

Resetting Your SMU Domain Account Password Using SMS

You can now reset your network account password through SMS (Short Message Service) from your mobile phone. To do so, you will first need to register your mobile phone number with us through a SMS. Once done, you need not register again so long as this number is still being used.

To register your mobile phone for password via SMS:

Step 1 - Registering Your Mobile Phone Number

(you may skip this step if you've already registered your phone number with us previously)

```
register <username>
<password> <PIN>
<retype PIN>
```

First, compose the SMS text to register for this SMS service, in the form of:

register <username> <password> <PIN> <retype PIN>

e.g. register mike.ng.2005 P@ss1234 mysecret mysecret

e.g. register annielim p@SS1234 123456 123456

Note: PIN must be 6 character/digit and can be alphanumeric, letters or numbers

Step 2 - Sending Your SMS Text

Phone Number:
90701882

Once you are done composing the SMS text, send it to **90701882**

Recommendation: save 90701882 into your phone book

Step 3 - Receiving Your Registration Confirmation

Your new mobile number and PIN are registered successfully.

Please wait for a minute or three for a SMS reply message to confirm that your mobile has been successfully registered .

To start resetting your password via SMS:

Step 1 – Reset your SMU Domain Password

```
reset <username>
<PIN>
```

Compose the SMS text to request for your Network Account password to be reset, in the form of:

reset <username> <PIN>

e.g . reset mike.ng.2005 mysecret

e.g. reset annielim 123456

Step 2 - Sending Your SMS Text

Phone Number:
90701882

Once you are done composing the SMS text, send it to **90701882**

Recommendation: save 90701882 into your phone book

Step 3 - Receiving Your New Password

Password reset ok.
Pls logon to SMU Domain or <http://email.smu.edu.sg> to change it. Your new password is XXXXXXXX

Please wait for a minute or three for a SMS reply message to confirm that your password has been successfully reset. You will also find a randomly-generated 8 character password code included in the message.

Note: Your must change your password after your first login via SMU Domain login from joined domain computer while it connected to SMU domain or via <https://email.smu.edu.sg> . You can only access eWise or OASIS after that.

[FAQ on Resetting Your SMU Domain Account Password Using SMS](#)