



**Western Cape
Government**



Moodle Login and Password Reset Guide for Students

Note: To reset your Microsoft account password you must have a phone number linked to your student Microsoft account which can receive SMS messages.

Moodle Username and Password

Your Moodle username is your student number, eg (20251234) and your password is the same as your Elsenburg Office365 / Microsoft student account password. You can test your login on Outlook Web here: <https://outlook.office.com/mail/>

If you can't login to Microsoft online, you won't be able to login to Moodle either. Follow the below instructions for resetting your account password

Logging in to Moodle

1. Go to the Moodle login page at <https://elearn.elsenburg.com/>
2. Click 'Login' in top right corner.
3. Your Moodle username is your student number (eg. 20251234)
4. Your password is the same password as your Microsoft account. If you have lost or forgotten this password, you will need to reset it (see below)
5. Click the "Login" button.

Resetting Your Moodle Password

If you have forgotten or lost your Elsenburg student account (Microsoft) password, you can reset it by following these steps:

1. Go to <https://student-elsenburg.westerncape.gov.za/>
2. Click the "Microsoft Office Portal" link.



Microsoft Office Portal

3. Click "Reset your password" which opens: <https://passwordreset.microsoftonline.com/>
4. Enter your full student.elsenburg.com email address and the CAPTCHA (squiggly) text code

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

20251234@student.elsenburg.com

Example: user@contoso.onmicrosoft.com or user@contoso.com



DQyP3XK

Enter the characters in the picture or the words in the audio. *

Next

Cancel

5. Click 'Next'
6. Choose 'I forgot my password' and click 'Next'

Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

7. Choose Text my mobile phone and enter your full phone number with South African

- dialling code +27 (eg. +27821234567). Click 'Text'
- You will receive a SMS message with a verification code that you must enter in the text box and click 'Next'

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

[Next](#) [Try again](#) [Contact your administrator](#)

- No SMS received within a few minutes?* Check your phone has network signal or click 'Try again' and ensure your phone number is entered correctly.
- Enter your new password twice and click 'Finish'
- Now you must login to your Microsoft account, click 'Login to my account', enter your full @student.elsenburg.com email address and the password you have just created.

Tips for Creating a Strong Password

- Use a combination of uppercase and lowercase letters, numbers, and symbols.
- Avoid using personal information, such as your name or birth date.
- Make your password at least 12 characters long.
- Do not reuse passwords across multiple accounts.
- Use a password manager for storing passwords. Some free & secure options for password managers include Bitwarden or Keepass XC.

- You will receive confirmation that your password has been reset.

Microsoft

Get back into your account

✓ Your password has been reset

13. At this stage you may need to wait up to 15 minutes for your new password to sync with the Elsenburg Active Directory server.

14. Login to Moodle here: <https://elearn.elsenburg.com/> with your student number and new password.

Still unable to login to Moodle?

Double check that your new password works - login to Outlook web here: <https://outlook.office.com/mail/> using your student email address and password. If you can't login to Microsoft online, you won't be able to login to Moodle either. Follow the above instructions for resetting your account password.

If you need further assistance with resetting your student account password, please contact Elsenburg IT Support. If you can login to Outlook and your Microsoft account but not Moodle, or for Moodle specific help, please email: elsenburg-support@learnmzansi.co.za