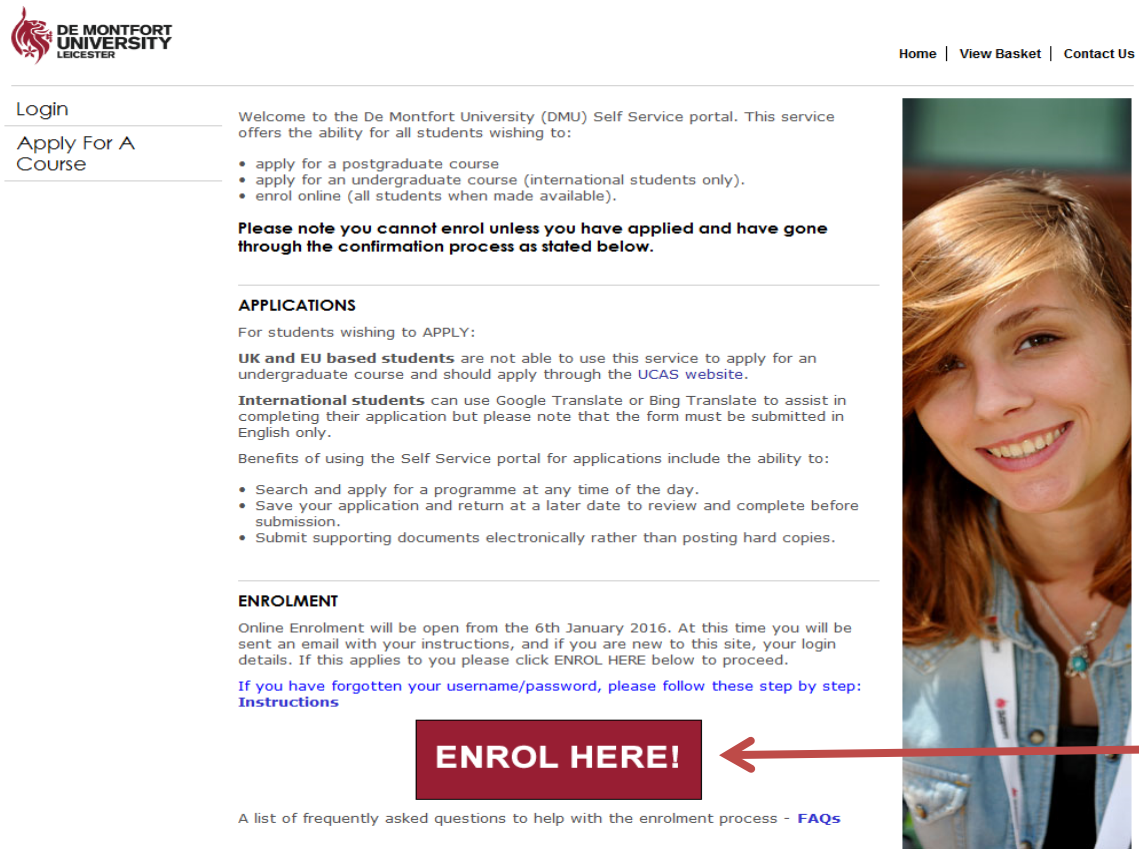


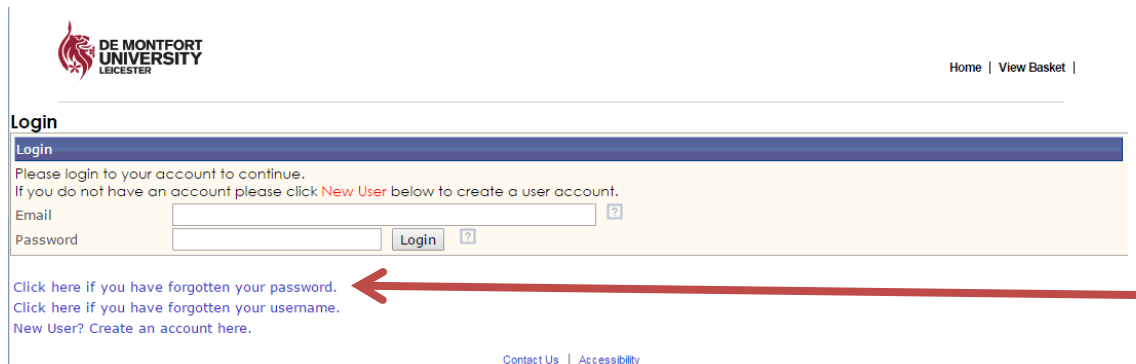
Enrolment: Resetting a Password (instructions for students)

1. From the homepage of onlineapplications.dmu.ac.uk, Click “Enrol Here!”



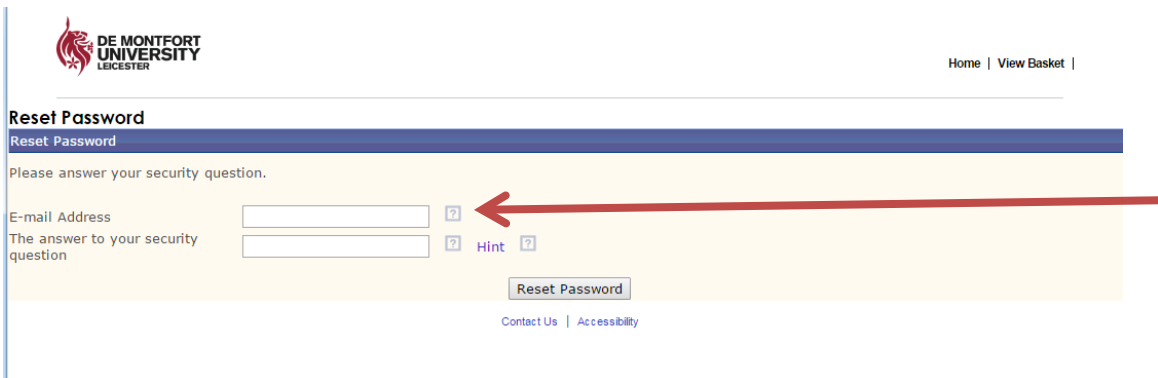
The screenshot shows the De Montfort University Self Service portal. At the top left is the university logo. At the top right are navigation links: Home | View Basket | Contact Us |. Below the logo are two menu items: 'Login' and 'Apply For A Course'. The main content area is titled 'Welcome to the De Montfort University (DMU) Self Service portal. This service offers the ability for all students wishing to:' followed by a bulleted list of actions: 'apply for a postgraduate course', 'apply for an undergraduate course (international students only)', and 'enrol online (all students when made available)'. A bolded note states: 'Please note you cannot enrol unless you have applied and have gone through the confirmation process as stated below.' Below this is a section for 'APPLICATIONS' with instructions for UK and EU based students and international students. It lists benefits of the portal and a bulleted list of capabilities: 'Search and apply for a programme at any time of the day', 'Save your application and return at a later date to review and complete before submission', and 'Submit supporting documents electronically rather than posting hard copies.' The 'ENROLMENT' section states that online enrolment will be open from the 6th January 2016 and provides instructions for new users and those who have forgotten their login details. A prominent red button labeled 'ENROL HERE!' is centered on the page, with a red arrow pointing to it from the right. Below the button is a link to 'FAQs'.

2. Click “click here if you have forgotten your password”



The screenshot shows the De Montfort University login page. At the top left is the university logo. At the top right are navigation links: Home | View Basket |. Below the logo is the 'Login' section. It contains a blue header with the word 'Login' and a text box for the user to enter their email and password. Below the text boxes is a 'Login' button with a question mark icon. Below the login form are three links: 'Click here if you have forgotten your password.', 'Click here if you have forgotten your username.', and 'New User? Create an account here.'. A red arrow points to the first link. At the bottom of the page are links for 'Contact Us' and 'Accessibility'.

3. Enter the your email address



DE MONTFORT UNIVERSITY LEICESTER Home | View Basket |

Reset Password

Reset Password

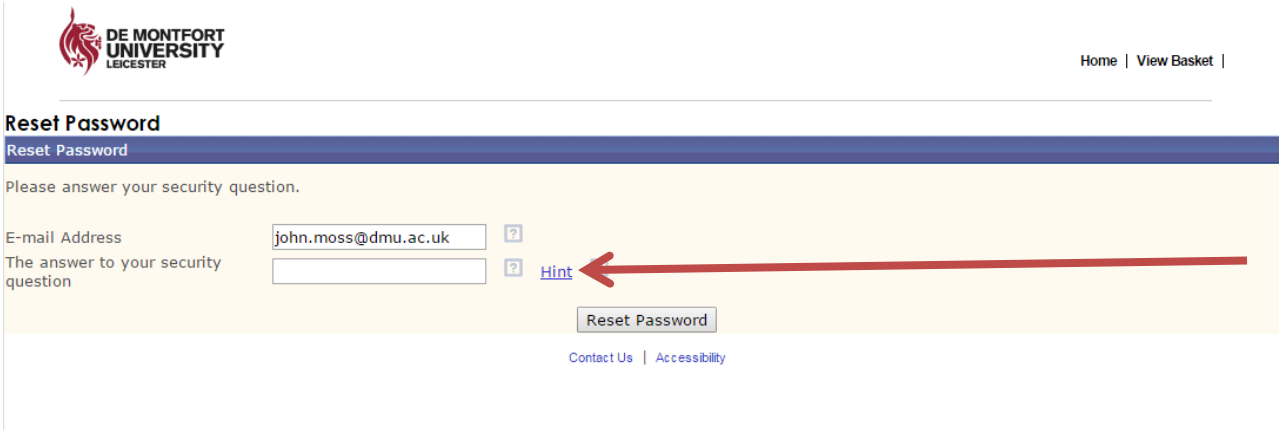
Please answer your security question.

E-mail Address ?

The answer to your security question ? [Hint](#) ?

[Contact Us](#) | [Accessibility](#)

4. After entering your email address click the “hint” link



DE MONTFORT UNIVERSITY LEICESTER Home | View Basket |

Reset Password

Reset Password


Please answer your security question.

E-mail Address ?

The answer to your security question ? [Hint](#) ?

[Contact Us](#) | [Accessibility](#)

5. The text “The answer to your security question” will change to your security question, enter the answer in the box and click “Reset Password”



DE MONTFORT UNIVERSITY LEICESTER Home | View Basket |

Reset Password

Reset Password

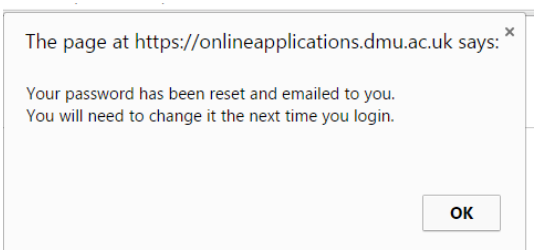
Please answer your security question.

E-mail Address ?

Current Street? ? [Hint](#) ?

[Contact Us](#) | [Accessibility](#)

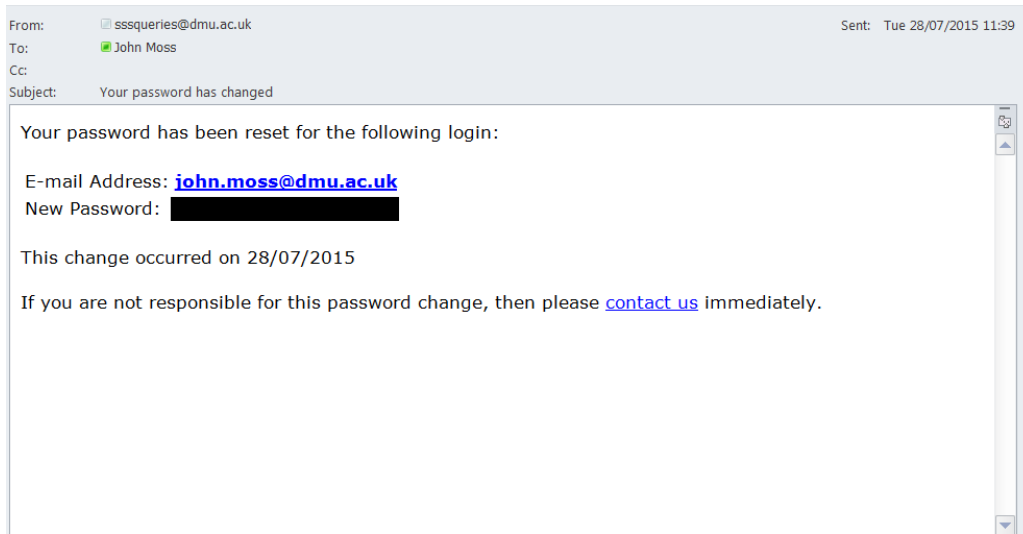
6. A box will appear confirming that your password has been reset and emailed to you.



The page at https://onlineapplications.dmu.ac.uk says: ✕

Your password has been reset and emailed to you.
You will need to change it the next time you login.

7. You will receive your new password to your email address, if you do not receive it in 15 minutes please check your junk/spam email folders.



What happens if I get my email address wrong?

If you enter an incorrect email address, when you click the “hint” link in step 4 the text “The answer to your security question” will not change.

What happens if I can’t remember the email address I used?

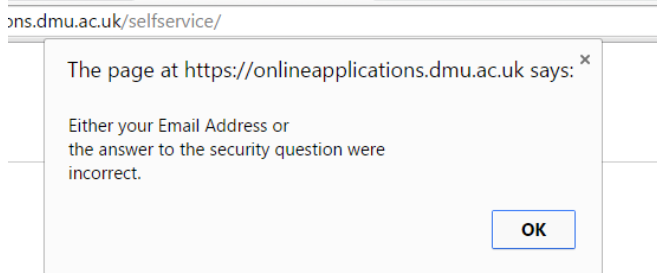
Please contact the online enrolment helpdesk on onlineenrolmentqueries@dmu.ac.uk who will be able to advise you of your registered email address.

What happens if I don’t have access to my email address anymore?

Please contact the online enrolment helpdesk on onlineenrolmentqueries@dmu.ac.uk who will be able to change this for you.

What happens if I get my security question wrong?

On clicking “Reset Password” you will receive a warning box that states “Either Your Email Address or the answer to the security question were incorrect”



What happens if I can’t remember the answer to my security question?

Please contact the online enrolment helpdesk on onlineenrolmentqueries@dmu.ac.uk or call +44(0)1162078648 who will be able to assist you further.