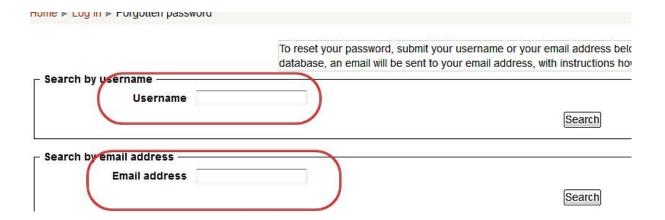


Reset your VLS password in 6 easy steps.

1. Navigate to the VLS application in a web browser. Just below the login button, locate the 'lost password?' link.



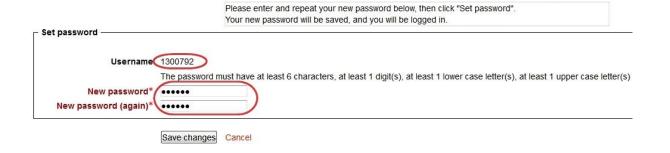
2. The link in (1) when clicked will lead to a page that requires the user to enter their username (Student ID) or **Student email.** After entering one of the two values, the search button should be clicked. Note the circled fields below:



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:



- 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.

That was easy enough right? It is recommended the above steps be tried first before contacting the systems administrator's office.