

# TCS ion Forgot Login/Password Help File Document

**Before attempting to retrieve your login, ID or reset your password, please ensure the following:**

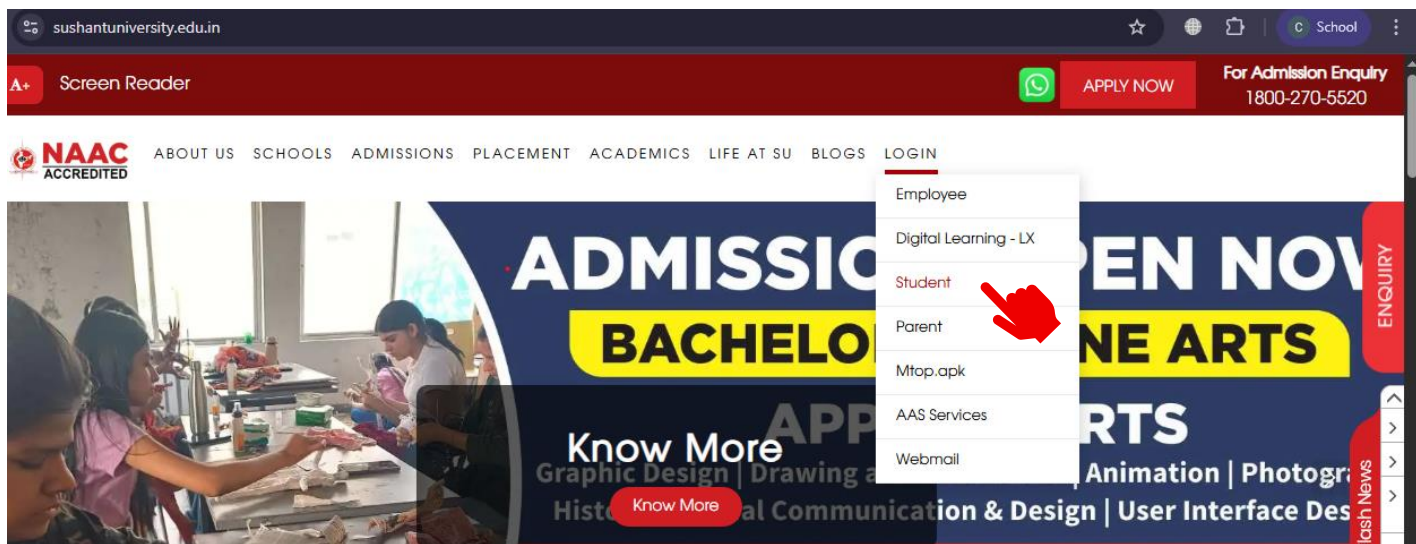
**Active Campus Email:** Your Student Campus Email ID must be active. If you cannot access it, contact [ithelpdesk@sushantuniversity.edu.in](mailto:ithelpdesk@sushantuniversity.edu.in) for activation or a password reset.

**Supported Browsers:** Use the latest version of Google Chrome or Microsoft Edge in standard (normal) mode. Other browsers are not supported for this process.

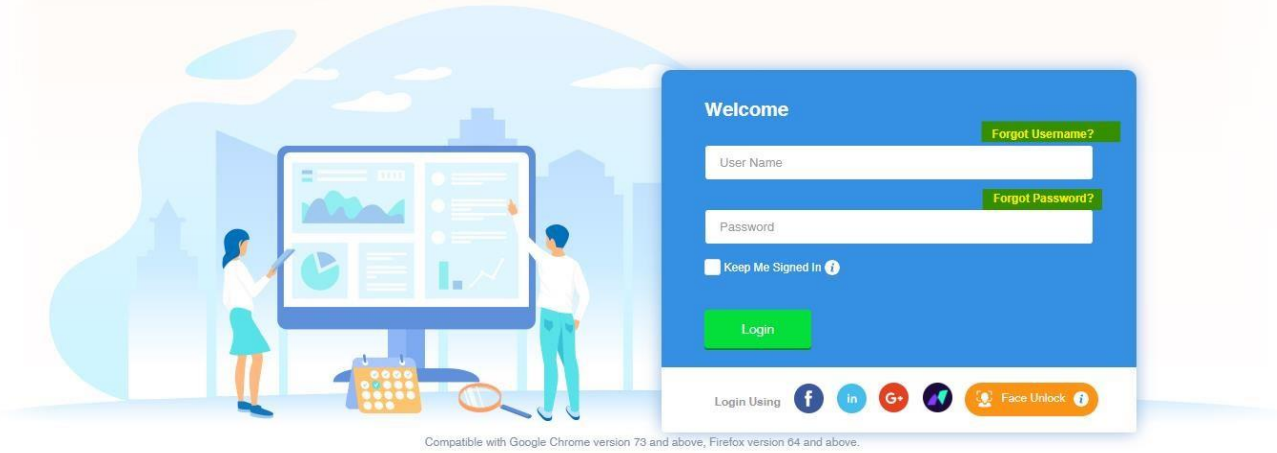
**Device Requirement:** Complete this process on a desktop or laptop for full compatibility.

**Browser Maintenance:** Clear your browsing data (history, cache, and cookies) and remove any previously saved "iON" passwords from your browser settings to avoid login conflicts.

Visit <https://sushantuniversity.edu.in/> using Chrome or Edge on your computer. Hover over the 'Login' menu and click 'Student.' Mobile users should download the TCS iON mTOP app—available via APK for Android or the App Store for iOS.



1. Click 'Forgot Username?' or 'Forgot Password?' if you need to recover your login details.



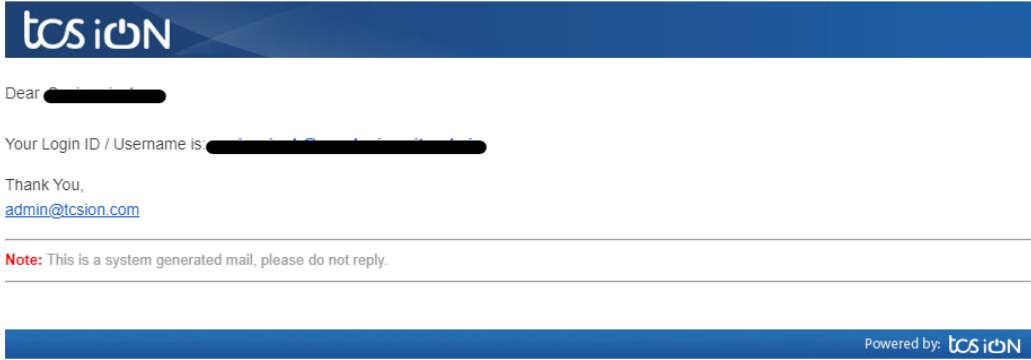
Compatible with Google Chrome version 73 and above, Firefox version 64 and above.

2. To recover your username, enter your registered email ID (e.g., xxxxxx@sushantuniversity.edu.in) and type the characters shown in the image (without spaces). Click **Submit**; you will then receive an email with the subject line: 'TCS iON - Forgot Username!'

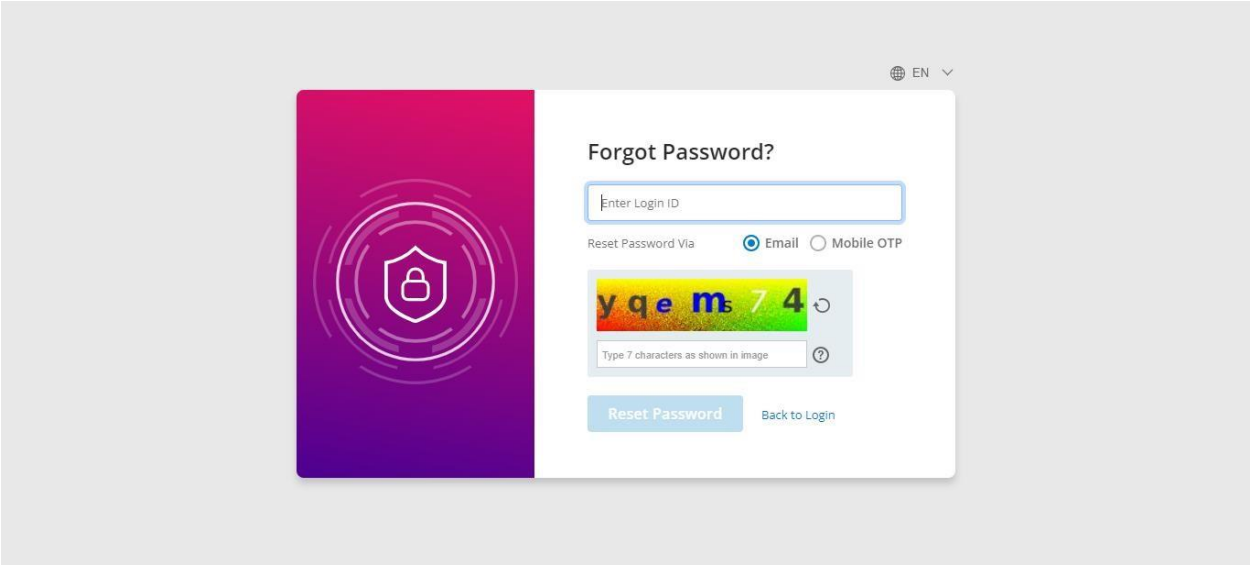
Username formats check the table

User Type	Admission Year	Roll Number Example	Login ID Format / Example
Student	2021 – 2022	220BARCH044	rollnumber@sushantuniversity.edu.in
Parent	2021 – 2022	220BSCMLT088	p_rollnumber@sushantuniversity.edu.in
Student	2023Onwards	230BARCH002	firstname.rollnumber@sushantuniversity.edu.in
Parent	2023Onwards	230BARCH002	p_firstname.rollnumber@sushantuniversity.edu.in

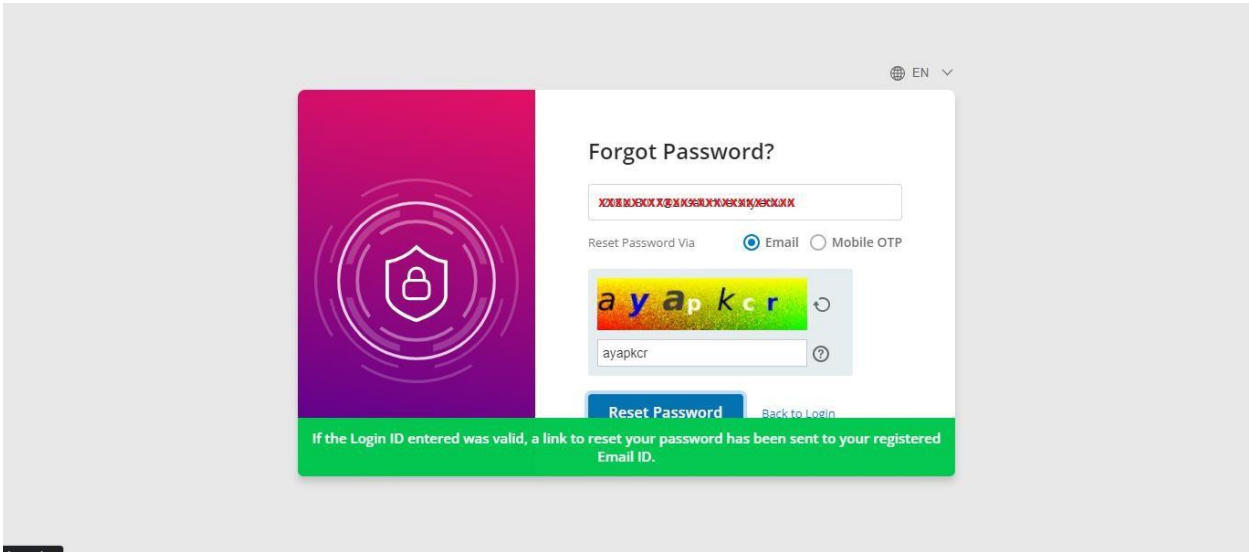




3. To reset your password, enter your TCS Login ID (e.g., username@sushantuniversity.edu.in) and select the 'Reset password via email' option. Type the characters shown in the image (without spaces) and click Submit.

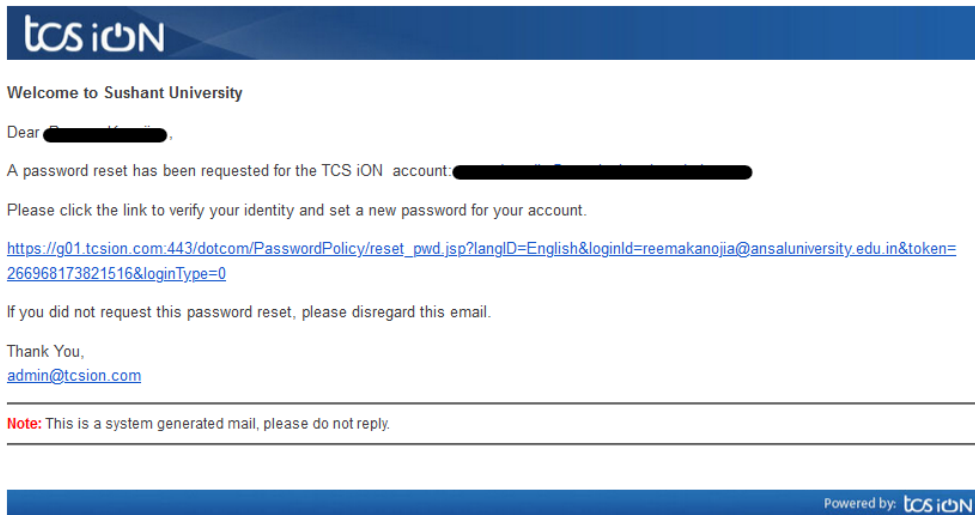


4. Please ensure your Login ID is correct; password reset emails are only sent to registered users. If the ID is valid, an email with the subject 'TCS iON - Password Reset' will be sent to your registered address.



admin@tcsion.com  
to me

Sat, 21 Sept, 11:43 (2 days ago) ☆ ↶ ⋮



**Note:** If the password reset email does not appear in your university inbox, please check your registered personal email as well. If you are still unable to reset your password, you may visit the IT Department (D312) with your laptop for assistance during the following hours: 12:00 PM – 1:00 PM or 3:00 PM – 4:00 PM. Alternatively, you can email [ersupport@sushantuniversity.edu.in](mailto:ersupport@sushantuniversity.edu.in).