

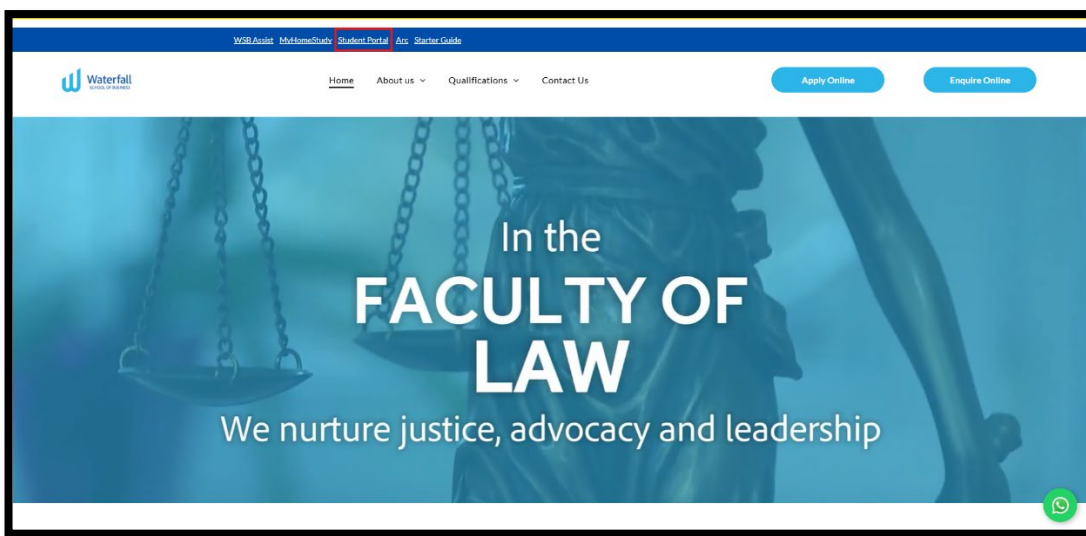
PASSWORD MANAGEMENT GUIDE

This guide will help you manage your student portal login and password reset process.

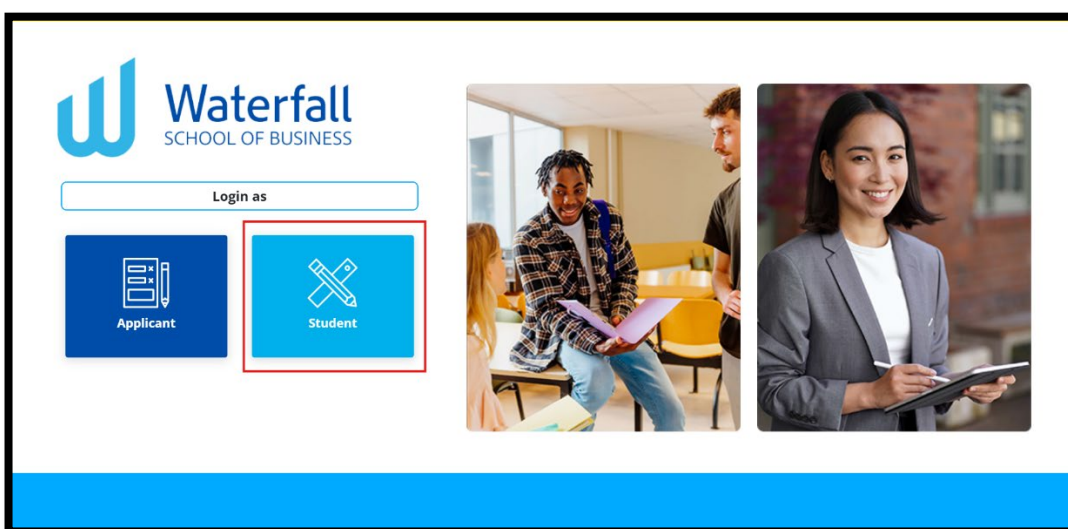
Step 1:

Access the Student Portal

Go to the official student portal website found on: www.wsb.edu.za and select “student portal” at the top left side of the webpage.



Step 2: Select the “Student” Button.



Step 3: Select forgot password.

[Back](#)

Welcome to your Student Portal

Log in using the username and password you received. Once registered you may return to the portal by clicking Log in with SSO. If you are experiencing a problem logging into your student portal or you have forgotten your password - click on the Forgot Password link to reset your password.

When resetting your password, please note the following guidelines when selecting a new password:

- Your password must be a minimum of 8 characters
- Your password must include a minimum of 1 special characters
- Your password must include a minimum of 1 numerical digit
- Your password must include a minimum of 1 capital letter

Please do not attempt to reset your password multiple times. It should take 5 - 10 minutes for the password to be delivered via SMS. If you are still unable to log onto your account, check your internet connection and try clearing your browser cache by pressing the following buttons on your keyboard CTRL+SHIFT+R or CTRL+F5

Username / Email

Password

[Log in with SSO](#) [Log In](#) [Forgot Password?](#)

Step 4: Enter your student number which starts with ST followed by 8 digits and click on “I’m not a robot”.

Username *

ST10172813

☐ I'm not a robot

[Submit](#) [Back to Login](#)

Step 5: Select “Ok” on the prompt

Username *

ST10172813

Alert

Do you want to confirm?

[Ok](#) [Cancel](#)

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www.wsb.edu.za

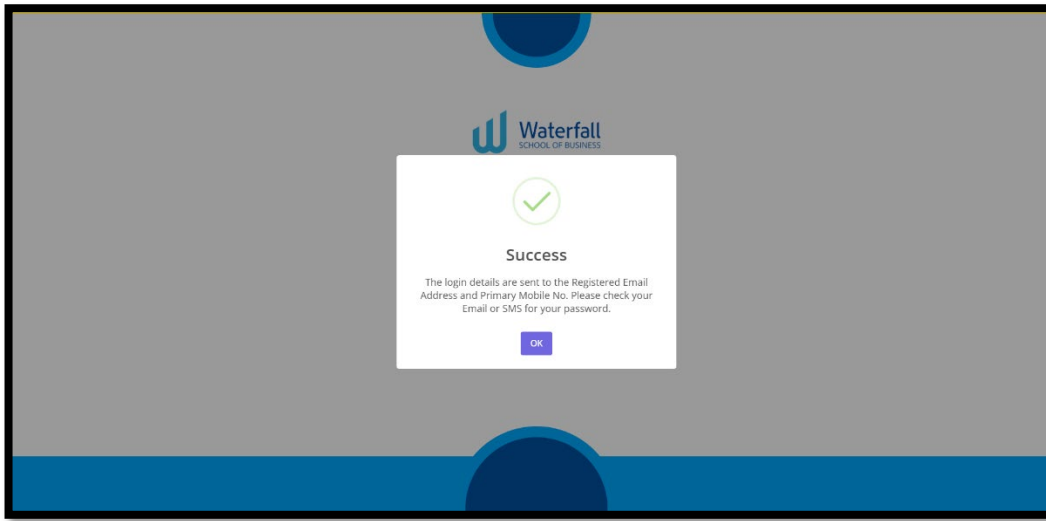


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Step 6:

You will receive confirmation, and a new password will be sent to your registered mobile number.



Step 7:

The system will redirect you to the login page after selecting “ok”. Click on the log in with SSO button and log in with your student email and the new password that was sent to you via sms.

If you are still unable to log in:

Wait 5–10 minutes before trying again, avoid multiple reset attempts.

Check your internet connection and clear your browser cache.

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