## **COMMON ERRORS & HOW TO RESOLVE THEM**



When you get the above error, it means you have entered your registration No the wrong way.





2019/U/MMU/BSCED/786

2019/U/MMU/BAED/988

2020/U/MMU/BSCED/543

2023-U-MMU-BIT-0022

2019/u/mmu/BSC.ED/786

All the above reg numbers will give you the error pictured above.

A registration number must be written with a / and with no spaces in between the characters.

For some courses their reg no has a dot (.) in the middle. Make sure it is not missed out.

Example; All preservice students in the faculty of education for the year 2019 to 2022 have their registration numbers with a dot. i.e

2019/U/MMU/BSC.ED/786

2019/U/MMU/BA.ED/988

2020/U/MMU/BSC.ED/543

If the registration number is giving you hard time, please use the student number.

## **COMMON ERRORS & HOW TO RESOLVE THEM**



- If you get the above error, it means you have typed in a wrong password. Click ok and retype the password again.
- If you get the same error again, then most probably you have forgotten your password.
- Follow the steps below to set another one.



	Password Recovery X	
LOGIN	Welcome to the Password Recovery Wizard. If you already have a recovery token, fill in your User ID and the Token to continue	A Urgaid Invoices     A Urgaid Invoices     B. Payments     My Information     7. Results     8. E-volting     9. E-Library
2023/U/MMU/BIT/00830	User ID Recovery Token	11. Service Requests 12. Help NOTE: At any moment, you just 'menu' to get back this menu
	Continue >>	Please enter the amount you w Amount should be above UGX 175500 ): + 1 Kale Okle
LOGIN Forgot Password?	If you do not have a recovery token yet, fill in your User ID to continue. A recovery Token will be sent to your email address	1       2       3       4       5       6         -       /       :       ;       (       )         #**       .       ,       ?       .         ABC       @       space       .       .
	2 3	3
Enter your re	gistration number	ontinue

After clicking the continue button, the system will send you a recovery token or PIN via sms to the phone number you registered or the email or both.

Password Recovery	×
Welcome to the Password Recovery Wizard. If you already have a recovery token, fill in your User ID and the To	ken to continue
DGIN /BIT/00830 Recovery Token .OGIN 4 If you t 5 ve a recovery token yet, fill in your User ID to contin email a 5	Continue >> The sent to your 6 Continue >> Continue >> Continue >>
Enter your registration number in the user ID field Enter the recovery pin In the recovery token field as	Click continue
received via email or SMS	

Mujuni Patrick 2023

Conf	irm New Password		
	Success ×		
	Recovery Token successfully verified. You may now enter the new password you want to use		
	ОК		+ kale
			QWER
			ASD

After clicking continue, you will receive the above message. Click ok to continue to the screen where you set your new password as shown below.

Password Recovery	×
You may now enter the new password you want to use	
New Password	
Confirm New Password	Prove Generative
	9
Type your password in both fields	Click reset Account



You have successfully set a new password. You can now login with the new password to access your account.