



FORGOT PASSWORD

SITESA FORGOT PASSWORD INSTRUCTION SHEET

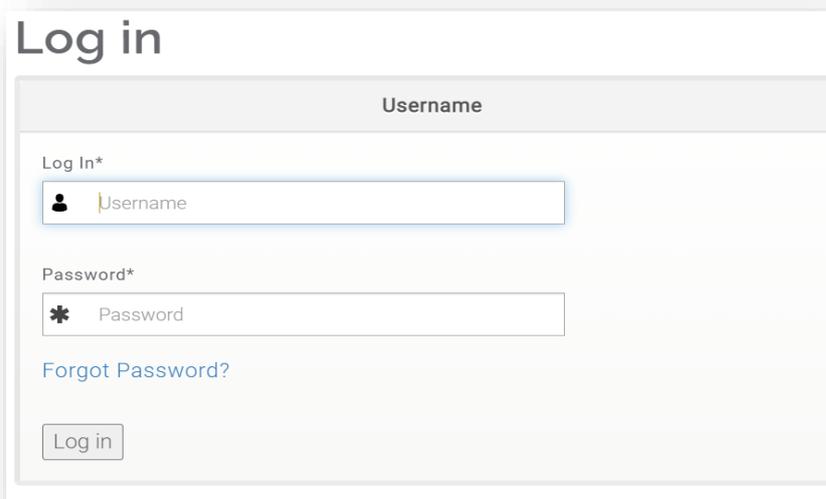
In this article, we are going to discover the step-by-step instructions on how to reset your forgotten password in SITESA online Portal. Some of you may or already try but are unsuccessful to login. Therefore, these instructions sheet will guide you on how to reset your password. To begin with:

Step 1.

To visit SITESA website type this link <https://www.sitesa.gov.sb/> in any of the browsers like google, chrome, fire fox, safari, etc. in order to go to the SITESA Home page.

Step 2

Once you at the Home page of the website, Look for the yellow **login** button at the top of the Home page. Click the **Login** button to access the login credential page. The login credential page will display as below.

A screenshot of the SITESA login page. The page has a white background with a light gray header area. The header area contains the text "Username" in a small, dark font. Below the header, there is a "Log In*" label. Underneath this label, there are two input fields. The first input field is for the "Username" and contains a person icon and the text "Username". The second input field is for the "Password*" and contains a star icon and the text "Password". Below the password field, there is a blue link that says "Forgot Password?". At the bottom of the form, there is a "Log in" button with a light gray background and a dark border.

Step 3

Once you at the Login credential boxes and you will see the link 'Forgot Password?' Click that link to continue.

Step 4

After clicking the link, you are brought to the next page to identify your account. The page should be set to the **Reset your password**. From there you

will see a single field named **Username or e-mail address**. Enter the valid username or the email address you use to register your SITESA account. For our example, we are going to recover the email address of the **johnt** account.

Reset your password

Password Reset

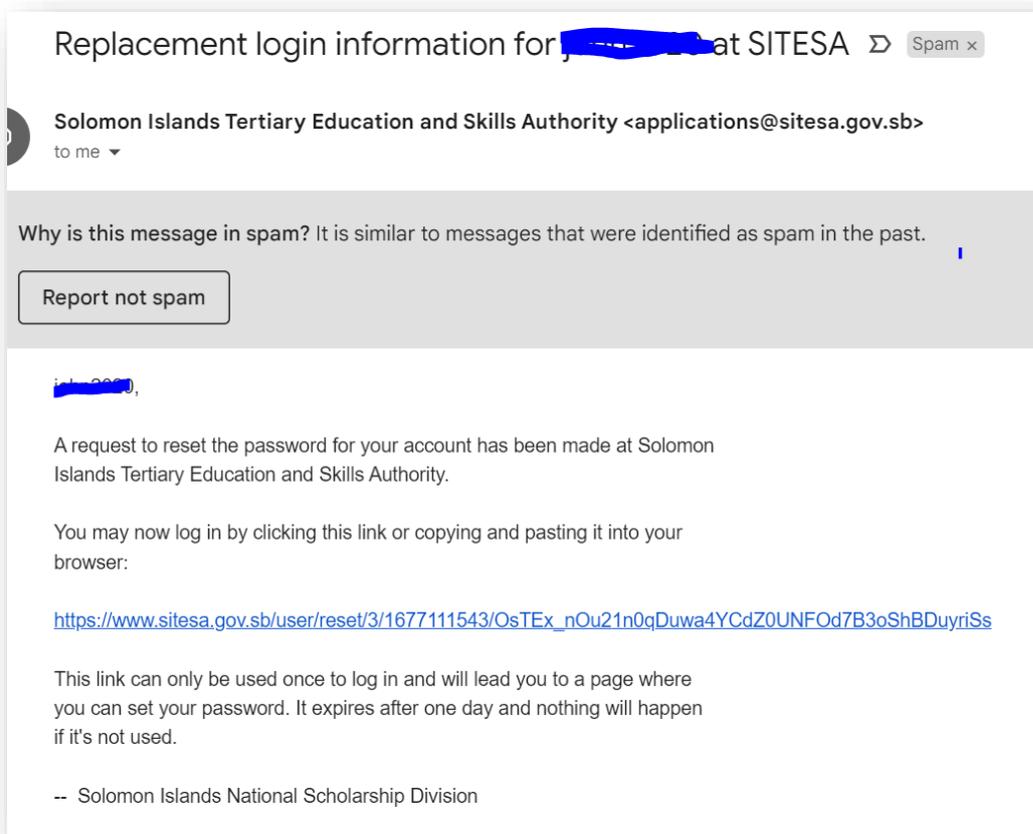
Username or email address*

Password reset instructions will be sent to your registered email address.

[Go back to the login page.](#)

Step 5

After entering the correct information in the field, click on the **submit** button. An email will be sent to your email address on file for the account or you can view in your **spam** box. Once received, open it and you will see a temporary link. Click on the link to continue.



Step 6

The link will bring you to a one-time login page for the user. Click on the **Log in** button at the bottom of the page.

Reset password

This is a one-time login for *john2020* and will expire on *Wed, 02/22/2023 - 17:03*.

Click on this button to log in to the site and change your password.

This login can be used only once.

Log in

Step 7

Once you have clicked the **Log in** button, you will be taken to a new page where you can create a new password. Enter the same password in both the **Password** and **Confirm password** fields and then click on the **Save** button at the bottom of the page.

My Account

- +View My Application
- My Account Details
- Edit My Account Details
- Logout

Email address*

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

Username*

Several special characters are allowed, including space, period (.), hyphen (-), apostrophe ('), underscore (_), and the @ sign.

Password

Confirm password

To change the current user password, enter the new password in both fields.

ID Photo*

sig_logo.png (13.13 KB) [Remove](#)

Upload a most recent ID photo of yourself clearly showing your face head and shoulders.

Family name*

Enter your family name (surname).

Given names(s)*

Enter your other names.

Gender*

Male

Please indicate your gender.

02/12/1997

Please enter your date of birth (YYYY-mm-dd)

Marital Status*

Single

Select your marital status.

Province of Origin*

Choiseul

Select the province of your origin.

Constituency*

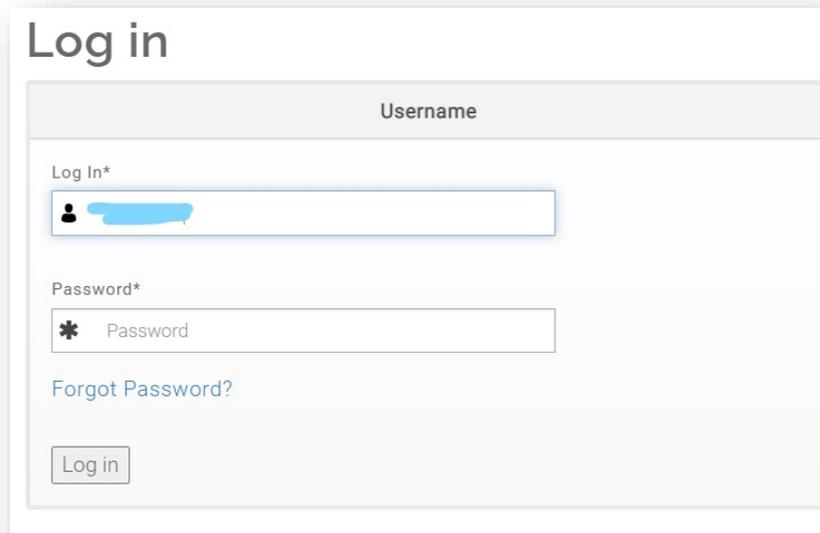
South Choiseul

Please select your constituency.

[Save](#)

Step 8

After clicking the Save button you will again re-direct to reset password page but just ignore the page or cancel it so that you can route to the 'Log in Page'. At this point, enter your new password to log in.



Log in

Username

Log In*

 [Redacted Name]

Password*

 Password

[Forgot Password?](#)

Step 9

Once you have successfully login with your new password you will route to your profile information page as display below.



PAID

2 years 2 months

Given names(s)
[Redacted]

Family name
[Redacted]

Date of Birth
Wed, 02/21/2001 - 12:00

Marital Status
[Single](#)

Gender
[Male](#)

Province of Origin
[Choiseul](#)

Constituency
[North West Choiseul](#)

My Account

- [+View My Application](#)
- [My Account Details](#)
- [Edit My Account Details](#)
- [Logout](#)

Further Queries

For further queries, send your emails to applications@sitesa.gov.sb.

Contact us, Phone: 26334