

MAKERERE



UNIVERSITY



MAK ACCESS



Universal Single Sign-On (SSO) Portal

A Quick-Start User Guide for Staff and Students

<https://access.mak.ac.ug>

13th July, 2026

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<https://dicts.mak.ac.ug>
<https://answers.mak.ac.ug>



@Makerere
@MakDGT
@DICTSMakerere



ABOUT THIS GUIDE

Makerere Access (**access.mak.ac.ug**) is the university's universal login portal, a single gateway that gives staff and students access to Makerere's digital services (***Webmail, MUELE, MakIR, Mak RIMS, e-HRMS, and more***) using one university account. This guide walks you through three core tasks:

- **Step 1:** Accessing the portal and signing in securely (including One-Time Password verification).
- **Step 2:** Launching your everyday apps, such as Webmail and MUELE, straight from the dashboard.
- **Step 3:** Signing out safely, including how to end all your connected app sessions at once.

Screenshots in this guide reflect the live portal interface. Where the screen may vary slightly (for example, browser or theme), the steps described remain the same.

Step 1: Access the Portal & Sign In

Follow the steps below to log in to Makerere Access using your university account.

1.1 Open the login page

1. Open your browser and go to **access.mak.ac.ug**.
2. On the welcome screen, click the green “**Login with University Account**” button.

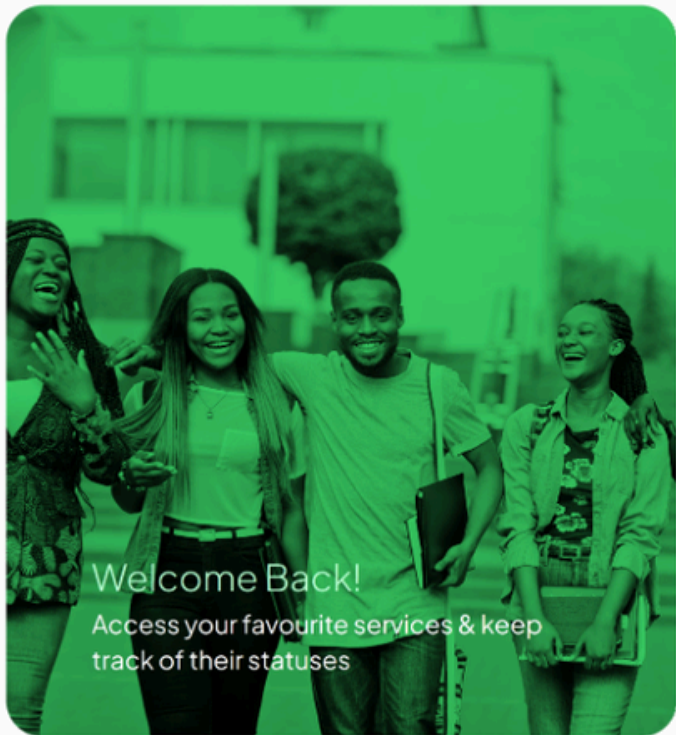


Figure 1: Makerere Access welcome screen. Click “Login with University Account” to begin.

1.2 Enter your credentials

3. On the Universal Log In screen, enter your university e-mail address (e.g. [your.name@mak.ac.ug](#) or [your.name@students.mak.ac.ug](#)).
4. Enter your password.
5. Click SIGN IN.

AFTER CLICKING “SIGN IN” This is what you see

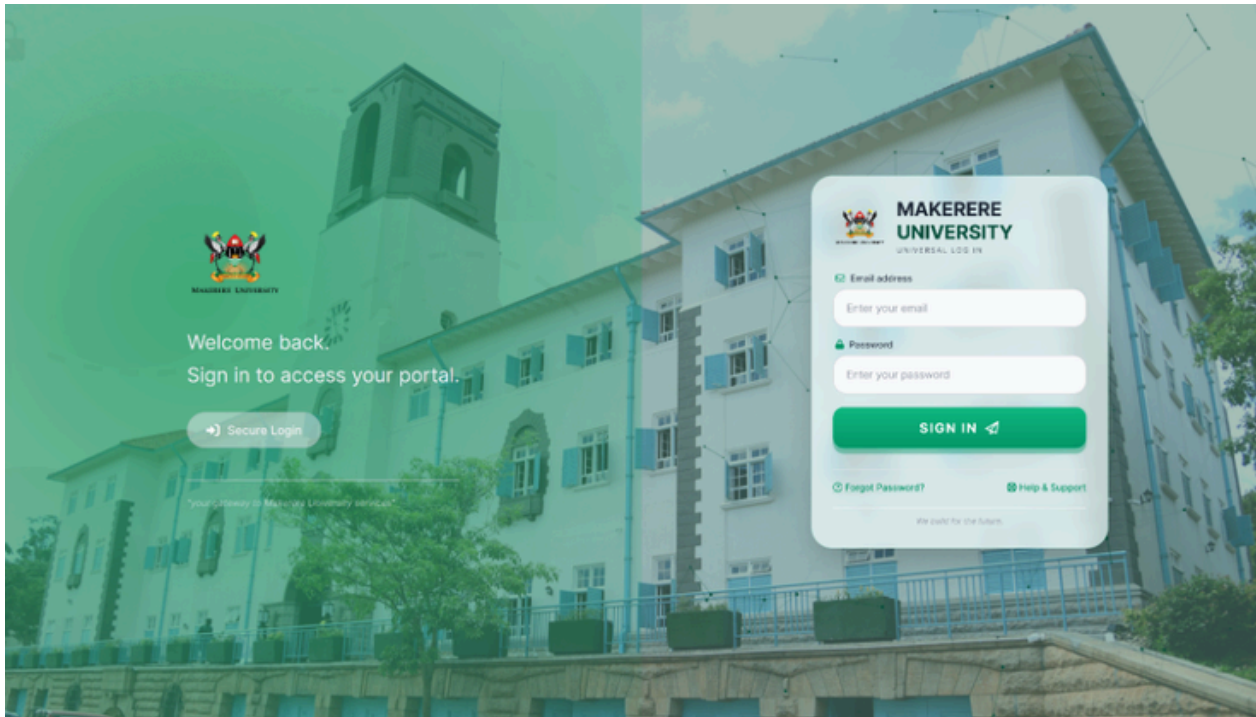


Figure 2: Universal Log In screen. Enter your e-mail address and password, then click SIGN IN.

Troubleshooting: “Your account is not active or does not exist”

- Double-check that your e-mail address is typed correctly (e.g. no missing letters, correct domain @mak.ac.ug or @students.mak.ac.ug).
- If the error persists, contact DICTS Support at support@mak.ac.ug for account activation help.

1.3 Verify with the One-Time Password (OTP)

6. After a successful sign-in, an OTP is sent to your registered e-mail address.

7. Open your e-mail inbox and locate the message from **sso@mak.ac.ug**.

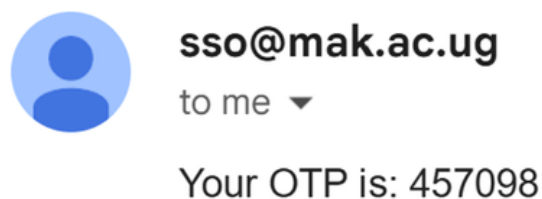


Figure 3: Sample OTP e-mail from sso@mak.ac.ug.

8. On the Secure Access screen, enter the **6-digit OTP** within 2 minutes of receiving it

9. Click VERIFY CODE.

CLICK “VERIFY CODE”

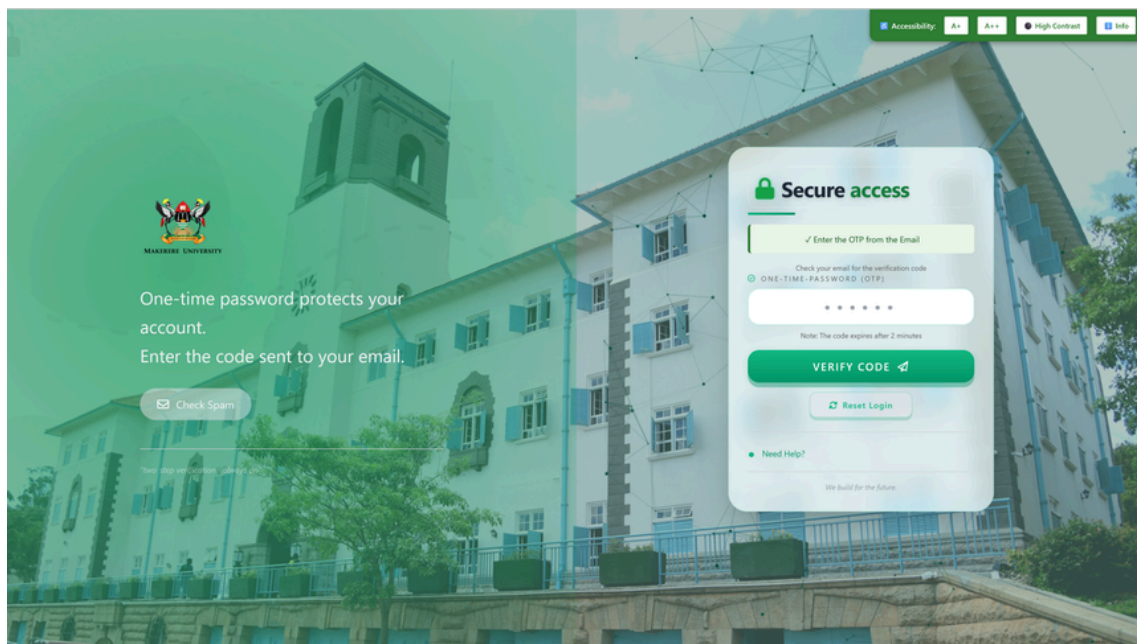


Figure 4: Enter the OTP sent to your e-mail, then click VERIFY CODE.

Troubleshooting: “Incorrect OTP”

- The code is case-sensitive to digits only and expires after 2 minutes, request a fresh code if it has expired.
- Use “Reset Login” to start over if you entered the wrong e-mail or password earlier or when the OTP expires.

1.4 Review and accept the Information Release Consent

The first time you log in (**or if your details change**), Makerere Access shows you exactly what account information will be shared with the service you are accessing, for example your display ***name, e-mail, given name, and surname***.

10. Review the information listed under “***Information to be Provided.***”

11. Choose how you want future logins to be handled: Ask me again at next login, Ask me again if information changes, or Do not ask me again

12. Click **ACCEPT AND CONTINUE** to proceed.

INFORMATION RELEASE CONSENT

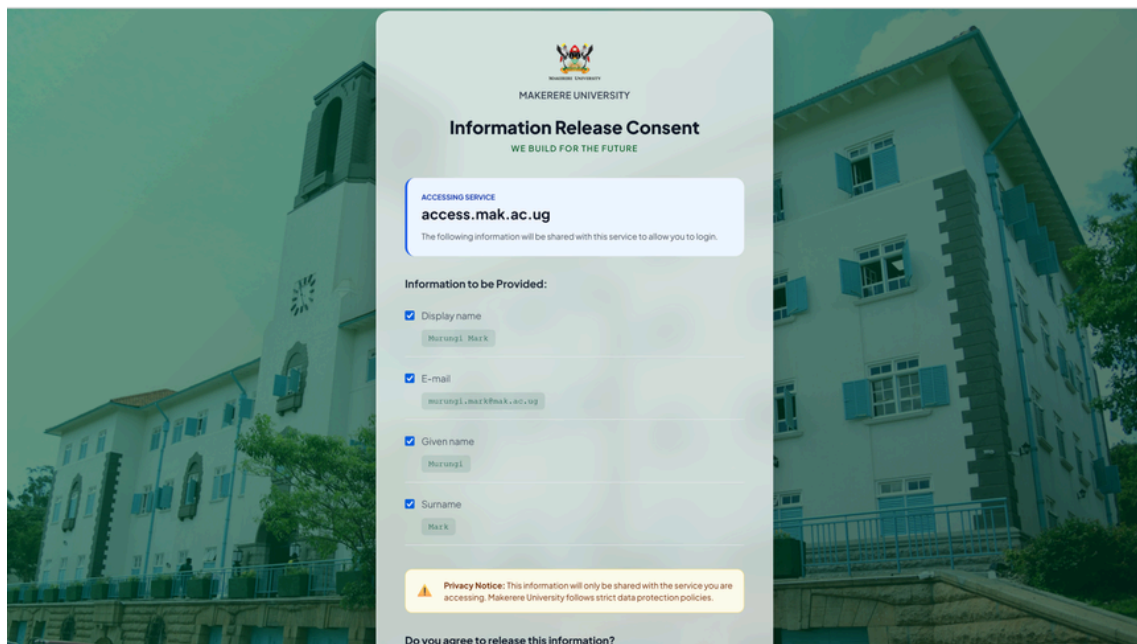


Figure 5: Information Release Consent screen, showing the account details that will be shared.

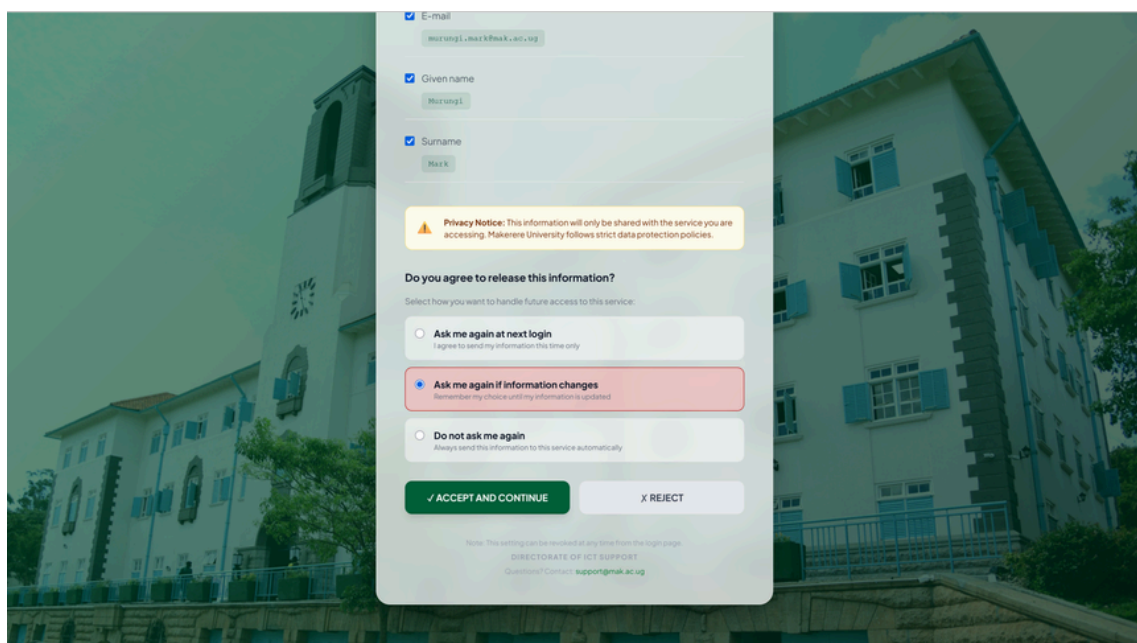


Figure 6: Choose a consent option and click ACCEPT AND CONTINUE.

1.5 You're in!

You will land on the Makerere Access Dashboard, greeted by name. From here you can reach every digital service you're entitled to

INFORMATION RELEASE CONSENT

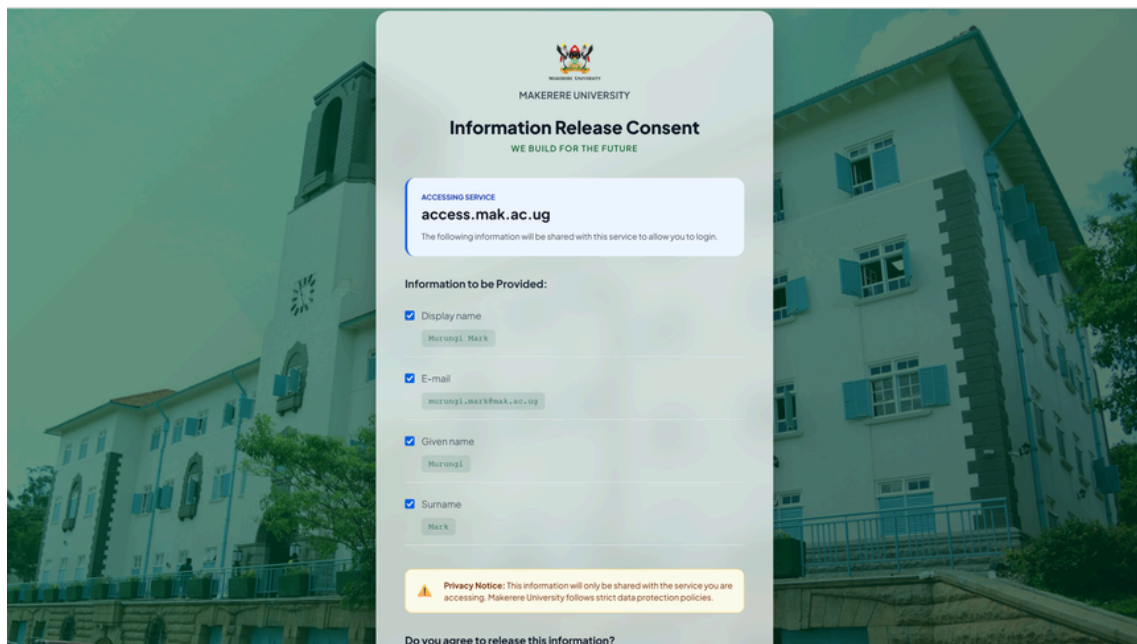


Figure 5: Information Release Consent screen, showing the account details that will be shared.

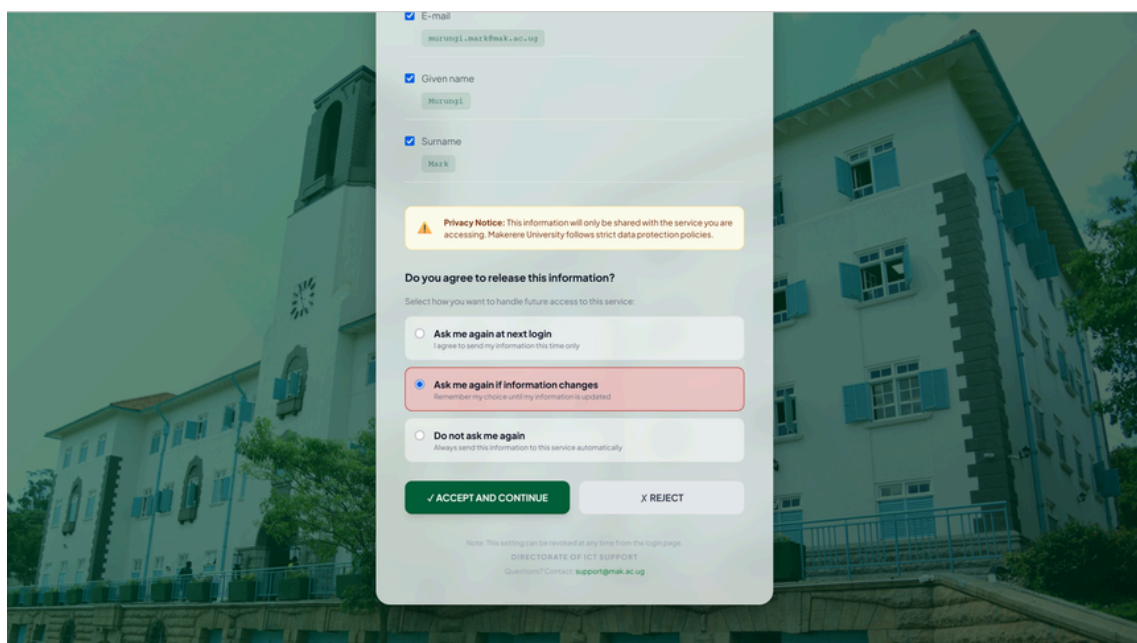
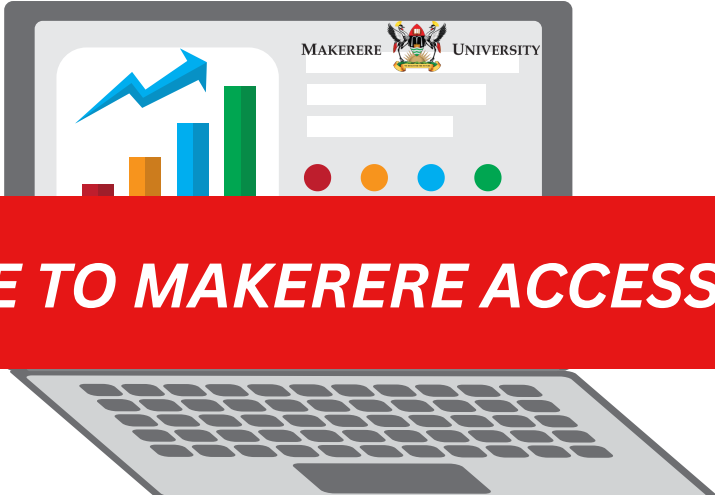


Figure 6: Choose a consent option and click ACCEPT AND CONTINUE.

1.5 You're in!

You will land on the Makerere Access Dashboard, greeted by name. From here you can reach every digital service you're entitled to



WELCOME TO MAKERERE ACCESS DASHBOARD

Good morning, Murungi Mark!

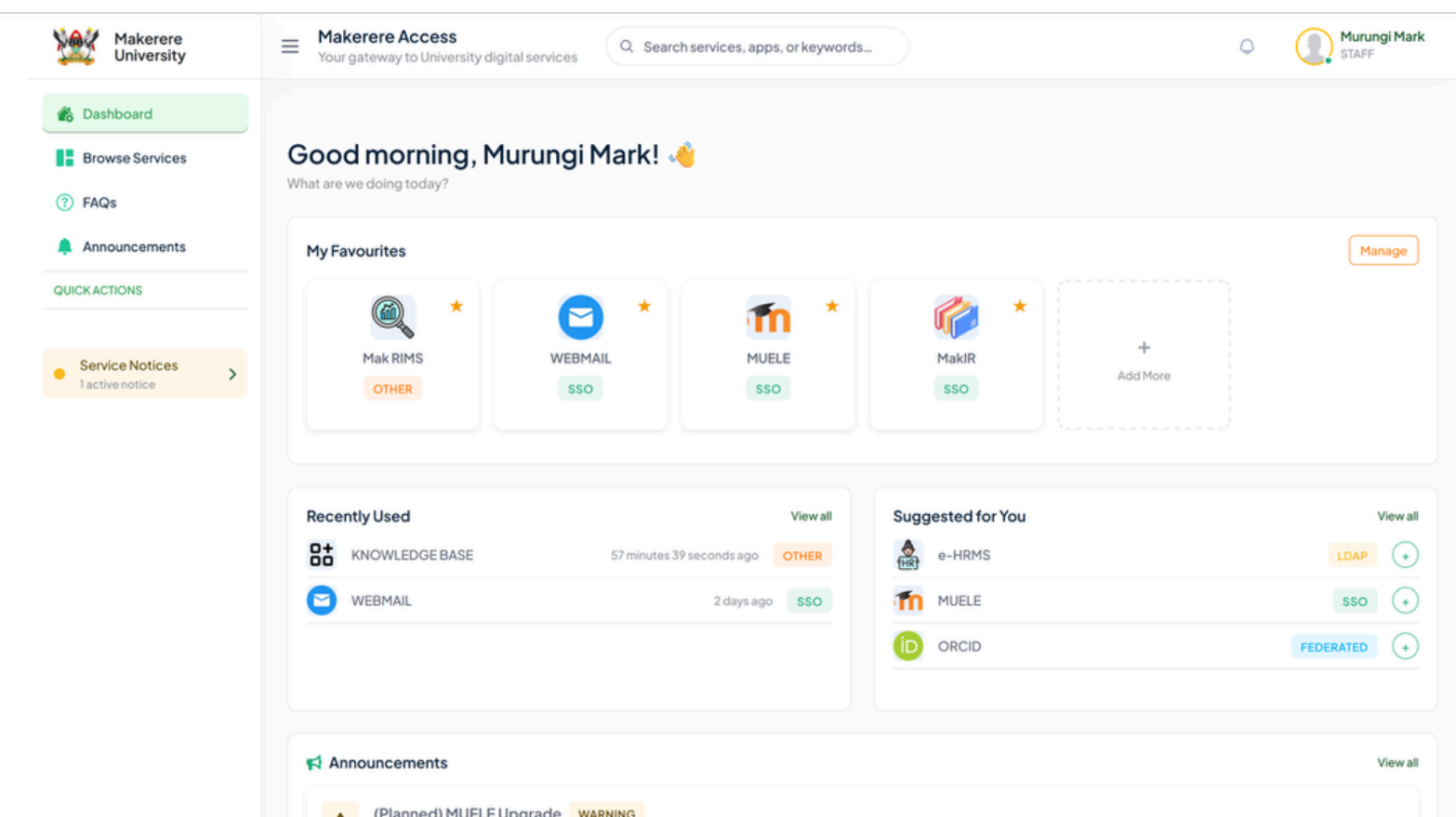


Figure 7: The Makerere Access dashboard after a successful login.

Step 2: Accessing Your Apps

Once signed in, the dashboard gives you fast access to your favorite and most-used services. Services are tagged so you know what to expect:

- **SSO:** Instant access from this portal, no separate login required.
- **LDAP:** You'll be asked to sign in with your university credentials.
- **Other:** Opens a separate, independent login for that service.
- **Federated:** Requires you to already be logged in to your home institution.

2.1 Browse all available services

1. From the left-hand menu, click Browse Services.
2. Use the category tabs (Academic, Communication, Finance, HR, Library, Research, Utility) or the Filter box to find a specific service.

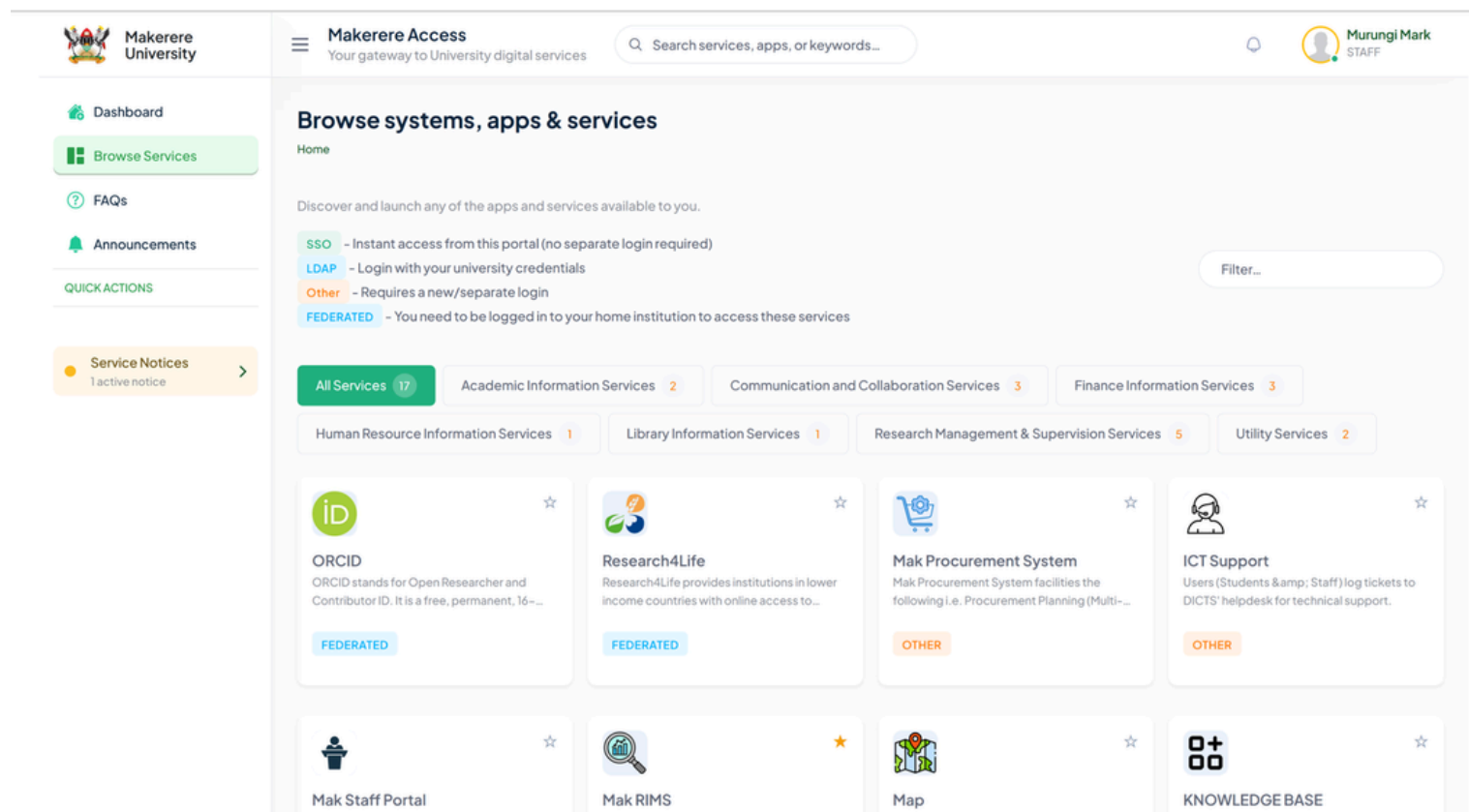


Figure 8: Browse Services page, showing all systems and apps available to you.

Step 2: Accessing Your Apps

2.2 Open Webmail (SSO)

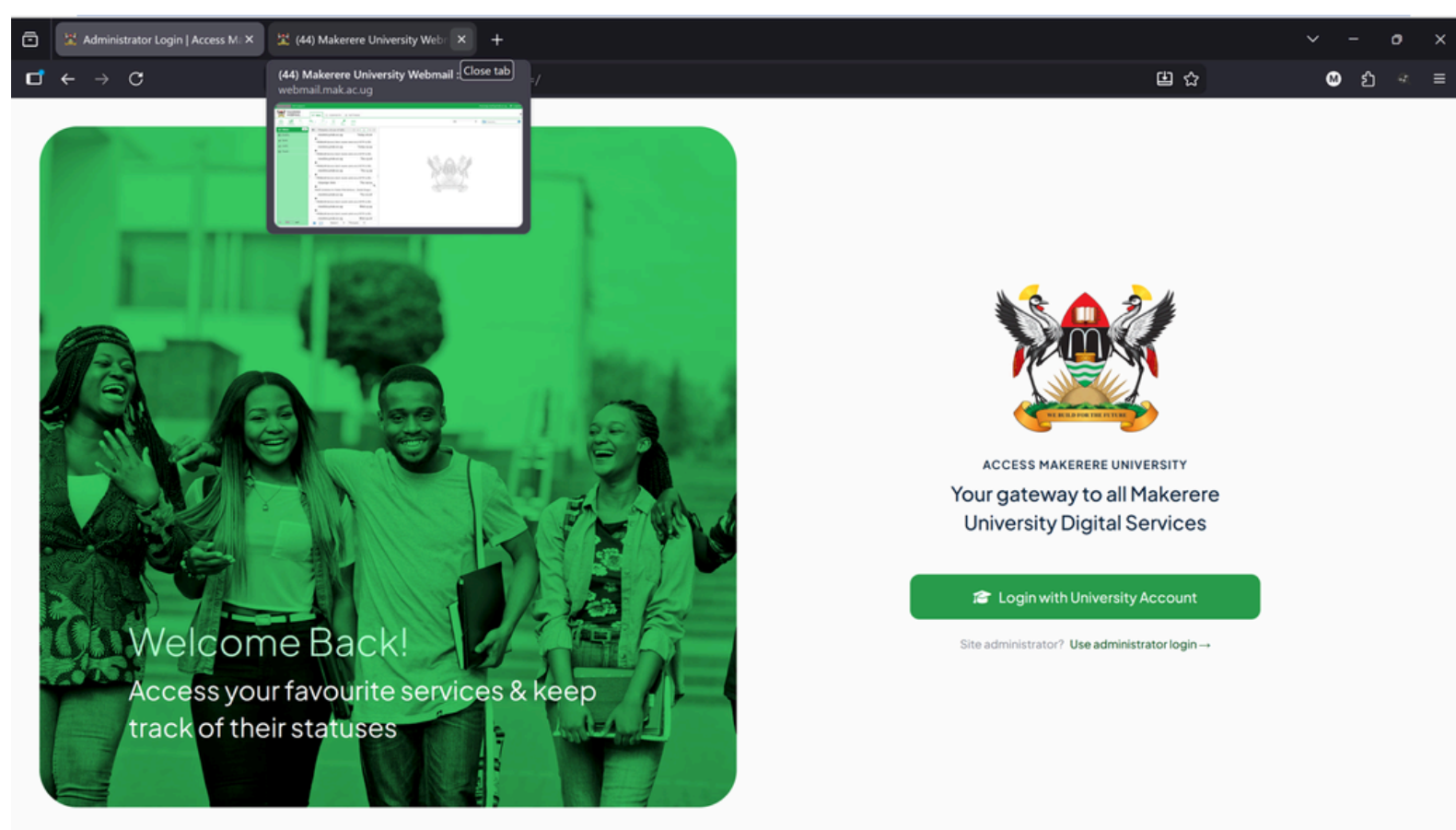


Figure 10: Webmail opens instantly in a new browser tab after clicking the tile, no additional login needed.

Step 2: Accessing Your Apps

2.2 Open Webmail (SSO)

3. On the Dashboard, find WEBMAIL under My Favourites (or search for it in Browse Services).
4. Click the WEBMAIL tile. Because Webmail uses SSO, it opens directly in a new tab, you will not be asked to log in again.

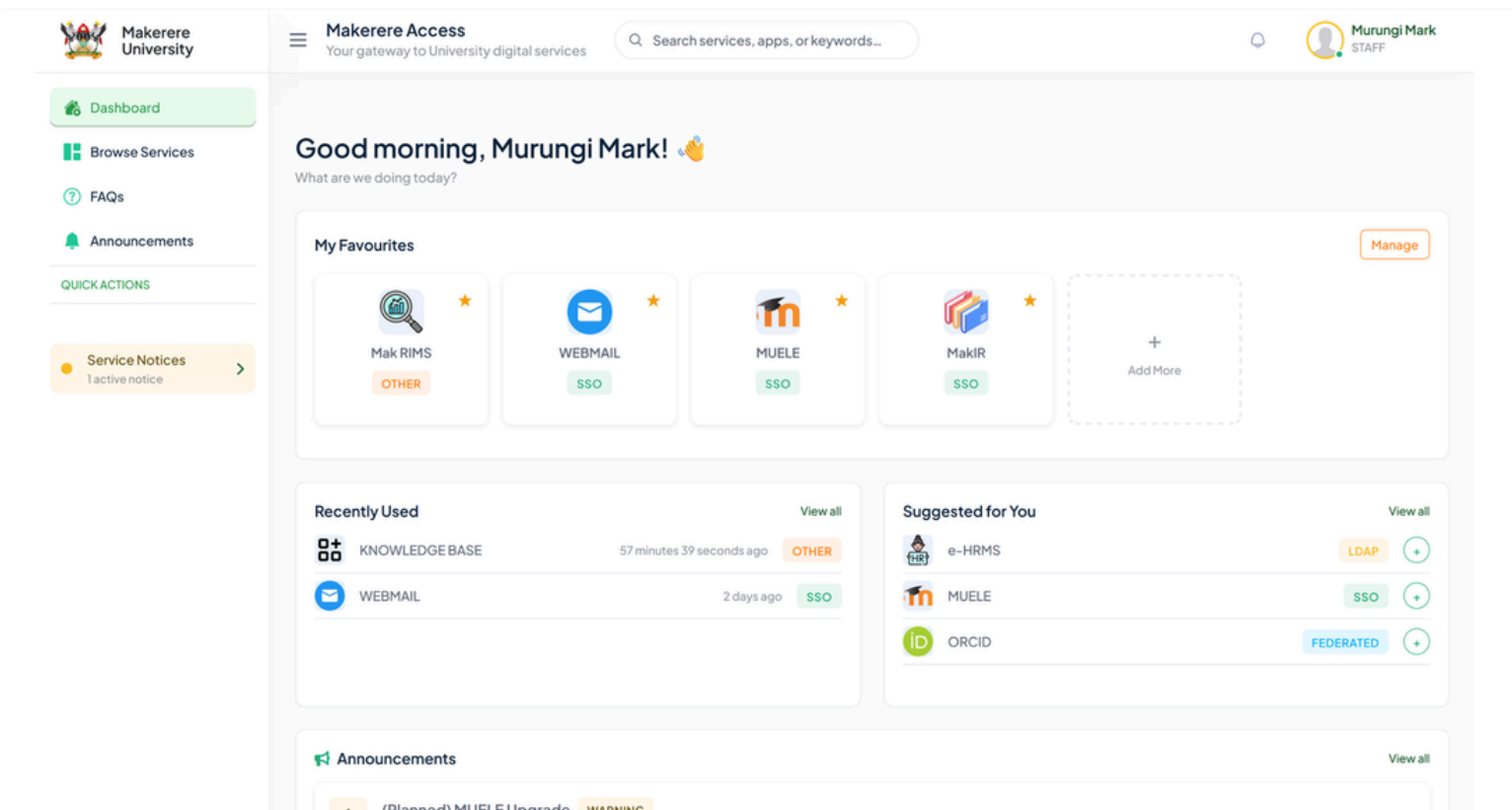
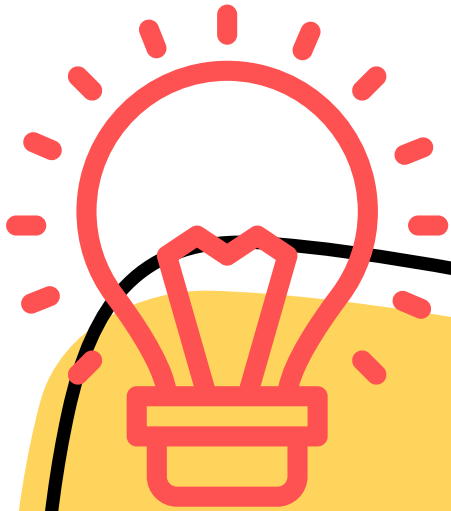


Figure 9: WEBMAIL and MUELE appear under My Favourites on the dashboard, both tagged SSO.

Step 2: Accessing Your Apps

2.3 Open MUELE (SSO)

3. On the Dashboard, find WEBMAIL under My Favourites (or search for it in Browse Services).
4. Click the WEBMAIL tile. Because Webmail uses SSO, it opens directly in a new tab, you will not be asked to log in again.



Tip:

Click the ☆ star icon on any service tile to add or remove it from My Favourites for quicker access next time.

Step 3: Logging Out of Your Sessions



When you're **done**, ***always sign out***, especially on **shared** or **public computers**. Signing out through Makerere Access ***can end your SSO sessions across all connected services*** in one step.

3.1 Open the account menu

1. Click your **name/avatar** (e.g. “**Murungi Mark**”) in the ***top-right corner*** of the portal.
2. Select Log out from the dropdown menu.

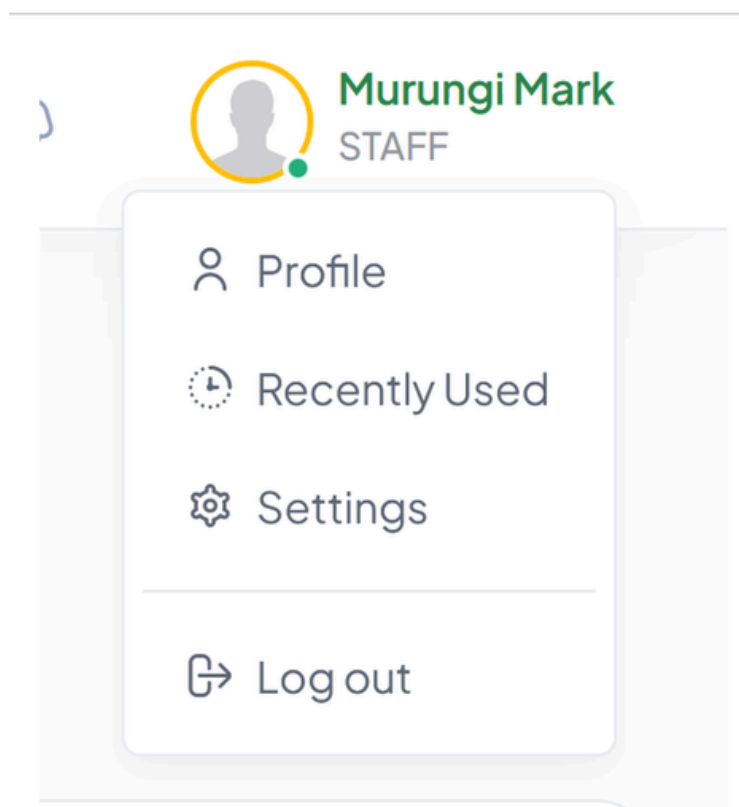


Figure 11: Account menu, showing Profile, Recently Used, Settings, and Log out

Step 3: Logging Out of Your Sessions



3.2 Choose how you want to log out

A confirmation dialog explains that signing out here ends your SSO service sessions automatically. For services without SSO, you'll need to sign out of each one separately, then close those browser tabs.

3. Log out, signs you out of the Makerere Access portal only.

4. Log out of all Services, also ends your SSO sessions on connected services (e.g. Webmail, MUELE).

5. Cancel, closes the dialog and keeps you signed in.

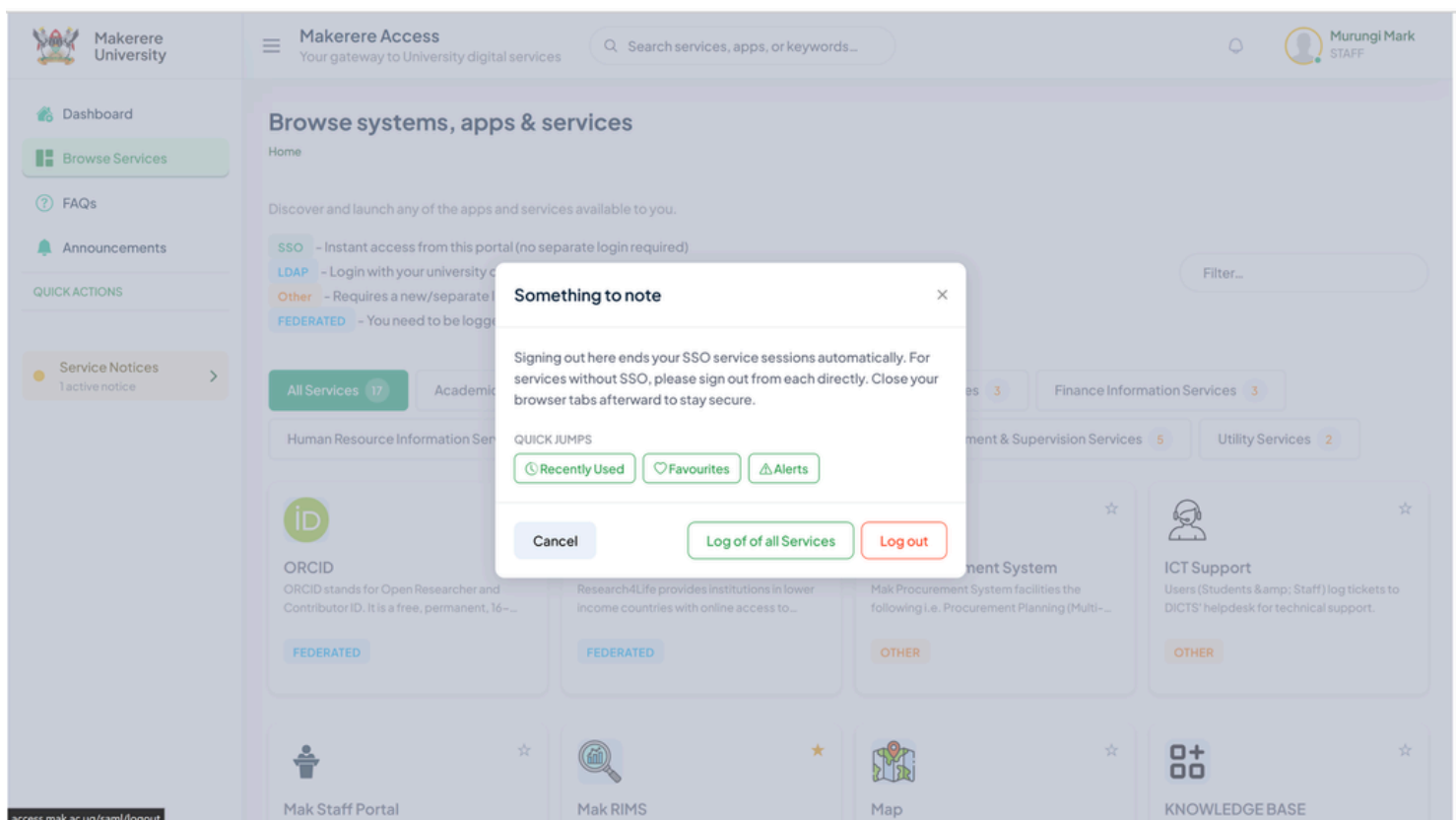


Figure 12: Logout confirmation dialog with Cancel, Log out of all Services, and Log out options.

Step 3: Logging Out of Your Sessions



3.3 Confirm you're signed out

If you chose to log out of all services, you'll see a “Logging You Out” screen listing each connected service being signed out (for example, webmail.mak.ac.ug). The process completes automatically after a few seconds, or you can click COMPLETE LOGOUT NOW.

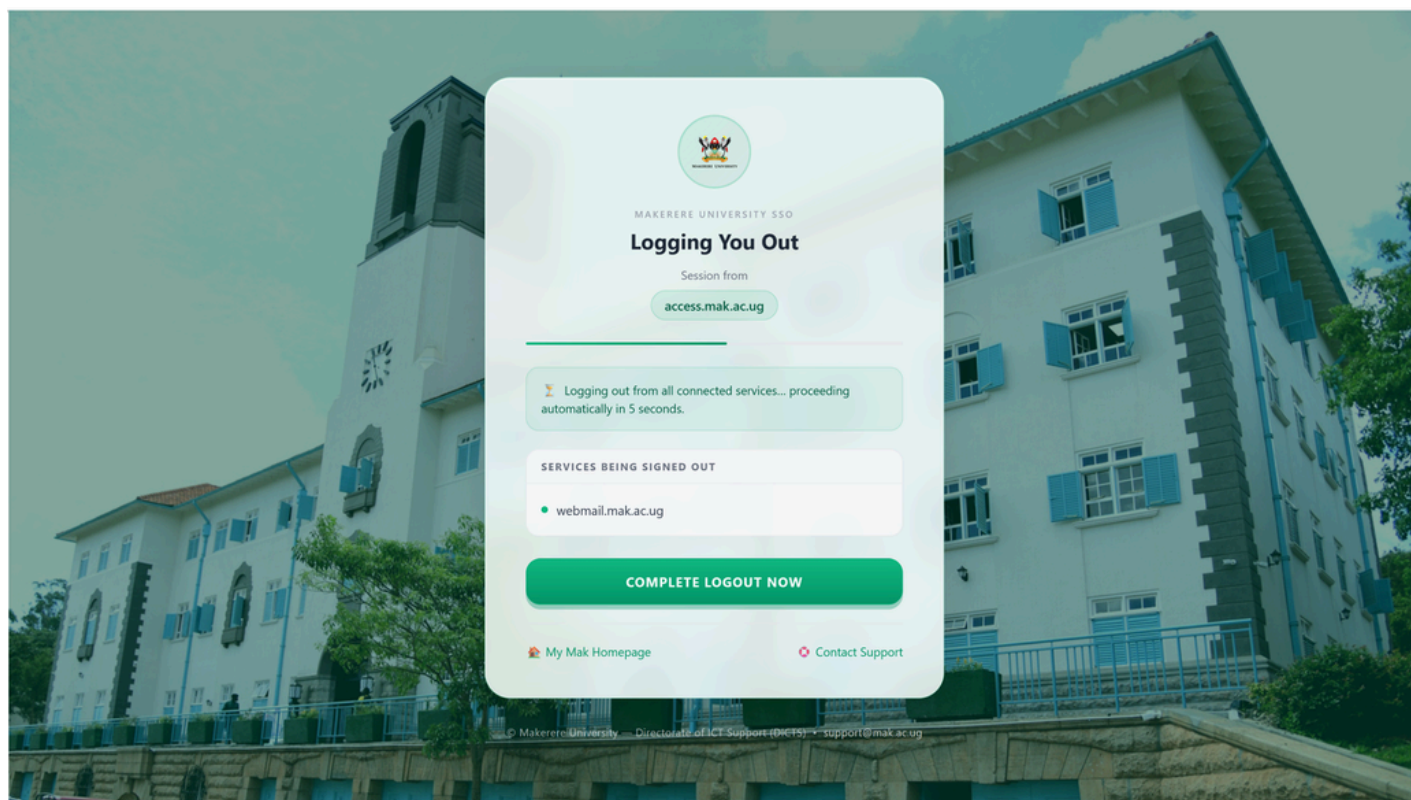


Figure 13: Logout progress screen, confirming which connected services are being signed out

Best practice

- On a shared or public computer, always choose “Log out of all Services” and close your browser tabs afterward.
- If you only used the portal to reach one service, signing out of that service directly is also sufficient, but the portal logout is the safest, one-click option.
- For security and safety, you are required to close the tabs for the applications you have opened, then close the browser so that the session is destroyed.



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