

Password Reset User Guide

Visit: <https://ssp.aiu.ac.ke>

1. Change Current\Old Password

Note: This step works if you remember your **current\old password**. If you have **forgot your old password** please go to the next step.

- a) Select Change Password
- b) Enter your Admission Id/Username and your current password

The screenshot shows a web interface for changing a password. At the top, there are three buttons: 'CHANGE PASSWORD' (highlighted in red), 'FORGOT PASSWORD', and 'UPDATE PROFILE'. Below these buttons is the text 'Want to Change your password?'. A red-bordered box contains an 'Attention!!' message: 'Please login with your **current password**. If you have forgotten click **Forgot Password**'. Below this is a form with two input fields: 'Student Number / Username' (with a smiley face icon) and 'Password' (with a lock icon and a toggle eye icon). A 'SUBMIT' button is at the bottom right. Three black callout boxes with arrows indicate the steps: 'Step 1' points to the 'Student Number / Username' field, 'Step 2' points to the 'Password' field, and 'Step 3' points to the 'SUBMIT' button. The 'CHANGE PASSWORD' button is also highlighted with a red box and an upward-pointing arrow.

c) If successful a page will pop up for you to enter a New Password and Confirm New Password

Please enter a **New Password**

The screenshot shows a password creation form with three main sections: 'New Password', 'Confirm New Password', and a submission area. The 'New Password' field is annotated with a black box labeled 'Step 1' and an arrow pointing to the input field. The 'Confirm New Password' field is annotated with a black box labeled 'Step 2' and an arrow pointing to the input field. Below the 'Confirm New Password' field, there is a black box labeled 'Step 3' with an arrow pointing to the 'SUBMIT' button. The 'SUBMIT' button is red, while the 'CLOSE' button is grey. The form includes a list of requirements for the password: 'Do not include any part of your name in the password', 'At least one lowercase character', 'At least one uppercase character', 'At least one number', 'At least one special character', and 'At least 6 characters'. There are also eye icons for toggling password visibility.

d) Ensure the password meets all the requirement. Every correct character requirement entered will be crossed out

New Password

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~~Do not include any part of your name in the password~~

~~At least one lowercase character~~

~~At least one uppercase character~~

~~At least one number~~

~~At least one special character~~

~~At least 6 characters~~

**Has meet the
requirment**

2. Forgot Password

Note: This step works if you have a registered personal email address that is either your gmail, yahoo, hotmail, or your work email address

- a) Select Forgot Password
- b) Enter your Admission Id/Username and your personal email address
(If you are not sure whether you have registered your email, send an email to [ICT staff](#) with your username and personal email address)

The screenshot shows a navigation bar with three buttons: 'CHANGE PASSWORD', 'FORGOT PASSWORD', and 'UPDATE PROFILE'. The 'FORGOT PASSWORD' button is highlighted with a red box and an arrow pointing to it from the text 'Have you forgotten your password?'. Below this is a 'Note!!' box with instructions. The main form has three input fields: 'Student Number / Username' (with a smiley icon), 'Email' (with an @ icon), and a 'SUBMIT' button. Arrows labeled 'step 1', 'Step 2', and 'Step 3' point to the respective input fields and the submit button.

CHANGE PASSWORD **FORGOT PASSWORD** UPDATE PROFILE

Have you forgotten your password?

Note!!
Please enter your **Personal Email Address** that is either your **gmail, yahoo, hotmail, work email** etc
After successfully receiving an email after submitting, your **Current Password** will be the one you receive.

Student Number / Username **step 1**

Email **Step 2**

Step 3 → **SUBMIT**

- c) Once you submit and is successful a new password will be sent to that email account. Check both inbox and spam. You can use the password that is sent to you as is.

Note:

- I. Do not copy paste the password but type it in.

- II. After successfully receiving an email after submitting, your Current Password will be the one you receive.



Password Reset

Your Password was Changed successfully.
A confirmation email has been sent to [REDACTED]

Please check your **SPAM** for the email if you don't receive it in your **INBOX**

OK

3. Registering a Personal Email Address

Note: This step works if you remember your **current password**. If you have **forgot your current password** please go back to the previous step.

- Select Update Profile
- Enter your Admission Id/Username and your current password

CHANGE PASSWORD FORGOT PASSWORD **UPDATE PROFILE**

Want to Update your Profile?

Attention!!
Please login with your **current password**. If you have forgotten click **Forgot Password**

Student Number / Username **Step 1**

Password **Step 2**

Step 3 **SUBMIT**

- c) If successful a page will pop up for you to enter your email (Don't enter your AIU email, enter either your gmail, yahoo, hotmail, work email or any other)

Note!!

Please enter your **Personal Email Address** that is either your **gmail, yahoo, hotmail, work email** etc

The image shows a form with an email input field. The word "Email" is written above the field, and a padlock icon is to its left. A black arrow labeled "Step 1" points to the input field. To the right of the field, a black arrow labeled "Step 2" points down to a red "SUBMIT" button. A grey "CLOSE" button is also visible to the left of the "SUBMIT" button.

Note:

- i. The email submitted will be used in the case you have forgotten your password
- ii. Remember you login to your AIU email and Microsoft Teams using `admissionid@aiu.ac.ke` as your user ID and your current password
- iii. To login to Library, ODEL and student portal you use: admission id and your current password.
- iv. Password is the same for all AIU ICT service