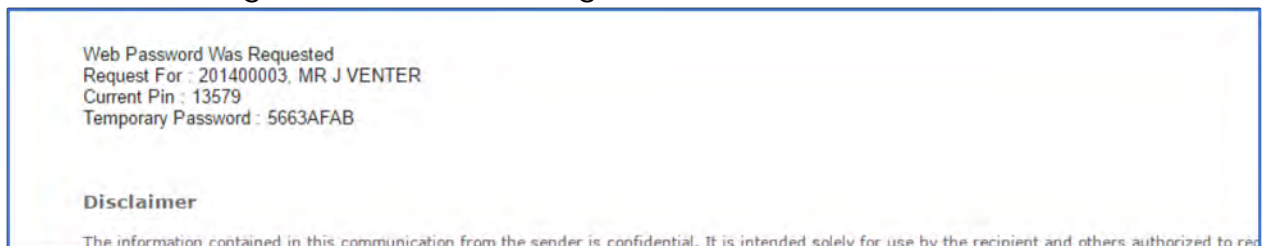# NEW PROCEDURE FOR ACCESSING THE MIS WEB

1. Open the UG web site, www.ug.edu.gh with your browser
2. Open the MIS page by clicking on Staff (or Student) and selecting MIS Web
3. Click on the appropriate radio button to choose your status (Personnel or Student)
4. Provide your personnel or student number and PIN. You can also click on the *Forgotten Pin* button and your PIN will be sent to your **UG assigned** email address.
5. Click on the login button

### First time log in

6. You will be directed to another screen as shown below, while a temporary password will be sent to your official _UG assigned_ email address.
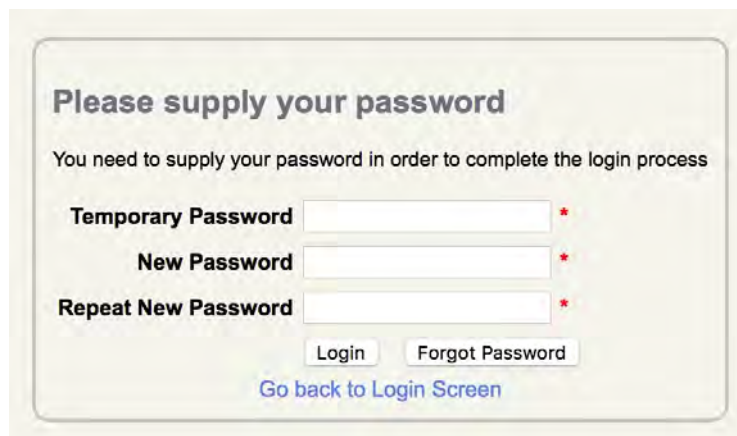


The email message will look like the image below:



Use this temporary password to complete the next steps

7. Retrieve your temporary password from your email and key it in the **Temporary Password** field shown above

8. Create and key in your new password which should be a combination of upper case letters, lower case letters, special characters and numbers. The chosen password must be at least eight (8) characters long and should be different from any previous passwords you have used for the MIS Web
9. Click on the login in button to log into your MIS Web home screen
10. This completes your first time log in for the new MIS Web.
11. Note: if, for some reason, you cannot access the temporary password, click on the **Forgot Password** button and a new temporary password will be sent to your email address
   b. If you see a screen, such as is indicated below instead, click on the **Forgot Password** button and the above screen will display while a new password will be sent to your email address. Proceed as in 7, 8 and 9.

**Please supply your password**

You need to supply your password in order to complete the login process

| | |
|---|---|
| **Temporary Password** | * |
| **New Password** | * |
| **Repeat New Password** | * |

Login    Forgot Password

Go back to Login Screen

   c. If you do not adhere to the instructions for the format of a new password, or you do not key in the Temporary Password correctly, you will receive an error feedback such as below:
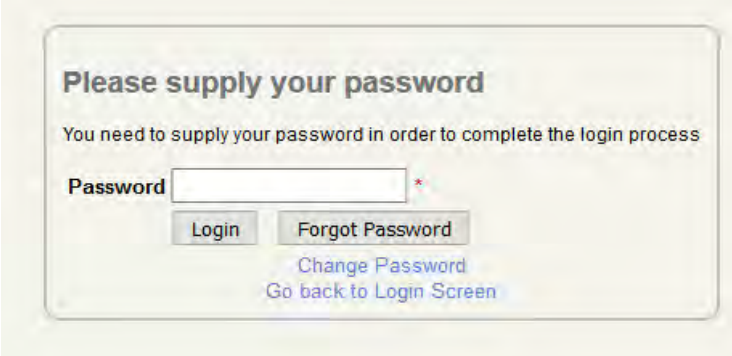
Its Int 03 Rel

**Illegal Login**

Request to change Old Password Failed

< Back

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Click on the  < Back  button and try again.

*Subsequent Logins*

After the initial log in subsequent logins follow a slightly modified procedure

12. Follow steps 1 – 5 above
13. You will be directed to another screen as shown below:



14. Enter the password you created earlier in the **Password** field
15. Click on the **Login** button to log into your MIS Web home screen
16. Note: if you have forgotten your password, click on the **Forgot Password** button and a new password will be sent to your email address. You may also change your password by clicking on the **Change Password** button.

REMEMBER: NEVER GIVE YOUR PASSWORD OR PIN TO ANYONE

ALL EMAIL COMMUNICATION IS THROUGH YOUR UG ASSIGNED EMAIL ADDRESS