

# NIE Login Account

Password reset for NIE Login account, PDCM students, common account, and student's Office 365 account.

With your NIE Login account, you can access [NIE Portal](#), [NIE Library e-resources](#), email account (full-time staff only) and the [NIE wireless network](#). You may refer to NIE Login guides at NIE Portal.

[Need to Reset Password?](#)

## Account Introduction

### Password Expiry

- Student teachers account password expires every 180 days
- Staff account password expires every 90 days

### Account Extension

- For part-time staff's account extension requests, you may wish to get approval from Project manager.
- Full-time staff account extension requests, you may wish to get approval from AG Head.

## Password Reset for PDCM Students

Email your password reset request to [Service Desk](#) in the following format:

**Subject:** *Request to reset password to access NIE Portal*

**Full name:**

**NRIC/FIN number:**

**Course of Study:**

**Contact number:**

**Reason for password reset:** *E.g. Access to NIE Portal or Check Results*

## Password Reset for Other Account

### Common Account

For common account that is shared between members such as Student Clubs, Projects, Events, Seminars & Conferences etc., only the *account-in-charge owner* is allowed to request a password reset.

1. If the common account owner is unable to visit counter personally due to unforeseen reasons e.g. overseas trip, the owner's immediate Supervisor, Project Manager or Head of Department has to send an official NIE email to ACIS Service Desk's at [servicedesk@nie.edu.sg](mailto:servicedesk@nie.edu.sg)

2. State the authorized representative's full name, department, common account user ID & reason(s) for password reset in the email.

## **Student's Office 365 Account**

For **student's Office 365 account**, password reset instructions will be sent to your active personal email address within one working day after verification is done.

### **Do Take Note:**

For staff, the owner's photo from all other system will no longer be accepted as proof of identity to request for password reset. (e.g. from Outlook client email, etc.)

Service Desk staff reserve the rights NOT proceed with any password reset request if any one of the documents stated below is not produced for verification.

- a. Student Matriculation card
- b. Staff card
- c. NRIC / FIN card
- d. Passport
- e. Driving license
- f. NIE Employment letter