

Unlocking Your User Account

A step-by-step guide through the system.



Note the following

- a. Make sure you are connected to the internet.
- b. You must have access to the phone number and email address used to register your account.
- c. Your account must be locked, and you should receive a message prompting you when you attempt to log in.



User Account has been Locked. Please contact **support.gs@knust.edu.gh** for support if required

- d. **THIS IS NOT A PASSWORD RESET!**

For forgotten password or password reset, visit id.knust.edu.gh



Step 1

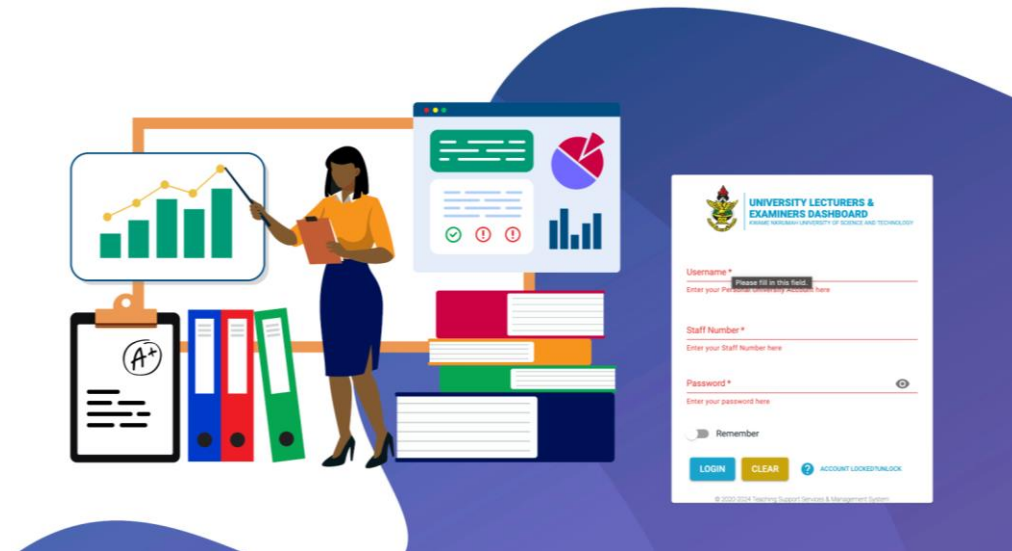
Open your browser (Google Chrome, Opera, etc.) on your phone or computer.

Visit thesis.knust.edu.gh (for students)

Visit ex.knust.edu.gh (for examiners)



(You should see the login page as displayed above.)



(You should see the login page as displayed above.)

Attention!

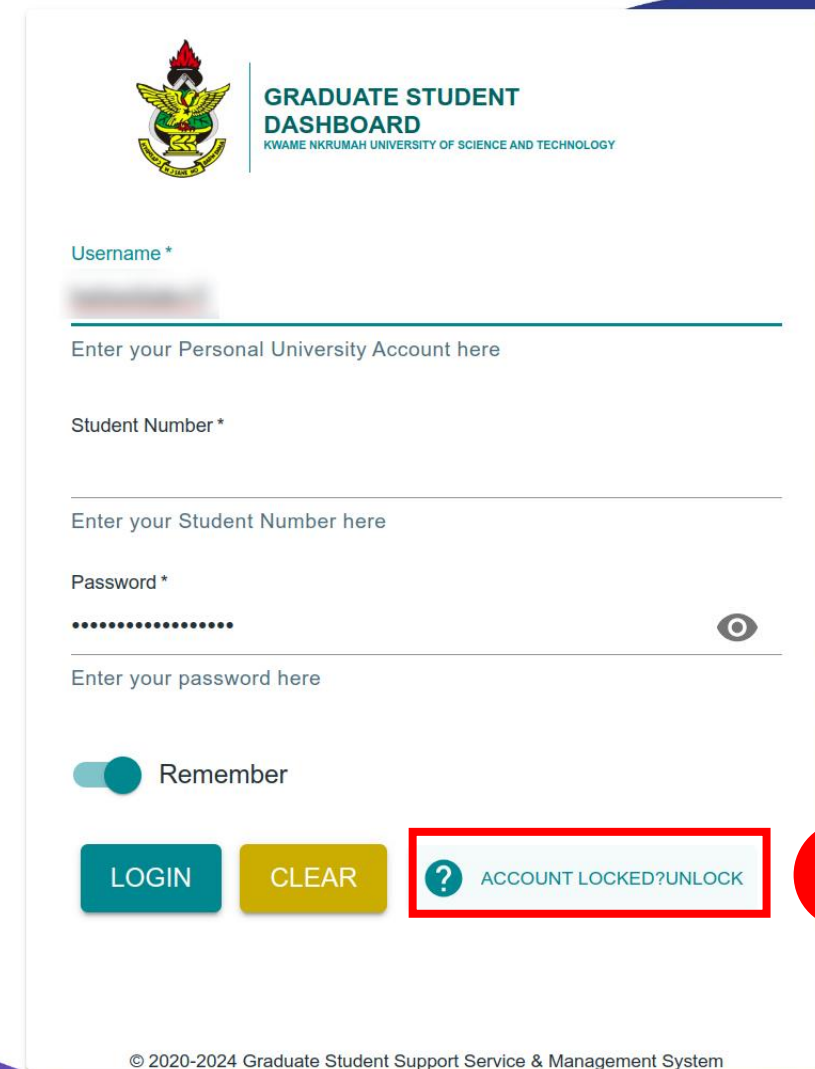
The remaining steps apply to both examiners and students whose accounts are locked.



Step 2

When unable to login (with the right credentials) due to the account being locked.

Click the **ACCOUNT LOCKED?UNLOCK (2.1)** on the login form to redirect you to the Unlock Account form.




The screenshot shows the 'GRADUATE STUDENT DASHBOARD' for Kwame Nkrumah University of Science and Technology. The login form includes fields for Username, Student Number, and Password. Below the password field is a 'Remember' toggle switch. At the bottom of the form are three buttons: 'LOGIN' (teal), 'CLEAR' (yellow), and 'ACCOUNT LOCKED?UNLOCK' (white with a red border and a question mark icon). A red circle with the number '2.1' is positioned to the right of the 'ACCOUNT LOCKED?UNLOCK' button. The footer of the page reads '© 2020-2024 Graduate Student Support Service & Management System'.



Step 3

On the Unlock Account form, enter your **Username (3.1)** in the username field and click on **UNLOCK ACCOUNT (3.2)** begin the unlocking process.

 **GRADUATE STUDENT DASHBOARD**
KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY

Unlock Account

You can enter your username here!


We will email you instructions on how to unlock your account

UNLOCK ACCOUNT [ACCOUNT UNLOCKED? LOGIN](#)

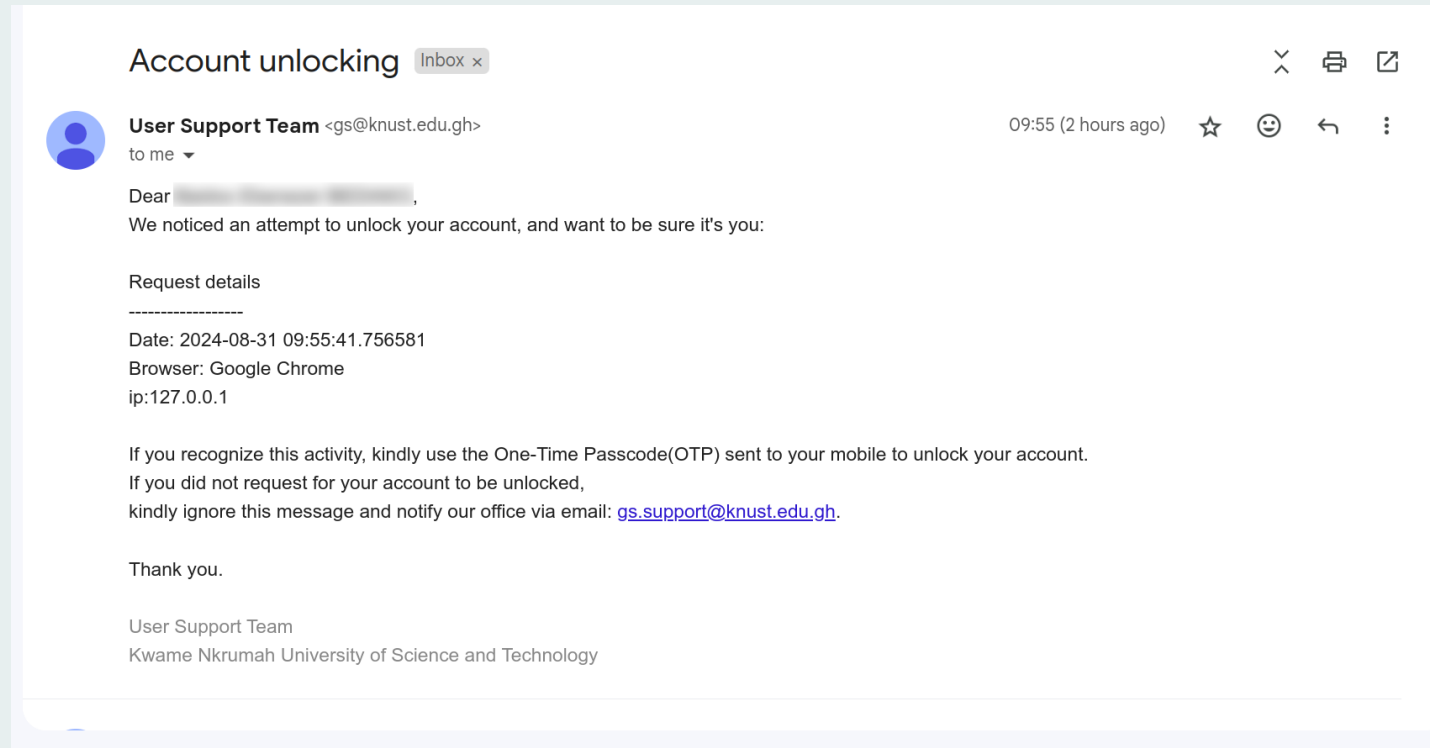
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Once your username is valid, a **One-Time-Passcode (OTP)** will be sent to the phone number associated with the username, as displayed below.

Your
One-Time-Passcode(OTP)
is 54  6. Use it to unlock
your account. Never share it
with anyone

A notification email will also be sent to the email address associated with the username entered, as displayed below.



Step 4

Enter OTP received into the **One-Time-Passcode (OTP)** (4.1) of the Unlock Account form.

Fill in the remaining fields with the correct **Username** (4.2) and **Password** (4.3) (repeating the password to confirm (4.4)), then click **UNLOCK** (4.5)

The screenshot shows the 'Unlock Account' form on the Graduate Student Dashboard of Kwame Nkrumah University of Science and Technology. The form includes the following elements:

- 4.1**: A One-Time-Passcode (OTP) input field with a red border, containing the digits 5, 4, and 6.
- 4.2**: A Username input field with a red border and a placeholder text 'Enter your username here'.
- 4.3**: A Password input field with a red border, a masked password, and a toggle icon.
- 4.4**: A Repeat your Password input field with a red border, a masked password, and a toggle icon.
- 4.5**: An UNLOCK button with a red border.

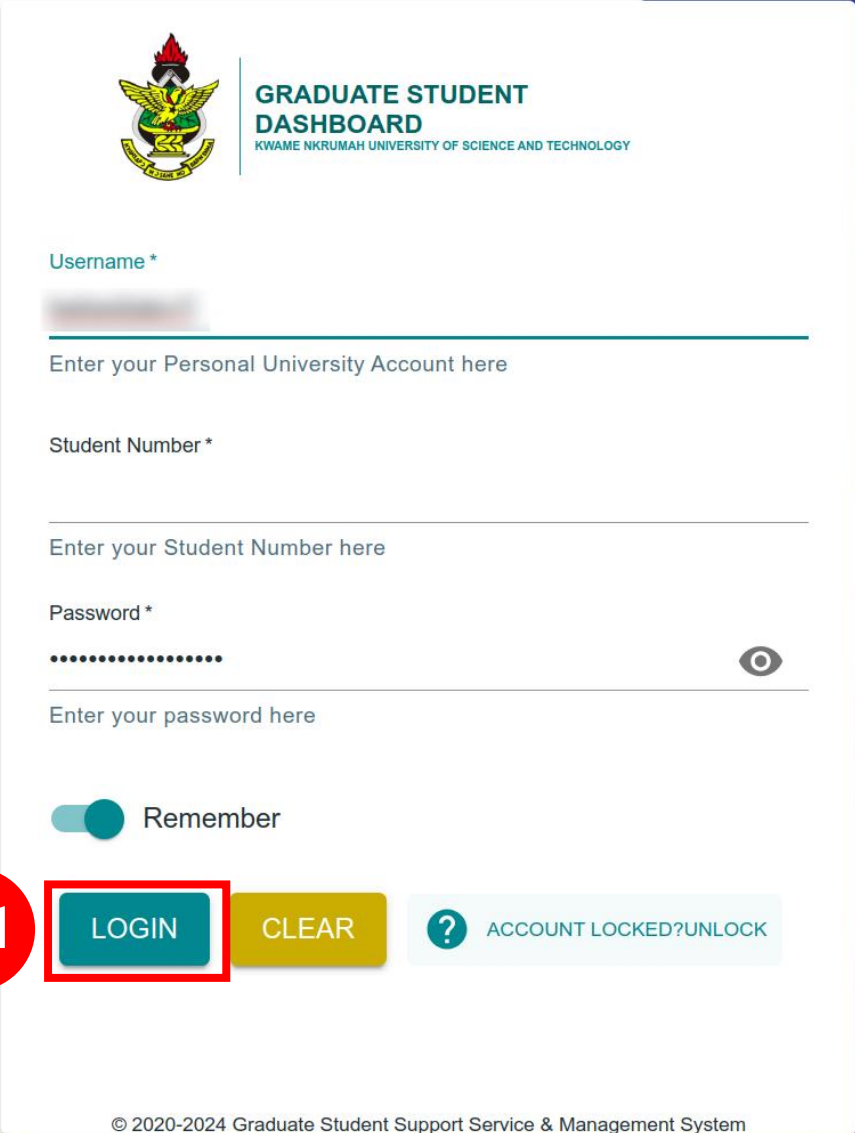
Additional form elements include a RESET button, a help icon, and a link 'DON'T HAVE OTP? GET ONE!'. The footer contains the copyright notice: '© 2020-2024 Graduate Student Support Service & Management System'.




Step 5

Once the credentials have been validated, you'll be redirected to the usual login form.


Input your credentials and click on **LOGIN (5.1)**



 **GRADUATE STUDENT DASHBOARD**
KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY

Username *
[Redacted]
Enter your Personal University Account here

Student Number *
[Redacted]
Enter your Student Number here

Password *
[Redacted] 
Enter your password here

Remember

5.1

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Once the credentials are right, you'll be logged in to your respective dashboard.

The dashboard features a dark teal header with a menu icon, search bar, and utility icons. The main content area is divided into several widgets:

- Fees Payment Summary:** A donut chart shows 100.00% completion. Below it, a table lists: Total Bill (GHS 1747.8252), Amount Paid (GHS 1765.66), and Balance (GHS 17.83).
- Registered Courses:** A yellow placeholder with a building icon.
- Semester Performance Summary:** A bar chart with x-axis labels sm 0, sm 0, sm 1, sm 1, sm 2.
- Ask for help:** A yellow form with dropdowns for issue type and related topic, a title field, a description field, a message field, and buttons for RESET and SEND MESSAGE.
- Thesis Status:** A white placeholder.
- Upcoming Events:** A white placeholder.
- Announcements:** A white box containing the text: "End of Sem Beach party" and "The will be end of sem beach party....."



Thank you!

thesis.knust.edu.gh / ex.knust.edu.gh

