


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:

Username and/or password Invalid SITS_LOGIN_ERROR_004

 The Username and password you supplied is not authorised to use the system.

UL Students
If you are enrolling on a new programme please contact the relevant admissions office:

- Undergraduate programmes - ugenrolment@ul.ie
- Postgraduate programmes - pgenrolment@ul.ie
- Erasmus, Study abroad and other Exchange programmes - international@ul.ie

For students
Please note you must use your network password to logon to the Student Portal. If you have forgotten your password, please use the Self Service Student Only - Forgotten your password? button below to reset your password.

MIC Students
If you are a Mary Immaculate College student please e-mail pinreset@mic.ul.ie

UL Staff
The username or password is incorrect, please contact Student Academic Administration at saa@ul.ie. In your email please remember to include your log in details.

Status -114

You will need to select the forgotten password button under your username and password

Applied online already?

Username

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) 

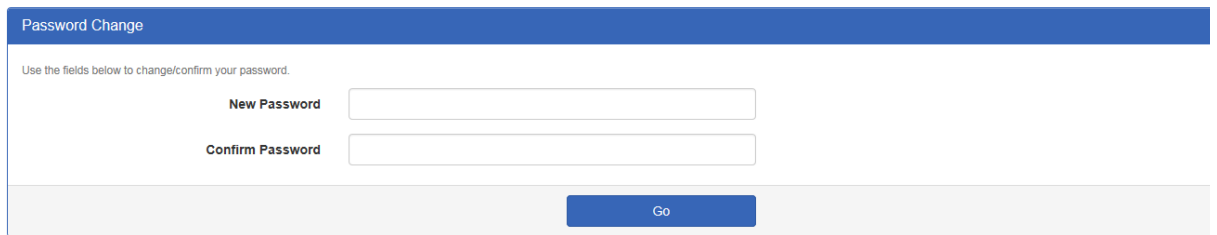
This screen will pop up and you will need to enter your date of birth again

Questions

Answer the questions below.

Date of Birth Please enter your date of birth in the format DDMMYY.

You can then select a new password and log back in as normal with your new password



The image shows a web form titled "Password Change" with a blue header. Below the header, there is a small instruction: "Use the fields below to change/confirm your password." The form contains two input fields: "New Password" and "Confirm Password". At the bottom of the form, there is a blue button labeled "Go".

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