

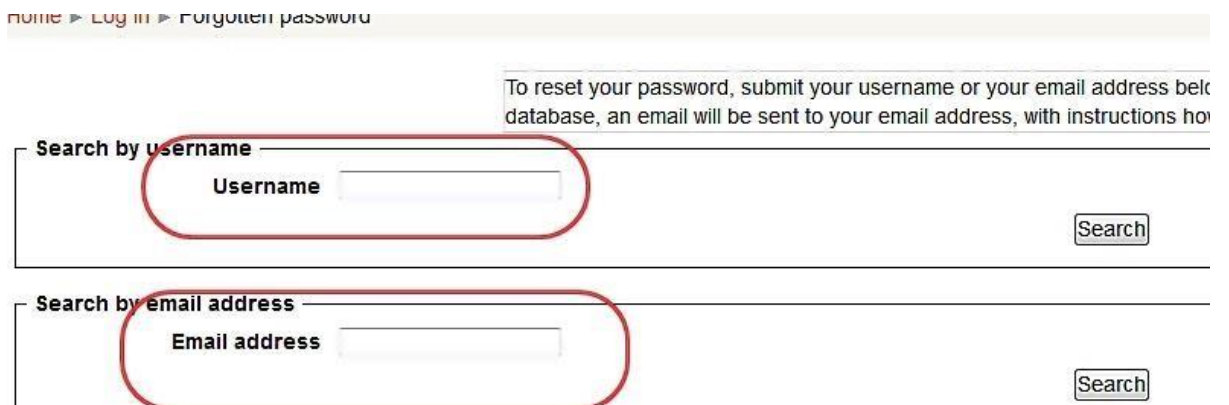
Reset your VLS password in 6 easy steps.

1. Navigate to the VLS application in a web browser. Just below the login button, locate the 'lost password?' link.



The screenshot shows a web interface for the VLS application. At the top, there is a 'Login' header with a menu icon and a refresh icon. Below this are two input fields: 'Username' and 'Password'. To the right of the 'Password' field, there is a 'Log in' button and a 'Forgot password?' link. The 'Log in' button is highlighted with a red box, and the 'Forgot password?' link is circled in red. Below the login section, there is an 'Online users' section with a menu icon and a refresh icon. It shows '(last 5 minutes)' and 'None'.

2. The link in (1) when clicked will lead to a page that requires the user to enter their username (Student ID) or **Student email**. After entering one of the two values, the search button should be clicked. Note the circled fields below:



The screenshot shows the 'Forgotten password' page. At the top, there is a breadcrumb trail: 'home > Log in > Forgotten password'. Below this, there is a text box that reads: 'To reset your password, submit your username or your email address below. Once you click the search button, an email will be sent to your email address, with instructions how to reset your password.' Below the text box, there are two search sections. The first section is 'Search by username' with a 'Username' input field and a 'Search' button. The second section is 'Search by email address' with an 'Email address' input field and a 'Search' button. Both input fields are circled in red.

Please ensure the values provided are valid.

3. The user should now log into their **student email** and look for an email from 'NS Support'. It contains a link.
4. Following the link in (3) takes the user to a page in the VLS application where they are able to create a new password. The user must ensure that:
 - The username displayed on this page belongs to them.
 - Guidelines to creating a password on the page are followed.

See below:

Please enter and repeat your new password below, then click "Set password".
Your new password will be saved, and you will be logged in.

Set password

Username 1300792

The password must have at least 6 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s)

New password*

New password (again)*

5. Clicking 'save changes' will create a new password and log the user into the VLS application.
6. In case of any errors that are not explained on the page, or errors that the user is unable to deal with themselves, do not hesitate to contact support at vls.support@northrise.net.

That was easy enough right? It is recommended the above steps be tried first before contacting the systems administrator's office.