

# **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.

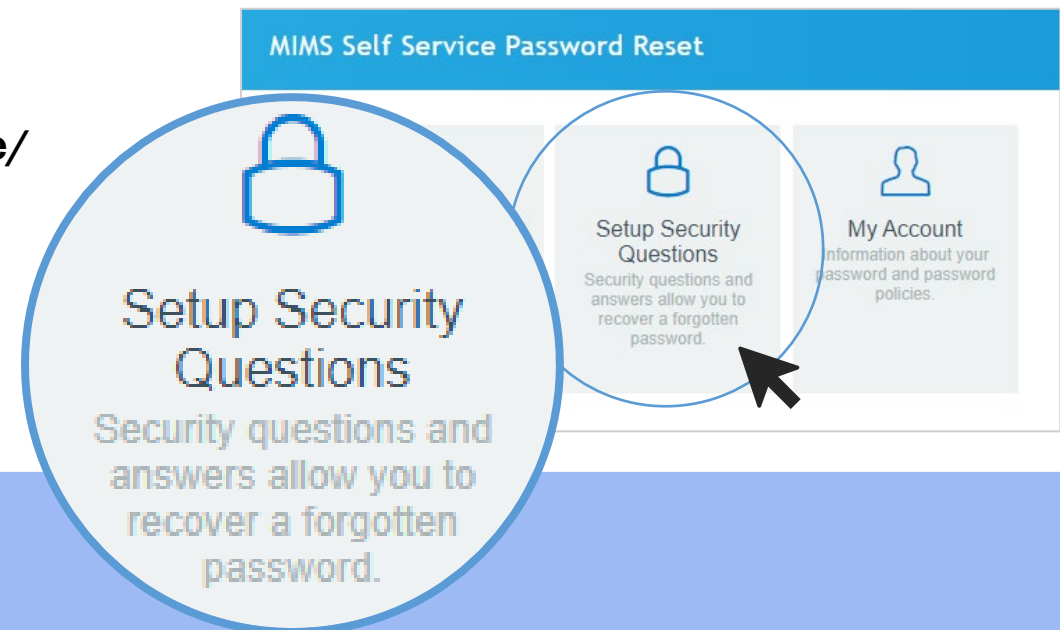
## 2 How do I enable this?

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

<https://portal.mims.moe.gov.sg/sspr/private/>

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**.

*\*Do note down the answers for future reference.  
Answer is Case-Sensitive.*

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

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# 3 Still using Default Password?



If you are still using the default password or wish to change your current password.

On the main menu, click on **Change Password**

1

**Change Password**  
Change your current password.

**Setup Security Questions**  
Security questions and answers allow you to recover a forgotten password.

**My Account**  
Information about your password and password policies.

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## MIMS Self Service Password Reset

### Please Sign in

Please enter your password below. Your current password is required to access this application.

#### Password

Password



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### 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

#### Confirm Password

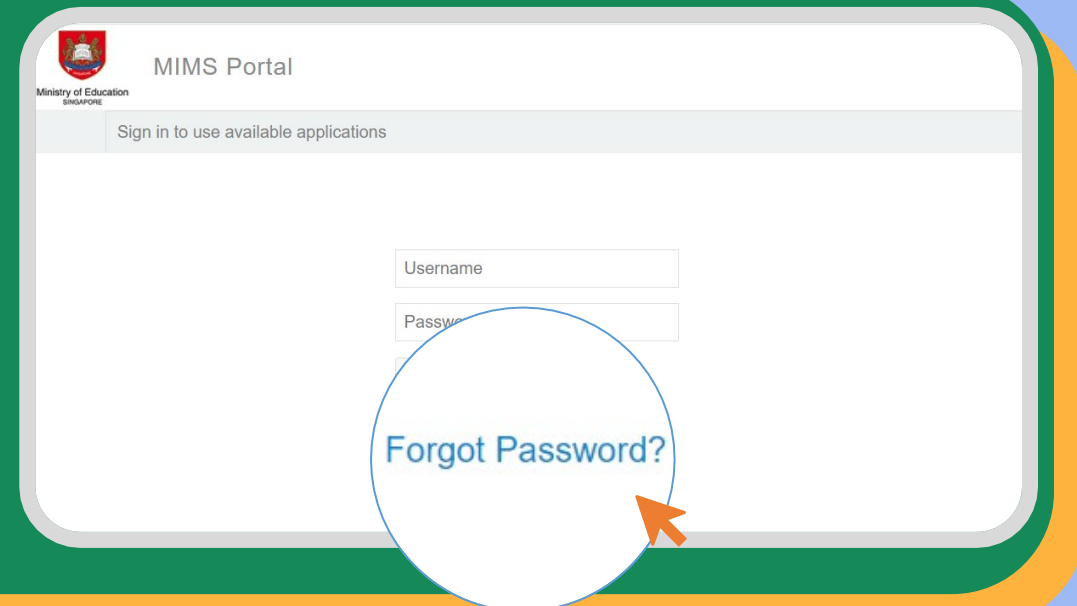


# 3 Forgot your MIMS Password?



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?'



# 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

**Thank you**