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## Students forget username and password

for logging in to the Educational Service System (<https://reg.nida.ac.th>)

**For your information :**

1. In case students forget their username and password, the institute's staff can assist in checking and correcting students' e-mail address only. They cannot see or correct students' username and password. So, students have to complete the "Forget password" steps on their own.
2. In case students wish to correct or change their contact e-mail address, they can change it themselves by visiting <https://reg.nida.ac.th>. After logging in to the system, go to the student profile menu in order to edit the e-mail address and press Save.

**For students whose username is not their student identification number:**

For the case of "Forget password or username", students must follow the below steps:

1. Go to <https://reg.nida.ac.th>
2. Click "Log in".

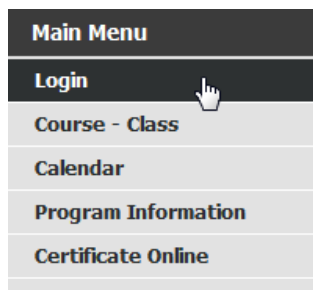


Figure 1

3. Click "Forget password"



Figure 2

- Specify the student identification number and national identification number, and press the confirm button.

Please enter (1) Your login name **AND** (2) Your National ID number.  
 After the "CONFIRM" button is pressed, the system will cancel your old password and your new one will be in effect. Your new password will be sent to your E-mail given to NIDA

Figure 3

After pressing the confirm button, “For your information” screen will be shown, as per Figure 4.

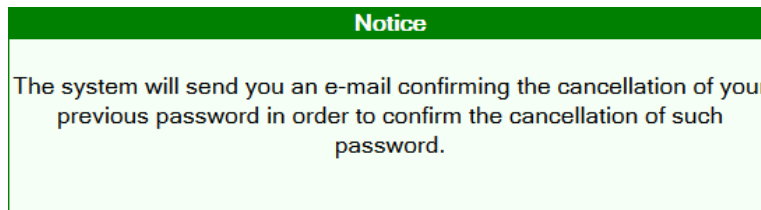


Figure4

**Note** : The system will be able to send e-mails to students who have their e-mail address registered in the system only. (Students gave it when saving their personal information in the student registration system.)

If your e-mail address is not in the system or it is incorrect, contact your faculty’s staff in order to add or correct it.

After e-mail addresses are checked and corrected by our staff, students need to take Step 1 – 4 again.

- After Step 4 is done, students will receive an e-mail, automatically sent from the Communication System for Educational Support, and namely “Account Management System” (automessage01@stu.nida.ac.th), as per Figure 5.

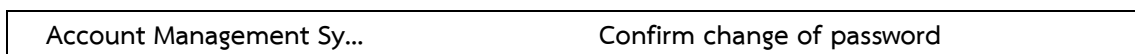


Figure 5

Open such e-mail and the message will be shown as per Figure 6. (If the e-mail address is correct, students will receive the e-mail within no more than 1 minute. If no e-mail is received in the Inbox, please take a look in the Junk Mail folder.)

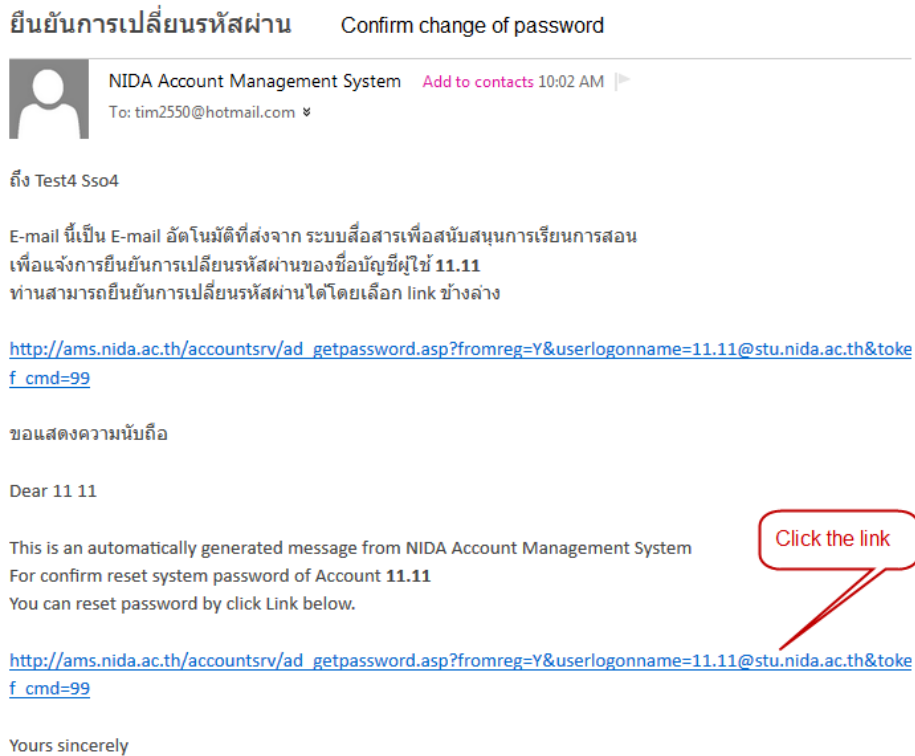


Figure 6

- After clicking the link, the screen as per Figure 7 will be shown. Students have to set up a new password and confirm it. Press Change password (Password must be set according to the format specified on the Change Password screen.)



Figure 7

After pressing the “Change password” button, the screen as per Figure 8 will be shown.

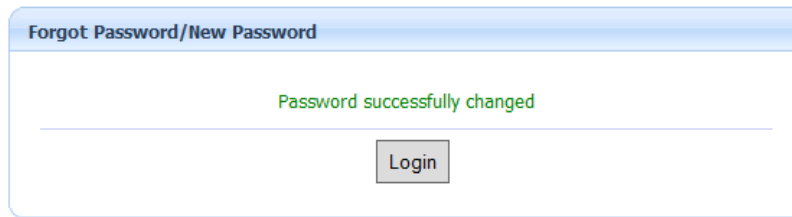


Figure 8

Press the  to go to the Educational Service System (<https://reg.nida.ac.th>).