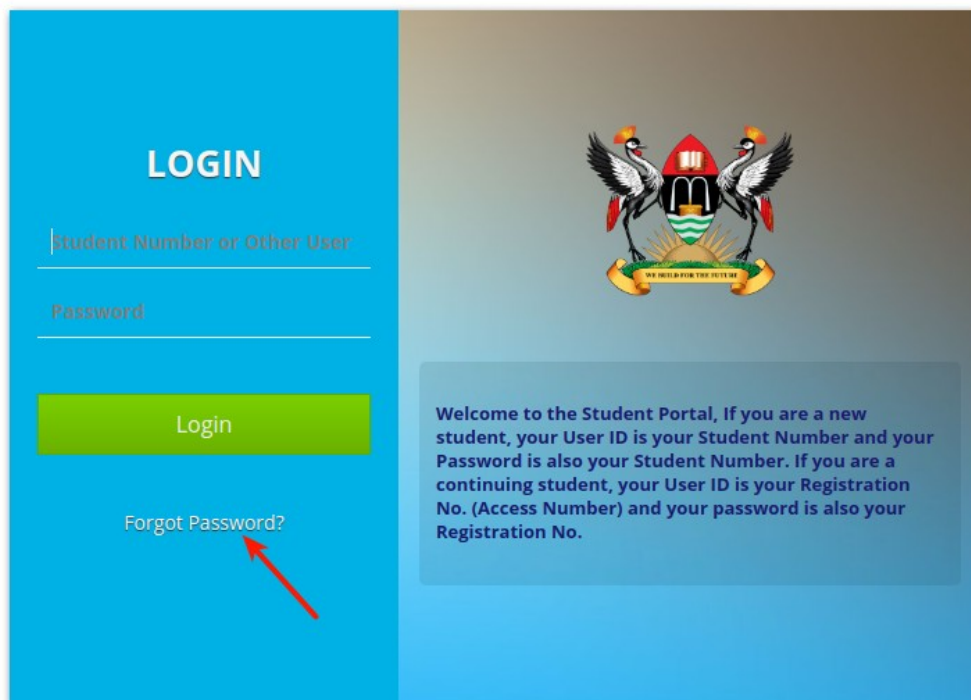**How To Recover Student Portal Password**

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.



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.



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

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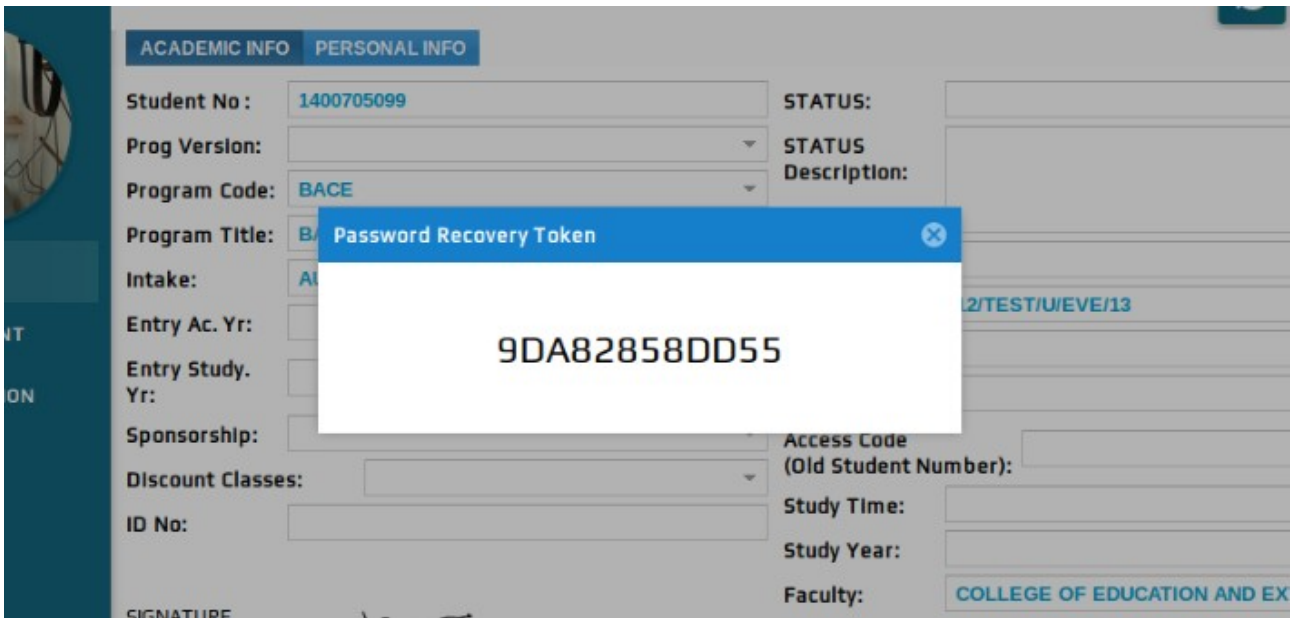


**Use Token to Recover Password**

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**.
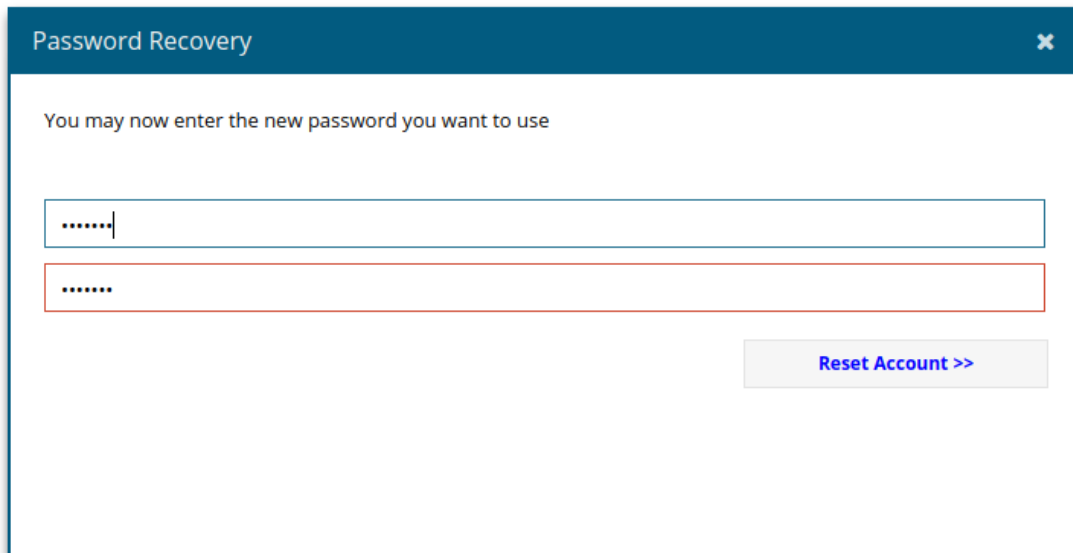
If the recovery token is valid, you will see the following message. Click **OK** to go to set new password wizard.
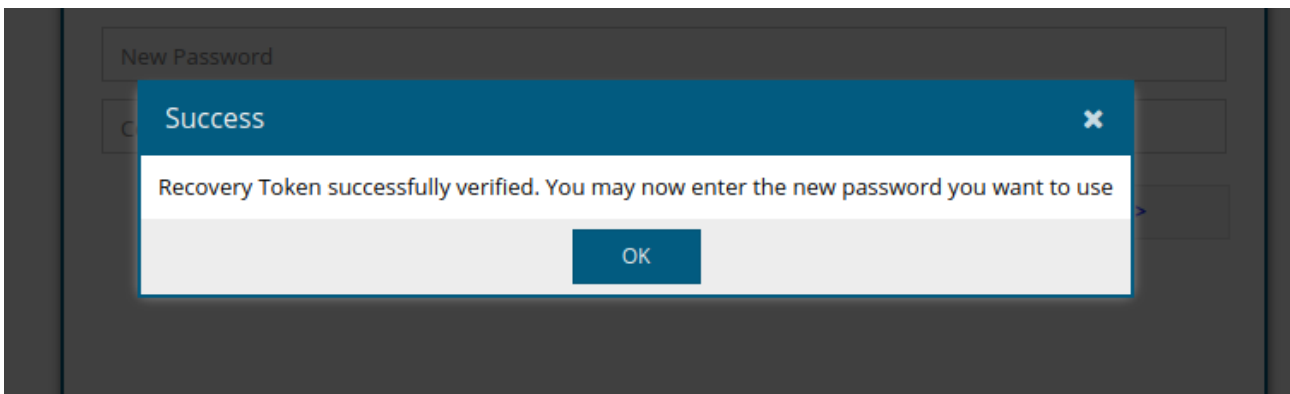
Enter a new password and confirm it. Then click **Reset Account** button.



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.