


## How to Reset Password and Activate Account in e-registry

1. When entering username and password, if you are encountering below issue 'Invalid user name or password', please proceed to reset password as shown in **Step 2**:

**Note 1.1:** If you forget your **username**, together with your **National Identity card**, visit us at the Registrar General Department Computer Room. No username and password will be given over the telephone and by any other means. In case you do not receive any notification upon password reset, kindly download **User Representation Form** available on Registrar General Website to request an update of your **email address** in the system.

[<https://registrar.govmu.org/Pages/Downloadable%20Forms/Downloadable-Forms.aspx>]

The Registrar General's Department of Mauritius



**WELCOME TO MAURITIUS E-REGISTRY**

- ✓ On-line registration
- ✓ On-line payment
- ✓ On-line search
- ✓ Information services
- ✓ Basic registration

New submission by individual for any type of document  
 Representations on behalf of Professional bodies

Login with MAUPASS for any new submission  
[See note 1. below](#)

Sign in with MAUPASS

OR

Login with your existing Mauritius e-registry user account  
[See note 2. below](#)

Username  
[REDACTED]

Password  
[REDACTED]


LOGIN

[Reset password](#) [Activate account](#)

NOTE:

2. Go to the webpage <https://eregistry.govmu.org/> and click on reset password as shown in the picture.

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[REDACTED]

Password  
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LOGIN

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NOTE:

3. Fill in the reset password form, but make sure you enter the same **email address** which was used to create your account. Click on Submit.

Reset password

Email \* : [REDACTED]

User name \* : [REDACTED]

Captcha \* : triners



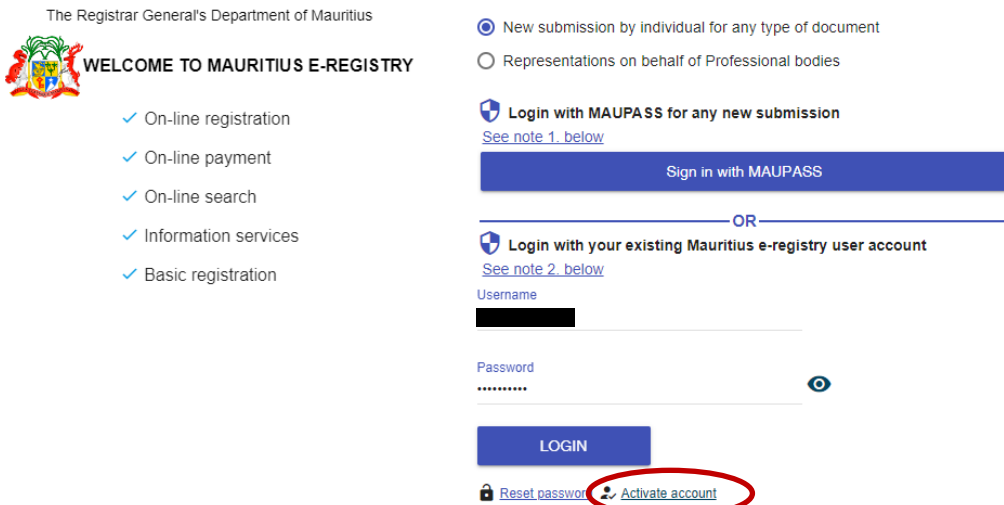
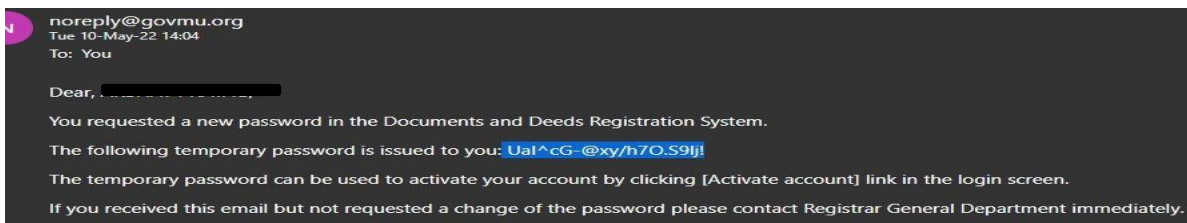
Refresh: [refresh icon]

Submit Back

4. Email confirmation



5. You will receive a new temporary password in your email as shown below. Copy the new temporary password and go to <https://eregistry.govmu.org/> again and click on **activate** account. Refer to the pictures below.



NOTE:

6. Enter your username again. Paste the new temporary password into the field of 'current password' received by email. Next, enter a new password in the 'Password' field and enter the same password in the 'Repeat Password' and click on Submit.



7. The following message will display 'Password changed, go to <https://eregistry.govmu.org/> again and login in to the system'. Now, you can successfully login again on e-registry.

