



### 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.

A screenshot of a web application interface. At the top is a 'Login' header with a minus and a refresh icon. Below it are two input fields: 'Username' and 'Password'. To the right of the 'Password' field are the labels 'In or' and 'Logit'. Below the 'Password' field is a 'Log in' button. Below the 'Log in' button is a link labeled 'Lost password?' which is circled in red. At the bottom is an 'Online users' header with a minus and a refresh icon, followed by '(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:

To reset your password, submit your username or your email address below. If you are not in the database, an email will be sent to your email address, with instructions how to reset your password.

**Search by username**

Username

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**Search by email address**

Email address

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.

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**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](mailto: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.