

在新生的学信网注册中，部分新生可能因种种（如征兵）原因，注册过。现在又忘了如何用户名或密码。

- 一、 可先通过找回用户名，再通过找回密码找回。
- 二、 如这样还不行。可重新注册，但注册时会提示身份证号重复。可用下面办法解决。
 - 1、 找一个已成功注册的同班同学。
 - 2、 点击下图画圈的菜单，如下图所示：

The screenshot shows the 'Xinhua Education Network Account - Duplicate ID Card Number' page. The sidebar on the left includes links such as '首页' (Home), '账号管理' (Account Management) with '基本信息' (Basic Information) and '设置密保问题' (Set Security Question), '证件重复-客服审核' (Duplicate Document-Customer Service Audit), '证件重复-用户协助' (Duplicate Document-User Assistance), and '日志信息' (Log Information). The main content area displays a message about duplicate ID card numbers and provides options to upload photos or seek help from classmates.

会出现下面的界面。

发送时间	协助者	处理时间	处理结果

继续发送协助请求

点击“继续发送协助请求”。出现如下界面：

学信网帐号 - 请求同学协助完成证件号码重复审核

注：每天可发送协助请求**5条**，已发送协助请求**2条**，[【点击查看发送历史】](#)

同学姓名 (已成功完成手机实名绑定的大学同班同学的姓名)

同学手机号

自己的手机号 (填写后同学可以查看到)

确定

输入你刚才找的注册成功的同学，输入他的姓名及注册的手机号及本人自己注册时使用的手机号。点确定。再按提示填写相关信息。然后退出。

3、让你找的那个同学用他的帐号登陆，会看到下面的界面。

The screenshot shows the homepage of the "XueXinDangAn" website. At the top, there is a green header bar with the logo and text "学信档案". Below the header, there are several menu items: "学信档案", "专业推荐", "院校满意度", "征兵报名", and "职业调查". On the right side of the header, it says "欢迎 18963281298 帐号" followed by a user icon and links for "帮助" and "退出". The main content area has a sidebar on the left titled "高等教育" with sections for "学籍信息(图像校对)", "学历信息", "考研信息", and "毕业去向". The main content area is titled "学信档案介绍" and contains a detailed description of what "学信档案" is, mentioning it's a database of student information like academic records, degrees, admissions, and financial aid, and how users can register and query their information. There is also a link "[详细]".

点击上图画圈的地方。则会看到下面的界面，出现一个收件箱，如下图所示：

This screenshot shows the "学信网帐号 - 基本信息" (Account Basic Information) page. The top navigation bar includes the "育学生信息网" logo, the user ID "18963281298", and links for "首页", "收件箱(1)", "帮助", and "退出". The main content area displays five pieces of account information in a grid format: "帐号" (Account Number) 18963281298 with a "[修改]" button; "密码" (Password) masked with "*****" with a "[修改]" button; "密保问题" (Security Question) "已设置" with a "[修改]" button; "姓名" (Name) "文" with a "[修改]" button; and "证件号码" (ID Number) "3*****" with a note "(证件类型: 居民身份证 [修改证件类型])".

点击上图收件箱，则会出现下图所示：

This screenshot shows the "学信网帐号 - 收到的请求协助的信息列表" (Received Assistance Requests List) page. The top navigation bar is identical to the previous one. The main content area shows a table with two columns: "求助者" (Requester) and "请求时间" (Request Time). The first row shows "王 /15550899" and "2015-10-14 15:38". To the right of the table, there is a large hand-drawn circle with the text "是否为我同学" (Is it my classmate?) and "是 不是" (Yes or No).

点击“是”，则解决了问题。

三、学生再登陆，则可看到本人信息。