

## Resetting your iChat email password

1. From 6 Feb 2017 onward, all SP Student iChat Email Account password will be synced with SPICE account password. You will be able to use your SPICE account password to login to your iChat Email Account.
2. In the case that you have forgot your SPICE account password, you can reset thru IDMS (<https://idms.sp.edu.sg>) by clicking on the “Forgot Password” button

**SP - Identity Management System(IDMS)**

**Managing Your Identity**

- Overview of IDMS
- Getting a SPICE Account
- Protecting Your SPICE Account
- Choosing a Password
- Protecting Your Password
- How to change my SPICE Account Password
- Forgot Your Password
- Password Expiry
- Change Your Library PIN
- Change Your Conference and Voicemail PIN

**User Guides**

- SPICE Account FAQ
- User Guides
- Unlocking Your SPICE Account(SP Account)
- Reasons for a Locked Account
- Unlocking Your Account
- Unlocking vs. Resetting
- Security Info
- SP ICT Acceptable Use Policy
- Importance of Logging Off
- Known Errors
- Known Errors

**Login to IDMS**

(Please prefix alphabet for User ID)

User ID

Password

(Password is case sensitive)

[Login](#) [Clear](#) [Forgot Password](#)

To activate your SPICE account (for new user only), please click [here](#).

**Login to use the following features**

- Change My SPICE User ID Password
- Unlock My Account
- Change SMS Alert Settings
- Change My Library PIN
- Change My Conference PIN
- Change My VoiceMail PIN

**Need Additional Help?**

Click [here](#) to find out the Service Operation Hours

Contact the SPICE Service Desk

Phone: +65-6772-1260

or email the SPICE Service Desk

Please follow the [Instructions before contacting Service Desk](#)

3. Enter the Challenge and your student id (e.g p7999999) and click on the SMS or SingPass button to continue with the resetting of password process

**Forgot Password**

Please include the prefix alphabet for your User ID when typing in your SP User ID below. Example: p1231231 (for student) and s193854 (for staff).

If you remember your SPICE Account password, please click on Cancel and log on to IDMS home page using your SPICE Account.

**Challenge:**

Click on Captcha to Refresh

**Enter the Challenge:**

**User ID:**

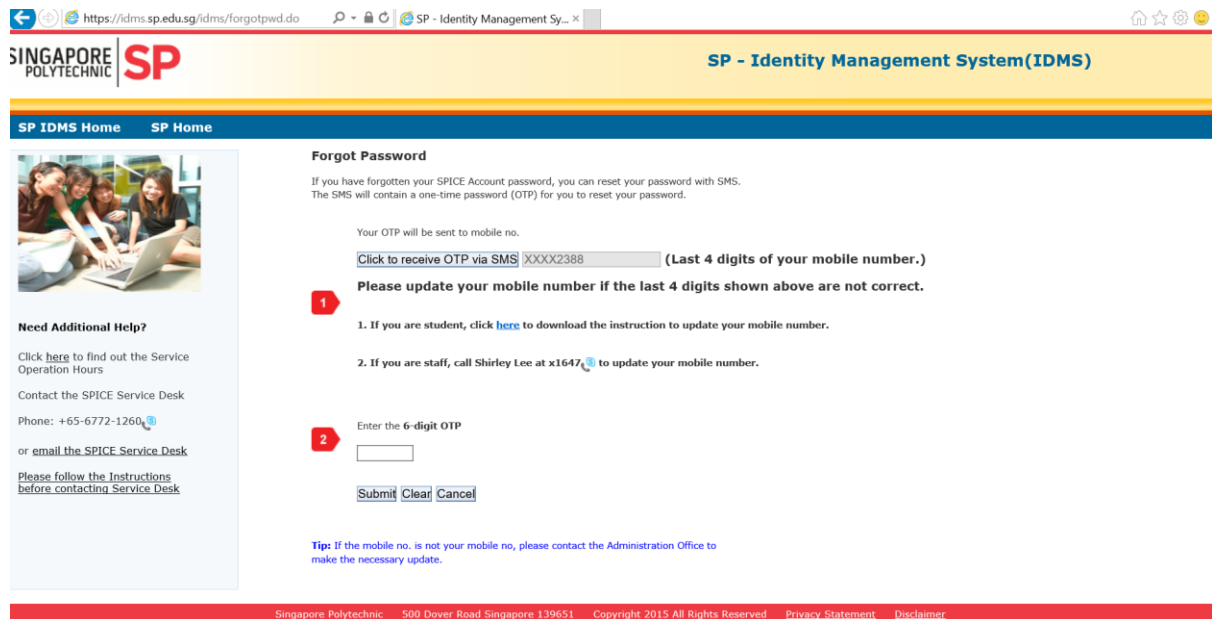
[Clear](#) [Cancel](#)

Reset your password through one of the following channel:

[SingPass](#) [SMS](#)

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4. If selecting SMS option, click on the “Click to receive OTP via SMS” button to receive the SMS containing the OTP thru your mobile phone. Enter the 6 digits OTP you received and click on the Submit button



<https://idms.sp.edu.sg/idms/forgotpwd.do> SP - Identity Management Sy...

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**SP IDMS Home** **SP Home**

**Forgot Password**

If you have forgotten your SPICE Account password, you can reset your password with SMS. The SMS will contain a one-time password (OTP) for you to reset your password.

Your OTP will be sent to mobile no.

[Click to receive OTP via SMS](#) XXXXX2388 (Last 4 digits of your mobile number.)

**1** Please update your mobile number if the last 4 digits shown above are not correct.

1. If you are student, click [here](#) to download the instruction to update your mobile number.

2. If you are staff, call Shirley Lee at x1647 to update your mobile number.

**2** Enter the 6-digit OTP

[Submit](#) [Clear](#) [Cancel](#)

**Tip:** If the mobile no. is not your mobile no, please contact the Administration Office to make the necessary update.

[Need Additional Help?](#)

Click [here](#) to find out the Service Operation Hours

Contact the SPICE Service Desk

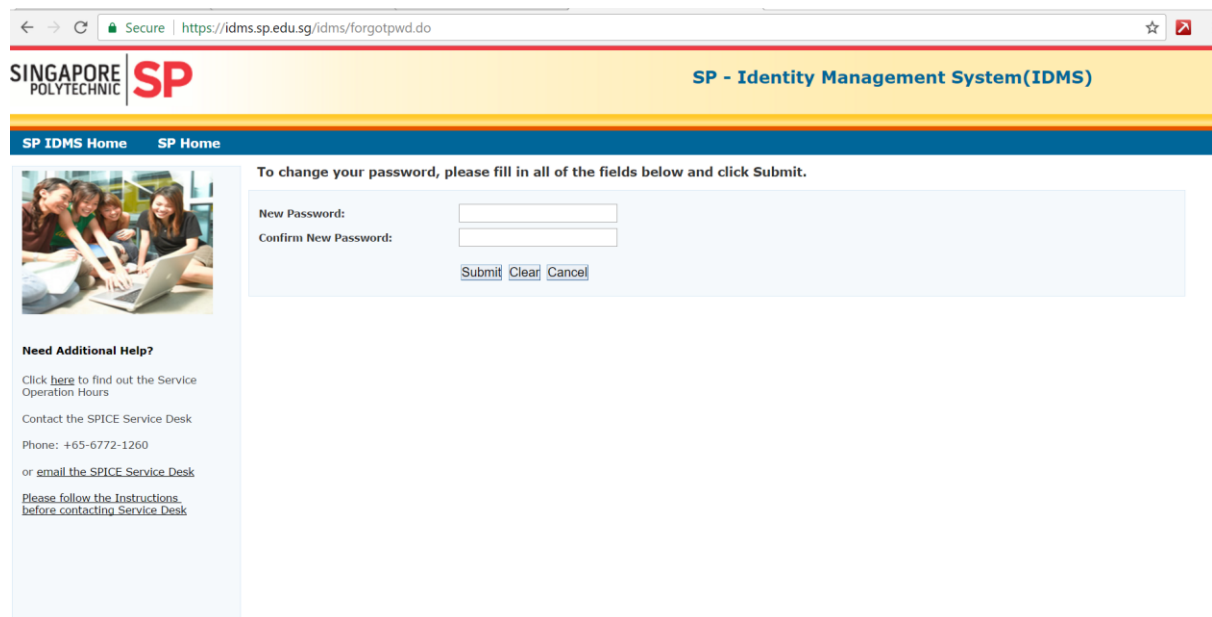
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5. Enter the new password and click on the submit to complete the process



<https://idms.sp.edu.sg/idms/forgotpwd.do> SP - Identity Management System(IDMS)

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**SP IDMS Home** **SP Home**

**To change your password, please fill in all of the fields below and click Submit.**

**New Password:**

**Confirm New Password:**

[Submit](#) [Clear](#) [Cancel](#)

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