

Reset Your Password — Student User Guide

If you have **forgotten your password** or your account is **locked**, you can reset it yourself — no need to contact the IT/Basis team. You'll need your **Student Number**, your **CNIC**, your **Date of Birth**, and access to the **email registered** with the university.

Before you start

Make sure you can open the **email inbox that is registered with the university** — your one-time code is sent there. (If you're not sure which email is on file, or you no longer have access to it, contact the university administrator.) **(Official)**

Step-by-step

1. Open the reset page

On the **login screen**, click **"Forgot Password?"** (next to the *Change Password* button). (Note: *"Change Password" is different — it needs your current password. Use "Forgot Password?" if you've forgotten it or are locked out.*)

2. Verify your identity

On the **Reset your password** page, enter:

- **Student Number** — same as your login ID.
- **CNIC** — type the digits; the dashes are added automatically (XXXXX-XXXXXXX-X).
- **Date of Birth** — in the format DD.MM.YYYY (e.g. 05.09.2006).

Click **Send code**.

You'll see: "If your details match, a one-time code has been emailed..." — then a code-entry screen.

3. Get your code from email (Official)

Open your registered email inbox. You'll receive a message **"Your password reset code"** containing a **6-digit code**. It is valid for **10 minutes**.

Didn't get an email? Wait a couple of minutes and check spam. If it still doesn't arrive, your details may not be correct — click "← Start over" and carefully re-enter your Student Number, CNIC, and Date of Birth. Still nothing? Contact the university administrator.

4. Set your new password

Back on the reset page:

- **One-time code (OTP)** — enter the 6-digit code from the email.
- **New Password** — choose a new password.
- **Repeat New Password** — type it again.

Click **Reset password**.

Success looks like: "Your password has been changed successfully. You will be asked to set it again at first logon."

5. Log in

Go back to the login screen and log in with your **new password**. The system will ask you to **set your password once more** at this first login — this is normal; choose your final password.

Tips & rules

- The code expires in **10 minutes** — if it lapses, start over to get a new one.
- You have **3 tries** to enter the code correctly. After that the code stops working — start over (or, if you're stuck, contact the administrator).
- Choose a **new** password you haven't used recently — re-using an old one may be rejected.
- Resetting your password also **unlocks** your account if it was locked by wrong-password attempts.

Troubleshooting

What you see	What to do
No email arrives	Wait a few minutes / check spam. Re-check Student Number, CNIC, Date of Birth (Start over). Still nothing → contact the administrator.
"The code is invalid or has expired"	Re-enter the latest code carefully, or Start over to get a new one.
"Too many attempts. Please contact the administrator."	You've used all 3 tries / requests — contact the administrator.
"Could not set the new password"	Choose a different (new, stronger) password and try again.
Account still locked	A successful reset unlocks you automatically; if you couldn't complete the reset, contact the administrator.

Need help?

Contact the **university administrator / IT helpdesk** if you can't access your registered email or the reset doesn't work after re-checking your details.