

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>]



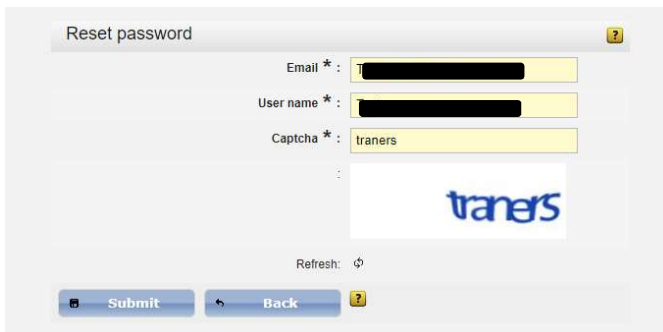
The screenshot shows the 'Welcome to Mauritius e-Registry!' page. On the left, there are links for 'On-line registration', 'On-line payment', 'On-line search', 'Information services', and 'Basic registration'. On the right, there is a login form with fields for 'Username' (containing 'test') and 'Password'. A red error message box at the top right says 'Invalid user name or password.' Below the login form, there are links for 'LOGIN', 'clear', 'Don't have account? Request account', 'Reset password', and 'Activate account'.

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



This screenshot is identical to the previous one, but the 'Reset password' link in the bottom right corner of the login form is circled in green.

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.

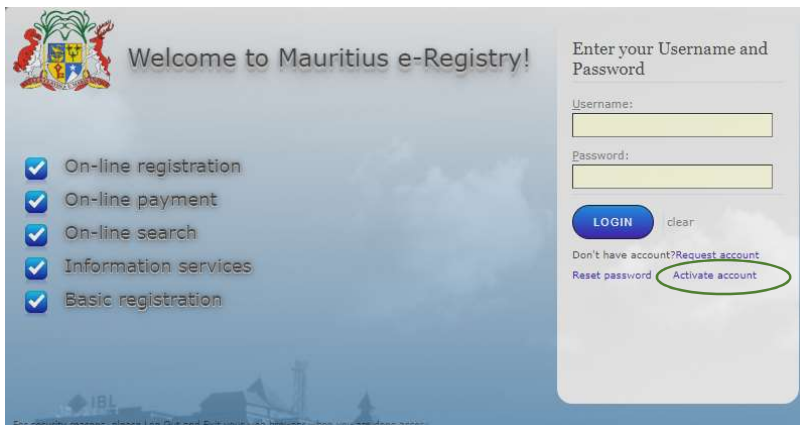
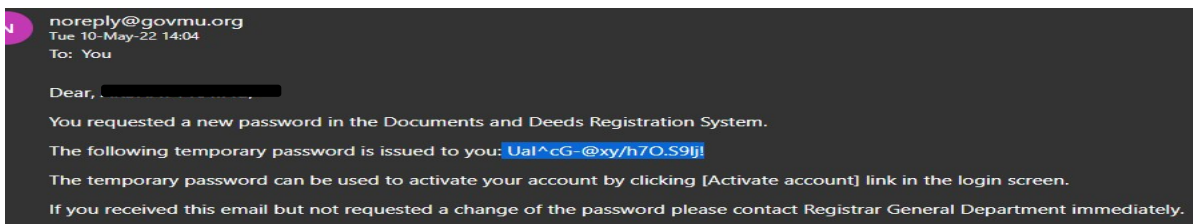


The screenshot shows the 'Reset password' form. It has three required fields: 'Email *', 'User name *', and 'Captcha *'. The 'Email' and 'User name' fields are redacted with black bars. The 'Captcha' field contains the text 'traners'. Below the fields is a 'Refresh' button with a circular arrow icon. At the bottom, there are 'Submit' and 'Back' buttons, along with a help icon.

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.



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.

