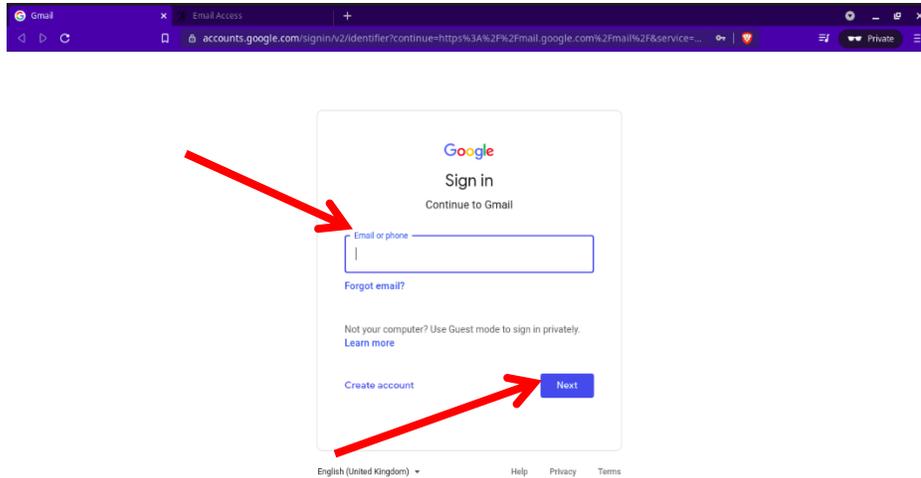
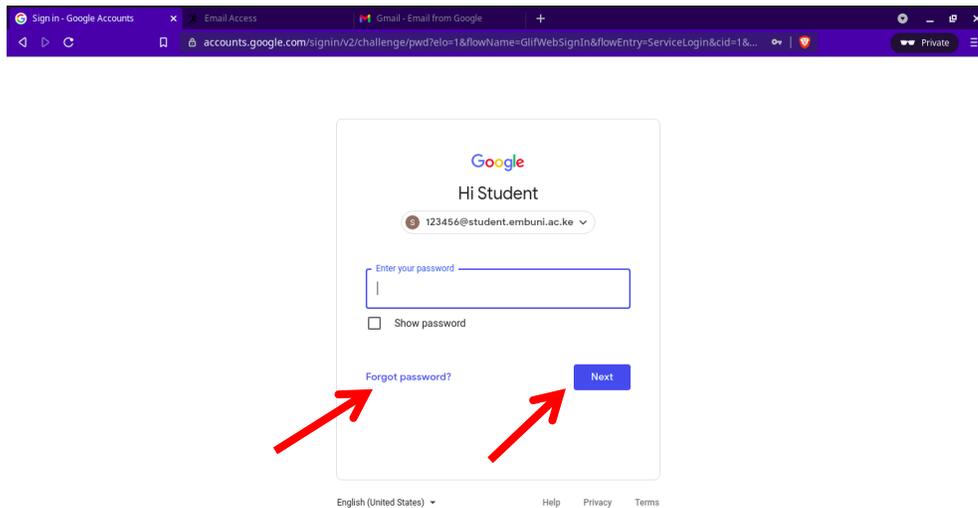


RECOVER EMAIL ACCOUNT IF YOU FORGOT YOUR PASSWORD

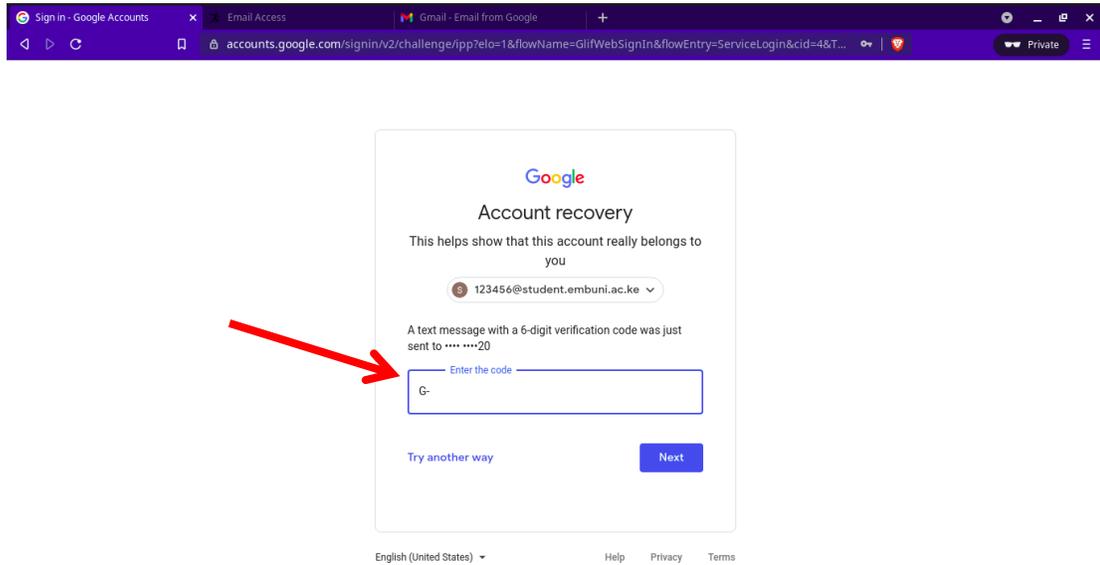
1. Input your student email address and click next on the login screen as shown below.



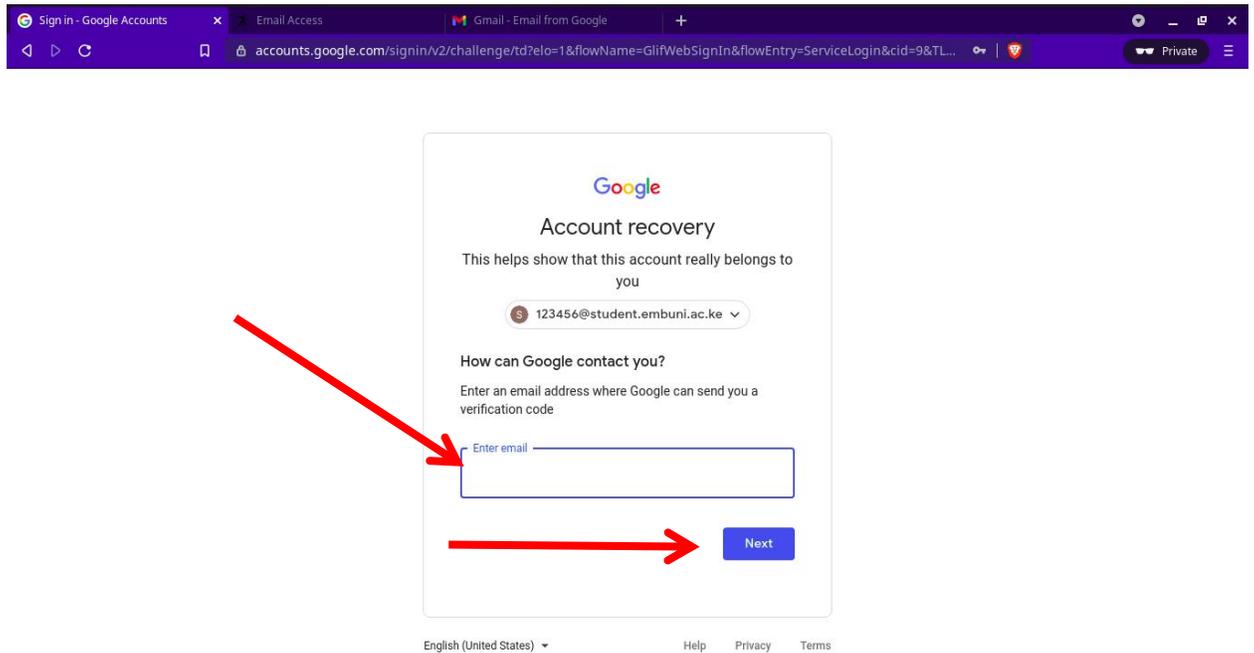
2. On the next screen click on **forgot password** and click next as shown below



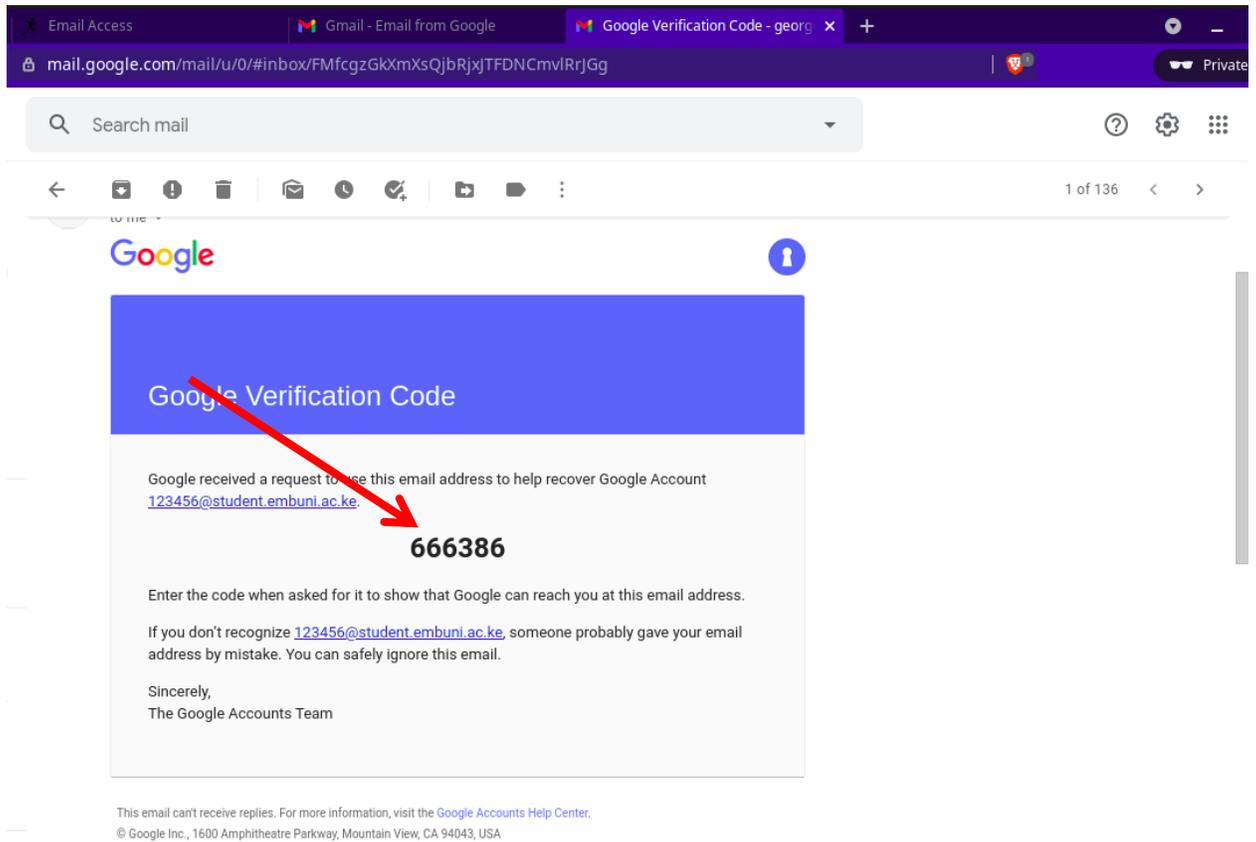
3. Wait for an SMS containing a Google verification code sent to your phone to verify the email account belongs to you. Input the code as shown below and click next.



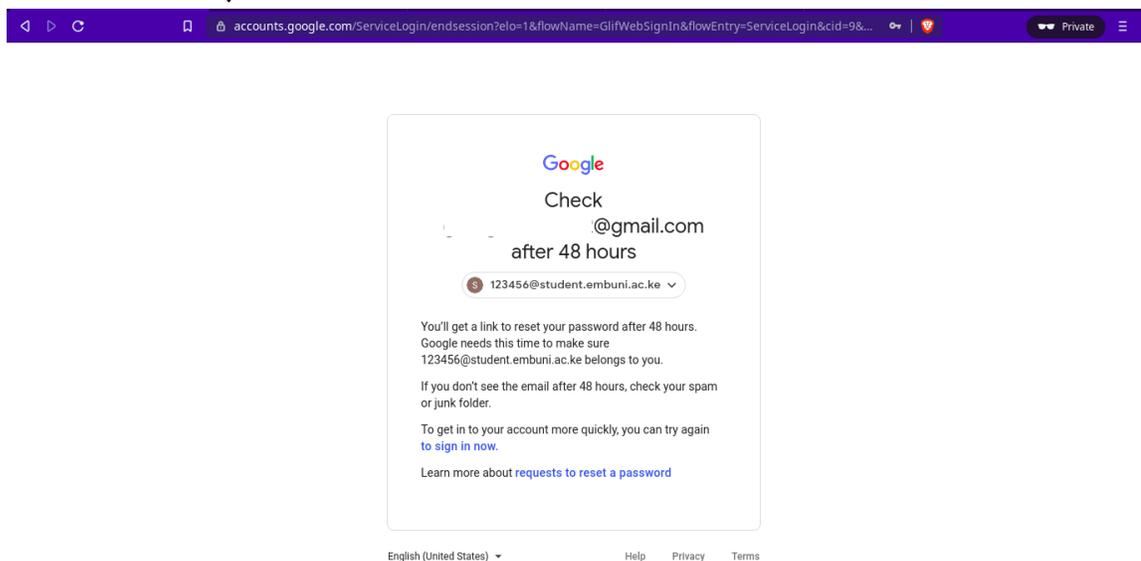
4. When you click next you will be required to input your personal email where a verification code can be sent and then click next



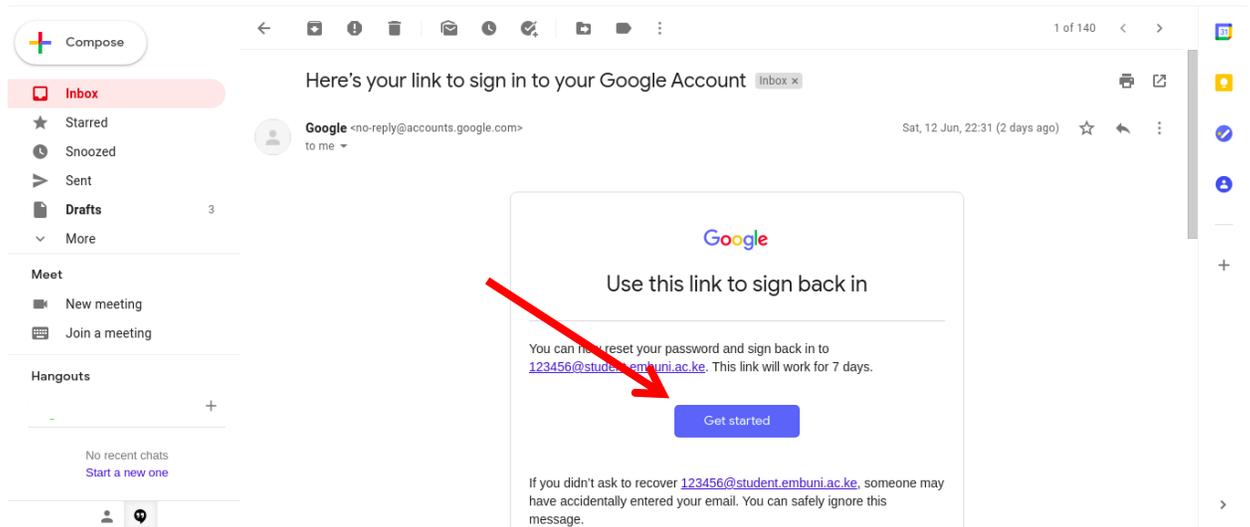
5. Check your personal email for an email with a code and copy the code. You will need this code to verify this email is reachable to recover your student email address.



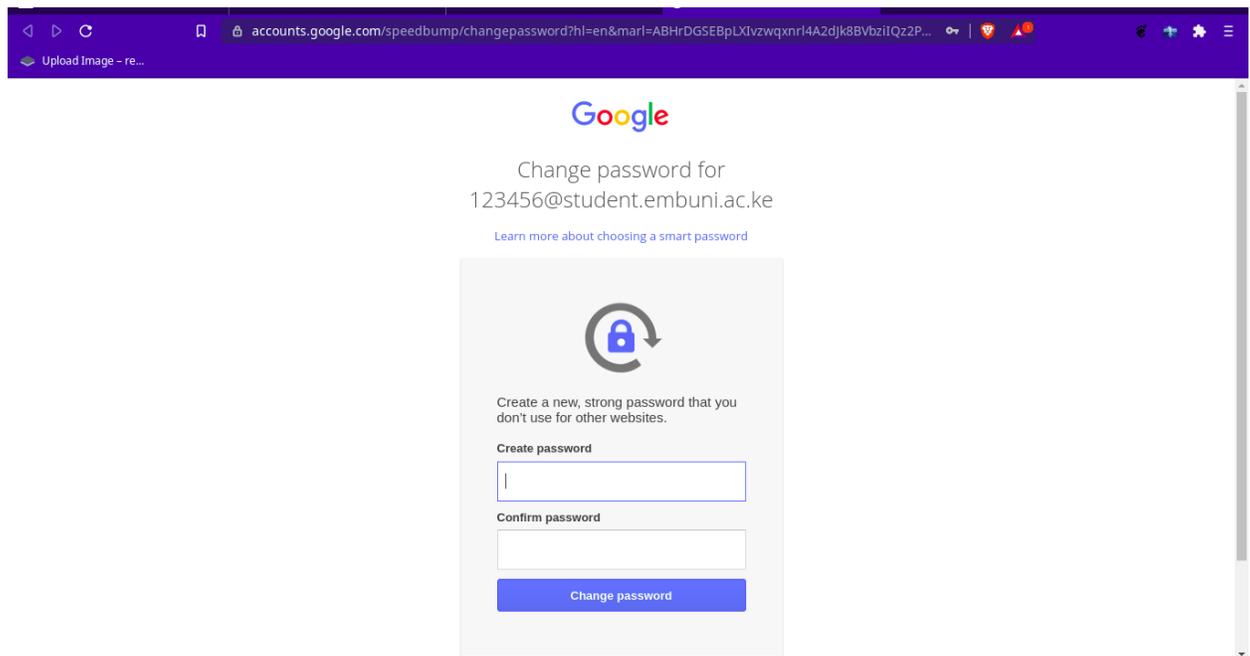
6. Once you input the code you will be required to wait for the account to be verified so that you can recover the student email.



7. A link will be sent to your personal email as shown below to reset the students' email password. Click on **get started** and proceed to reset your student's email password.



8. Choose the password that you will be using to access your student's email. Remember you cannot use a previous password.



If you face any challenges, you can reach out to ICT on email through support.ict@embuni.ac.ke or via **UoEm ICT Support Services** on the University Website Under Important Links.