

*For use during class contact time*

# **MIMS Student Self-Service Password Reset Service**

Perform a one-time set up of answers to challenge questions in your MIMS Portal to enable student self-service password reset when required.

# 1 What is this about?

Your MIMS account gives you access to your accounts like Student iCON, Student Learning Space, etc. If you forget your MIMS password, you would not be able to access these accounts.

Currently, you would have to approach your MIMS Student Administrator to perform a password reset for you. However, this is inconvenient and the process is not immediate.

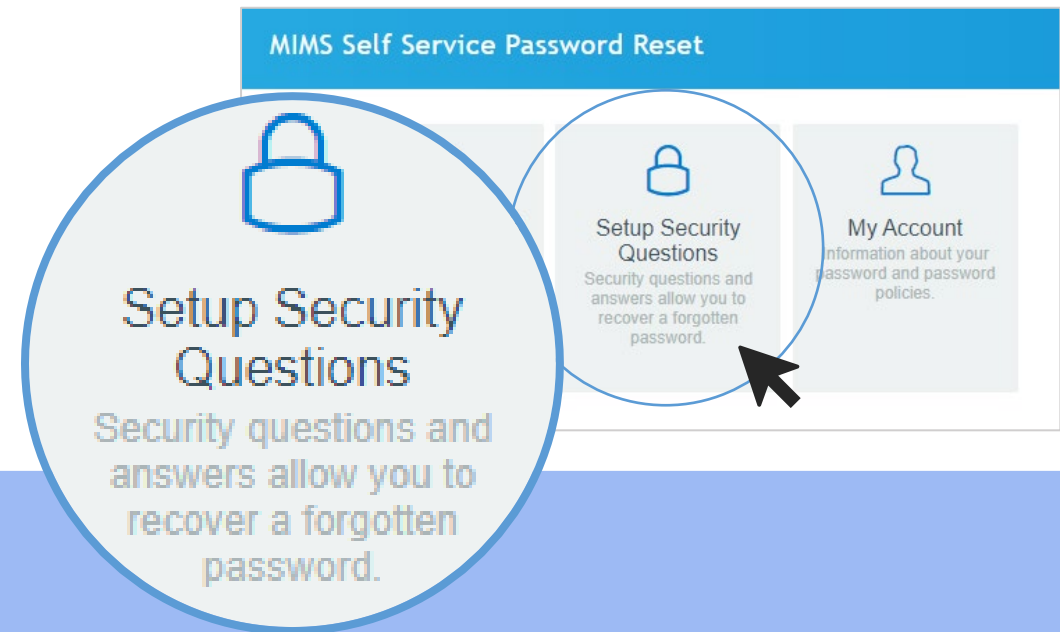
With the **MIMS Student Self-Service Password Reset Service**, you would be able to perform the password reset **yourself** if you forget your password.

## 2 How do I enable this?

You will need to perform a one-time set up of answers to challenge questions in your MIMS Portal to enable student self-service password reset when required.

### 1 Log in to MIMS Portal

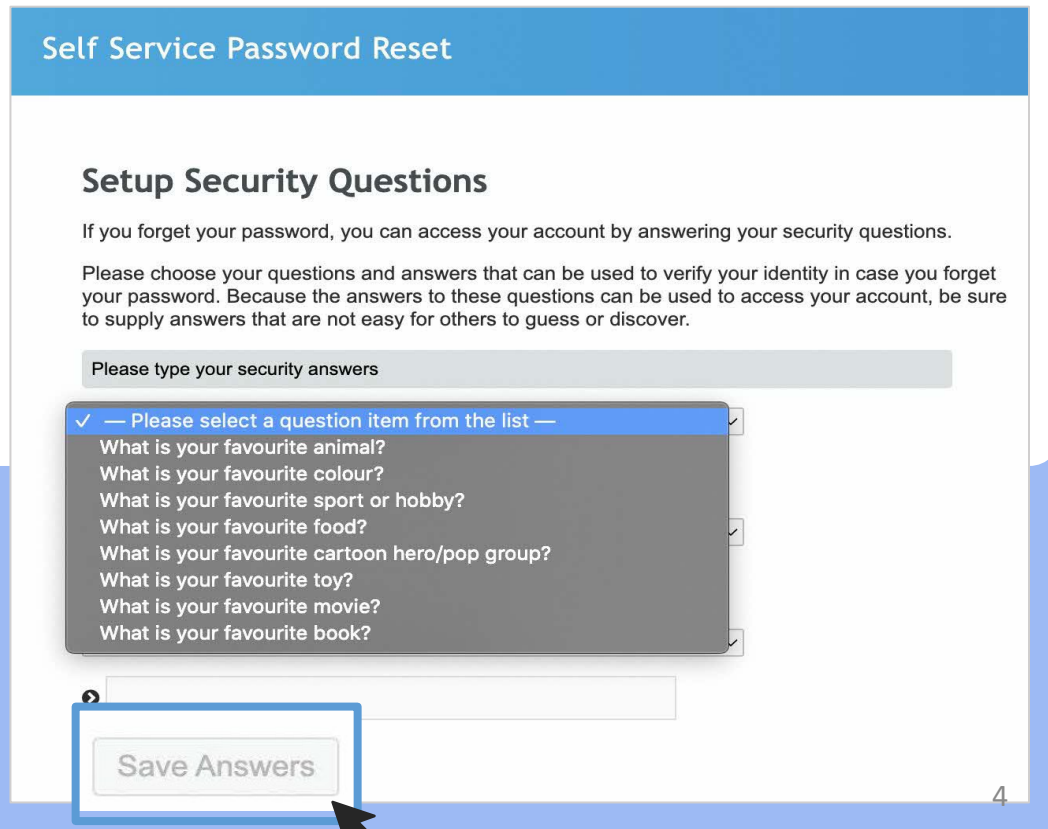
On the main menu, click on **Setup Security Question**.



## 2 How do I enable this?

### 2 Set challenge questions

Choose 3 questions and set the answers to them. After setting the answers, click **Save Answers**.



Self Service Password Reset

#### Setup Security Questions

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

✓ — Please select a question item from the list —

- What is your favourite animal?
- What is your favourite colour?
- What is your favourite sport or hobby?
- What is your favourite food?
- What is your favourite cartoon hero/pop group?
- What is your favourite toy?
- What is your favourite movie?
- What is your favourite book?

Save Answers

### 3 Forgot your MIMS Password?



After you have set up your challenge questions in your MIMS Portal, you will be able to self-reset your MIMS password if you happen to forget the password.

- 1 Go to <https://mims.moe.gov.sg/sspr> and click 'Forgot Password?'

A screenshot of the MIMS Portal login page. The page has a white background with a grey header. The header contains the Ministry of Education Singapore logo and the text 'MIMS Portal'. Below the header is a grey bar with the text 'Sign in to use available applications'. The main content area has two input fields: 'Username' and 'Password'. Below the 'Password' field is a blue link that says 'Forgot Password?'. A blue circle is drawn around the 'Forgot Password?' link, and an orange arrow points to it from the bottom right.

# 3 Forgot your MIMS Password?



**2 Type in your username and answer the Challenge Questions that you've set previously.**

## Self Service Password Reset

### Forgotten Password

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is your favourite colour?

What is your favourite sport or hobby?



# 3 Forgot your MIMS Password?




**3 Once you have correctly answered your Challenge Questions, you will be able to reset your password.**

## Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 12 characters long.
- The first character can not be a symbol (non letter or number).
- Must not include part of your name or user name.
- Must have at least three types of the following characters:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, #, \$, etc.)

Please type your new password

New Password 

Think of a new password

Confirm Password

Retype your new password

Change Password

Cancel

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**Thank you**