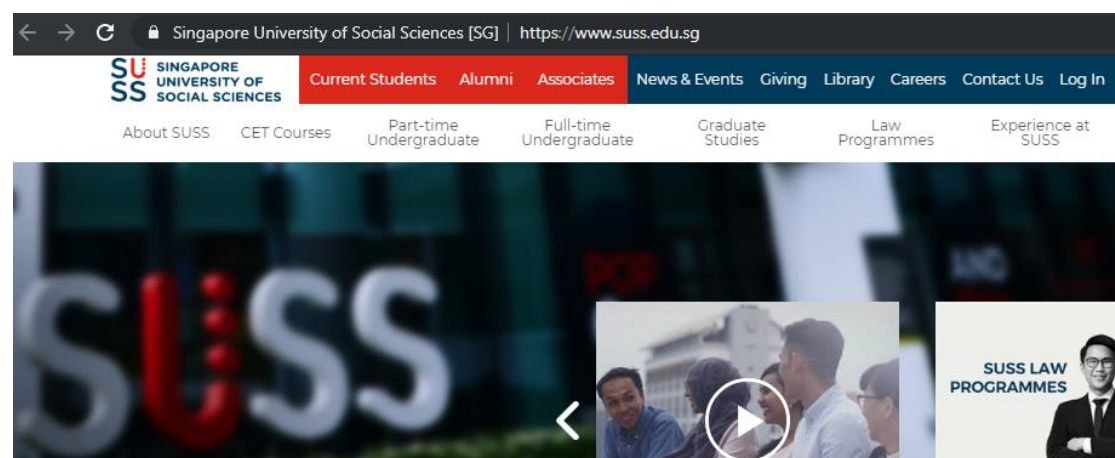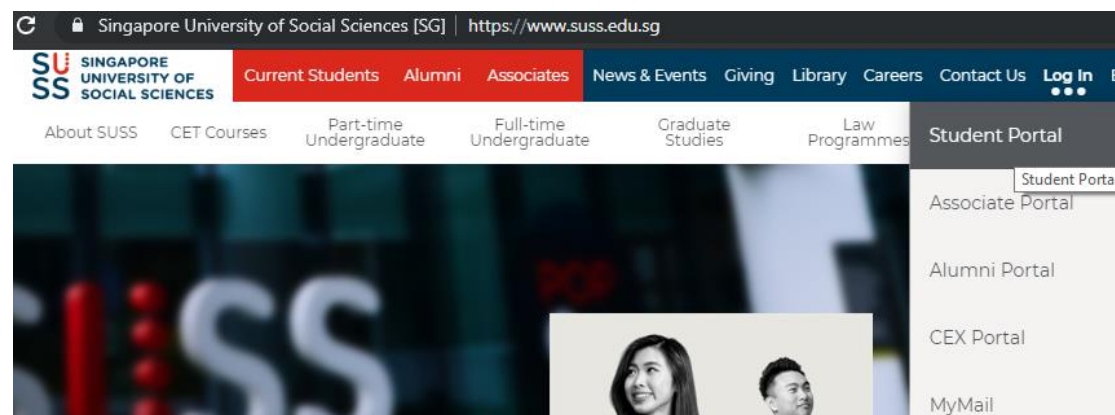# Steps for Students (New & Current) / Alumni and Associates Accounts to login on how to change password.

How to change the password before accessing other portals and email accounts (hosted on Microsoft Office 365)

Go to www.suss.edu.sg

Click on Login and Choose Student Portal / Associate / Alumni

A new tab will open in the web browser
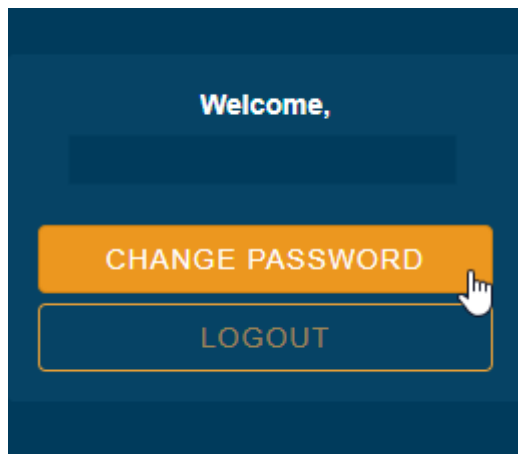
Login as: Please use the dropdown button to select Student/Associate/Alumnus

If your MyMail Address is username001@suss.edu.sg User ID shall be username001

Password: Current Password / 1st time password

Click on the **LOGIN** button to sign in.

Please change your password immediately by clicking on the "Change Password" link located on the left side menu as shown below.

Your new password has to match the below criteria)

   i.   At least **8** characters in length

  ii.   Password cannot contain the user's login account name or parts of the user's full name exceeding 2 consecutive characters.

 iii.   **MUST** contain characters from all of the following categories:

      1. English lower case alphabets (a-z)

      2. English upper case alphabets (A-Z)

      3. Numeric Digits (0-9)

      4. Symbolic characters (e.g. !, @, #, $, ?)

When the password is changed successfully, you may use the new password to login to the Student Portal and Email Account.

Important Notes:

For new Students and Associates:

When you have received your User ID and Password, please login to the Student Portal / Associate Portal to change the password.

When the password is changed successfully, it will show **"Password successfully changed"**

If the new password does not meet the criteria, it will show **"The new password does not meet the password criteria"**

If the new password and confirm new password are not the same, it will show **"The new Password don't match"**

If you have multiple Microsoft Office 365 Mailbox accounts, please use separate web browsers to login.

When the password is changed successfully, the new password shall be valid for the next 180 days. You may use the new password to login to the Student Portal, Canvas, Library, Email Account, SIM_WiFi

If any other error messages, please contact MyMail Support (MyMailSupport@suss.edu.sg) and provide the following:

   a) Screenshot of the error message
   b) PI Number
   c) Full Name

   Note: Please check the guide frequently for latest changes and updates.