



WITS ICT

How to reset your password –
Option 1



Your new password must:

- Be **at least 16 characters** long.
- Include **all four** of the following character types:
 - **Uppercase letters** (A–Z)
 - **Lowercase letters** (a–z)
 - **Numbers** (0–9)
 - **Special characters** (e.g., @, #, \$, %, &, *)
-  **Password History Enforcement**
- You **cannot reuse any of your last 24 passwords**.
-  **Prohibited Content in Passwords**
- **The following is not allowed in the creation of your password:**
 - Your **first name, surname, or full name**
 - Your **employee number or student number**

Pathway: WITS Website → Students → Password Reset → Current Students

Student:

- Username: studentnumber@students.wits.ac.za
- Navigate to “current students”

The screenshot shows a web browser window with the URL www.wits.ac.za/mywits/password-reset. The page header includes the University of the Witwatersrand logo and navigation links: About, People/Staff, Alumni, Library, Visit Wits, Give, Apply. The breadcrumb trail is Home > Students > MyWits > Password Reset. On the left, a sidebar titled 'In this section' lists: ulwazi, Password Reset, Student Email, Student Self Service, and WIFI hotspots. The main content area is titled 'Reset your password' and includes the text: 'If you ever forget your password, you can reset it yourself without calling the Wits ICT Service Desk.' Below this, there are two large blue buttons. The first button, labeled 'Current Students', is circled in red and contains the text 'Click here to reset your password'. The second button, labeled 'Previous Applicants/ Students and Alumni', also contains the text 'Click here to reset your password'. At the bottom left, there is a banner for 'MOBILE APP TO LOG TICKETS WITH WITS ICT' and a link to download and setup instructions. At the bottom right, there is a 'Chat with me' button with a chat icon.

Microsoft Online Password Professional instruction re Password Reset - Wits Uni

www.wits.ac.za/mywits/password-reset

PeopleSoft session... My Dashboard - Mi... Wits Production:Ser... Ignite Dashboard

About | People/Staff | Alumni | Library | Visit Wits | Give | Apply

UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG

Study at Wits Students Faculties and Schools Teaching and Learning Research and Innovation News

Home > Students > MyWits > Password Reset

In this section

- ulwazi
- Password Reset
- Student Email
- Student Self Service
- WIFI hotspots

Reset your password

If you ever forget your password, you can reset it yourself without calling the Wits ICT Service Desk.

Current Students

Click here to reset your password

Previous Applicants/ Students and Alumni

Click here to reset your password

MOBILE APP TO LOG TICKETS WITH WITS ICT

Click here for download and setup instructions.

WITS COMPUTING SERVICES FOR STUDENTS

Chat with me

Follow process accordingly:

← ↻ 🏠 🔒 https://passwordreset.microsoftonline.com

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next Cancel

Select the “I forgot my password” option

Microsoft

Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

Enter your phone number as per below.

Note: if you are not registered for Microsoft Authentication, contact ICT.

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Call my office phone

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****07) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text



011 717 1717



ITHelp@wits.ac.za



East Campus
Solomon Mahlangu
Ground Floor, Room
99

[Cancel](#)

Enter your new password and select “Finish”

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

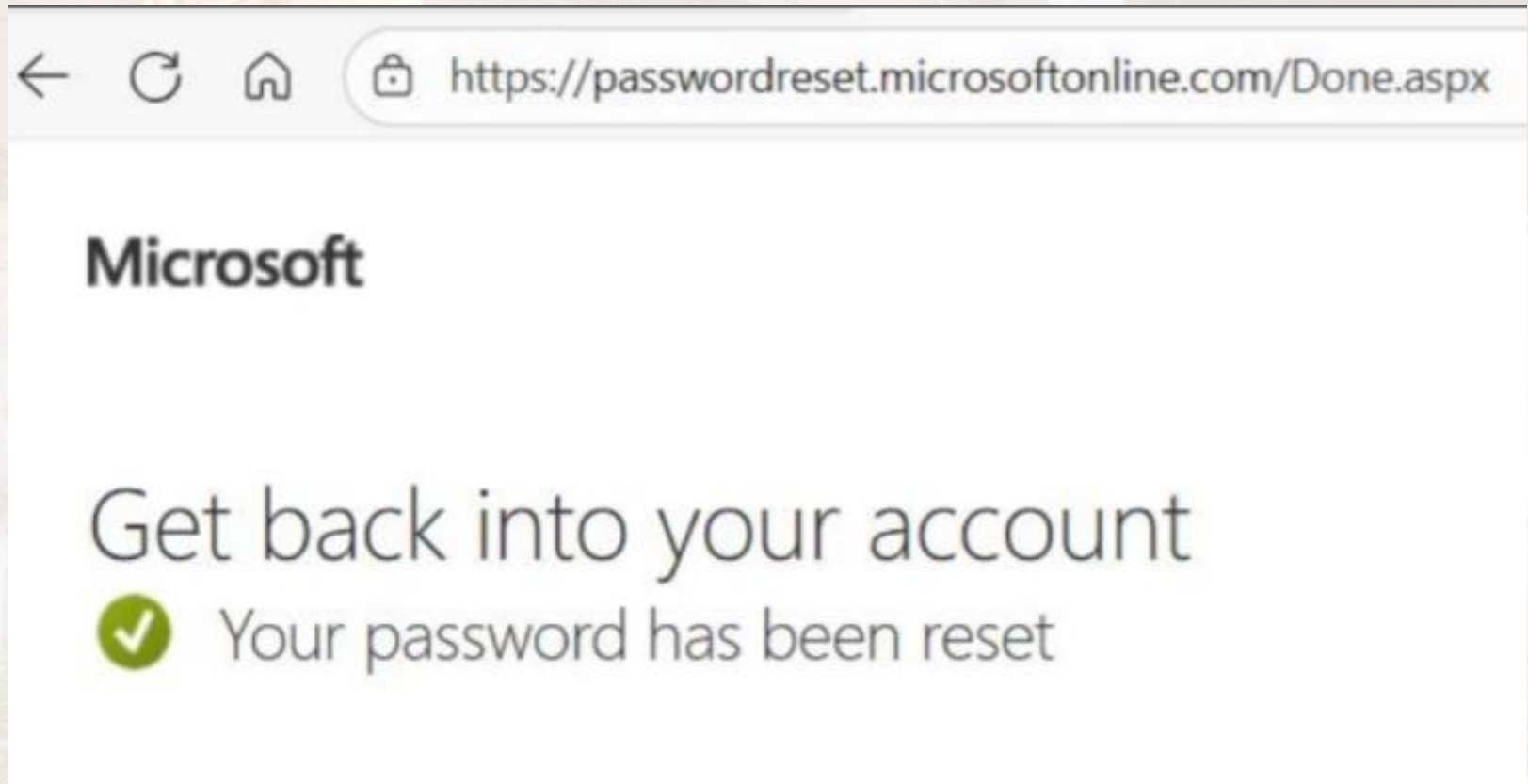
* Confirm new password:

Finish

Cancel



CONGRATULATIONS! You have now successfully reset your password





WITS ICT

How to reset your password –
Option 2

Students:

- **Username:** studentnumber@students.wits.ac.za
- **Navigate to People/Staff and click the arrow as per below to get password reset tab**



Home > Students

In this section

[Student Email](#)

[Student Self Service](#)

[Password Reset](#)

[Student Fees](#)

[Financial Aid and Scholarships](#)

[Student Affairs](#)

[Accommodation](#)

[Wits Sport](#)

[Examinations](#)

[Graduations](#)

[VOWFM](#)



PASSWORD RESET HAS CHANGED! Reset your password quickly and securely using our new self-service page.



[RESET PASSWORD](#)



[Access ulwazi](#)



[Student Email](#)



[Log a Support Ticket](#)



[MyWits](#)

Students News

[All News](#)



[Learning stats through](#)



[Wits Dean to](#)



[Top of mind for female](#)



['Witsies lead, inspire](#)



[Chat with me](#)



[//witshelp-ism.saasiteu.com](http://witshelp-ism.saasiteu.com)





WITS ICT

How to unlock your account

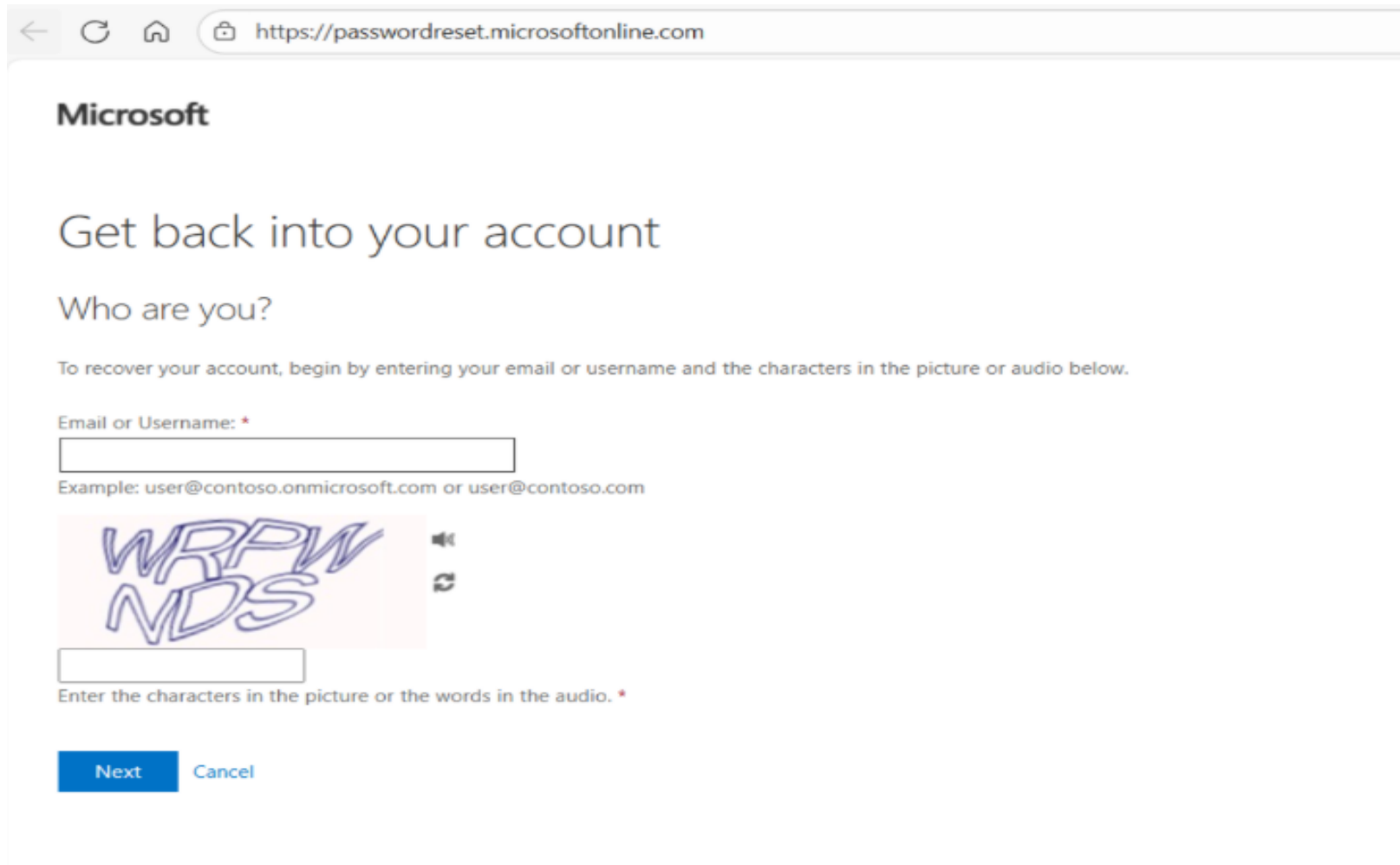
Students:

Username:

studentnumber@students.wits.ac.za

Pathway: WITS Website → Students → Password Reset → Current Students

Follow the process accordingly:



The screenshot shows a web browser window with the address bar displaying <https://passwordreset.microsoftonline.com>. The page features the Microsoft logo at the top left. Below it, the heading "Get back into your account" is displayed in a large, dark font. Underneath the heading, the text "Who are you?" is shown. A sub-instruction reads: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There are two input fields: the first is labeled "Email or Username: *" and contains a text input box; below it, an example is provided: "Example: user@contoso.onmicrosoft.com or user@contoso.com". The second input field is for a security code, preceded by a visual security image showing the words "WRPW" and "MDS" in a stylized, hand-drawn font. To the right of this image are icons for audio playback and refresh. Below the security image is a text input box. A label below this box reads: "Enter the characters in the picture or the words in the audio. *". At the bottom of the form are two buttons: a blue "Next" button and a "Cancel" link.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

Select **“I know my password, but still cant sign in”** option below

Microsoft

Get back into your account

Why are you having trouble signing in?

☐ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☒ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel



Add your cell number and enter the received verification code

Microsoft

Get back into your account

verification step 1 > verification step 2 > unlock your account

Please choose the first contact method we should use for verification:

- ☒ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Call my office phone
- ☐ Approve a notification on my authenticator app
- ☐ Enter a code from my authenticator app

Cancel

In order to protect your account, we need you to enter your complete mobile phone number (*****07) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

Please choose the first contact method we should use for verification:

- ☒ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Call my office phone
- ☐ Approve a notification on my authenticator app
- ☐ Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

Next

SUCCESS!

Microsoft

Get back into your account



Your account has been unlocked

