

GUIDE: Retrieve PIN & Student Number

**Steps to Access the
Student Self-Help i-Enabler**



Step

1

Having trouble accessing the Student i-Enabler because you've forgotten your login details?
Click 'Forgot Student Number'

Registered Users: Login Credentials

☒ Student ☐ Personnel ☐ Other ☐ Alumni

Student Number:

Pin:

(5 numeric digits. Do not start with a 0.)

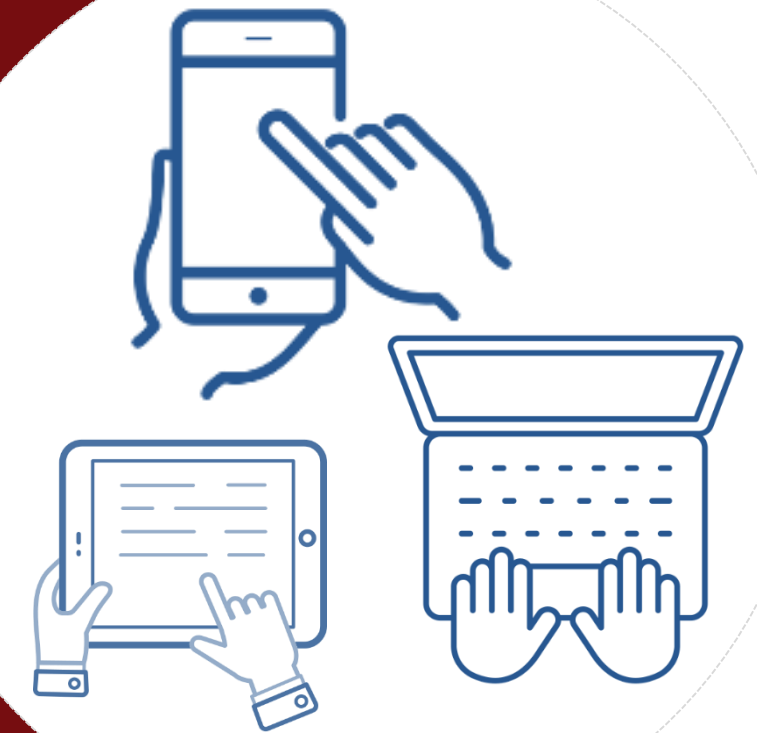
Login

Forgot Pin

Change Pin

Request A Pin

Forgot Student Number



Step

2

The screen below will appear:

Forgot your Student Number?

Note: Choose an identification type and supply the relevant information in order for us to identify you on the system or click 'Back' in order to return to the log in screen.

Identification Type

ID Number

[< Back](#)

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Select ID number as your identification type, enter your ID number, and click 'Search'.

Step

3

Within 10 minutes, you'll receive an SMS containing your student number and PIN.

Please note that it's essential to ensure your contact number on the system is always up-to-date, as this is where the SMS will be sent. If your contact information is invalid, you won't receive the SMS and will need to contact your campus to update your contact details.



THANK YOU

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