IT to change my password?

If you are a returning or current EIT student and you have forgotten your password, the Library or IT Services will need to reset your password. (Proof of identity such as Student ID may be required)

An incorrect password entered 4 times in a row will lock your account. Locked accounts need to be unlocked by the library or IT. This can happen when you are trying to log into your EIT email, EIT Online or PaperCut accounts.

How do I change my password?

To read a simple guide to reset your password click [here](#). Otherwise you can read detailed instructions below. Once you have read them, click [here](#) to change your password.

Remember:

- Your new password must be at least 6 characters long.
- Your new password must not be one you have used the previous 10 times.

Step One: To complete the password reset request you will need to provide your username and date of birth. You will also need a cell phone. Click **Next**.

Password Reset Request

To reset your password, you will need to provide your Username and Date of Birth. You will also need a cell phone to complete this process.



I already have a code



Help



Next

Step Two: Enter in your **EIT username (these can be found on your Student Login Handout)** and enter your **date of birth** in the below format **dd/mm/yyyy**.

You must enter it in this format otherwise the portal will not accept it.

Password Reset Request

To reset your password, please enter your:

Username

Date of Birth

DD/MM/YYYY



Step Three: A reset code will be sent to your cell phone on record. If you need this changed, please contact your programme secretary, library or IT helpdesk and they will be able to change it for you. A text message will be sent to your cell phone. Once you have received it, click **Next**.

Password Reset Request

A reset code has been sent to [REDACTED] This code is valid for 24 hours.

If this is not your correct cell phone number and you are on campus, take your student ID to the Library, IT Services, Programme Secretary or Registry to change it. If you are off campus, call 06 974 8000 ext 4357.



The text will be sent to your cell phone:



Step Four: You will see that your username will appear. Enter your **password reset code** as xxx-xxx-xxx. Please include the dashes (-) when entering your code. Click **Next**.

Password Reset Request

To reset your password, please enter your:

Username

Reset Code:

XXX-XXX-XXX

Step Five: Enter a new password where it says **New password** then retype the new password where it says **Re-type password**. Then press **Next**. Your new password must be at least 6 characters long and nothing you have used the previous 10 times.

Password Reset Request

To reset your password, please enter your:

New Password

Re-type password



Step Six: Your password has now been accepted and updated. Please try and log into EIT Online or your student webmail. If you have any trouble please ring the library ext 6045 or the IT helpdesk ext 4357 for further assistance.

Excellent, you've now reset your password. Within the next 2 minutes your account will be updated and you will be able to login with your new password.

