

ACTIVATING YOUR MAKERERE WEBMAIL ACCOUNT

Introduction

Makerere Webmail is the mailing system for Makerere University and each student is required to have their account for the following reasons,

1. Official communication with lecturers
2. Creating an account on Makerere University E-learning Environment (MUELE)
3. Accessing Makerere Wi-Fi, MAKAIR
4. For research purposes

Requirements to activate Account

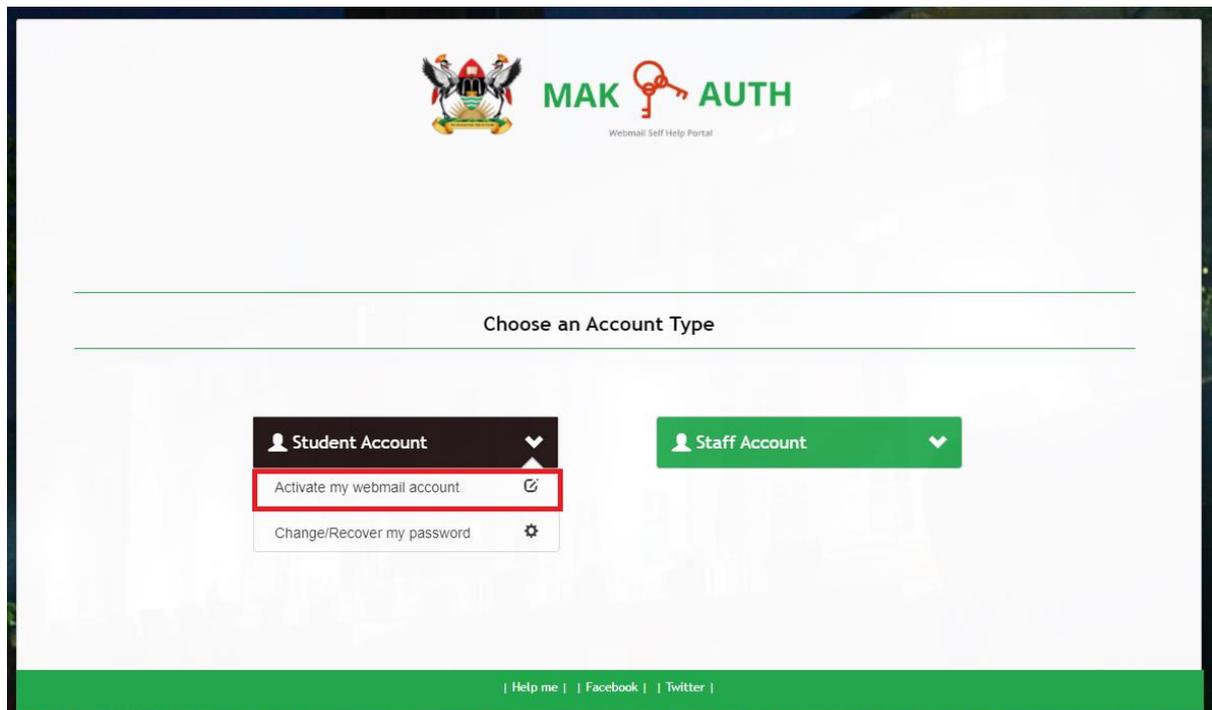
1. Valid student number and registration number
2. An active alternative email address (this can be Gmail, Hotmail or any other active email address)

Procedures

Webmail is a self-service system that enables any student with the necessary requirements to activate their webmail account.

STEP 1: Go to <https://sso.mak.ac.ug>

STEP 2: For a student select the “Student Account” option and the under its drop-down menu, select “Activate my Webmail Account”



STEP 3: Provide the your “Student Number” and “Registration Number” then click on “Submit Details”

IMPORTANT INFORMATION:

1. Accepted Registration Number Formats Eg: **10/U/7922/EVE, 19/X/20828, 20/U/8938/PS, 2019/HD05/8938/PS.**Without spaces!
2. Students from 2018 and backward are advised to use the **NEW** Student Numbers that were assigned to them by the AIMS System.
3. Continuing Students with old college domain emails eg someone@cis.mak.ac.ug are advised to activate new @students.mak.ac.ug emails and UPDATE their MUELE profiles with the new @students.mak.ac.ug email but NOT to create new MUELE accounts.
4. All Old College domain based emails eg. someone@caes.mak.ac.ug will be unsupported at a future date to be communicated. Students with important data in these emails are advised to follow the procedure in [this article](#) to secure their data

Step 1: Enter a valid Student and Registration number combination below to get started!

Enter your Student Number without spaces

Enter Your Registration Number e.g 10/U/7922/EVE. without spaces!

Submit Details

Note: The system automatically generates a university email address for you in the format of firstname.surname@students.mak.ac.ug. Take note of it, it’s your Makerere email address.

Step 2: Your account **ezra.mwesigwa@students.mak.ac.ug** is almost ready. Add an alternative email & password . Your Password should have more than 8 characters, atleast 1 upper case ,1 special charater & 1 number. Eg: **kwk*Aa3G**

EZRA MWESIGWA
COCIS

Student Number: 1600711132
Registration No: 2015/HD05/754U
Program/Course: MSIS
ezra.mwesigwa@students.mak.ac.ug

Enter an active alternative email (Will be used for password recovery). For example someone@gmail.com

Enter a strong Password

Confirm Password

Proceed to Step 3

STEP 4: Provide your active “alternative email” address and “a strong password”

- **Alternative Email address**

This is the email address through which a password recovery token will be sent in future when you need to change or recover your password. Make sure that you have access to the “Alternative email address” you provide.

- **Password**

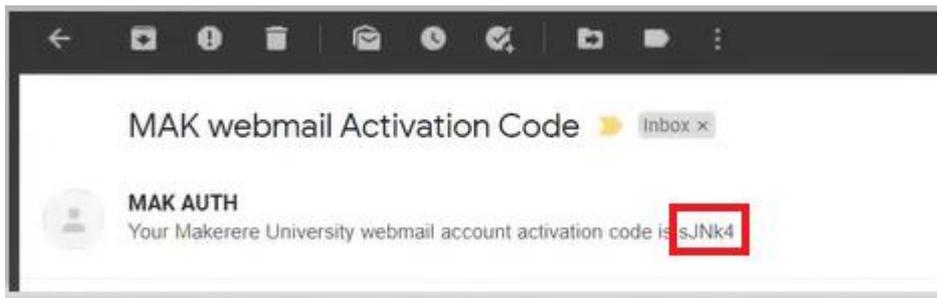
This is the password associated with your university email address (For webmail and MAKAIR).

The password format expected must be atleast 8 characters in length, containing atleast one uppercase letter, one lowercase letter, and one special character (such as !, @, #, \$, %, *, or any other), example for the password can be **peteR@1#**.

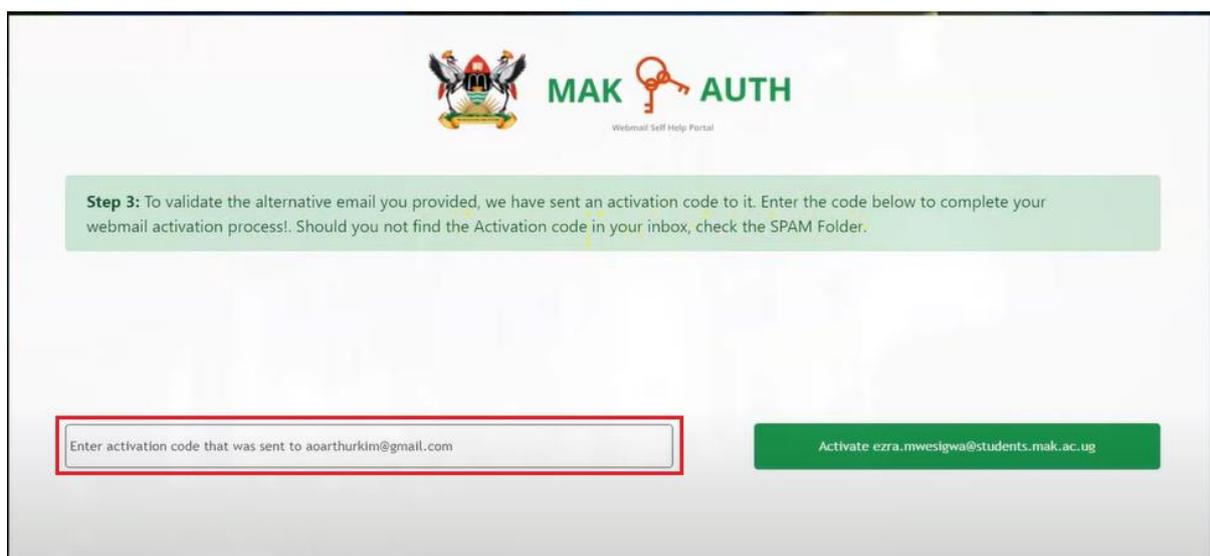
STEP 5: Validating the Alternative email

A validation code will be sent to the alternation email address provided. Check for the code on your email, If it does not appear directly to your inbox, check through the SPAM Folder.

The code will appear in the format bellow

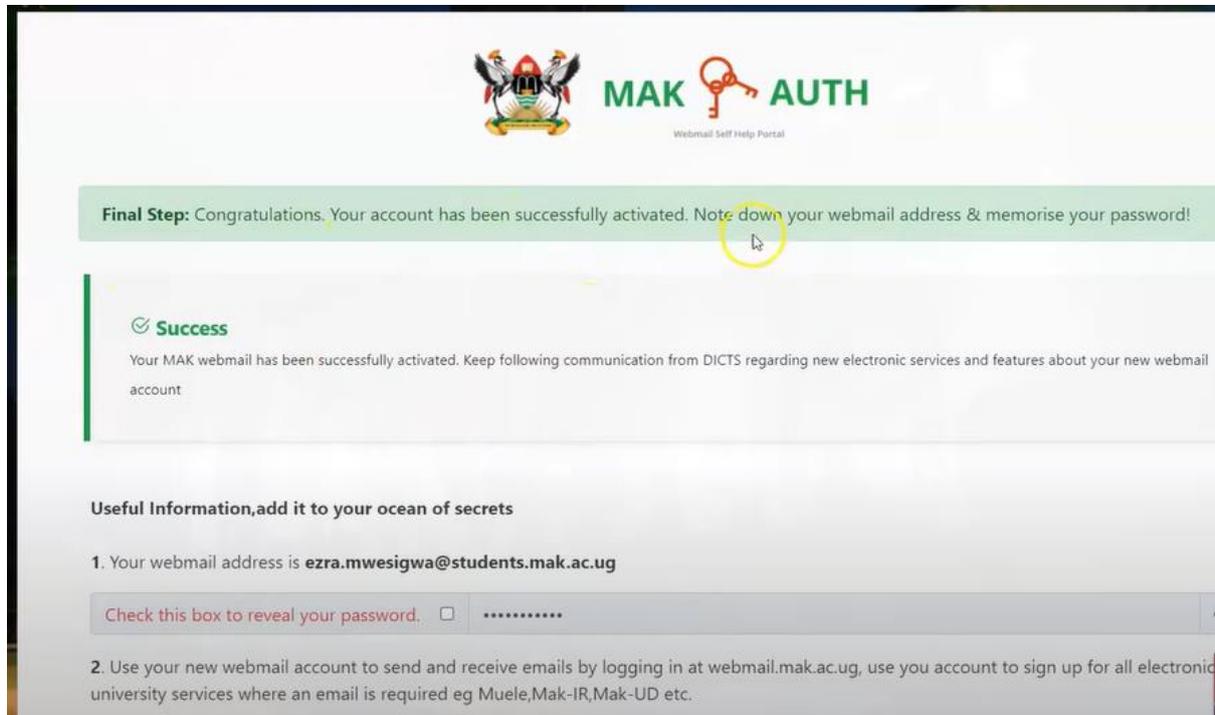


Input it to the field provided and after that, click the “**Activate**” button



FINAL STEP

After falling all the above steps, your webmail account will be activated and a Congratulatory message will appear.

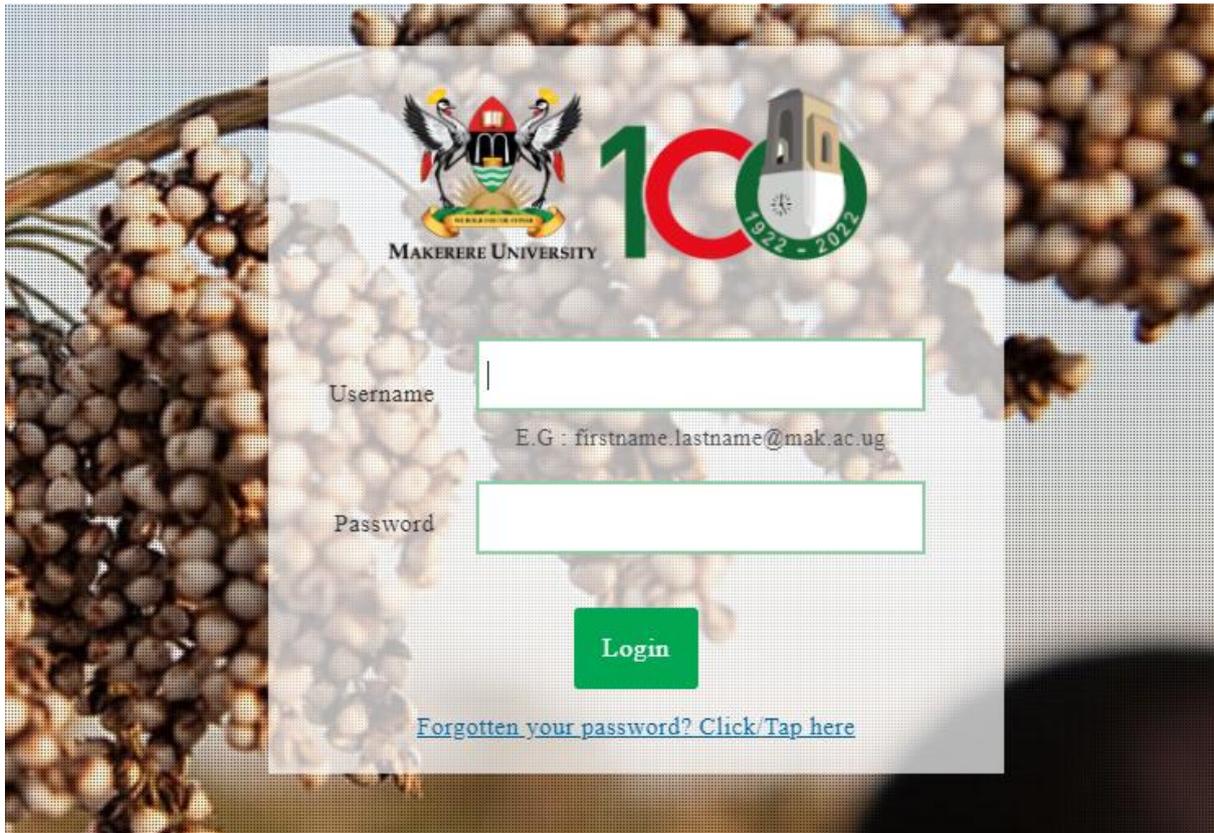


The screenshot displays the MAK AUTH Webmail Self Help Portal. At the top, there is a logo for MAK AUTH and the text "Webmail Self Help Portal". Below this, a green banner reads: "Final Step: Congratulations. Your account has been successfully activated. Note down your webmail address & memorise your password!". A yellow circle highlights the text "Note down your webmail address & memorise your password!". Below the banner, a "Success" message states: "Your MAK webmail has been successfully activated. Keep following communication from DICTS regarding new electronic services and features about your new webmail account". Underneath, a section titled "Useful Information, add it to your ocean of secrets" lists two points: "1. Your webmail address is ezra.mwesigwa@students.mak.ac.ug" and "2. Use your new webmail account to send and receive emails by logging in at webmail.mak.ac.ug, use you account to sign up for all electronic university services where an email is required eg Muele, Mak-IR, Mak-UD etc.". A checkbox labeled "Check this box to reveal your password." is also visible.

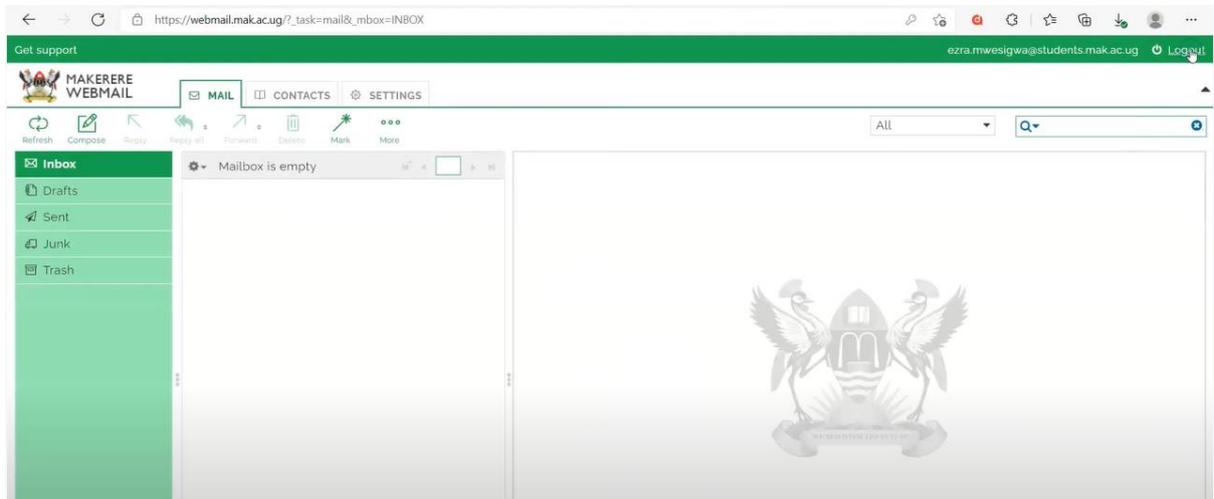
LOGGING IN TO WEBMAIL

Go to <https://webmail.mak.ac.ug>

The Username is your university email address and Password is the password you created for the email. After filling the fields, click “**Login**” and you will be there.



After a successful login, you will have a screen as the one below,



Congratulations indeed! You can now send and receive emails through Makerere University webmail.

END

