

# Axis Student Password Reset

Students can access their Axis account using student username found on their Navigate page and they can set a password for their accounts. Students should access Axis on Chrome.

How to troubleshoot problems students face with Axis accounts if they cannot log in.

## Error messages

The screenshot shows a 'Login' page with a red error box containing the text 'Invalid username or password.' Below the error box is a 'Username' input field.

Go to student record in the enrolment work area and ensure that:

- Can register tick box is ticked in the Enrolment details



- Go to the records tab and have a look at the Authentication panel. If you are unable to see the panel or the box is not ticked, please email ServiceDesk. Ensure that in the email to the Servicedesk, the student number, college and request for the Is Active tick box to be ticked are listed.

## Students unable to remember their passwords

Password reset emails will go to the students first ranked email address in Navigate. Ensure that the student can access the email address before a password reset link is sent.

Students should go to the Axis log in page and click on I forgot my password:

The screenshot shows the 'Login' page. The 'I forgot my password' link is highlighted with a yellow box.

Students should enter their username and leave the verify by email box ticked and click submit

# Forgot password

Please enter your username or email address

Verify By

Email

SMS

**Submit**

The password link will be sent to the students email address and will take up to 30 minutes for it to be received. We advise that the students check their clutter folder.

Please do not refresh the Axis page or click Submit again, as the initial link will be invalid and another link will be sent.

Once the reset password link has been received, students can change their password within 30 minutes of its receipt.