RECOVER EMAIL ACCOUNT IF YOU FORGOT YOUR PASSWORD

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

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	English (United Kingdom)	 Heln Drivery 	Torme	

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

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			Google Hi Stude 123456@student.en Enter your password Show password Forgot password?	ent nbuni.ac.ke v			
			English (United States) *	Help Privacy T	erms		

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.

G Sign in - Google Accounts	×	🏂 Email Access	M Gmail - Email from Google	+		• _ e ×
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			Google Account rec This helps show that this accuryou 123456@student.en A text message with a 6-digit verifisent to20 Enter the code G. Try another way	COVERY bunt really belongs to hbuni.ac.ke v cation code was just		
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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

G Sign in - Google Accounts	×		M Gmail - Email from Google	+			• -	e ×	
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			Google Account rec This helps show that this accuyou 123456@student.en How can Google contact you Enter an email address where Goog verification code	2 COVERY pount really belongs to nbuni.ac.ke • 1? 1? 1? 1? 1? 1? 1? 1? 1? 1?	2				

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.

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	Change password for 123456@student.embuni.ac.ke Learn more about choosing a smart password Image: Descent state Create a new, strong password that you Confirm password Image: Descent state Image: Descent state				
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If you face any challenges, you can reach out to ICT on email through <u>support.ict@embuni.ac.ke</u> or via **UoEm ICT Support Services** on the University Website Under Important Links.