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HOW TO RECOVER YOUR FORGOTTEN WEBMAIL PASSWORD

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

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

All student emails required to re-act used & also note t etc will be require of all University st	All student emails created through this portal prior to the 8th of March 2021 were discontinued due to undesirable technical consequences. All affected students are required to re-activate their emails through this portal and update their profiles in the different University systems og Muele where the discontinued emails had been used & also note the change from @student.mak.cu go @students.mak.cu.g. Continuing students with college based emails e.g. @cis.mak.ac.ug, @chuss.mak.ac.ug etc. will be required to migrate to the new student email domain (@students.mak.acug) at a future date that will be communicated by OCIS once the phased migratos of all University staff is finished. DICTS highly regrets any inconvenience caused by the changes. Our online Help Desk remains open for any queries that may arise.				
	Choose an Ac	count Type			
	1 Student Account	L Staff Account	*		
	Activate my webmail account				
	Migrate to @students.mak.ac.ug 👩 🌫				
	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.

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Info: Enter your University webmail address and a One Time Passcode (OTP) will be sent to your alternative e-mail address that you provided during migration/creation of your webmail address	
Inter your Makerere University webmail address Send me a recovery token	
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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".

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Step 2: Do not Reload. Reloading/refreshing this page will nullify the previously sent OTP token and send a new OTP token	1
Security Token! Enter the security token that was sent to arthu*****@gmail.com	
Vitaj Ounge Researd	

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.

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	Tyron Mings
	tyran.mings@student.mak.ac.ug
Enter new Password	Confirm Password
New webmail prograds	Confirm new webmail password
Update alternative e-mail	

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