

# MIMS: MOE IDENTITY MANAGEMENT SYSTEM



## Student Self Service Password Reset (SSPR) Guide

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A PRESENTATION BY  
MINISTRY OF EDUCATION, SINGAPORE

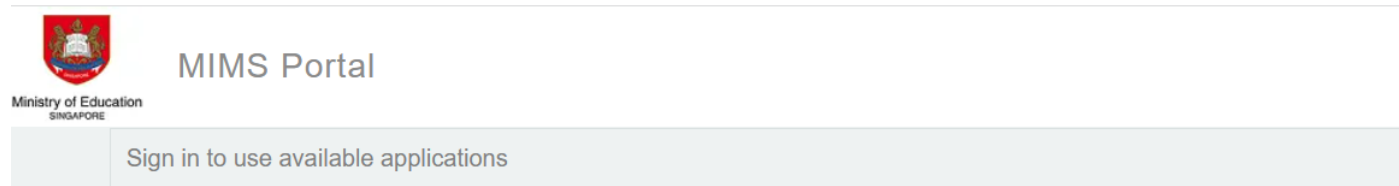
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# 1. LOGIN TO MIMS PORTAL

# LOGIN TO MIMS PORTAL

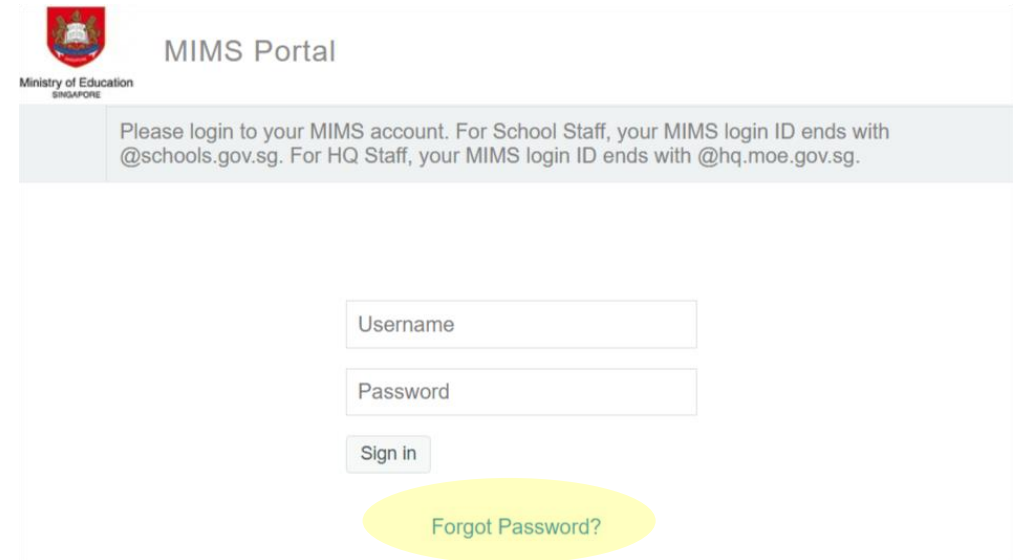
Website Link: <https://mims.moe.gov.sg/sspr>




[Forgot Password?](#)

# FORGOT PASSWORD?

- The Forgot Password? Is **Self-Service Password Reset function** that user can reset their password by themselves
- It will **NOT** work if you are logging in to MIMS for the first time or you haven't setup Challenge Question in MIMS.
- User who has genuinely forgotten his/her password and not able to do Self-Service Password Reset will need to get SA help to reset their passwords, then login to MIMS with the new temp password. (refer to next slide)



 MIMS Portal

Ministry of Education  
SINGAPORE

Please login to your MIMS account. For School Staff, your MIMS login ID ends with @schools.gov.sg. For HQ Staff, your MIMS login ID ends with @hq.moe.gov.sg.

Username

Password

Sign in

[Forgot Password?](#)

# FORGOT PASSWORD?

Flow of Student Admin (SA) help user to their password reset:

- SA do a password reset in MIMS
- SA pass the temp password to user
- Student login to MIMS with temp password
- Student to change the password and complete the password reset

## **2. SET CHALLENGE QUESTIONS**

# SET CHALLENGE QUESTIONS

The first thing you need to do is set your Challenge Questions. On the main menu, click on Application. Then click **Set Challenge Questions**.

MIMS Self Service Password Reset



**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.



# SET CHALLENGE QUESTIONS

You will be asked to set **3** questions.  
After setting them, click **Save Answers**.

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

# LIST OF CHALLENGE QUESTIONS

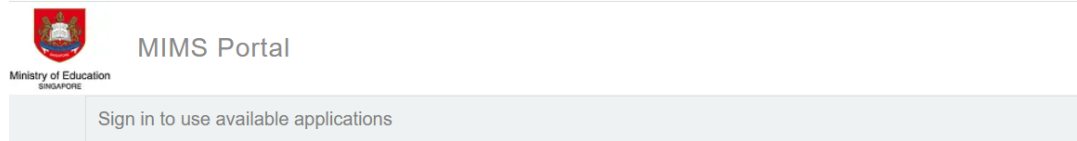
#	QUESTION
1	What is your favourite animal?
2	What is your favourite colour?
3	What is your favourite sport or hobby?
4	What is your favourite food?
5	What is your favourite cartoon hero/pop group?
6	What is your favourite toy?
7	What is your favourite movie?
8	What is your favourite book?

- Upon first login to MIMS Portal, you will be prompted to setup the password reset prompts.
- The user will be asked to set 3 available questions.
- During password reset, MIMS will challenge the user to answer the questions – **2 out of 2** need to be answered correctly.

# **3. FORGOT PASSWORD**

# FORGOT PASSWORD AGAIN?

Now if you have forgotten your password, you can use the **Forgot Password?** function to reset it. Enter your MIMS Login ID and you will be prompted with the Challenge Questions you have set earlier.

[Forgot Password?](#)

## MIMS Self Service Password Reset

### Forgotten Password

If you have forgotten your password, follow the prompts to reset your password.

Username

# FORGOT PASSWORD AGAIN?

Once challenge question has been answered correctly, you will then be able to reset your password.

## 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?

Check Answers

Cancel

## Self Service Password Reset

### 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

Change Password

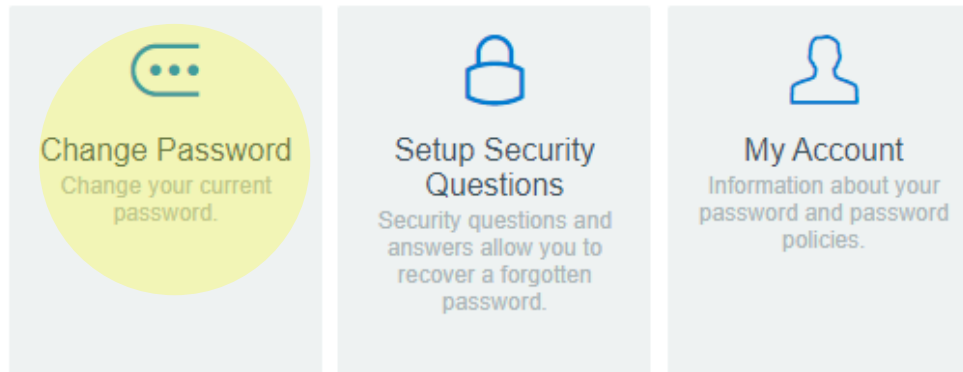
Cancel

# 4. CHANGE PASSWORD

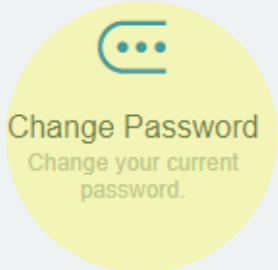
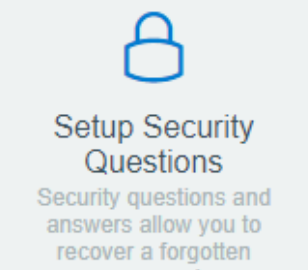
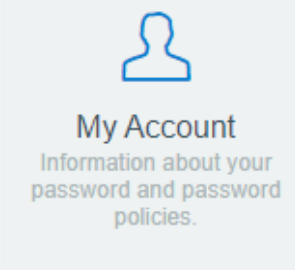
# [SSPR] Change Password

It is recommended to change your password from time to time, even if it has not expired. To do so, click on Application on the main menu and click **Change My Password**.

## MIMS Self Service Password Reset

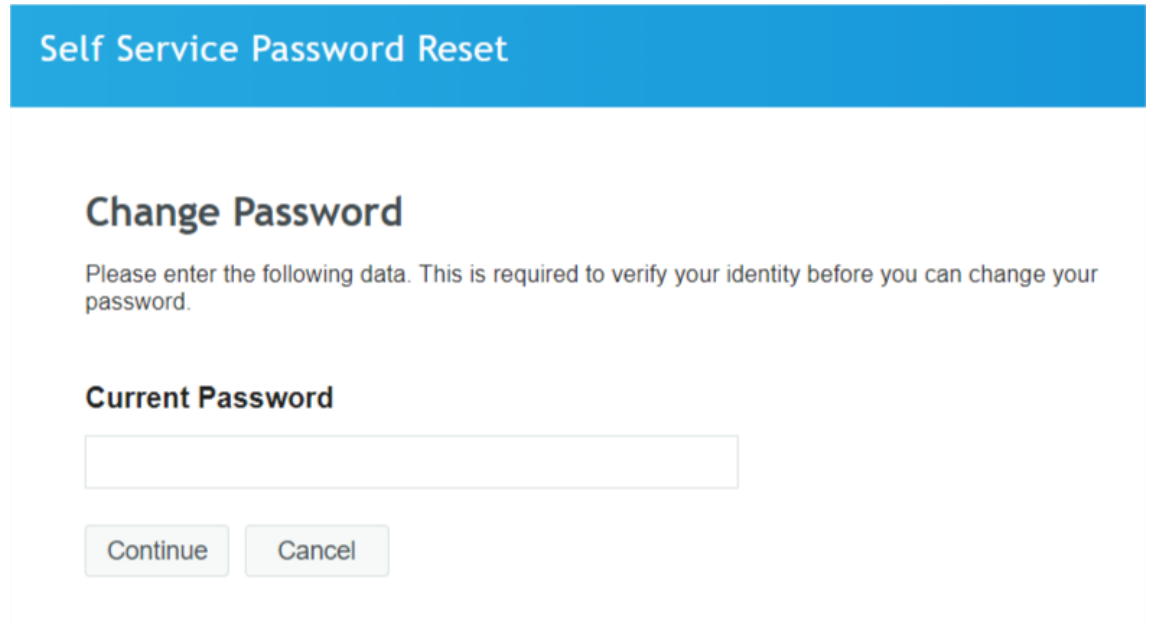


The image shows a screenshot of the MIMS Self Service Password Reset interface. It features a blue header bar with the text "MIMS Self Service Password Reset". Below the header, there are three light gray rectangular buttons arranged horizontally. The first button on the left has a yellow circular icon with a speech bubble and three dots. The second button in the middle has a blue padlock icon. The third button on the right has a blue person icon. Each button contains text describing the function: "Change Password" (with a sub-description "Change your current password."), "Setup Security Questions" (with a sub-description "Security questions and answers allow you to recover a forgotten password."), and "My Account" (with a sub-description "Information about your password and password policies.").

 <p><b>Change Password</b> Change your current password.</p>	 <p><b>Setup Security Questions</b> Security questions and answers allow you to recover a forgotten password.</p>	 <p><b>My Account</b> Information about your password and password policies.</p>
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# [SSPR] Change Password

You will be prompted with your Current Password. Enter your Current Password in the textbox and click Continue.



The screenshot shows a web interface for a Self Service Password Reset. At the top, there is a blue header bar with the text "Self Service Password Reset". Below this, the main heading is "Change Password". A sub-heading reads, "Please enter the following data. This is required to verify your identity before you can change your password." Underneath, there is a label "Current Password" followed by a single-line text input field. At the bottom of the form, there are two buttons: "Continue" and "Cancel".



# [SSPR] Change Password

Set a new password by typing into the **New Password** textbox.

As you type in your new password, MIMS will determine if the password is secure enough to meet the password requirements.

Once the password is accepted, type it in again in the **Confirm Password** textbox. Click **Change Password**.

## Self Service Password Reset

### 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

Change Password

Cancel

# **PASSWORD REQUIREMENTS (Primary School Students)**

The current password requirements is of following:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must include at least 1 number.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include part of your name or user name.
- New password must not have been used previously.

# **PASSWORD REQUIREMENTS (Secondary & JC Students)**

The current password requirements is of following:

- Password is case sensitive.
- Must be at least 12 characters long.
- Must include at least 1 number.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include part of your name or user name.
- New password must not have been used previously.

# PASSWORD REQUIREMENTS (All Students)

- New password entered by the student will check against the 3 historical password history.
- Do note that an error will be prompt (“You are not allowed to reuse the same password again. Kindly create a new unique password”) if the same password is entered by the student.

**Thank you**

