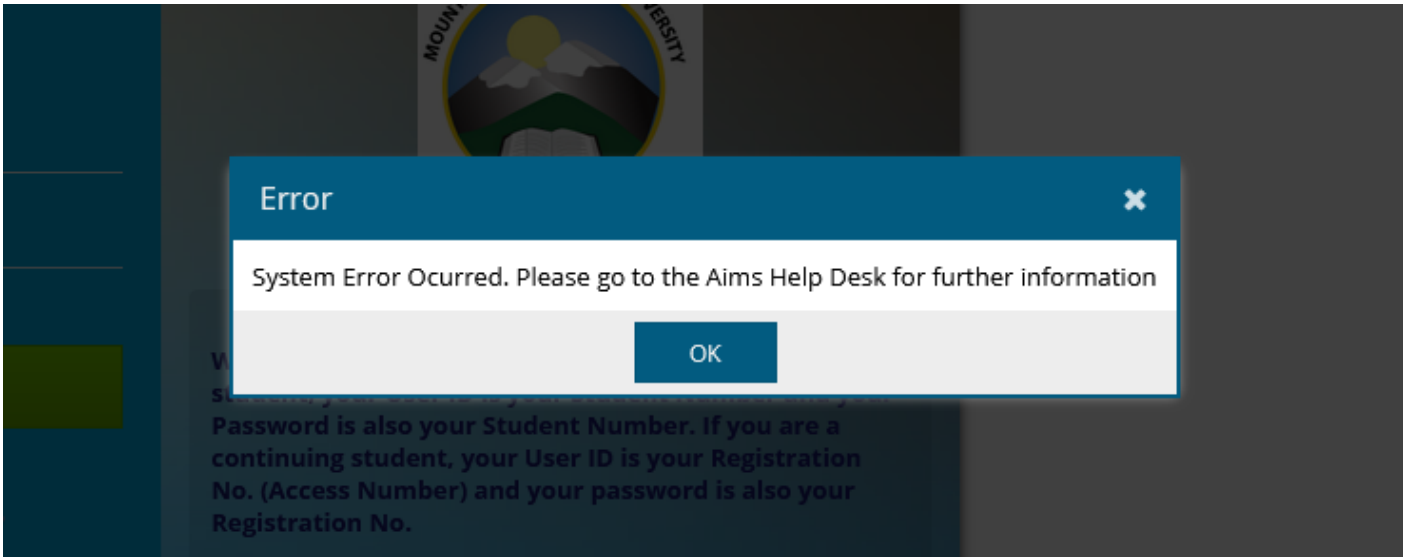


## COMMON ERRORS & HOW TO RESOLVE THEM



**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

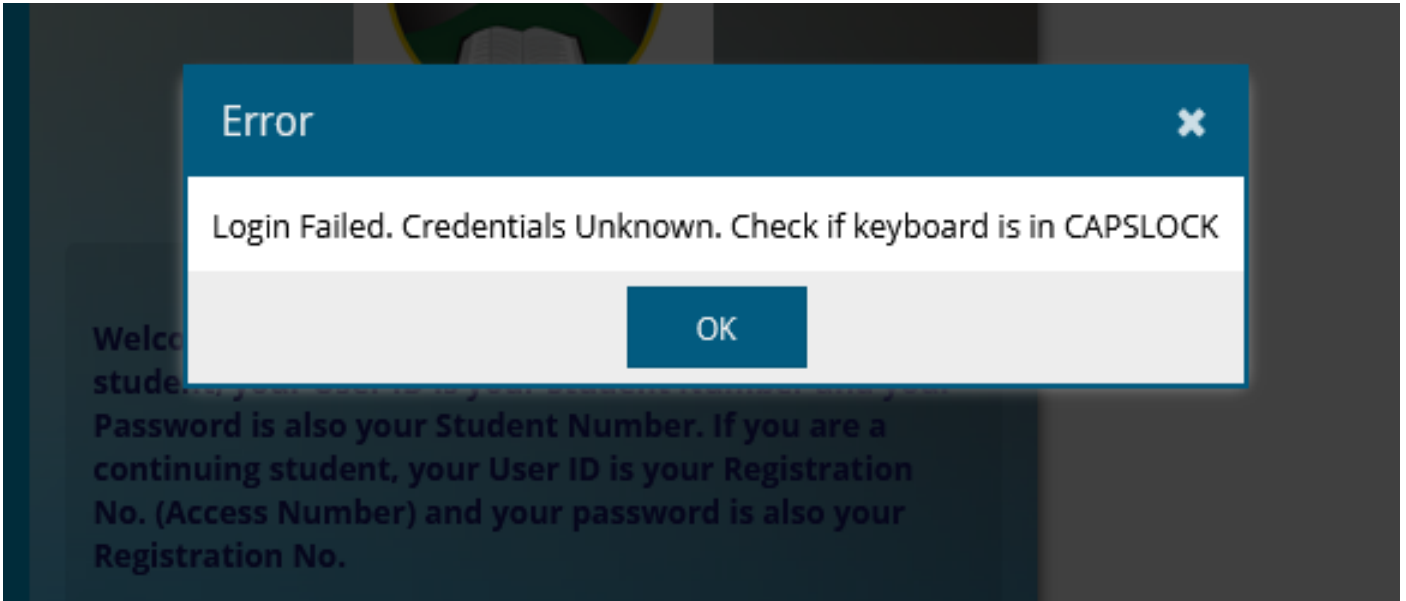
2019/U/MMU/BSC.ED/786

2019/U/MMU/BA.ED/988

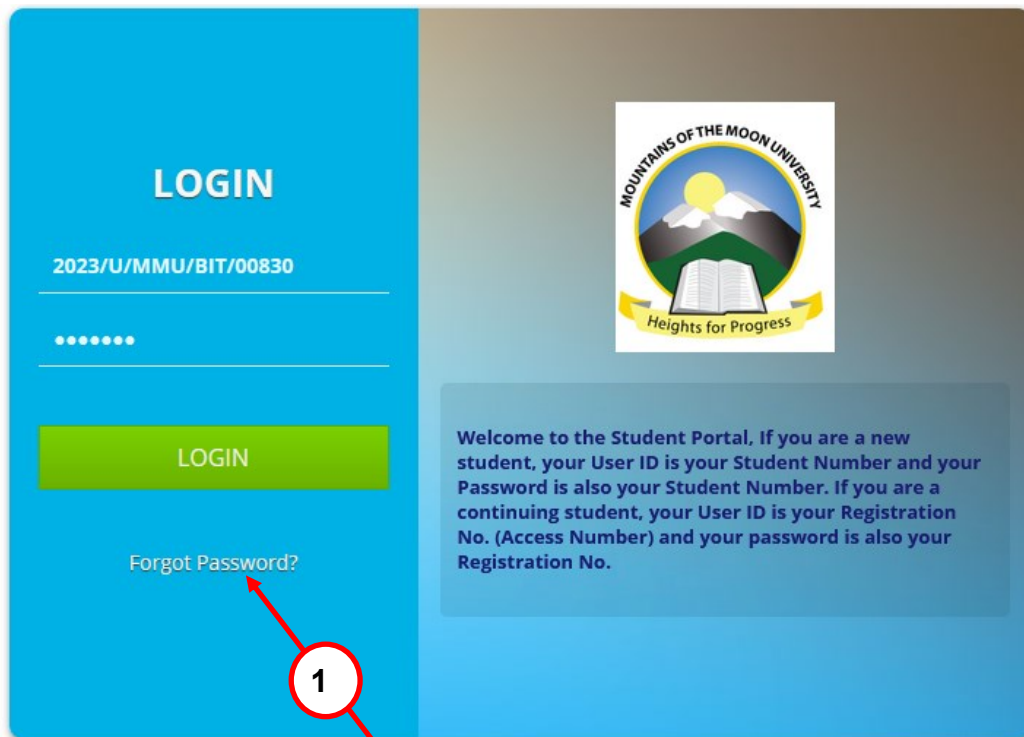
2020/U/MMU/BSC.ED/543

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 re-type 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.



Click the option of forgot password.

**LOGIN**

2023/U/MMU/BIT/00830

.....

**LOGIN**

Forgot Password?

### Password Recovery

Welcome to the Password Recovery Wizard.

If you already have a recovery token, fill in your User ID and the Token to continue

User ID

Recovery Token

Continue >>

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

User ID

Continue >>

3

2

3

Enter your registration number

Click continue

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 Token to continue

User ID

Recovery Token

Continue >>

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

User ID

Continue >>

3

4

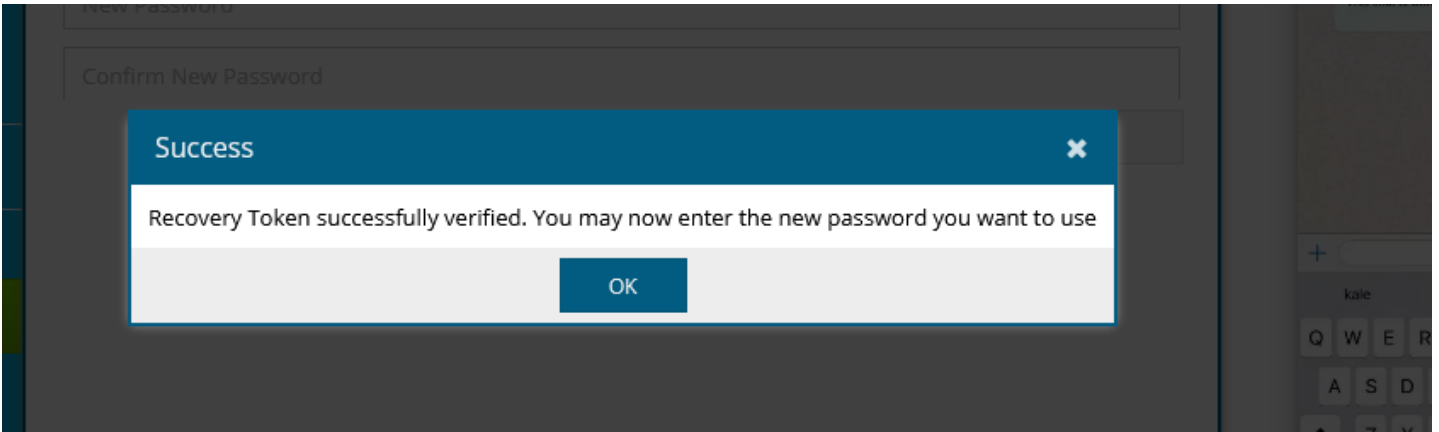
5

6

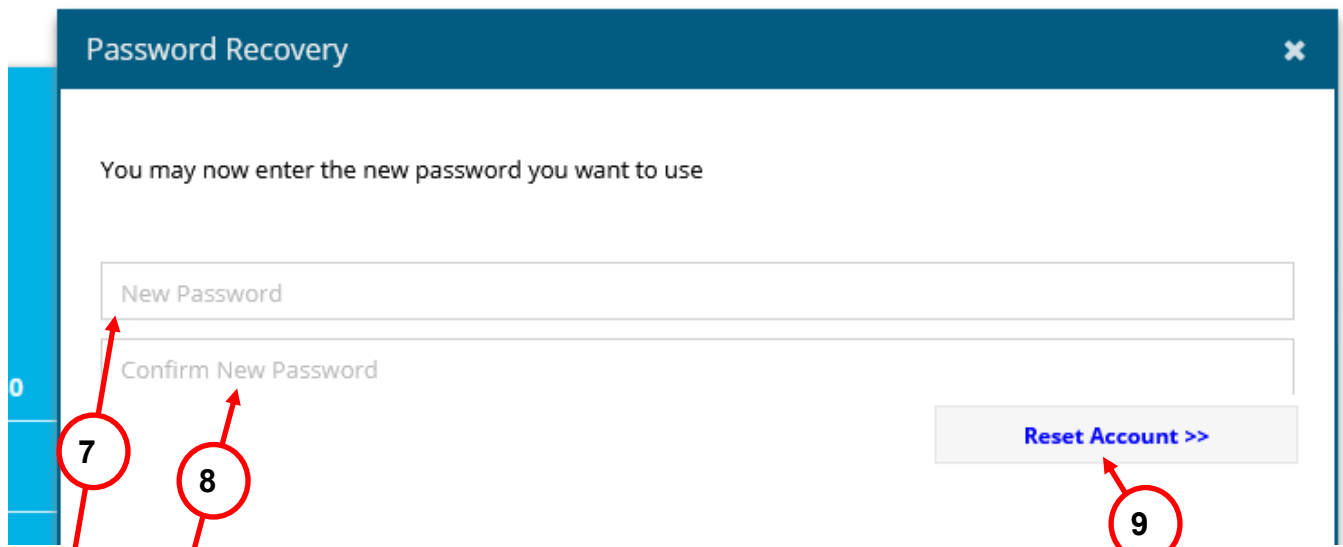
Enter your registration number in the user ID field

Enter the recovery pin in the recovery token field as received via email or SMS

Click continue

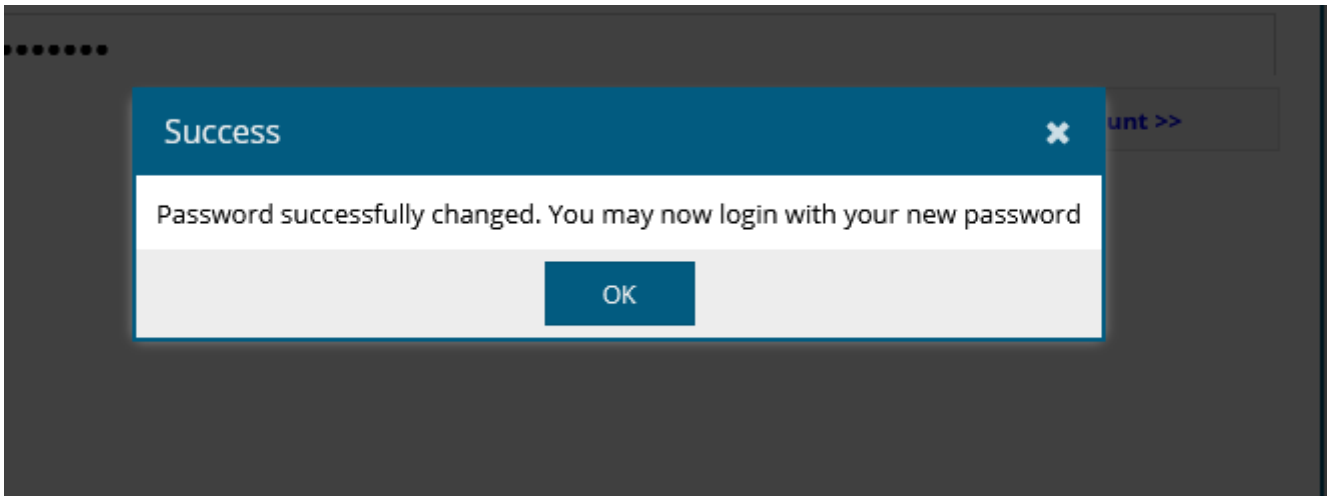


After clicking continue, you will receive the above message. Click ok to continue to the screen where you set your new password as shown below.



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.