

Staff - How do I reset a forgotten password.

If you forget your password, you can reset your password by following the following procedure.

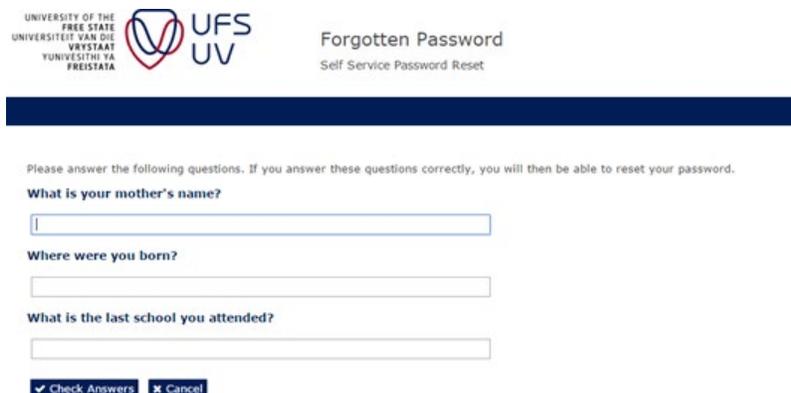
To reset your password, navigate to the following website on your web browser: <https://selfservice.ufs.ac.za>.

Click on the Forgotten Password button.



The screenshot shows the top of the UFS Self Service Password Reset page. On the left is the UFS logo with the text 'UNIVERSITY OF THE FREE STATE', 'UNIVERSITEIT VAN DIE VRYSTAAT', 'YUNIVESITHI YA FREISITATA', and 'UFS UV'. To the right of the logo, it says 'Please Sign in' and 'Self Service Password Reset'. Below this is a dark blue horizontal bar. Underneath the bar are two input fields: 'User Name' and 'Password'. Below the 'Password' field is a 'Sign in' button. At the bottom of the form area, there is a link for 'Forgotten Password' with the text 'Regain access to your account if you have forgotten your password.'

Complete the challenge response questions then click on Check Answers



The screenshot shows the 'Forgotten Password' section of the UFS Self Service Password Reset page. It features the UFS logo and the text 'Forgotten Password' and 'Self Service Password Reset'. Below this is a dark blue horizontal bar. Underneath the bar, it says 'Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.' There are three questions, each with a corresponding input field: 'What is your mother's name?', 'Where were you born?', and 'What is the last school you attended?'. At the bottom of the form area, there are two buttons: 'Check Answers' and 'Cancel'.

At this point, you will receive an SMS with a security code. Please type in the security code you received in the code box and click on check code.

In order to verify your identity, a security code has been sent to your your mobile number (*****4963), since your personal email address is not available. Please type the security code in the space provided.

In the event that the security code was sent to your email address, please click the link in the email or copy and paste the security code here.

If you did not receive the message with the security code or the displayed address fragment is not from your email address or mobile number, please reference the [FAQ](#).

Code

Type a new password and retype the new password. Please note that previously used passwords are not allowed.

New password accepted, please click change password

New Password

Strength: Strong



Confirm Password



Once the process is complete, you can click on continue and close your web browser. That concludes the process of resetting a forgotten password.

Here is the video link: <https://medial.ufs.ac.za/Player/78ed6jbj>