

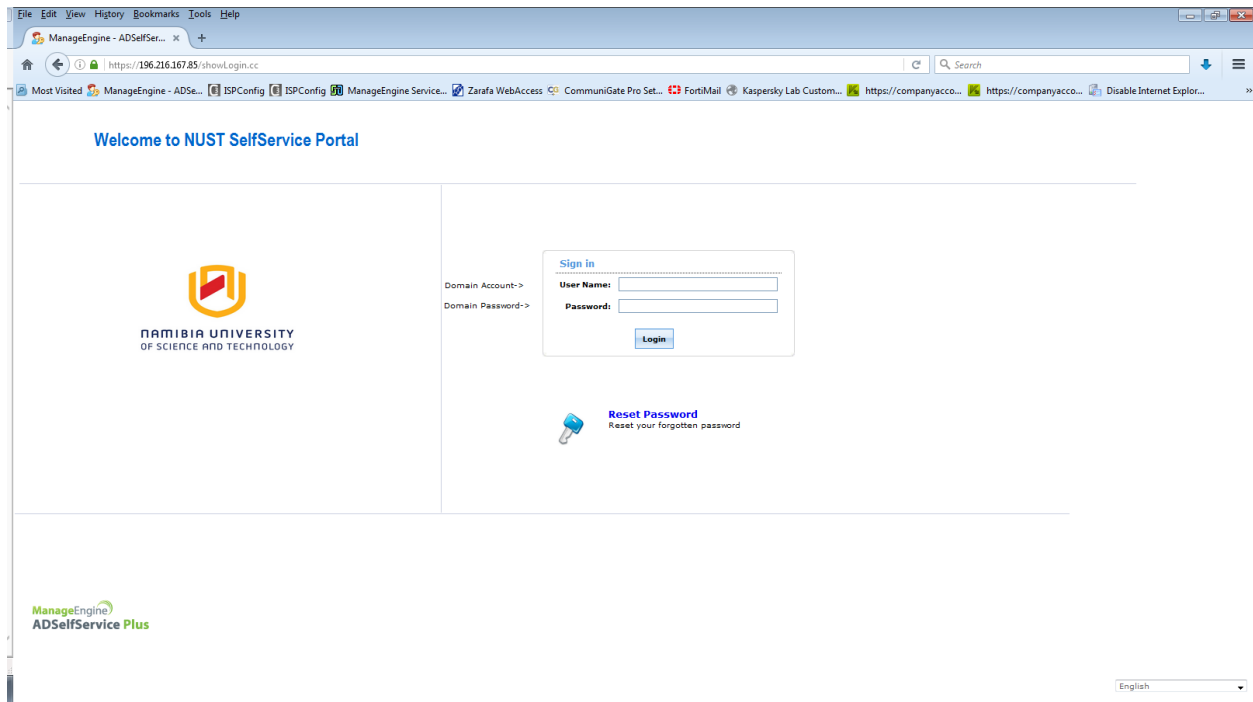
Steps to reset your Password

To reset your password you can use the link below. If your account is already locked you can access the portal at the log on screen. You can also use the app that you can download from Play store as mentioned in the Enrollment document.

Click on the link below to reset your password

<https://sspmainssrvp001.staff.nust.na>

Click on the “Reset Password”.



The screenshot shows a web browser window displaying the NUST SelfService Portal. The page title is "Welcome to NUST SelfService Portal". On the left side, there is the NUST logo and the text "NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY". On the right side, there is a "Sign in" section with fields for "User Name" and "Password", and a "Login" button. Below the login section, there is a "Reset Password" link with a key icon and the text "Reset your forgotten password". At the bottom left, there is a "ManageEngine ADSelfService Plus" logo. At the bottom right, there is a language dropdown menu set to "English".

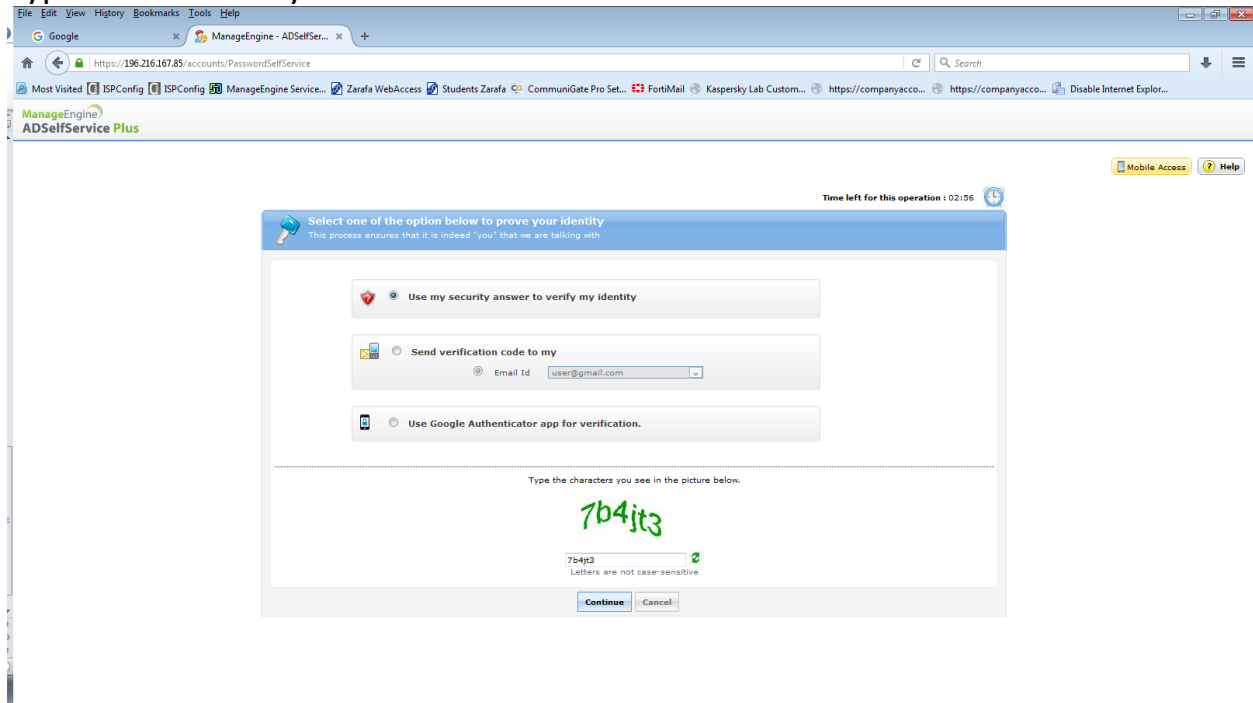
Type in your username and click on continue.

The screenshot shows a web browser window with the following elements:

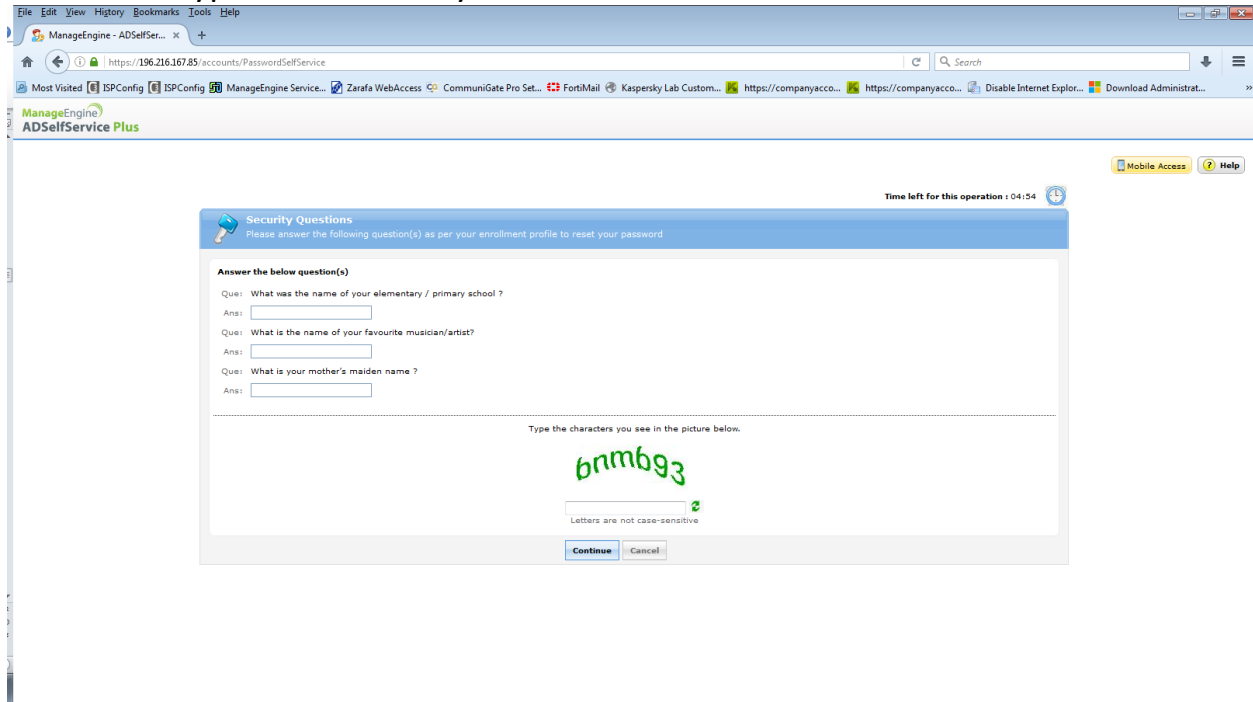
- Browser Tabs:** Google, ManageEngine - ADSelfSer...
- Address Bar:** <https://196.216.167.85/accounts/Reset>
- Navigation Bar:** Home, Back, Forward, Refresh, Search, Print, Stop, Close.
- Bookmarks:** Most Visited, ISPConfig, ManageEngine Service..., Zarafa WebAccess, Students Zarafa, CommuniGate Pro Set..., FortiMail, Kaspersky Lab Custom..., https://companyacco..., Disable Internet Explor...
- Page Header:** ManageEngine ADSelfService Plus
- Language:** English
- Mobile Access:** Mobile Access, Help
- Form:**
 - Title:** Reset Your Password
 - Instruction:** Please provide your user name and domain name.
 - Domain User Name:** (Example : jsmith)
 - Domain Name:**
 - Buttons:** Continue, Cancel

Security Questions

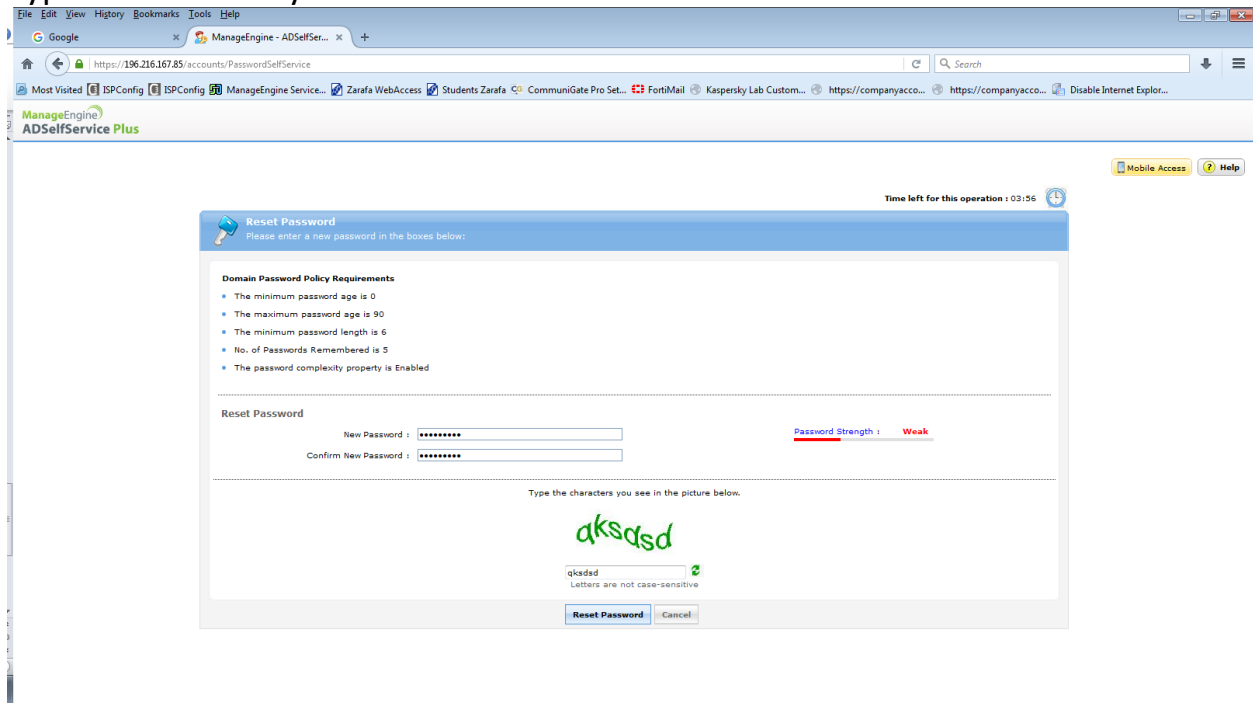
Select the “Use my security answer to verify my identity”
Type in the security code and click on continue.



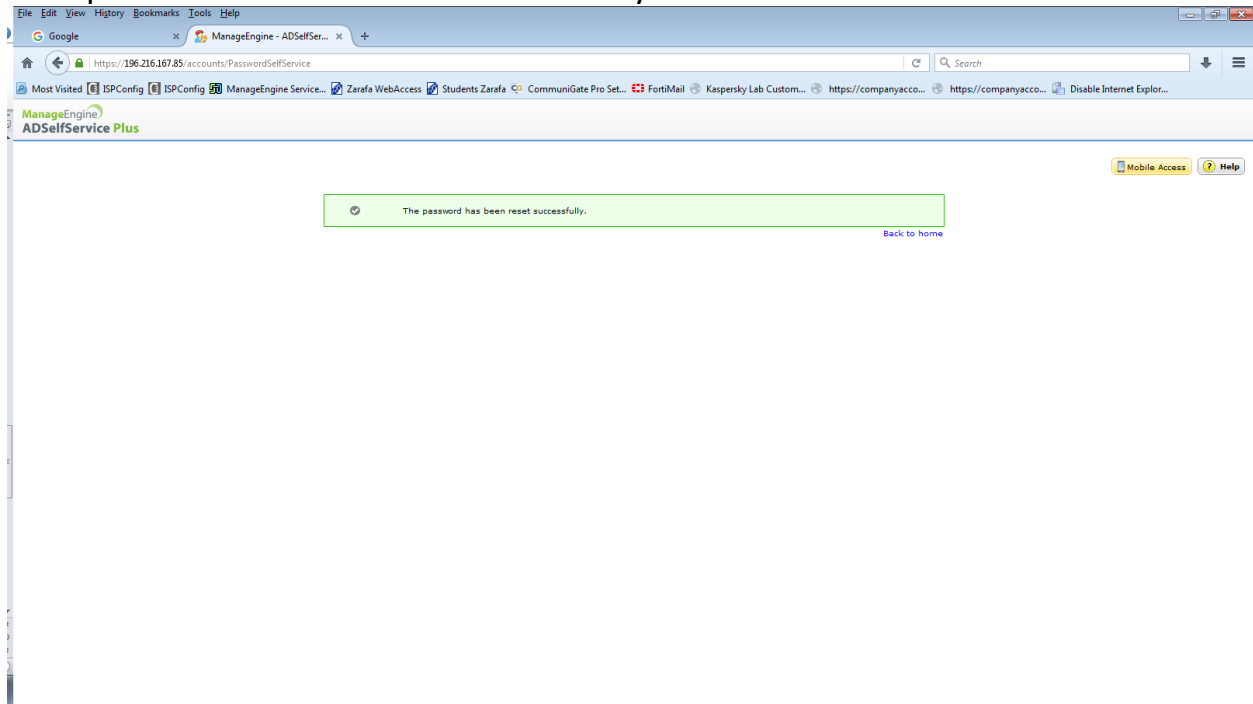
Type in the answers of your security questions.
Once done type in the security code below and click on continue.



Type in your new Password.
Type in the security code and click on Reset Password.



Your password has been reset successfully.



Email Verification

Click on the “Reset Password”

The screenshot shows a web browser window displaying the NUST SelfService Portal. The browser's address bar shows the URL <https://196.216.167.85/showLogin.cc>. The page header reads "Welcome to NUST SelfService Portal". On the left side, there is the NUST logo and the text "NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY". On the right side, there is a "Sign in" section with a "User Name:" field, a "Password:" field, and a "Login" button. Below the login fields, there is a "Reset Password" link with a key icon and the text "Reset your forgotten password". At the bottom left, there is a logo for "ManageEngine ADSelfService Plus". At the bottom right, there is a language dropdown menu set to "English".

Type in your username and click on continue.

Reset Your Password
Please provide your user name and domain name.

Domain User Name: testuser (Example : Jsmith)
Domain Name: STAFF

Continue Cancel

Select "Send verification to my"
Select your secondary email Address.

Type in the security code and click on continue.

Select one of the option below to prove your identity
This process ensures that it is indeed "you" that we are talking with

Time left for this operation : 02:18

Use my security answer to verify my identity

Send verification code to my
Email Id: user@gmail.com

Use Google Authenticator app for verification.

Type the characters you see in the picture below.

r9sdch

Letters are not case-sensitive

Continue Cancel

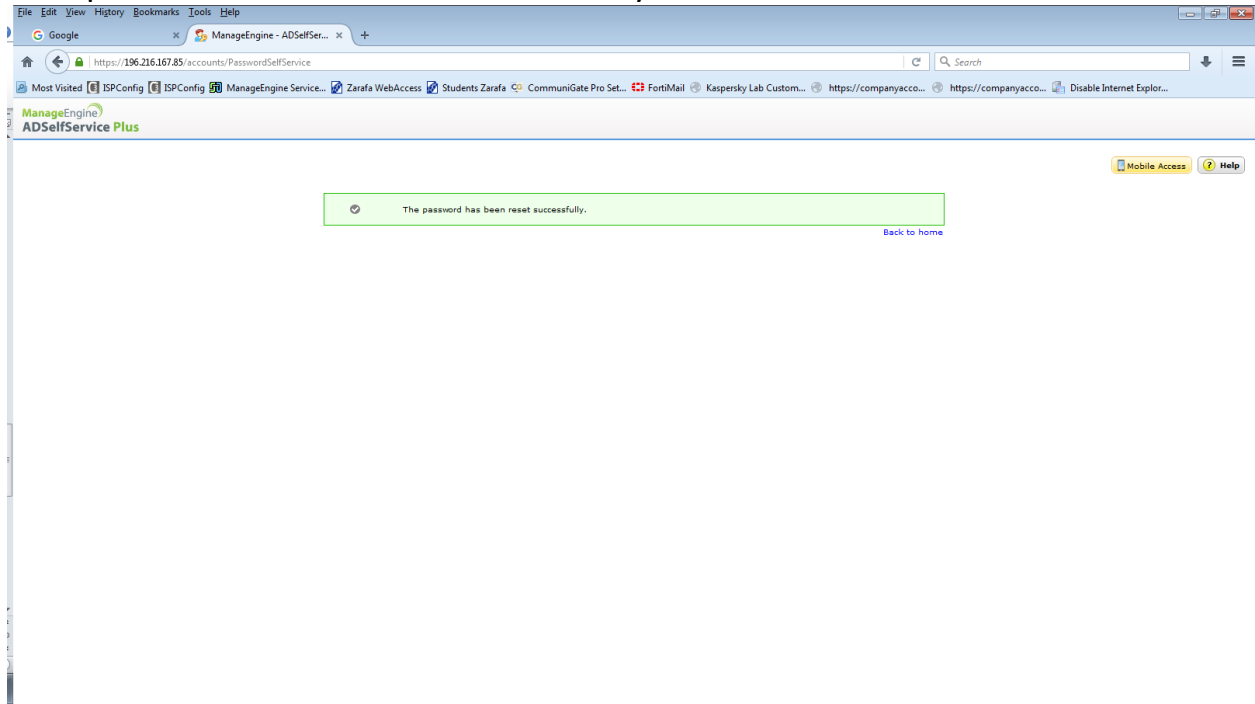
Type in the verification code that you have received in your secondary email.
Type in the security code and click on continue.

The screenshot shows a web browser window with the URL <https://196.216.167.85/accounts/PasswordSelfService>. The page title is "ManageEngine ADSelfService Plus". A modal window titled "Enter Verification Code" is displayed. It contains the following text: "A verification code ensures that it is indeed 'you' that we are talking with". Below this, it says "Please check your email / mobile phone" and "A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check. Once you receive the code, enter it in the textbox given below:". There is a text input field for the "Verification Code". Below the input field, there is a CAPTCHA image showing the characters "74m7b3". The text "Type the characters you see in the picture below." is above the CAPTCHA. Below the CAPTCHA, there is another text input field and the text "Letters are not case-sensitive". At the bottom of the modal, there are "Continue" and "Cancel" buttons. A timer in the top right corner of the modal indicates "Time left for this operation : 04:48".

Type in your new Password.
Type in the security code and click on Reset Password.

The screenshot shows the same web browser window as the previous one. The modal window now displays the "Reset Password" page. It contains the following text: "Please enter a new password in the boxes below:". Below this, there are "Domain Password Policy Requirements" listed as follows: "The minimum password age is 0", "The maximum password age is 90", "The minimum password length is 6", "No. of Passwords Remembered is 5", and "The password complexity property is Enabled". Below the requirements, there are two text input fields: "New Password" and "Confirm New Password", both containing masked characters. To the right of the "New Password" field, it says "Password Strength : Weak". Below the input fields, there is a CAPTCHA image showing the characters "qksdqd". The text "Type the characters you see in the picture below." is above the CAPTCHA. Below the CAPTCHA, there is another text input field and the text "Letters are not case-sensitive". At the bottom of the modal, there are "Reset Password" and "Cancel" buttons. A timer in the top right corner of the modal indicates "Time left for this operation : 03:56".

Your password has been reset successfully.

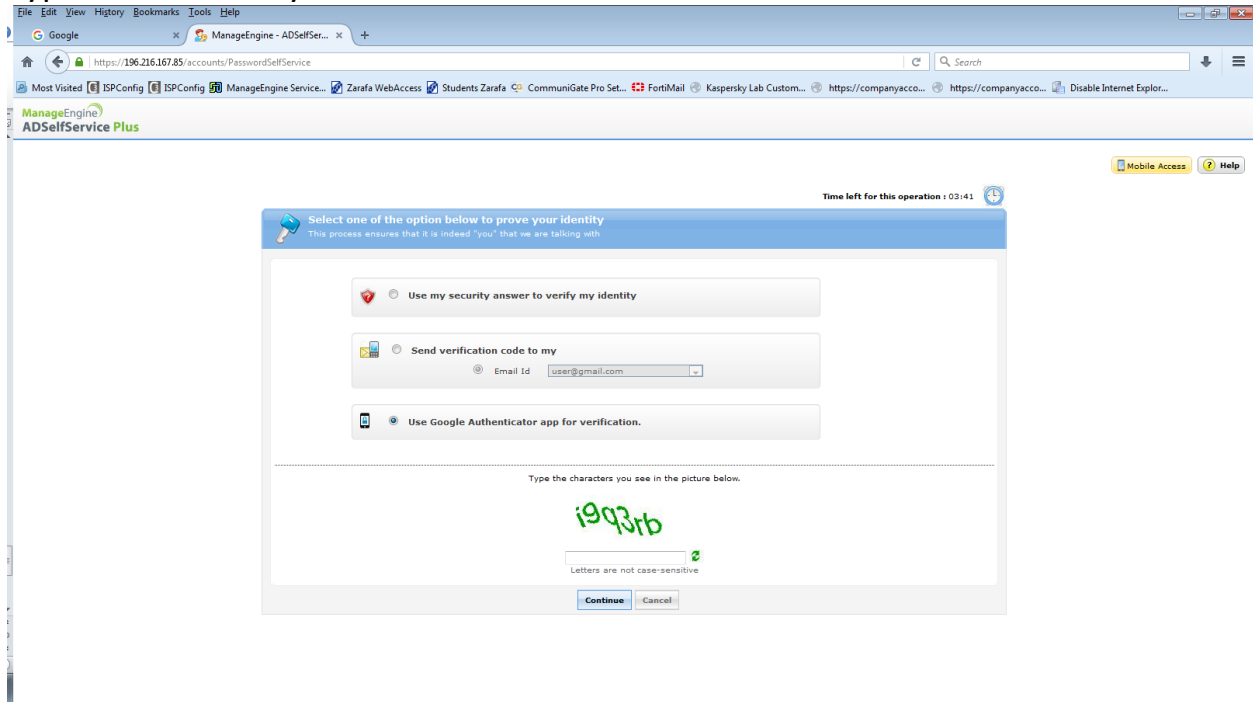


Google Authentication

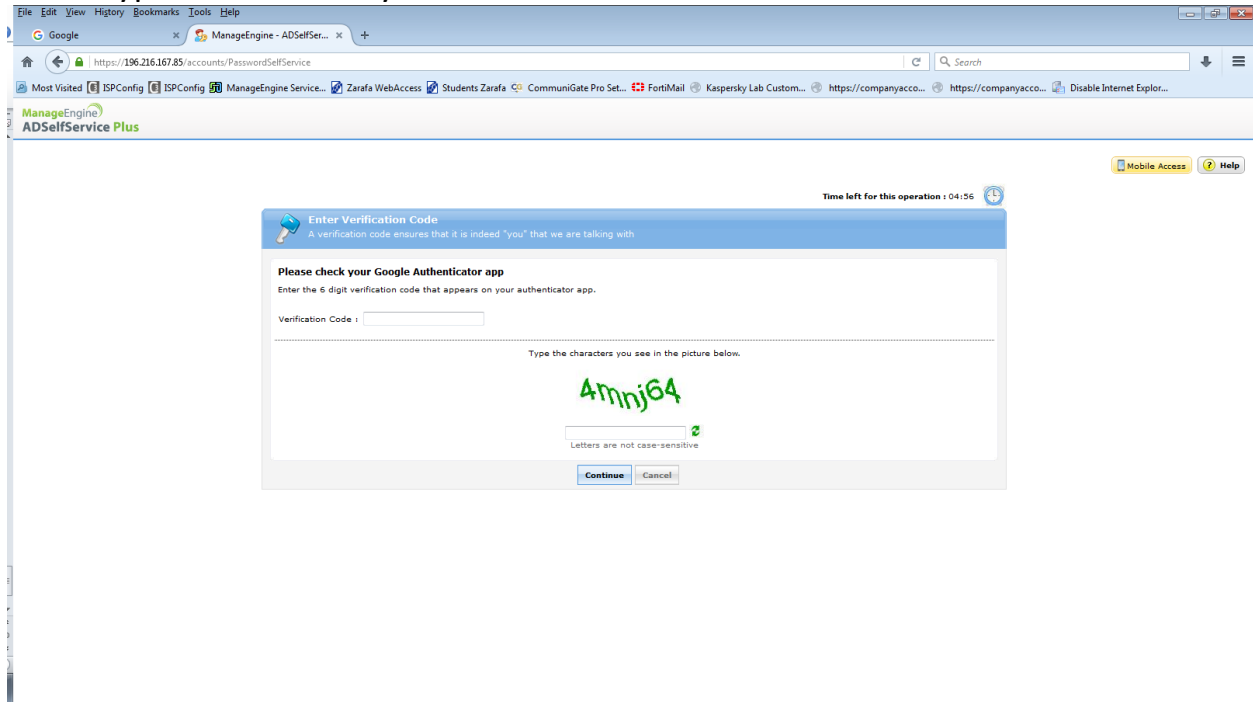
Click on the “Reset Password”

The screenshot shows a web browser window displaying the NUST SelfService Portal. The browser's address bar shows the URL <https://196.216.167.85/showLogin.cc>. The page title is "Welcome to NUST SelfService Portal". On the left side, there is the NUST logo, which consists of a stylized orange and red shield with a white 'U' shape, and the text "NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY" below it. On the right side, there is a "Sign in" section with two input fields: "User Name:" and "Password:". Below these fields is a "Login" button. To the left of the "Sign in" section, there are labels "Domain Account:->" and "Domain Password:->". Below the "Sign in" section, there is a "Reset Password" link with a key icon and the text "Reset your forgotten password". At the bottom left of the page, there is a logo for "ManageEngine ADSelfService Plus". At the bottom right, there is a language dropdown menu set to "English".

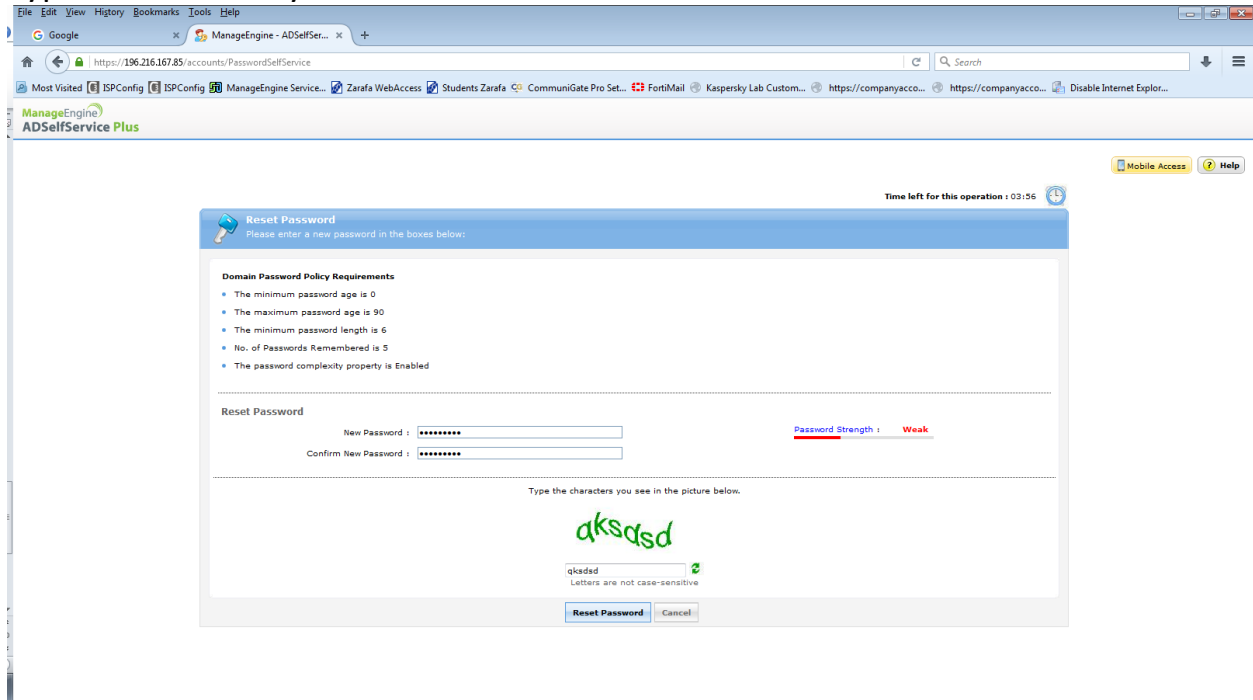
Select "Use my Google Authenticator app for verification"
Type in the security code and click on continue.



Go to the Authenticator App on your mobile and type in the new verification code. Type in the security code and click on continue.



Type in your new Password.
Type in the security code and click on Reset Password.



Your password has been reset successfully.

