Setting up or resetting your password

All new students need to set up a London South Bank University (LSBU) IT account. This account is password-protected and gives you access to the Student Portal (My LSBU), campus PCs, your LSBU email, the Moodle Virtual Learning Environment (VLE) and library services.

All passwords expire after 180 days so all students need to regularly update their password.

Setting up your password

1. Type the following into any internet browser address bar:

   go.lsbu.ac.uk/password

Please note: This will not work in a search engine, it needs to be in the address bar.

2. On the next screen click on the Set up your password now button.
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3. Your details

Who are you?

Please key in the student number printed on your pass card. Your printed ID slip will have this if you do not yet have a card.

Surname or Family Name?

Your date of birth?

Day  Month  Year

Continue  Go Back  Clear form

Data Protection Act 1998
The data collected in this form will only be used for the purpose of IT user account administration within the University and will not be disclosed to any external bodies.

Use your username and password to access university online resources including the student portail my.lsbu which contains information about services and importantly access to your personal timetable. If you are just starting at LSBU please see our new students pages to find more information and guidance to get you started.

Complete the boxes. Click Continue.

Please note: If you then get an error message (see below), it will tell you where the problem is. Go back and re-enter your details carefully. If you still get the same error message, there may be an error on the Student Record system. You should see your Course Administrator who will be able to correct this. Please take some ID with you in case they need to see some.

😢 Computer Account Passwords: Error

The operation could not be completed because:

- The Surname or Family Name that you have given on the form does not match the surname stored in the database.

Please make sure you have typed in your student number and surname or family name correctly. If there are no spelling mistakes, and this message still appears, please ask your Course Administrator for assistance. If this is not possible you can telephone the LRC IT Help Desk on 020 7815 6678 or 020 7815 6679, or email cisd-ithelpdesk@lsbu.ac.uk and quote your full name, date of birth, student ID number and provide a contact number to call you back on.

Course Administrator information is available under the Faculty entry in our online Telephone Directory at https://phonebook.lsbu.ac.uk/php4/departments.php or you can try http://www1.lsbu.ac.uk/about/contact.shtml
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4. If you are setting up your password for the first time, you will need to accept the ICT Services rules.

It is important that you read the rules and regulations so that you are aware of your legal responsibilities as well as University Policy. Checking the tick box shows that you have read and agreed to the ICT service rules. Click Continue.

5. Also for first timers or if you forgot your security question and answer.

Click on a question to highlight it – we advise that you choose a question which has a fixed answer e.g. ‘What is your mother’s maiden name?’, rather than ‘What is your favourite band?’

Type the answer to your security question, and then type it in again to confirm the answer. Click continue.
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6. If you are resetting your password, you will be taken straight to this page:

![Security Question and Answer](image)

Enter the answer in the box and click continue.

**Please note:** If there is a problem with your security answer, please contact Student IT Support, we can reset it for you. Our help desk is on 1 West, Perry Library.

If you unable to come to the help desk, for example if you are a distance learning student, please email us at: llr-ithelpdesk@lksu.ac.uk

7. Choosing a password.

![Choose your password](image)

The next screen will then ask you to enter a password. Be sure to read the rules to ensure you create a valid password.

You will need to type in your new password twice, then click Continue.
8. Password updating…

This screen shows that your account or new password is being created.

The final screen will now appear.

9. Success!

Make a note of your username and email address keep them somewhere secure.

Do not share your username and password with anyone. We will never ask you for your password.

Please note: When logging into your LSBU accounts, you only need your username and not the whole email address.

Error Message?
If the above box shows a red sad face instead of a yellow happy face, please read the error message carefully. It is usually due to something simple like an unacceptable character in your password. Go back and choose another password.

If you have any problems with setting up your password please contact one of our help desks.

Tel: 020 7815 6678
Email: llr-it-helpdesk@lsbu.ac.uk
Visit: Student IT Support, 1 West, Perry Library

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