

### Common NUS Password Issues

<p>1. I forgot my NUSNET/email account password? What should I do? (Staff)</p>	<p>Staff can fax the <a href="#">Password Reset Form</a> to 6872-5231 (Attn ITCare) to request for the reset of their NUSNET account.</p>
<p>2. I forgot my NUSNET password, how do I request for a Password Reset? (Student)</p>	<p>Staff/Students can bring their matriculation card to Computer Center Level 1, ITCare counter to request for a password reset.</p>
<p>3. How do I change my NUSNET password?</p>	<p>1. If you are login to the NUS domain. Press Ctrl-Alt-Delete, Click on "Change Password" button.</p> <p>2. You can change it from Outlook Web Access (<a href="http://exchange.nus.edu.sg">http://exchange.nus.edu.sg</a>), on the bottom left of the screen, click on <b>Change Password</b>.</p> <p>Note: Your password must be at least 6 characters in length. Your password will expire in 180 days. You cannot re-use any of your 6 old passwords. You cannot change your password more than once in a day.</p>
<p>4. I change the password but I cannot log in with the new password.</p>	<p>If you are unable to login with your new password, you may have entered a wrong password. Please try logging in to outlook web access (<a href="http://exchange.nus.edu.sg">http://exchange.nus.edu.sg</a>) to verify your new password.</p> <p>Please come down to Computer Centre, level1, ITCare counter with your staff/matriculation card to request for a password reset.</p>
<p>5. I got a popup window asking for username and password, the login screen keeps popping up despite many attempts of keying in username and password.</p>	<p>Make sure that you are using the correct format. For staff, it should be nusstf\userid. For student, it should be nusstu\userid and the password will be your NUS email password.</p>
<p>6. My password has expired but I am unable to change it. I am prompted with the message, "The specified username contains invalid characters."</p>	<p>Check the entries on the Internet Service Manager (from outlook web access). Under Account, remove nusstu or nusstf and just put your User ID.</p>

<p>7. I am unable to login to my account but I am able to do so yesterday. What happened?</p>	<p>Please try to login to outlook web access (<a href="http://exchange.nus.edu.sg">http://exchange.nus.edu.sg</a>) to verify your account and password.          If the password has expired (every 180days), you will be prompted to change your password.          Otherwise, please note down the exact error message and the website/ application you are trying to login and contact ITCare at 65162080.</p>
<p>8. Do I need to connect to NUS WebVPN to change my password if I am outside campus?</p>	<p>There is no need to connect to the NUS WebVPN if you wish to change your password. You may just go to Outlook Web Access (<a href="http://exchange.nus.edu.sg">http://exchange.nus.edu.sg</a>), click <b>Change Password</b> on the bottom left pane of the screen.</p>
<p>9. Why am I unable to login to a particular website (e.g. IVLE, OWA) when I use my NUSNET ser ID and Password?</p>	<ol style="list-style-type: none"> <li>1. Please ensure that you have selected the correct domain if the choice is available on the website.</li> <li>2. For website that pop up a login window, please ensure you login as nusstf\userid(for staff) or nusstu\userid(for student).</li> <li>3. If problem persist, please verify your userid and password by logging in to the outlook web access. (<a href="http://exchange.nus.edu.sg">http://exchange.nus.edu.sg</a>)</li> </ol>