Accessing SIM University Webmail via Student/Associate Portal

1. Proceed to http://www.unisim.edu.sg. Click on the drop down menu provided at the top of the screen. Select Student Portal or Associate Portal. Please ensure that your internet browser pop-up blocker is disabled or has exception granted to UniSIM website.

2. A new window will pop-up as shown in below screen.
3 For 1\textsuperscript{st} time login into Student/Associate Portal \textbf{OR} after a request of password change, follow the below steps.

4 Key in your login username. (eg. johndoe001)

5 The \textbf{Current/Given password} field should be filled in with the password that is:
   a) Given upon request of password (usually \textbf{Password####} where #### are numbers)
   b) In a system generated email with your login details.
   c) Your current password
Upon successful authentication, you will be prompted to change your password.

The Old password field should be filled in with the password that is:

a) Given upon request of password (usually **Password####** where #### are numbers)

b) In a system generated email with your login details.

c) Your current password

The New password and Confirm new password field is to be filled in with your own password which consists 3 out of the 4 below criteria.

a) **At least 8** characters in length

b) **Cannot contain the user's login account name or parts of the user's full name that exceed 2 consecutive characters**

c) **MUST** contain characters from 3 of the 4 following categories:
   i. English lower case alphabet (eg. a-z)
   ii. English upper case alphabet (eg. A-Z)
   iii. Numeric Digits (eg. 0-9)
   iv. Symbolic character (eg. !, @, #, $, ?)

d) **Password will expire every 180 days upon last password change.**
8. After keying in all the fields, click on **Change Password**.

9. Once Password successfully changed is shown, click on **Continue**.

10. You will be redirected to below screen.
13 Click on “MY MAIL”, and then Inbox, it will pop-up another new window.

14 Click on I Agree link and it will redirect to your MyMail Inbox.

Note: The maximum file size limit for an attachment is 10MB. The default mailbox quota is 500MB.
Request for Password Reset to Student/Associate/Alumni Portal

1. Proceed to http://www.unisim.edu.sg. Click on the drop down menu provided at the top of the screen. Select Student Portal, Associate Portal or Alumni Portal. Please ensure that your internet browser pop-up blocker is disabled or has exception granted to UniSIM website.

2. A new window will pop-up as shown in below screen.
3. If your computer has an Email Client (e.g., Microsoft Outlook) installed and configured with an email account (e.g., Company email account), your Email Client will appear a New Message box (below screen may differ on the type of Email Client used)

![Example email message](image)

4. Provide the information as given in the template and send to [mymailsupport@unisim.edu.sg](mailto:mymailsupport@unisim.edu.sg) (automatically filled in by the system)

5. MyMail Support Team will reply to your request with a new password within the next working day.
   - MyMail Support working hours
     - Monday to Friday: 8:30am to 5:30pm
     - Closed on Weekends and Public Holidays
**Student / Associate Portal and MyMail Password Expiration**

1. Your Password to Student / Associate Portal and MyMail will expire every 180 days upon last password changed date.

2. Once your account has passed 180 days without a change of password, you will be required to send in request to **MyMail Support** for a password reset.

3. **14 days** before your password expires, an alert email sent from postmaster@unisim.edu.sg will be sent to your MyMail account to inform you to do a password change.
   Subsequent reminders will be sent again **7, 5, 3, 1 day(s)** before your account will expire.

4. Below screenshot is a sample of the email reminder.

   ![Email Reminder Screenshot]

   Click on the **Change Password** link to bring you to **MyMail Password Changer** webpage.

5. Click on the **Change Password** link to bring you to **MyMail Password Changer** webpage.
6 A new window will pop-up from your internet browser.

![Password Changer Form]

**Instructions**

Your new password **MUST** consist of the below criteria:

1. At least 8 characters in length
2. Cannot contain the user's login account name or parts of the user's full name that exceed 2 consecutive characters
3. **MUST** contain characters from 3 of the 4 following categories
   a. English lower case alphabet (eg. a-z)
   b. English upper case alphabet (eg. A-Z)
   c. Numeric Digits (eg. 0-9)
   d. Symbolic character (eg. !, @, #, ?, $)
4. Password will expire every 180 days upon last password change.

**NOTE:** Please note that passwords are case-sensitive.

7 Key in your login username. (eg. johndoe001)

8 The **Current/Given password** field should be filled in with your current password you are using.
The **New password** and **Confirm new password** field is to be filled in with your own password which consists 3 out of the 4 below criteria.

a. At least **8** characters in length  
b. Cannot contain the user's login account name or parts of the user's full name that exceed **2** consecutive characters  
c. **MUST** contain characters from **3** of the **4** following categories
   i. English lower case alphabet (eg. a-z)  
   ii. English upper case alphabet (eg. A-Z)  
   iii. Numeric Digits (eg. 0-9)  
   iv. Symbolic character (eg. !, @, #, ?, $)

d. Password will expire every **180** days upon last password change.

After keying in all the fields, click on **Change Password**.

You will be redirected to the below screen. Once Password successfully changed is shown, close this window.