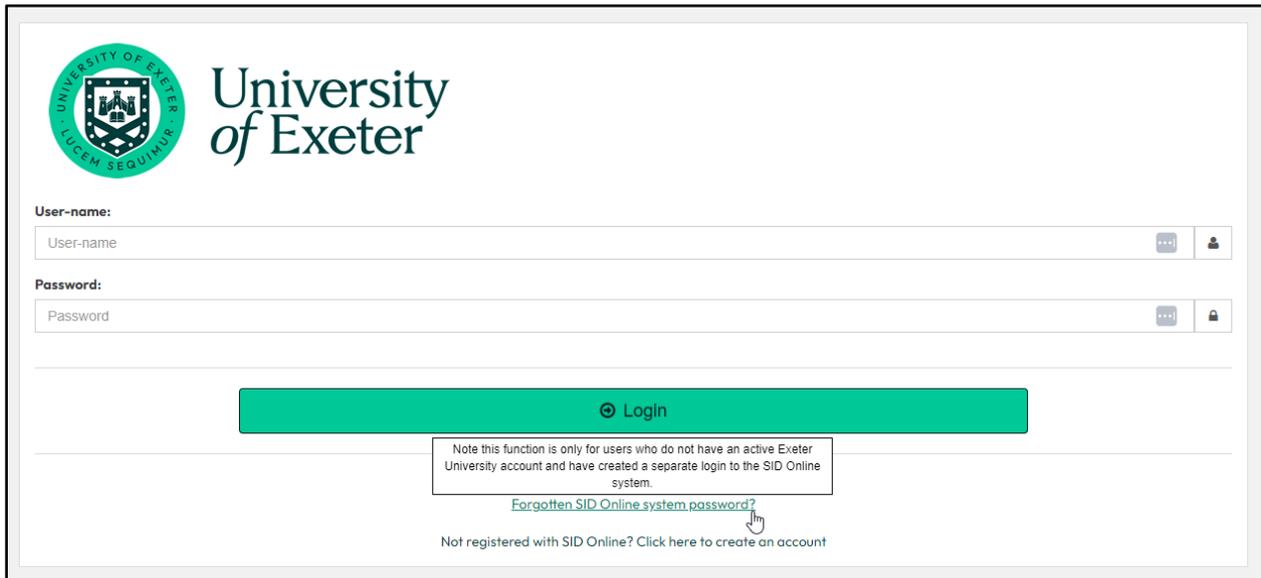


SID Online System Only Account Password Reset

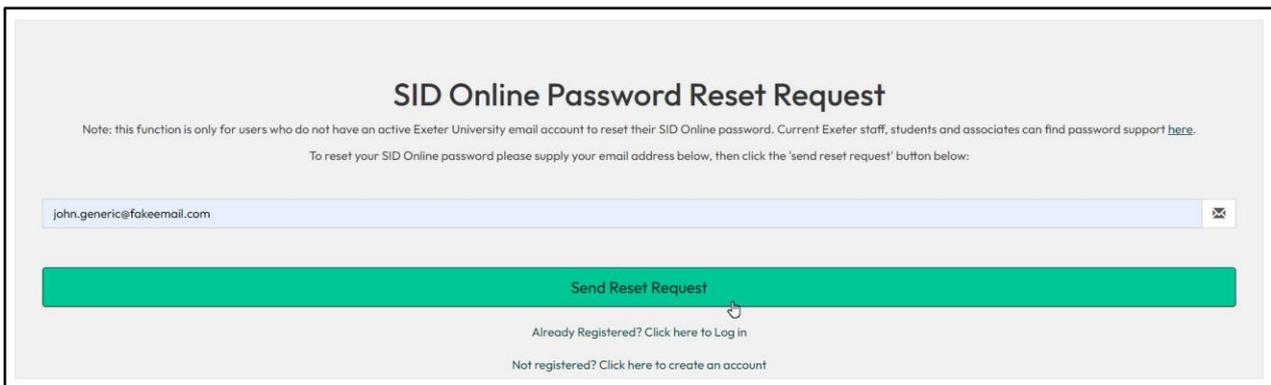
This document will show how users without a University of Exeter IT username can reset the password for their account to access SID Online only. **Note: This will only work for users without an active Exeter IT account.**

To reset the password for a SID Online system only account, use the “**Forgotten SID Online system password?**” link on the <https://sid.exeter.ac.uk> login page.



The screenshot shows the University of Exeter SID Online login page. At the top left is the University of Exeter logo and name. Below it are two input fields: "User-name" and "Password". Each field has a "Show/Hide" icon (three dots) and a "Lock" icon. A large green "Login" button is centered below the fields. Below the button is a note: "Note this function is only for users who do not have an active Exeter University account and have created a separate login to the SID Online system." Below the note is a blue link: "Forgotten SID Online system password?". At the bottom, there is a link: "Not registered with SID Online? Click here to create an account".

Then enter the email address used to create your SID Online system account and click the “Send Reset Request” button.



The screenshot shows the "SID Online Password Reset Request" page. At the top is the title "SID Online Password Reset Request". Below it is a note: "Note: this function is only for users who do not have an active Exeter University email account to reset their SID Online password. Current Exeter staff, students and associates can find password support [here](#)." Below the note is another note: "To reset your SID Online password please supply your email address below, then click the 'send reset request' button below:". Below this is an email input field containing "john.generic@fakeemail.com" and a "Send" icon. A large green "Send Reset Request" button is centered below the field. Below the button are two links: "Already Registered? Click here to Log in" and "Not registered? Click here to create an account".

Clicking the link (or copying and pasting the second link) will enable a new password to be set. It must be at least 6 characters and contain a number.

Click the “Set Your New Password” button to reset your password and log into the SID Online system.

The screenshot shows a web form titled "Please supply your new password" with the instruction "Please type in a new password, and also confirm your password below". There are two input fields: "Please Enter Your Password" and "Please Confirm Your Password", both containing masked characters (dots). Below the fields is a dark green button labeled "Set Your New Password" with a checkmark icon. At the bottom, there are two links: "Already Registered? Click here to Log in" and "Not registered? Click here to create an account".

Once logged in, the “view my enquiry” button will show a list of your enquiries.

The screenshot shows the University of Exeter SID Online dashboard. The top left features the University of Exeter logo. The top right has navigation icons for a home page and a user profile. The main content area is titled "Home" and "Ryan Testing". Below this, there is a section titled "I want to ..." with several buttons: "ask a question" (dark blue), "view my enquiry" (red), "check my appointments" (purple), "book appointment" (grey), and "view my profile" (purple). A mouse cursor is hovering over the "view my enquiry" button.

Clicking an enquiry title from the list will open it enabling it to be viewed and updated.

The screenshot shows the 'My Enquiries' page in a Helpdesk system. At the top, there's a navigation bar with 'Helpdesk | John Generic' and 'You are in Support Teams Enquiry centre'. On the right, there are four buttons: 'Ask a Question search FAQs', 'My Enquiries track and update', 'My Appointments view, book, cancel', and 'My Profile profile and activity'. Below the navigation, there's a 'My Enquiries >' breadcrumb and a filter bar with buttons for 'All 1', 'Open 1', 'With Us 1', 'With You 0', and 'Closed 0'. A search box labeled 'Search enquiries:' is on the right. The main content is a table with two columns: 'Description' and 'Status'. The first row shows '003193208 - Test enquiry' under Description and ', Ryan Bearsford-Walker. Logged 16/04/2023 14:51:50' under Status. A 'View 003193208' link is visible above the description. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous 1 Next' navigation.

A message can be added to the enquiry by selecting an action and typing into the box, adding any files using the "Add Files..." button or dragging into the drop files area.

Files already attached an enquiry can be downloaded by clicking the file name link within the action.

The screenshot shows the 'Update this enquiry' page for the enquiry 'Test enquiry [003193208] ☆'. At the top, there's a navigation bar with 'Helpdesk | John Generic' and 'You are in Support Teams Enquiry centre'. On the right, there are four buttons: 'Ask a Question', 'My Enquiries', 'My Appointments', and 'My Profile'. Below the navigation, there's a breadcrumb 'My Enquiries > Test enquiry [003193208] ☆'. The main content is a form to update the enquiry. It has a green header 'Update this enquiry' and a green box with the text 'To update your enquiry simply enter your message below, select the action that best describes your update, and click 'Send''. Below this, there's a dropdown menu 'Select an action *' with the placeholder 'Your next action...'. Underneath is a text area 'Your message *'. Below the text area is a dashed box with a download icon and the text 'Drop Files Here'. Below the drop files area is a green button '+ Add Files...'. Below that is a green button 'Send'. Below the 'Send' button is a list of actions. The first action is 'Log an enquiry and assign to adviser' with a timestamp 'Sunday 16/04/2023 14:51 John Generic' and a message 'Question 2: What aspect of SID Online does your enquiry relate to? Answer: My enquiry is not covered by an option listed. This is a test.'. The second action is 'Attach File to Enquiry' with a timestamp 'Sunday 16/04/2023 14:53 Ryan Bearsford-Walker' and a message 'Ryan Bearsford-Walker: Enquiry 003193208 - Attach File to Enquiry - Updating 003193208'. Below the message is a link 'test.txt (4 Bytes)' with a download icon.