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What is this?

Other ways to contact us

University Username and Password

What is it for?

- to access most University provided resources and services
- this is your ATHENS password, which gives you access to databases, eJournals and eBooks from off-campus

How do I get it?

Details of how to get a username and password are available at Using ICT at YSJ, although you should have been given one when your started your course here.

What does it look like?

- *Username*: firstname.surname, e.g. joe.bloggs
- *Password*: your choice, e.g. charlie1985

What can I do if I can't log in?

First check the following:

- are you typing your username correctly (in the format shown above)?
- is your CAPS LOCK key down?
- check that the domain in the logon box says YORKSJ (if you are on-campus)

You will be automatically locked out of your IT account if you input an incorrect username and password three times in a row. This is a security measure, and you must wait for about 10 minutes before trying again.

If I still can't log in, or I've forgotten my password?

Go to the Question Point in the Learning Centre, taking your University card as ID. Learning Centre staff can issue you with a new temporary password which you must then change. The new password you choose must be different from the old one.

Please note that Learning Centre staff cannot issue passwords over the telephone or by email.

How do I change my password?

All passwords must be changed once a year and cannot be the same as one you have used before. You will be prompted by a message telling you that your password has expired to ask you to change it if you are using a PC on-campus. If you are off-campus, you will not see this message.

If you wish to change your password while using the computers on-campus, then do the following:

- hold down Ctrl and Alt and press the delete key
- choose the 'Change Password' option
- type in your existing password, then your new password twice

My username is incorrect. What should I do?

You can email the IT Helpdesk at helpdesk@yorksj.ac.uk if your name has been spelled

Everything out on loan?

Place a hold to make sure you get a copy.

incorrectly, or has changed, and you would like it to be corrected.

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