

ZIGS Quick Guide: How to Reset Password

1. Go to the Public Service Portal (*ZamPortal*), <https://zamportal.gov.zm>.
2. Go to “**My Profile**”, click on “**Login with ZamPass**”.
Note: you will be re-directed to ZamPass, the ZIGS’ identity management service.
3. Click [**Proceed**].
4. Below the “**Sign In**” form you can see “**Forgot Username or Password?**”. Click on “**Password**”.
5. Enter your Username (*national ID or Passport provided during the account registration*), choose a recovery option, click [**Submit**].
6. Check your email, open a message from *ZamPass*, click on “**Reset Password**” link.
7. You will be returned to *ZamPass* to set a new password; type the new password in the field “**Enter New Password**”, retype it in the field “**Confirm password**” and click on [**Submit**].
8. You will be redirected to the “**Sign In**” form and now can log in using your username and the new password you have selected.