Common NUS Password Issues

I forgot my computer account password? What should I do? (Staff)

The new password will be ready after 1 working day if you fax the Password Reset Form to 6872-5231.

I forgot my NUSNET password, how do I request for a Password Reset? (Student)

Bring along your matriculation/student card to Computer Center Level 1 to request for password reset. You may also send us a scanned copy of your Matric Card and NRIC through fax at 68725231 or email at ccehelp@nus.edu.sg

How do I change my NUSNET password?

Do a Ctrl-Alt-Delete, click on Change Password. You may also change it at the login page of Outlook Web Access (http://exchange.nus.edu.sg/), on the bottom left pane, click Change Password. Note: Your password must be at least 6 characters in length. Your password will expire in 180 days. You cannot re-use any of your 6 old passwords. You cannot change your password more than once in a day.

I change the password but I cannot log in with the new password.

If you are unable to login with your new password, you may have used an incorrect/different password during registration. You may just request for a Password Reset.

I got a popup window asking for username and password, the login screen keeps popping up despite many attempts of keying in username and password.

Make sure that you are using the correct format. For staff, it should be nusstf\userid. For student, it should be nusstu\userid and the password will be your NUS email password.

My password has expired but I am unable to change it. I am prompted with the message, "The specified username contains invalid characters."

Check the entries under the Internet Service Manager. Under Account, remove nusstu or nusstf and just put your User ID.

I am unable to login to my account but I am able to do so yesterday. What happened?

Check the status of the user's password. If it is expired, advise user to change it. For staff, it may also be a problem with AUP (Acceptable User Policy for IT Resources) not accepted. Ask Janet/Rocelyn/Henry/LT to check the AUP status. Advise the staff to go to this link to accept the policy, http://www.nus.edu.sg/comcen/security/aup/ if their account was disabled due to AUP not accepted.

Do I need to connect to NUS WebVPN to change my password if I am outside campus?

There is no need to connect to the NUS WebVPN if you wish to change your password. You may just go to Outlook Web Access (http://exchange.nus.edu.sg/), click Change Password on the bottom left pane of the screen.

Why am I unable to login to a particular website (e.g. IVLE, OWA) when I use my NUSNET ser ID and Password?

Check if the user is using the correct login particulars and format. If the problem persists, advise the user to login inside OWA to determine if she is using the correct User ID and password.

I need to register for the Commencement, but I forgot my password for my NUSNET Account.

Check the status of the student's User ID. If it's still enabled, guide user on how to request for a password reset. If the student's account has already been disabled, escalate to regbox11@nus.edu.sg (Commencement Enquiry) for them to manually register the student to the Commencement.