

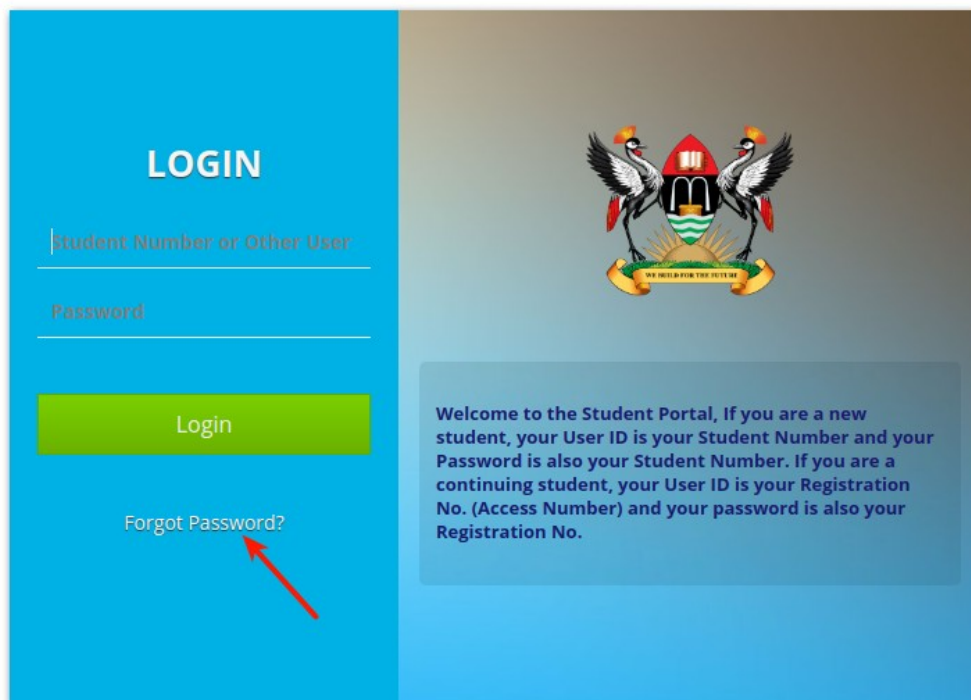


How To Recover Student Portal Password

This is a guide to help students recover their student portal password, using a password recovery token. There are two ways of getting the recovery token as explained below.

Get Password Recover Token via Student Portal

Open the student portal, then click on the “**Forgot Password**” button.



After clicking forgot password, you will be redirected to the password recovery window. Go down to the section that says *“If you do not have a recovery token yet, fill in your User ID to continue. A recovery Token will be sent to your email address”*.

Enter the student number as User ID and click **Continue** as illustrated in the next screenshot.

Password Recovery

Welcome to the Password Recovery Wizard.

If you already have a recovery token, fill in your User ID and the Token to continue

User ID

Recovery Token

Continue >>

If you do not have a recovery token yet, fill in your User ID to continue. A recovery Token will be sent to your email address

1400705099

Continue >>

A password recovery Token will be sent to your email address and/or phone via SMS(you can check both). Click OK to proceed. If it fails, get it from the staff portal in SIC as explained below.

Get Recovery token from Staff Portal

Open the Student Information Center(SIC), search the student.

Search By:

Name	Student Number	Regno	Program	Alias
test student6	1400705099	12/TEST/U/EVE/13	(BACE) - BACHELOR OF ADULT AND COMMUNITY EDUCATION	BACE

Double click to open bio-data window

Once the bio-data window opens up, click on **RESET PORTAL PASSWORD**.

ACTIVE STUDENT **STD NO: 1400705099**

ACADEMIC INFO PERSONAL INFO

Student No: STATUS:

Prog Version: STATUS Description:

Program Code: Grading ID:

Program Title: Regno:

Intake: Campus:

Entry Ac. Yr: Level:

Entry Study. Yr: Access Code (Old Student Number):

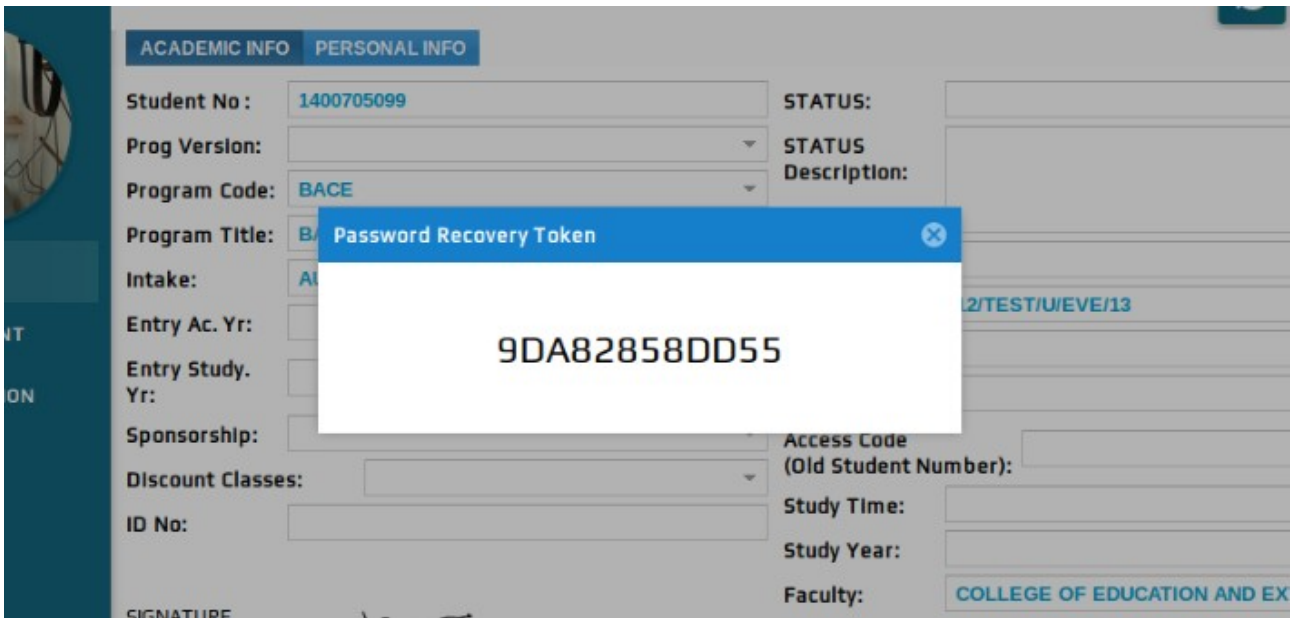
Sponsorship: Study Time:

Discount Classes: Study Year:

ID No: Faculty:

SIGNATURE

Wait for a pop-up window to display with the password recovery token.



Use Token to Recover Password

Once you have received the recovery token, go back to the student portal password recovery window.

In the section “*If you already have a recovery token, fill in your User ID and the Token to continue*”, enter the student number or registration number as User ID and the recovery token in the appropriate fields(see labels). Then click **Continue**.

Password Recovery ✕

Welcome to the Password Recovery Wizard.

If you already have a recovery token, fill in your User ID and the Token to continue

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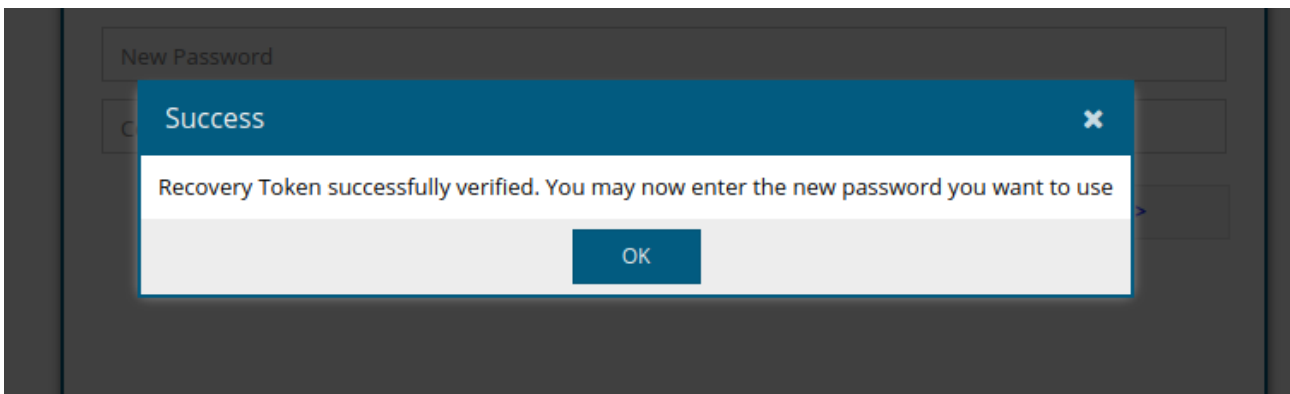
[Continue >>](#)

If you do not have a recovery token yet, fill in your User ID to continue. A recovery Token will be sent to your email address

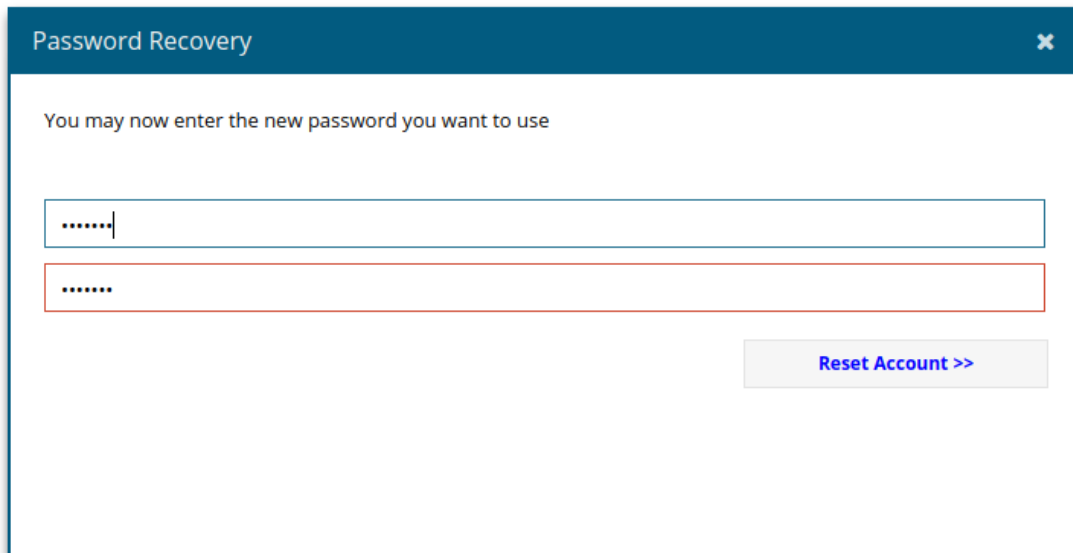
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[Continue >>](#)

If the recovery token is valid, you will see the following message. Click **OK** to go to set new password wizard.



Enter a new password and confirm it. Then click **Reset Account** button.



The screenshot shows a dialog box titled "Password Recovery" with a close button (X) in the top right corner. The main text inside the dialog reads "You may now enter the new password you want to use". Below this text are two input fields for passwords, both containing masked characters (dots). The top input field has a blue border, and the bottom input field has a red border. To the right of the input fields is a button labeled "Reset Account >>" in blue text on a light gray background.

If the two passwords match, you will see the following message showing password successfully changed. Go back to the login page and use your new password to login.

