Brunel Applicants: Having trouble logging into eVision?

If you have submitted an application to Brunel but are now having difficulty logging into your eVision 'my Applications' portal, try following the advice below:

1. **The URL:**

   Make sure you are using the correct URL to access eVision for facilities such as *my Applications* and *my Checklist*: https://evision.brunel.ac.uk/urd/sits.urd/run/siw_lgn?STU

2. **Your Username and Password:**

   - Try typing your username and/or password directly into the field, instead of copying and pasting them in.

   - Make sure the Username you are using is your Brunel ID number, not another word or email address. You can find this on the most recent email we have sent you.

3. **Your Browser:**

   - Try clearing the cache in your browser

     If you are using Chrome: press ctrl + F5 together on your keyboard

     If you are using Microsoft Edge:

     ➢ Click the three dots on the top right of the screen **…** > Settings > Privacy, search, and services.
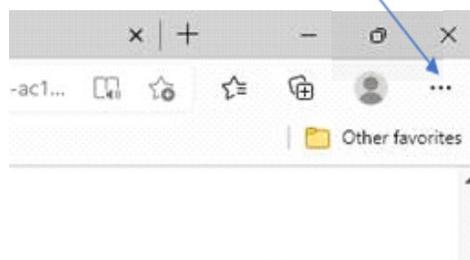
     ➢ Under Clear browsing data, select **Choose what to clear**.
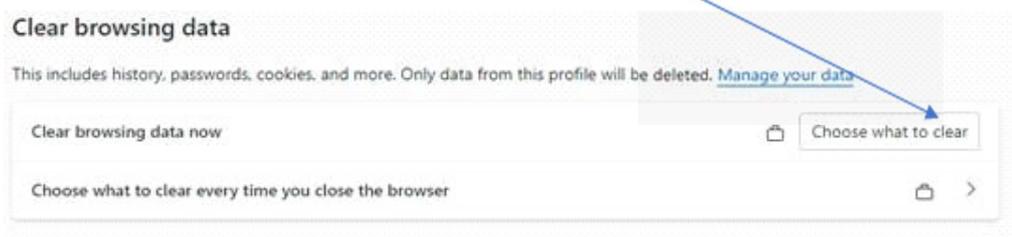
➢ Choose the types of data you want to clear. Make sure **Cookies and other site data** and **Cached images and files** check boxes are ticked, and that the **Time range** is set to 'All time'.
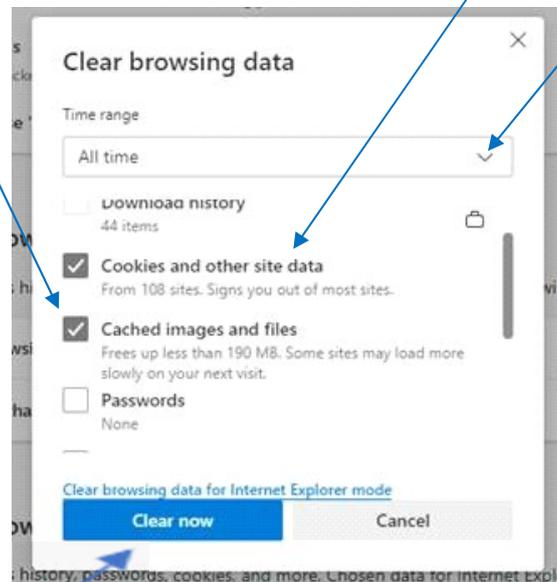
➢ Click on **Clear now** button to Clear the Cache.

- If clearing your cache hasn't helped, try using a different browser.

4. **'Forgot Password?' option**

If none of the advice above has worked, try using the **'Forgot Password?' function** on the log-in page to reset your password.

➢ Click 'Forgot Password?'

➢ On the next page, scroll down to the **Applicants, Pre-Enrolled Students and Past Students section** at the bottom.

You must complete your Username (Brunel ID number), Surname (your last name*) and Date of Birth.
If you do not have an official Surname (Family Name) please enter what you used on your application form (e.g. -, n/a). If you cannot remember what you entered, please contact Admissions who can check this for you.

➢ When you press 'Go' you should see this notification appear:

> **You will then receive an email** entitled 'Password for eVision Portal' which will contain a randomly generated password for you to use.

> When you log in using this temporary password you will be asked to change it to a more memorable password of your own choice.

If you do not receive this email:

(a) Please check your spam and junk folders thoroughly as the email may arrive there instead of your main inbox.

(b) If it has not arrived, please contact us to check that we have your email address correctly recorded on your applicant record.

Still having trouble logging in?
If the temporary password you are given does not work, please contact us again to let us know that.

If none of the above suggestions has resolved your problem, please email admissions@brunel.ac.uk with a detailed explanation and screenshots of what you can see, to help us understand the issues you are facing.

Can you access eVision but find you keep being logged out?

Check whether you are perhaps are already logged into another session of eVision. Users can only be logged into eVision in one session and on one device. Multiple sessions will cause you to be logged out.