
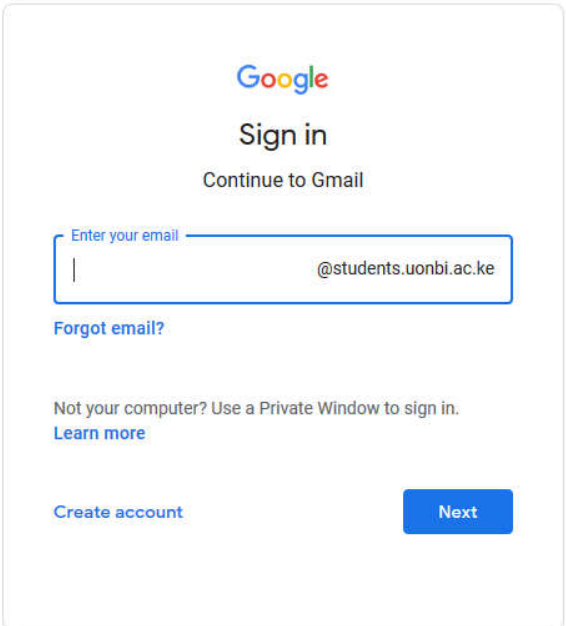


# UNIVERSITY OF NAIROBI ICT CENTER

## Student Email Password Guide

### A. To access login page

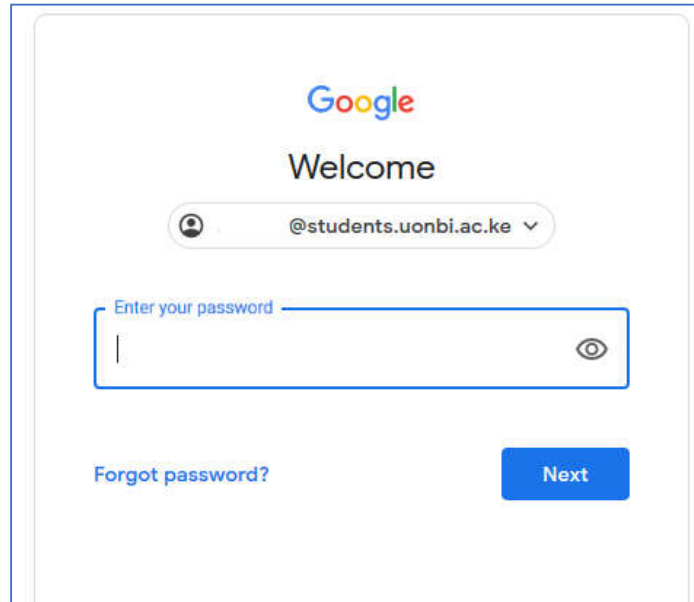
- ✓ Type [mail2.uonbi.ac.ke](mailto:mail2.uonbi.ac.ke) on the search bar and click on “STUDENTS MAIL”

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 <p><b>University of Nairobi</b> Towards World Class Excellence</p> <p>I already know my email address. Proceed to the e-mail platform. <a href="#">STUDENTS MAIL</a></p> <p>I dont know my email address. <a href="#">GO TO SMIS PORTAL TO CREATE EMAIL ACCOUNT</a>.</p> <p>Search UoN students email. <a href="#">UoN STUDENTS EMAIL DIRECTORY</a>.</p> <p>Access the UoN Wifi Network <a href="#">UoN WIFI wiki site</a>.</p> <p>Create UoN ACTIVE DIRECTORY (AD) account to access Wifi &amp; eLearning Portal <a href="#">UoN AD Account</a>.</p> <p>All communication from the University will be sent via UoN email.</p> <p>Use UoN emails to submit assignments, create mail groups, share online documents/projects, and chat.</p>	 <p>Google</p> <p>Sign in</p> <p>Continue to Gmail</p> <p>Enter your email <input type="text" value=" @students.uonbi.ac.ke"/></p> <p><a href="#">Forgot email?</a></p> <p>Not your computer? Use a Private Window to sign in. <a href="#">Learn more</a></p> <p><a href="#">Create account</a> <a href="#">Next</a></p>

- ✓ Type in your email address. Click “Next”

**OR: -**

- ✓ Go to [gmail.com](https://gmail.com) and type in your full email address in the format “**username@students.uonbi.ac.ke**”

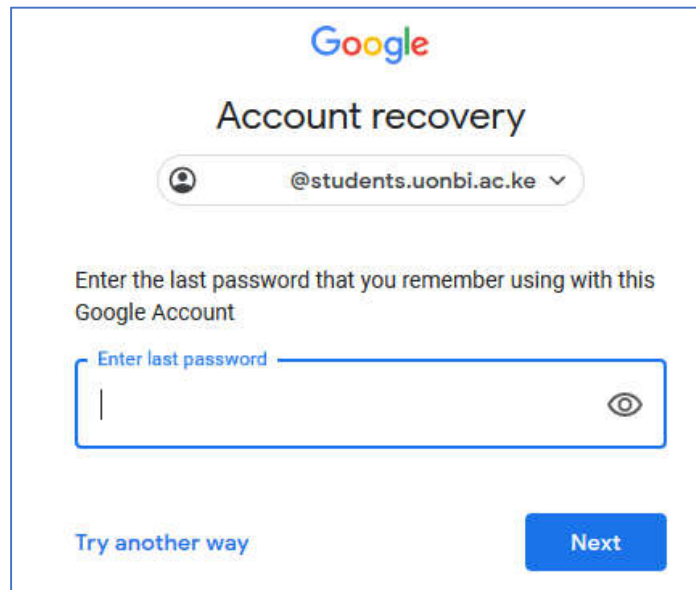


The image shows a screenshot of the Gmail login interface. At the top is the Google logo, followed by the word 'Welcome'. Below this is a text input field for the email address, which contains the text '@students.uonbi.ac.ke'. Underneath the email field is a password input field with the placeholder text 'Enter your password'. To the right of the password field is an eye icon for toggling visibility. At the bottom left is a link that says 'Forgot password?', and at the bottom right is a blue button labeled 'Next'.

- ✓ Enter your password and click “Next”

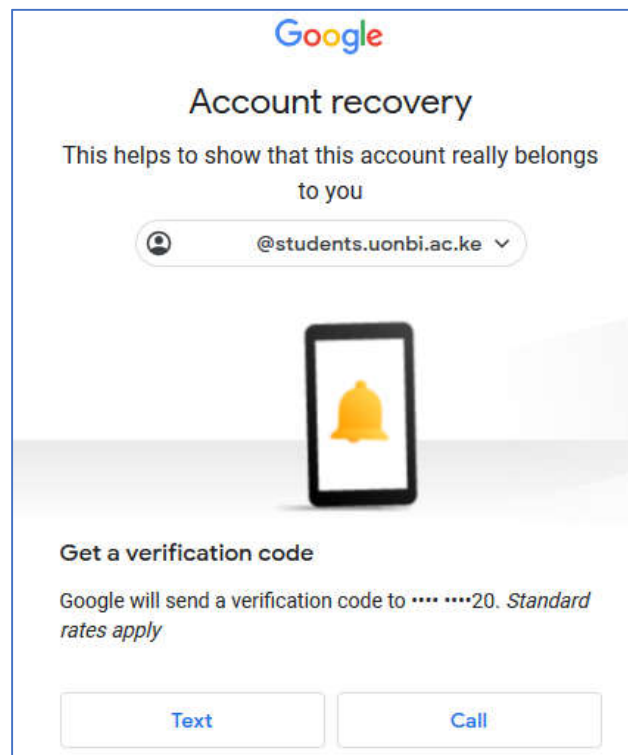
## B. Forgot Password?

- ✓ In case you cannot remember your password, click on “**forgot password**”



The screenshot shows the Google Account recovery interface. At the top is the Google logo. Below it is the heading "Account recovery". A dropdown menu shows the email address "@students.uonbi.ac.ke". The instruction reads: "Enter the last password that you remember using with this Google Account". There is a text input field with the placeholder "Enter last password" and a toggle icon (an eye) to the right. At the bottom left is a link "Try another way" and at the bottom right is a blue button labeled "Next".

- ✓ If you remember any of your previous passwords, go ahead and type it in. Click “Next”.
- ✓ If you do not remember a previous password, click on “Try another way”.

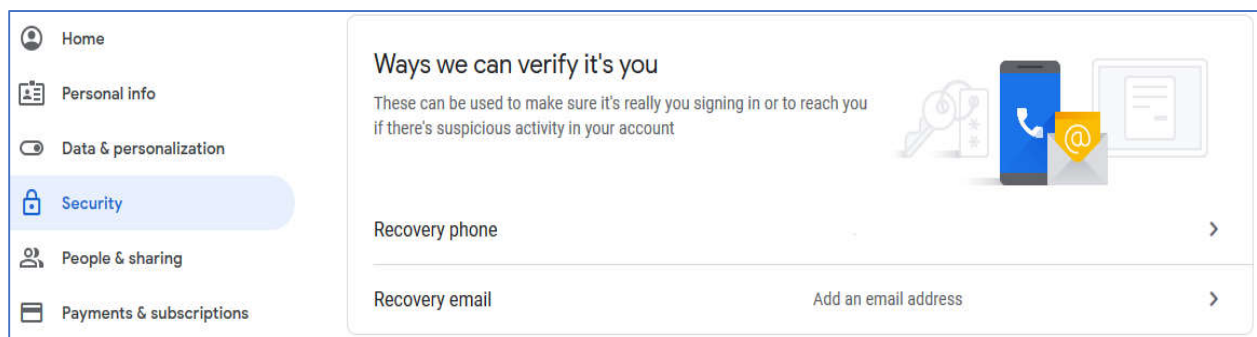
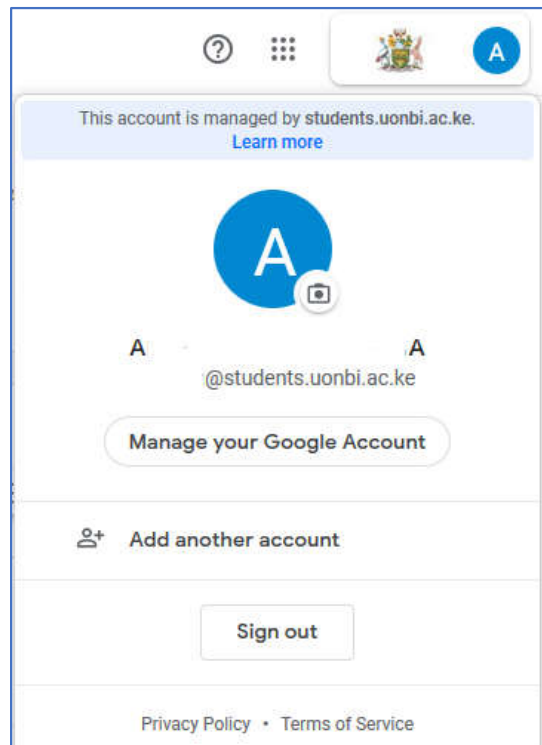


The screenshot shows the next step in the Google Account recovery process. It features the Google logo and the heading "Account recovery". The instruction reads: "This helps to show that this account really belongs to you". The email address "@students.uonbi.ac.ke" is shown in a dropdown menu. Below this is an illustration of a smartphone with a yellow bell icon on its screen. The section is titled "Get a verification code" and includes the text: "Google will send a verification code to .... 20. Standard rates apply". At the bottom, there are two buttons: "Text" and "Call".

- ✓ Enter the verification code to allow you to set a new password
- ✓ If you do not have your phone, contact your domain admin for help

## C. Setting Recovery Information

- ✓ Sign in to your email account.
- ✓ Click on “Google Account (top right) -> Manage your Google Account -> Security”



- ✓ Enter your recovery information which is useful in case you forget your password.
- ✓ The recovery email should be an alternative email address.

## D. Helpdesk

- ✓ If all this fails, you can write to the helpdesk or visit your Campus ICT Office for help
- ✓ [helpdeskmain@uonbi.ac.ke](mailto:helpdeskmain@uonbi.ac.ke)