

HMAIL USER GUIDE

Self Service Password Portal

Version 1.2

This document contains proprietary information that is confidential to the Synapxe. Disclosure of this document in full or in part, may result in material damage to the Synapxe. Written permission must be obtained prior to the disclosure of this document to a third party. Any hardcopy of this document, printed or photocopied, is considered an uncontrolled copy. The original, signed-off document is the controlled copy.

1	INTRODUCTION.....	4
2	HOMEPAGE.....	5
3	ONE-TIME ENROLMENT	6
4	RESET PASSWORD	9
5	UNLOCK ACCOUNT	13
6	UPDATE ENROLMENT	16

Revision History

Version	Effective Date	Summary of Changes	Author	Change Request
0.1	31/03/2017	Initial Draft	Goh Kian Chuan	
1.1	26/09/2023	Updated branding,	Hmail Team	
1.2	18/05/2026	Removed Custom Secret Question feature	Hmail Team	

1 INTRODUCTION

The Self-Service Password Portal allows you to perform the following:

- Perform One-Time Enrolment so that you can utilize services like the self-service password reset and account unlock functions
- Reset your Hmail password should you forget your password
- Unlock your account in the event it has become locked, due to the maximum number of retries having been exceeded, although you do remember your password
- Update your enrolment details such as mobile number, secret question and answer.

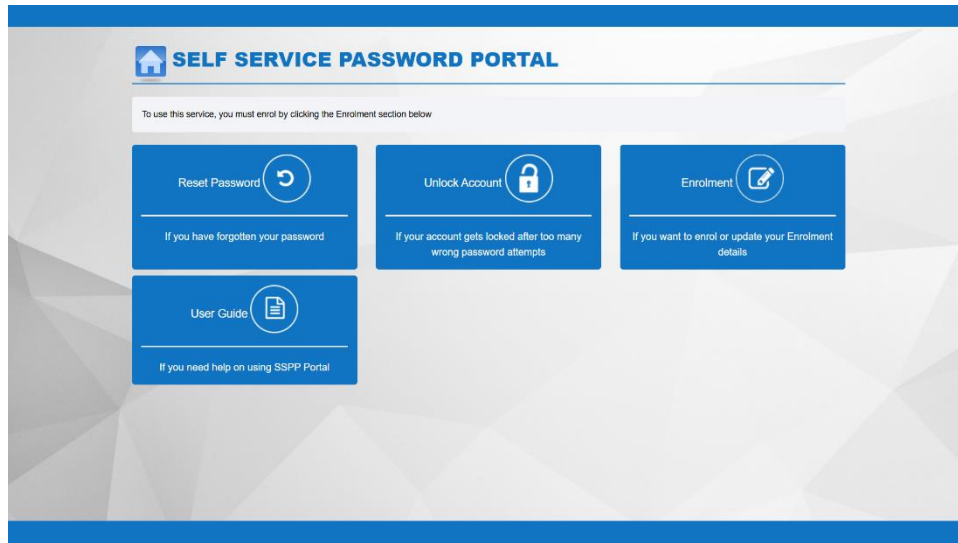
The secret question is to allow the system to authenticate you using an alternative method that the user sets. If the secret question is not set or the one-time enrolment is not performed, the user will not be able to perform the self-service password reset via this portal.

The portal is accessible directly via

- a) <https://sspp.hmail.sg>

2 HOMEPAGE

This is the Self-Service Password Portal home page at <https://sspp.hmail.sg>.



SSPP Web Home Page

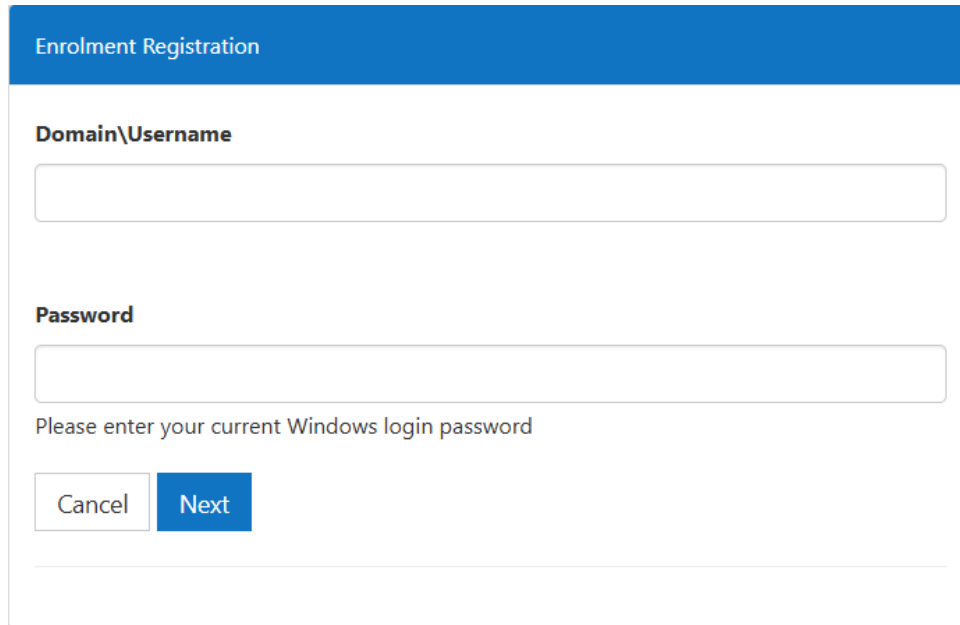
- To access, click on the icon to select the option.
- If this is the first time you are accessing the portal, you will need to perform a one-time enrolment before using the portal. Please click on 'Enrolment' icon. You must successfully complete the enrolment before the system allows you to proceed.
- Enrolment is only required once, after which you may access all options directly from the main portal menu.

3 ONE-TIME ENROLMENT

Please prepare the following information before you proceed:

- The mobile number you wish to use for receiving One Time Passwords (OTP).
- A response to any one of the pre-defined secret questions listed

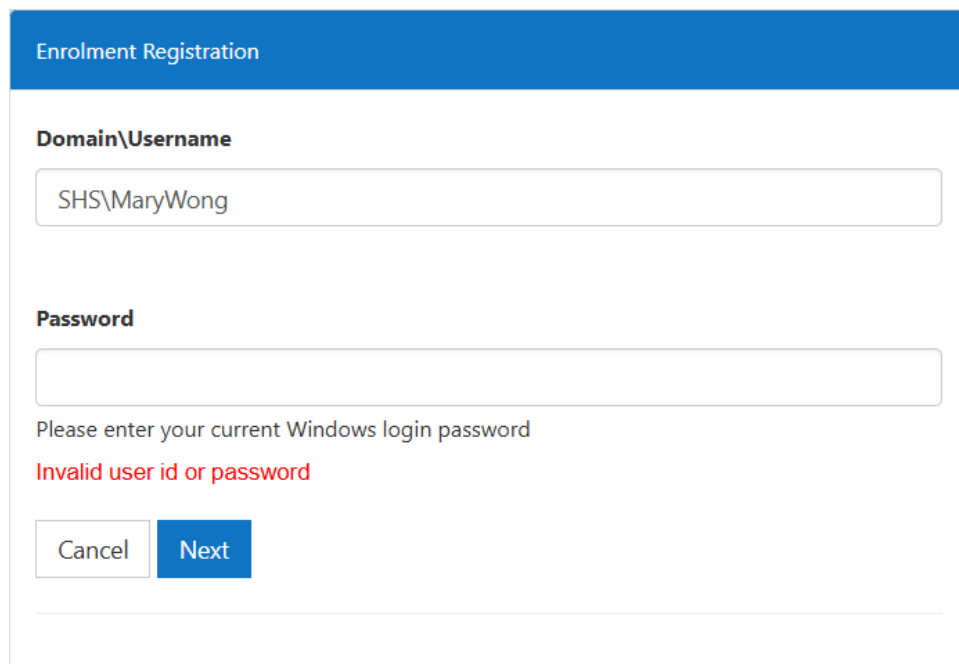
You will be prompted to login as follows:



The form is titled "Enrolment Registration" in a blue header. It contains two input fields: "Domain\Username" and "Password". Below the password field is the text "Please enter your current Windows login password". At the bottom are two buttons: "Cancel" and "Next".

- Enter your <Domain Name>\<Username> (eg. SHS\MaryWong)
- Enter your Windows login password and click "Next"
- The system will verify your credentials against the Active Directory (AD).

If your credentials are incorrect:



The form is titled "Enrolment Registration" in a blue header. It contains two input fields: "Domain\Username" and "Password". The "Domain\Username" field contains the text "SHS\MaryWong". Below the password field is the text "Please enter your current Windows login password". Below this text is a red error message: "Invalid user id or password". At the bottom are two buttons: "Cancel" and "Next".

Upon successful login, you will be prompted to enter your enrolment details as follows.

Enrolment Registration

Mobile (+65):

91234567

Only 8 digits are allowed. Example: 91234567

Email Address

Username@ihis.com.sg

Secret Question

Choose a question ...

Answer for Secret Question

☐ Show Answer

Cancel

Next

- Enter the following fields and click "Next"
 - Mobile Number (Only 8 digits)
IMPORTANT: Ensure that the Mobile Number entered is correct as system will send a One Time Pin to you via this number to complete the enrolment.
 - Secret Question (Select from the pre-defined list as shown)
 - Answer to Secret Question (must be at least 10 characters long)

Secret Question

Choose a question ...

Choose a question ...

What was the first concert you attended?
 What is the first name of your favourite professor in your college?
 What is the make and model of your first car?
 What is the name of your first pet?
 What is the title of your favourite childhood book?

- Email Address is a display field and is extracted from your AD.
- Click on 'Show Answer' checkbox if you want to see what you are typing or have typed.
- Click "Next".

You should receive your One Time Pin (OTP) via the mobile phone you have specified shortly. If you do not receive an OTP within 3 minutes, please check that the mobile number is correct, and click the link provided to resend a new OTP to your mobile phone.

You may also click the link to request a new OTP if you have accidentally deleted the OTP from your mobile phone or that your OTP has expired. Note that the OTP expiry is 3 minutes.

Enrolment Registration

Domain\Username

SHS\MaryWong

One Time Pin

One Time Pin

If you don't receive the OTP. Please click [here](#) to generate a new OTP

Cancel
Next

Only registered user will receive OTP, please click [here](#) to enroll if you haven't registered in the SSPP.

- Enter the OTP in the One Time Pin field and click "Next".
- Your OTP is only valid for 3 minutes. If the OTP does not work, it may be expired. Please click to request a new OTP.
- If you are unable to successfully enter an OTP after making 3 new OTP requests, please contact your institution helpdesk.
- Upon successful enrolment, you will be shown the message below and an email will be sent to you. You can either proceed to return to the Home Page or continue to update your enrolment details by clicking on the appropriate links.

Enrolment Registration

Your account has been enrolled successfully : Click [here](#) to go back to the home page or [here](#) to update your details.

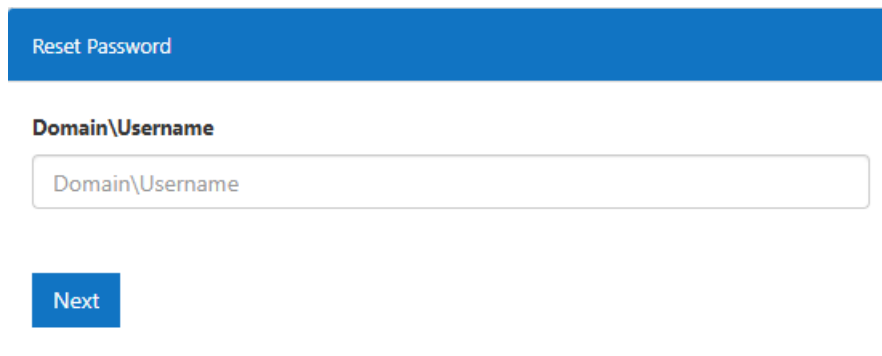
4 RESET PASSWORD

Pre-requisites:

- You must have the mobile phone of which the number has been enrolled in this Self- Service Portal with you. This is for receiving the One Time Passwords (OTP).
- You must remember your secret question and answer to use this function.

Note: Resetting password will unlock the account automatically as well.

You will be requested to login when you click on the Reset Password option on the Self-Service Password Portal Home Page.



The screenshot shows a web form titled "Reset Password" in a blue header. Below the header, the label "Domain\Username" is displayed. Underneath this label is a text input field containing the placeholder text "Domain\Username". Below the input field is a blue button labeled "Next". A horizontal line is visible below the "Next" button.

- Enter your Domain Name\User name as shown in the example and click “Next”.
- The system will verify your credentials against AD.

Upon successful verification, you will receive a One Time Pin (OTP) via your mobile phone.

Enrolment Registration

Domain\Username

SHS\MaryWong

One Time Pin

One Time Pin

If you don't receive the OTP. Please click [here](#) to generate a new OTP

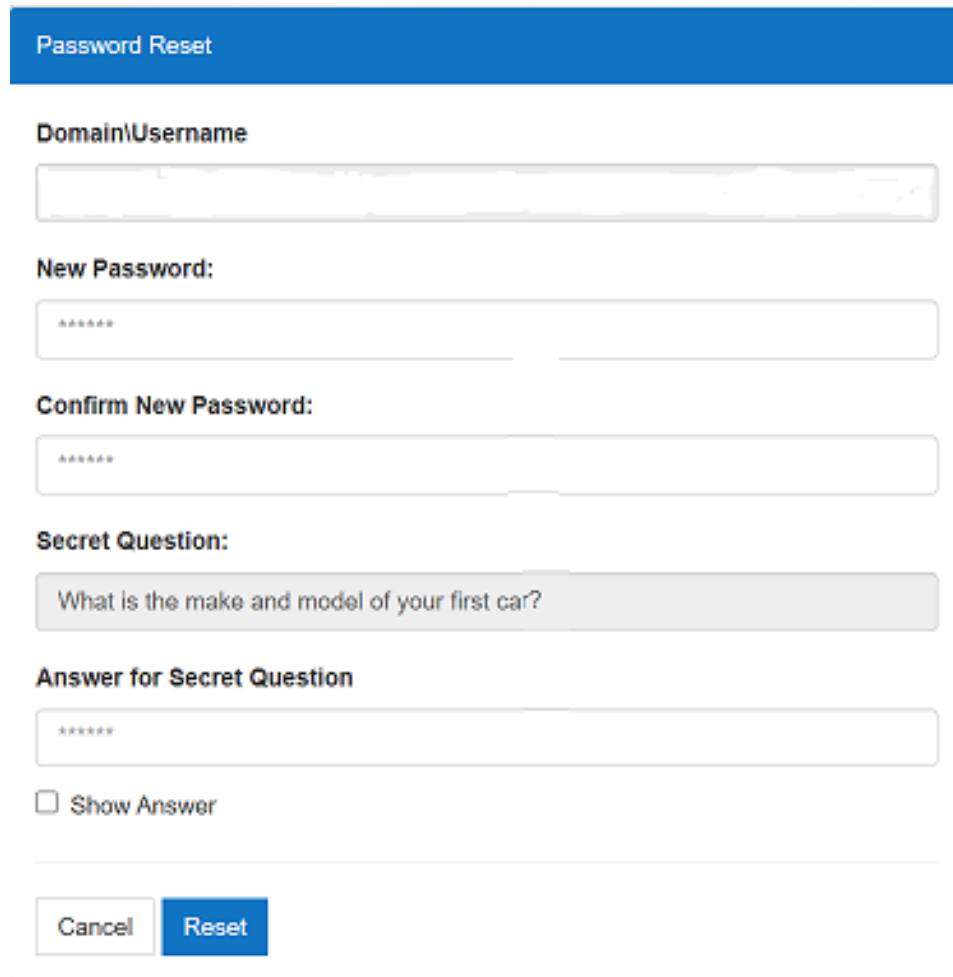
Cancel

Next

Only registered user will receive OTP, please click [here](#) to enroll if you haven't registered in the SSPP.

- Enter the OTP shown on your mobile in the One Time Pin field and click "Next".
- Click 'here' to request a new OTP if you did not receive the OTP or have accidentally deleted the OTP from your mobile phone or that your OTP has expired. Note that the OTP expiry is 3 minutes.

This is the Reset Password Screen.



The screenshot shows a 'Password Reset' form with a blue header. The form contains the following fields and elements:

- Domain\Username**: A text input field.
- New Password:**: A password input field with masked characters (*****).
- Confirm New Password:**: A password input field with masked characters (*****).
- Secret Question:**: A text input field containing the question 'What is the make and model of your first car?'.
- Answer for Secret Question**: A text input field with masked characters (*****).
- ☐ **Show Answer**: A checkbox to toggle password visibility.
- Buttons**: 'Cancel' and 'Reset' buttons at the bottom.

- Enter the OTP shown on your mobile in the One Time Pin field and click “Next”.
 - New Password (case sensitive). New password must meet the password policy requirement of the individual clusters.
 - Confirm New Password (must be same as New Password)
 - Answer for Secret Question (must match the answer entered during the One-Time Enrolment)
- Click ‘Cancel’ if you wish to cancel your action and return to the Home Page
- Click on ‘Show Answer’ checkbox if you want to see what you are typing or have typed.

Upon successful password change, you will be shown the message below and an email will be sent to you.

Reset Password

Password updated successfully : Your Windows login password has been updated successfully. The system will automatically logout shortly or click [here](#) to logout immediately.

Your Windows login password has been updated successfully. You may use your new password from now on.

5 UNLOCK ACCOUNT

Pre-requisites:

- You must have the mobile phone of which the number has been enrolled in this Self-Service Portal with you. This is for receiving the One Time Passwords (OTP).
- You must remember your secret question and answer to use this function.

You may use this facility if you remember your password, but your account has been locked. This may be due to having exceeded the maximum number of retries during login.

You will be requested to login when you click on the Unlock Account option on the Self-Service Password Portal Home Page.

Unlock Account

Domain\Username

Domain\Username

Next

- Enter your Domain Name\Username as shown in the example and click “Next”.
- The system will verify your credentials against the AD.

Upon successful verification, you will receive a One Time Pin (OTP) via your mobile phone.

Unlock Account

Secret Question:

What is the title of your favourite childhood book?

Answer for Secret Question

☐ Show Answer

Cancel

Unlock

- Enter the One Time Pin shown on your mobile into the One Time Pin field and click “Next”.
- Click ‘here’ to generate a new OTP if you did not receive the OTP or have accidentally deleted the OTP from your mobile phone or that your OTP has expired. Note that the OTP expiry is 3 minutes.

This is the Unlock Account Screen.

Unlock Account

Secret Question:

What is the title of your favourite childhood book?

Answer for Secret Question

☐ Show Answer

Cancel

Unlock

- Enter the following field and click “Unlock”
- Answer for Secret Question (must match the answer given in enrolment).
- Click ‘Cancel’ if you wish to cancel your action and return to the Home Page.
- Click on ‘Show Answer’ checkbox if you want system to display what you are typing or have typed.

Upon successful unlock, you will be shown the message below and an email will be sent to you.

Unlock Account

Account unlock successfully : Your Windows login account has been unlocked successfully. The system will automatically logout shortly or click [here](#) to logout immediately.

6 UPDATE ENROLMENT

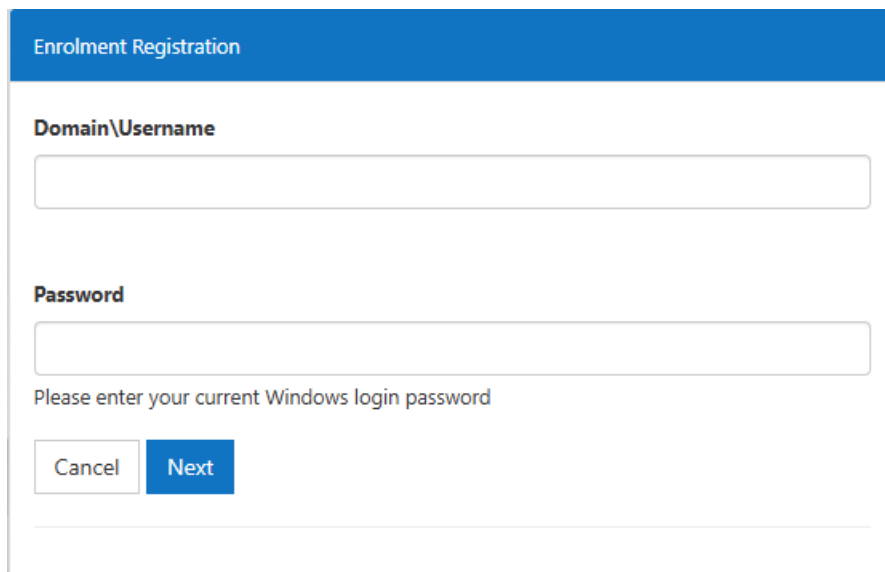
Pre-requisites:

You must have the mobile phone number with which the number has been enrolled in this Self-Service Portal with you. This is for receiving the One Time Passwords (OTP) which is required during the enrolment update.

Use this facility if you need to change any of the following:

- Mobile Number
- Secret Question
- Answer for Secret Question

You will be requested to login when you click on the Update Enrolment option on the Self-Service Password Portal Home Page.



The screenshot shows a web form titled "Enrolment Registration" with a blue header. Below the header, there are two input fields: "Domain\Username" and "Password". Below the "Password" field, there is a text prompt: "Please enter your current Windows login password". At the bottom of the form, there are two buttons: "Cancel" and "Next".

- Enter your Domain Name\Username and password
- The system will verify your credentials against the AD ID.

After the successful login, you will receive a One Time Pin (OTP) via your mobile phone.

Enrolment Registration

Domain\Username

One Time Pin

If you don't receive the OTP. Please click [here](#) to generate a new OTP

Only registered user will receive OTP, please click [here](#) to enroll if you haven't registered in the SSPP.

- Enter the OTP shown on your mobile in the One Time Pin field and click “Next”.
- Click ‘here’ to request for a new OTP if you did not receive the OTP or have accidentally deleted the OTP from your mobile phone or that your OTP has expired. Note that the OTP expiry is 3 minutes.

This is the Update Enrolment Detail Screen. This function allows you to change the following:

- Mobile Number
- Secret Question
- Answer for Secret Question

Mobile (+65): 91234567	Edit
Secret Question: What is the title of your favourite childhood book?	Edit
Answer for Secret Question: *****	Edit
Save Cancel	

Click on the 'Edit' corresponding to the information you wish to change. An entry field will be enabled to facilitate the desired changes.

The screen below shows all 3 fields enabled for change.

Mobile (+65):
Cancel

+65

91234567

Only 8 digits are allowed. Example: 91234567

Secret Question:
Cancel

What is the title of your favourite childhood book?

Answer for Secret Question:
Cancel

☐ **Show Answer**

Answer can not be blank.

Minimum length of secret answer is 10.

Save

Cancel

- Update the field(s) and click 'Save'.
- Click on 'Cancel' on the right top of the entry field if you do not want to change the field.
- If you wish to cancel your action(s) and return to the Home Page, click the 'Cancel' button located at the bottom of the screen.
- Click on 'Show Answer' checkbox if you want system to display what you are typing or have typed.
- Upon successful change, you will be shown the message below and an email will be sent to you.

Update Enrolment

Enrolment detail has been updated successfully : Click [here](#) to go back to the home page or [here](#) to logout immediately.

End of document