

ZamServices Portal Recovering (Reset) Password Quick Guide

In order to reset the password used to authenticate on ZamServices Portal the user must take the following steps:

1. Navigate to the ZamPortal e-Services directory (<https://eservices.gov.zm/>).
2. Navigate to “My Profile” and click on “Login with ZamPass” option.
3. Proceed to authentication on ZamPortal e-Services Portal using the Governmental Authentication Service – ZamPass by selecting “**Proceed**” option.

Note: The user must already have a registered valid *ZamPass Account*.

4. From the “**Forgot Username or Password?**” phrase displayed below the **Sign In** form - choose the “**Password**” option.
5. On the form “Recover Password” provide the ID (NRC or Passport) that was used for ZamPass Account registration, choose one of available recovery options and click on “**Submit**”.
6. The pop-up window with the message „**Password recovery information has been sent to the email registered with the account <your_ID>**” will appear. Select „*Close*” option, close the current browser or browser tab and navigate the E-mail address provided during the profile registration, find the „**Password Reset**” E-mail, open it and start the ZamPass reset password procedure, by clicking on „**Reset Password**”.
7. A new browser/tab will open. Complete the „**Reset Password**” form by providing a new password in the fields **Enter New Password** and **Confirm password** and click on „**Submit**”.
8. The pop-up window with the message „**Updated the password successfully**” will appear. Select „*Close*” option. The user is redirected on the **Sign In** page.
9. Optionally, fill in the “**Sign In**” form with personal Username (NRC or Passport) and the new Password and choose “**Sign In**” option to log in (verify) the new password.