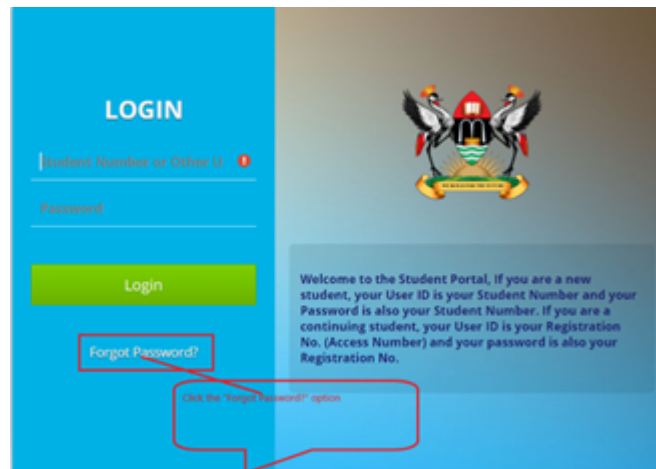


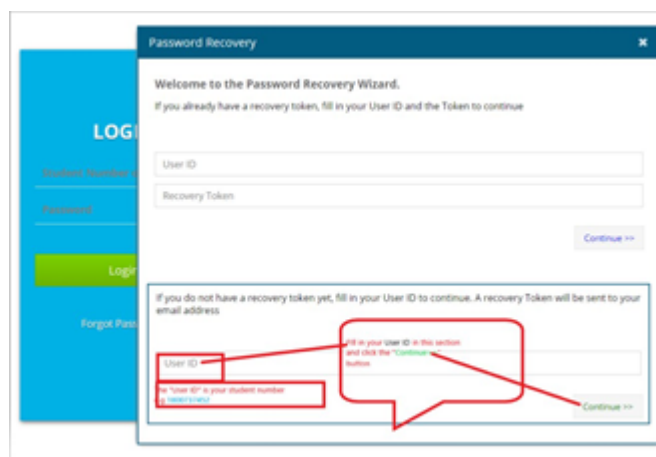
## PASSWORD RECOVERY ON AIMS STUDENT PORTAL

Dear MAKERERE UNIVERSITY students, when you forget your password on the student's portal (AIMS STUDENT PORTAL), kindly follow the guidelines below to recover your password without having to contact DICTS for extra help.

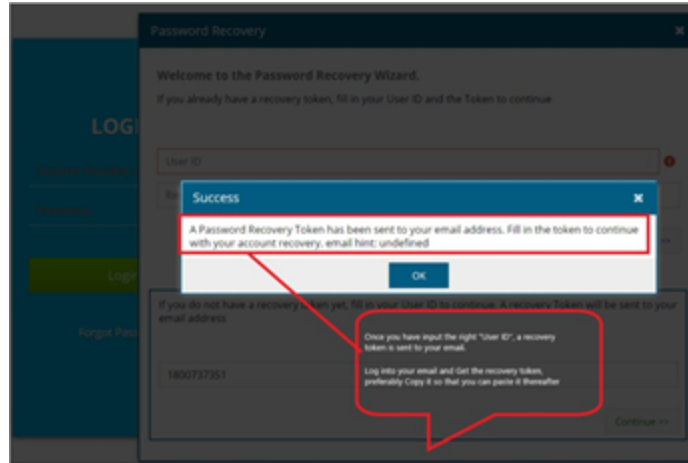
- 1) Access the AIMS student portal via [students.mak.ac.ug](http://students.mak.ac.ug) and all you have to click is the "Forgot Password" and try to recover your password as you follow through with the prompts.



- 2) A new window will open up that will ask for your User ID (which is usually your Student Number) and Recovery token. If you have not received a recovery token yet, kindly fill in your User ID and click the "Continue" button. The Recovery Token will be sent to your Email Address.



- 3) After receiving your Recovery Token, kindly fill it in and click the "Continue" button.



- 4) A new window will open up where to have to Change Password. Ensure that you follow the password rules as prescribed. Click “Reset Account”

 The screenshot shows the 'Password Recovery' window at the step where the user enters a new password. The text says: 'You may now enter the new password you want to use'. There are two input fields: the first is for the new password (masked with dots) and the second is labeled 'Confirm New Password'. A 'Reset Account >>' button is located at the bottom right of the form.

- 5) Finally, submit and the changes will be put to effect in a few minutes.

NOTE: Students can now change passwords by themselves. It's only in instances where you as a student will have lost either your phone number or email address where tokens have to be sent. You will be required to visit the registrar's office for help. The college registrar is the only one mandated to change any of your bio-data. The registrar will either press the reset button and immediately give a token to you or edit the bio (phone or email address).