



# Password Reset Guide

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Step-by-Step Instructions for Account Recovery

**Bima Afya Group Welfare**

Member Support Document

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# PASSWORD RESET GUIDE

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*Forgot your password? Don't worry! Follow these simple steps to regain access to your account.*

## OVERVIEW

This guide provides step-by-step instructions for resetting your password for the Bima Afya Group Welfare Member Portal. There are two scenarios covered:

1. **Self-Service Password Reset** - For members who have forgotten their password
2. **First-Time Login Setup** - For new members setting up their password for the first time

## METHOD 1: SELF-SERVICE PASSWORD RESET

Use this method if you have forgotten your existing password.

1

### Navigate to the Login Page


Go to the Bima Afya login page: [https://\[your-domain\]/login.html](https://[your-domain]/login.html)

Click on the "**Forgot Password?**" link below the login button.

2

### Enter Your Email Address

On the password reset page, enter the email address associated with your account.


 **Tip:** Make sure to use the same email address you provided during registration.

3

### Check Your Email

You will receive an email with the subject: "**Password Reset Request - Bima Afya**"

The email contains a secure link to reset your password. **Do not share this link with anyone.**

 **Important:** The reset link expires after **1 hour** for security reasons. If the link expires, you will need to request a new one.

4

### Click the Reset Link

Click the "**Reset My Password**" button in the email. This will take you to a secure password reset page.

If the button doesn't work, copy and paste the link provided in the email into your browser.

5

### Create Your New Password

Enter your new password in the provided field and confirm it.

#### Password Requirements:

- Minimum 6 characters long
- Include at least one uppercase letter (A-Z)
- Include at least one lowercase letter (a-z)
- Include at least one number (0-9)
- Include at least one special character (!@#%&\*)

6

### Login with Your New Password

Once your password is reset, return to the login page and sign in with your new password.

✓ **Success:** Your password has been successfully reset! You can now access your account.

## METHOD 2: FIRST-TIME LOGIN SETUP

Use this method if you are a new member who has just been registered by an executive.

1

### Check Your Welcome Email

After registration, you will receive a welcome email with the subject: "**Welcome to Bima Afya - Set Your Password**"

This email contains your Member Number and a link to set up your password.

2

### Click the Setup Link

Click the "**Set My Password**" button in the email.

⚠ **Important:** This link expires after **7 days**. If it expires, contact your Regional Representative to request a new setup email.

3

### Create Your Password

Follow the same password requirements listed in Method 1, Step 5 above.

4

### Login to Your Account

After setting your password, go to the login page and sign in using:

- **Member ID:** Your Member Number (e.g., MEM-XXXXX)
- **Password:** The password you just created

## TROUBLESHOOTING

### I Didn't Receive the Reset Email

- Check your spam/junk folder
- Verify that you entered the correct email address
- Wait 5-10 minutes (sometimes emails are delayed)
- If still not received, contact your Regional Representative

### The Reset Link Doesn't Work

- Ensure you're clicking the link within 1 hour of receiving it
- Copy and paste the link directly into your browser address bar
- Try using a different browser (Chrome, Firefox, Safari)
- Clear your browser cache and cookies, then try again

### I Can't Remember My Email Address


- Contact your Regional Representative with your:
  - Full Name
  - NHIF Staff Number
  - Phone Number
- They can verify your identity and help recover your account


### My Account is Locked


If you enter the wrong password multiple times, your account may be temporarily locked for security reasons.


- Wait 30 minutes and try again
- Use the password reset method to create a new password
- Contact support if the issue persists

## SECURITY BEST PRACTICES

 **Tip: Choose a Strong Password:** Use a combination of letters, numbers, and symbols. Avoid using personal information like birthdays or names.

 **Tip: Don't Reuse Passwords:** Use a unique password for your Bima Afya account that you don't use for other websites.

 **Tip: Keep Your Password Private:** Never share your password with anyone, including Group officials. Bima Afya staff will never ask for your password.

 **Tip: Log Out When Done:** Always click "Logout" when you finish using the portal, especially on shared computers.

 **Tip: Update Regularly:** Change your password every 3-6 months for enhanced security.

## CONTACT SUPPORT

If you continue to experience issues after following this guide, please contact us:

Support Channel	Contact Details	Response Time
General Support	+254 705 585 072	24 hours
Secretary	+254 722 838 326	Business hours
Email	info@bimawelfare@gmail.com	48 hours
Your Regional Rep	See website for contact	Same day

### Need Immediate Help?

**Call:** +254 705 585 072

**Available:** Monday - Friday, 8:00 AM - 5:00 PM

Your Regional Representative is your first point of contact for account issues

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**Bima Afya Group Welfare** | Secure Account Management

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