RESETTING YOUR STUDENT PORTAL PASSWORD

Once your account has been created, should you forget your password, navigate to your Student Portal login page, and click on the words: "Forgot Username or Password?". You will be directed to a recover sign in information screen.

Note: Students can only reset their password. If you forgot your portal username, contact your school for assistance.

You can use your GNSPES email account to reset your password, but to do so, you will need to know:

- your 10-digit student number (ex. 3100111222)
- your student portal username (ex. abc123456)

If you do not have this information, or if you have another account question, contact your school for assistance.

If able to proceed, click the "Reset your password via GNSPES" button.

After clicking the button, before arriving at the below **Reset Student Portal Password** page, you may be first directed to the GNSPES login page authenticate your identity. After logging in to your GNSPES account, you will be redirected to the portal password reset page.

Enter your student number and portal username in the two fields.

Click the "reset password" button, and if your request was completed successfully, the below message will appear.

An email, containing login instructions and your temporary password, will be sent to your GNSPES account.

Please allow at least 10 minutes for this message to appear in your mailbox.