

Username and Password support at SLC

If you are having some issues with logging into the student portal, please read this information carefully.

If you are student who is logging in for the first time and have had a letter or email from the college explaining how to login, you would usually use your student number as your login and your student number and date of birth. However, this default password can be affected by a few things.

- If you are already enrolled in a course within the college or are still within 10 days of course end date, the password will still be your current password that you have been using within the college. If you cannot remember your password, please see the options below.
- If you have already logged in and accessed the online enrolment form and have completed it, your username and date of birth password will no longer work on the student portal. You will need to login to either a computer in the college or the self-service password portal to be able to continue using the college services. This is because when you complete your enrolment, your password needs to be reset to ensure that it is secure and only known by you.
- If your date of birth was entered into the application form incorrectly or a typo has occurred, the date of birth in your password won't match what you think it will be. You will only know this if you discuss this with either IT, Student records, Bursary or Admissions depending on what you are logging into the system for.

If you cannot login, please take the following steps:

1. Make sure you are typing the correct format for your username and password. Usernames for students are always 7 digits that look like this 1900000. (If you attended the college prior to 2002 your student number will have 8 digits). Passwords will be in the format of student number and date of birth, like this 1900000010101 (ddmmyy --> 01/01/01)
2. If that password doesn't work, please try your old password based on the factors listed above.
3. If you have forgotten your password or your password has expired, there is a self-service password portal which can help. Please go to <https://selfservice.slc.ac.uk/sspr/private/login>
4. If you're still having trouble you can contact IT support via the email itsupport@slc.ac.uk. Please reference your student number, the course you're on, your date of birth and a way to contact you (either an email or phone number).

We'll find out what the issue is and resolve it for you as soon as we can. Please note that this is only for issues with your login, we will not be able to advise on guidance with your bursary or enrolment options. For that you would have to contact the relevant department.