

1. FAQ Computers and Accounts:

Q **What is my computer username?**

A The username for your accounts is your nine digit student number.

Q **Where can I find my Student Number?**

A Your student number is printed on your student card e.g. C00123456

Q **What is my Student Password (pin)?**

A If you are a **RETURNING student**: Then you can use last year's pin
(if you cannot remember your pin then reset your pin at the following URL:
<https://pin.services.itcarlow.ie/>)

If you are a **NEW student**: You may have already received a uniquely generated pin

We do however suggest that you reset your pin to one which is more memorable for you. *See Guide: 1. How to set up Computer Access/Account*

Q **Why is my Student Account "Locked Out"?**

A Accounts will lock upon 3 failed logon attempts.

Q **What to do if my Student Account is "Locked Out"?**

A Reset your pin using the following URL: <https://pin.services.itcarlow.ie/> to unlock your student account

Or reset your pin at one of the three reserved "PIN RESET" stations, located on the top floor of the library (IT Carlow only).

Or call to the helpdesk for further assistance

Q **What if I have forgotten my pin?**

A If you have forgotten your pin you can set a different pin at one of the three reserved "PIN RESET" stations, located on the top floor of the library.

Q **Can I change my pin from home/online?**

A You can change your pin from home/online by simply accessing the following URL: <https://pin.services.itcarlow.ie/>

NOTE: Student are not permitted to disclose or allow anyone else to use their log on credentials.

Please familiarise yourself with regulations concerning the use of computers, which are included in the Student Handbook.

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