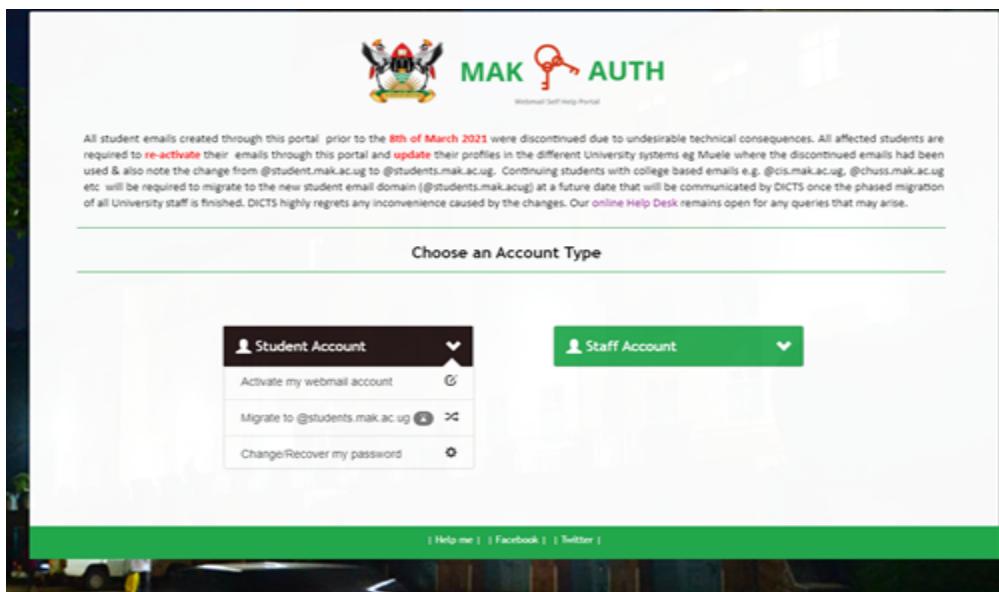


**By Esther Diana Kyomuhendo**

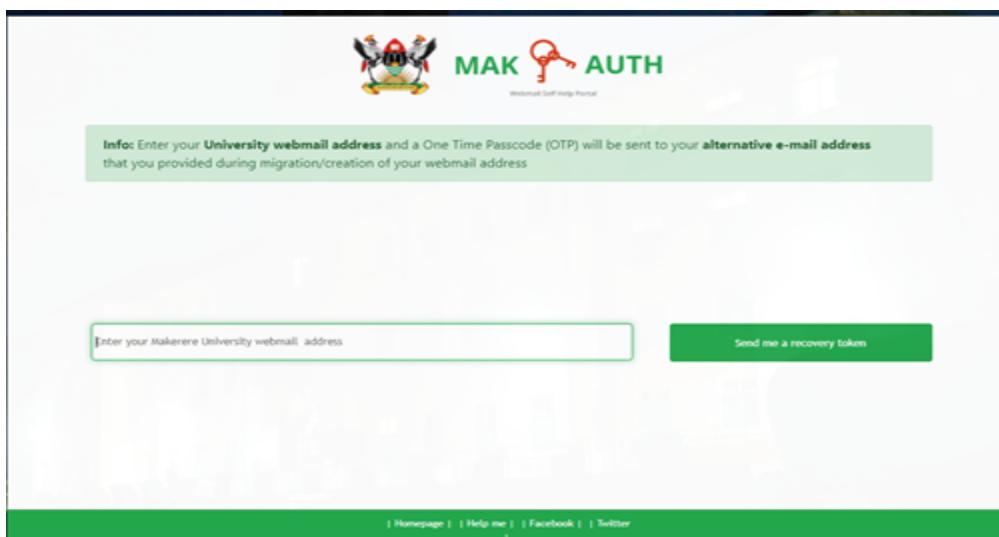
## HOW TO RECOVER YOUR FORGOTTEN WEBMAIL PASSWORD

Dear student, this is a quick guide on how to recover your password on Webmail.

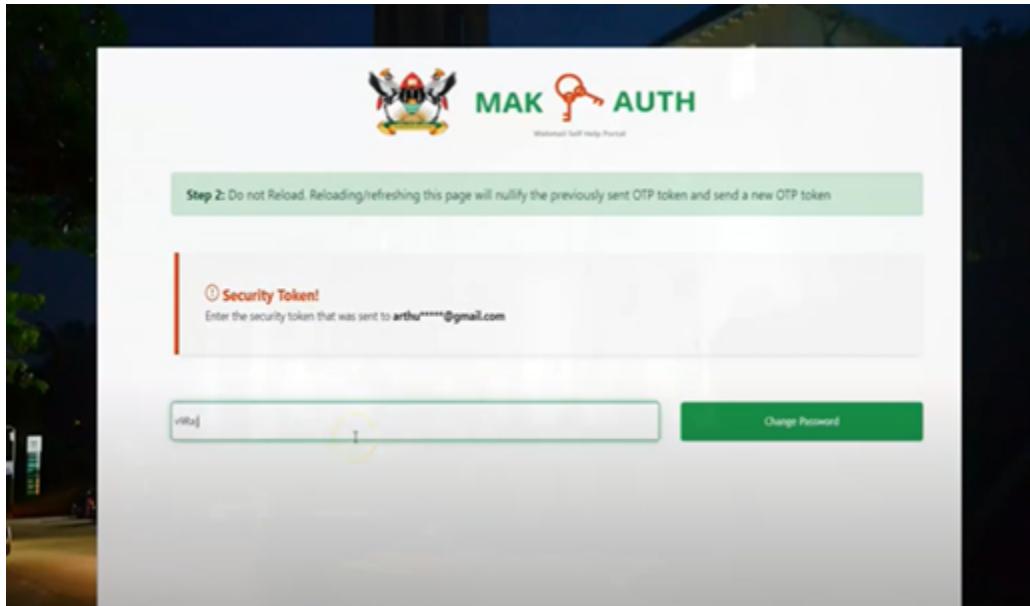
- 1) Type <https://sso.mak.ac.ug/> in your browser, then click “change/recover my password”.



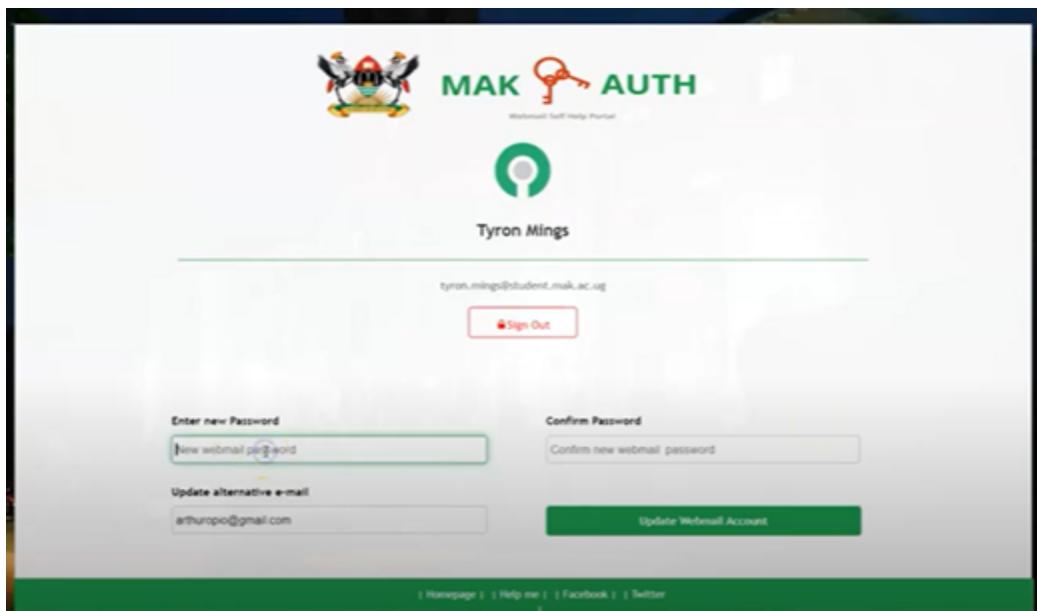
- 2) Type in your University webmail address, click “send me a recovery token” and a recovery token will be sent to your recovery email address which you specified when creating the Makerere mail.



- 3) A recovery token is sent to the alternative email address. Check the email and copy the recovery/ security token, which you copy and paste it in the space specified then click “change password”.



- 4) This brings up the option of Entering new password, confirm password and also update recovery email (incase you want to change) then click Update Webmail Account. This has to be successful after.



NOTE: You can watch a video on “*How To Recover Your Forgotten Webmail Password*” on YouTube via <https://youtu.be/9msB8LhNQ64>.