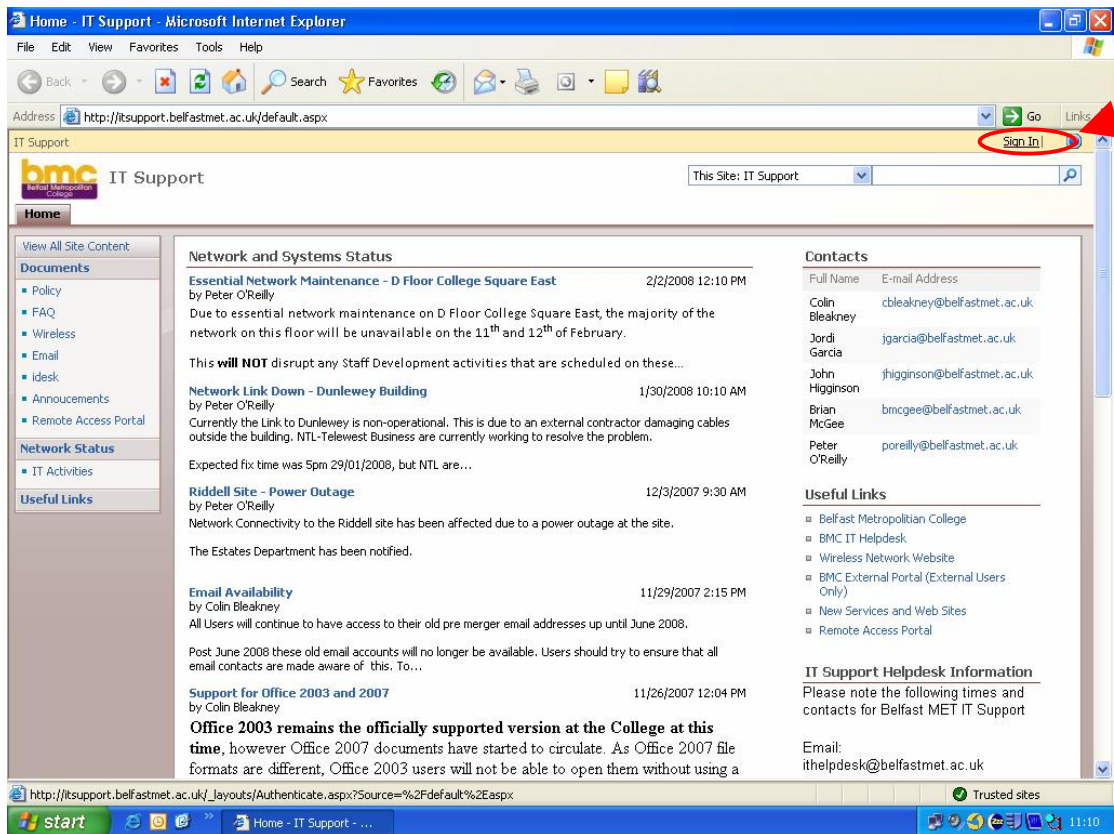
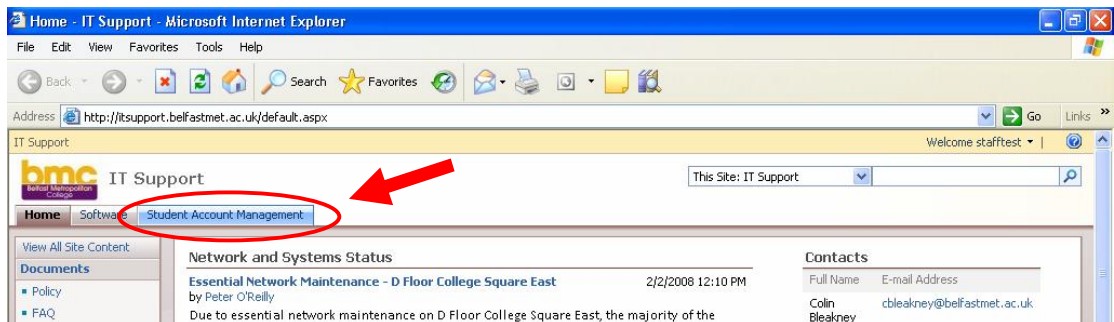


Resetting a Student Password

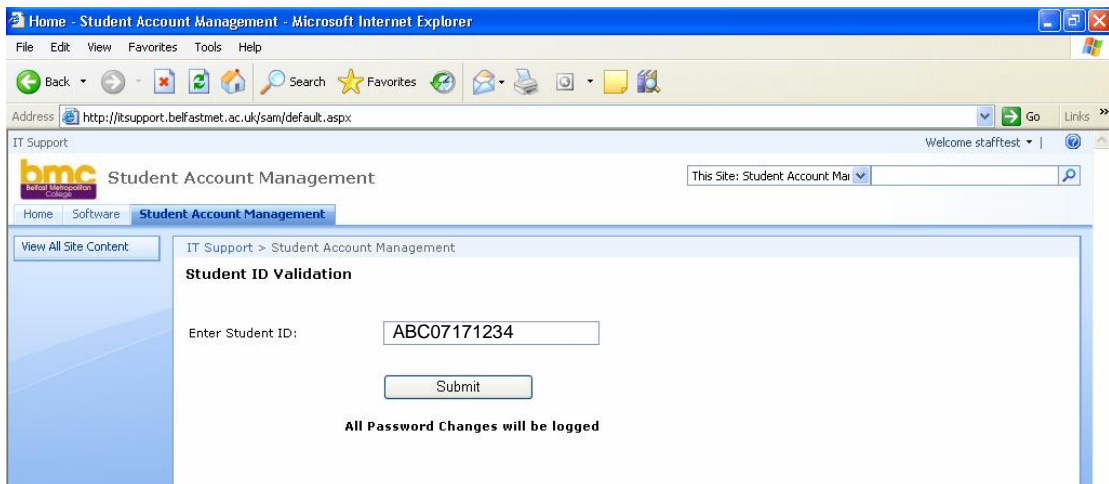
1. Log into a PC and run Internet Explorer. In the address bar of Internet Explorer type 'itsupport.belfastmet.ac.uk' (without the quotes) and press return. This will take you to the IT Support website.
2. When the page is displayed, click 'Sign In' on the top right corner of the window



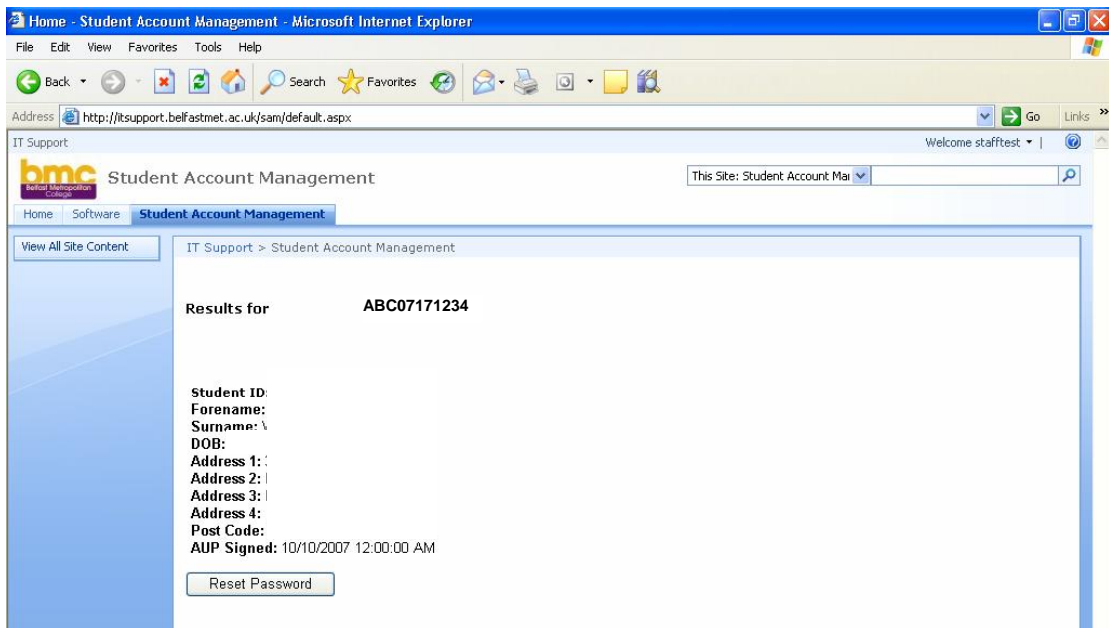
3. This will give you additional tabs along the top of the inner window next to the 'Home' tab. Click on the tab labelled 'Student Account Management'.



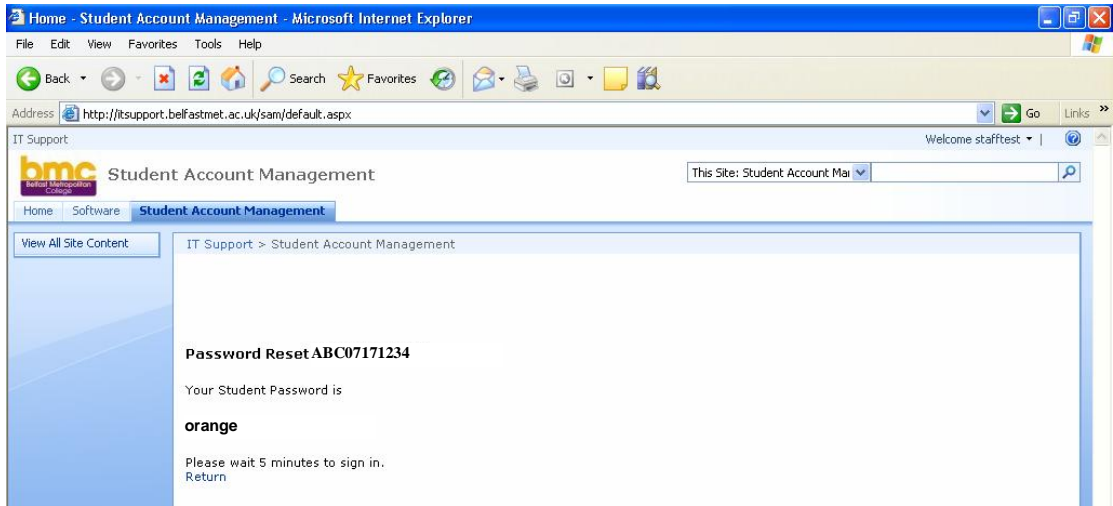
4. Enter the students' ID number and click 'Submit'



5. The page will now display information about the student. Please check these details to make sure you are resetting the correct password.



6. Click the 'Reset Password' button. The screen will now show you the password that the student entered when they first registered for an account. This is the password that the account will be reset to.



7. Exit Internet Explorer or click 'Return' to reset another password.