Wits-e Access and Passwords

Username and password

1. What is my username and password?

(i) To access Wits-e you will need to enter your credentials. This consists of your username (1.1), which is your staff or student number and your password (1.2). Your password is the same as that provided by CNS when you registered or joined the University (remember that this does change if you have re-set it at any time). It is the same password used to access your email and the internet.
2. I have entered my username and password and received an error message?

(i) The error message (2.1) indicates that you have either provided an incorrect username or password. Double check that you have entered your student / staff number correctly and then re-type your password carefully. Remember that passwords may be case sensitive and do not contain spaces between characters. Ensure that you haven’t left the Caps Lock button on or inadvertently used the spacebar.

3. I have checked my username and typed my password carefully and still can’t get in. What now?

(i) You can attempt to test your credentials by logging in to your student email (3.1) – [http://studentmail.wits.ac.za](http://studentmail.wits.ac.za) or a Wits computer/Outlook email (if you’re a staff member). Wits University makes use of a universal username and password system so that all services can be accessed more easily. If your username or password does not work on more than one platform it is likely it will need to be verified or re-set.
(ii) You will need to contact CNS, who deal directly with passwords, on (011) 717-1717 or ithelp@wits.ac.za. They are able to assist both in the confirmation of user details as well as the re-setting of a password. Remember that it takes a few seconds for a re-set password to take effect so wait for a short while before trying to log in to Wits-e again.

4. How do I know if my account is active?

(i) You will need to verify the status of your user account with CNS on (011) 717-1717 or ithelp@wits.ac.za. In some cases it may be necessary to check your confirmation of registration or, in the case of staff members, appointment, with the necessary office.