How to Change a Student Password
Quick Reference Guide

Introduction

This quick reference guide contains step by step instructions on how to:
1. Change a Student Password used for login to Institute IT Systems such as Student Email, Moodle etc.

Step by Step Instructions – How to Change a Student Password

1. Open the Self Service Password Management site: The link to the self service password management site is https://password.itsligo.ie.

2. To change an existing password.

3. Enter the Student ID

4. Enter an Existing Password.
If a first time student at the Institute, the existing password will be the student date of birth in the format DDMMYYYY

5. Enter a new password.
When entering a new password, the new password must be at least 6 characters long. It can be either numbers or letters or a combination of both.
6. Confirm the new password.

7. Save the new password.

8. Once saved, a confirmation screen is displayed.

Password successfully changed

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How to Reset a Forgotten Student Password
Quick Reference Guide

Introduction

This quick reference guide contains step by step instructions on how to:
1. Reset a forgotten Student Password used for login to Institute IT Systems such as Student Email, Moodle etc.

Step by Step Instructions – How to Reset a Forgotten Student Password

1. Open the Self Service Password Management site: The link to the self service password management site is https://password.itsligo.ie.

2. To reset a forgotten password.

3. Enter the Student ID

4. Confirm the Student ID.

To confirm your Student Identification, enter your date of birth in the format DDMMYYYY. So if your date of birth is 6th May, 1997 then enter 06051997.

5. Enter the Security Code.

A One Time Security Code will be sent to your registered mobile phone number. This must be an Irish mobile phone number, i.e. starting with 08, and be set as your primary telephone number in Self Service Banner. For further detail on entering your mobile telephone in Self Service Banner, click here.

Please be advised that it can take over 2 minutes for the text to be delivered to your mobile phone number.

Enter the Security Code here and select Next.
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Step by Step Instructions – How to Reset a Forgotten Student Password

6. Enter a new password.
When entering a new password, the new password must be at least 6 characters long. It can be either numbers or letters or a combination of both.

7. Confirm the new password.

8. Once changed, a confirmation screen is displayed.

Success: Your password has been reset

You can now use your new password to log in.