## How to reset your password

(i) Here you will reset your password instead of changing it. All entered information must be correct for reset to pass.

Please make sure your personal information is up to date on the SUN system

## Step-by-step guide

- 1. Open your browser (I.e. Google Chrome, Mozilla Firefox, Microsoft edge, Safari). In the address bar type in the link below: https://web-apps.sun.ac.za/user-password-manage/#/home
- 2. Click on reset password.

Representation Password M	anagement
Home	Home
Change Password Reset Password	If you want to change your password or reset your password, then you have come to the right place. Use the menu on the left to navigate to your chosen option.
Click on " <b>I'm not a robot"</b> , th	nen click on <b>Continue</b> .
a Passwor	rd Management
Home	Reset Password
Change Password	
Reset Password	I'm not a robot
	Continue
Continue to reset your passw Reserved Mar	rord, then press proceed. nagement
Home	Reset Password
Change Password	Here you can reset your password if you have previously provided one of the following:
Reset Pastsword	Your cellphone number     password reset questions and answers     an external email address
	Usemame (not email address)
	Proceed >

**(**) Make sure your password consists of min. 14 characters no longer than 47 characters (which should have a combination 1 x Uppercase letter ; 1 x lowercase letter ; 1 x number ; 1 x symbol) It may not contain your name, surname or username. This would cause a Vault failed error.

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