Please submit your **MOE iCON Unlock/Reactivation/Password Reset** Request through IT Self-Service Portal.

Please go to IT Self-Service Portal ([https://nie.service-now.com/nie](https://nie.service-now.com/nie)) and login using your NIE login account.

Step 1: Click on **Request Service**

Step 2: Click **For Students > MOE iCON Password Reset**
Step 3: Complete the required information and click “Submit”

**Note:**

**MOE iCON account will be disabled or deleted if it is inactive for 90 days.**

*Remember to login once a week so that your account will not go disabled/deleted.
For Re-activation requests, it will take at least 7 working days to complete and it is being processed by MOE.