**What to do when you receive an error message?**

There are a few reasons why an error message may occur.

1. You may have created a log on username and password but you may not have saved and created an account. This is why it is best to do the application in one sitting. If this is the case, you will need to start your application from the beginning.

2. The second reason that you may get an error message is because you have timed out your application. If this happens please email, Study.abroad@ul.ie and we will be more than happy to reset your password.

3. The third and most common reason for receiving an error message is that you have forgotten your password or leaving out a capital letter. If this happens please follow the steps below:

This will be the error message you receive:

![Error message image](image)

You will need to select the forgotten password button under your username and password.
Then you will need to input the below information

**Enter Details**

Enter your details below.

- **Username**
- **Surname (IN CAPS PLEASE)**
- **Date of birth (format DDMMYY)**

This screen will pop up and you will need to enter your date of birth again.
You can then select a new password and log back in as normal with your new password.

[Password Change form]

If this still does not work please email study.abroad@ul.ie and we will be able to help you.