

Retrieving forgotten Gateway password or login name

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Abstract

This article is to document the forgotten Gateway login name or password retrieval procedure. Please note that you must know, and have access to, your personal email address that you have registered in Kennedy School records.

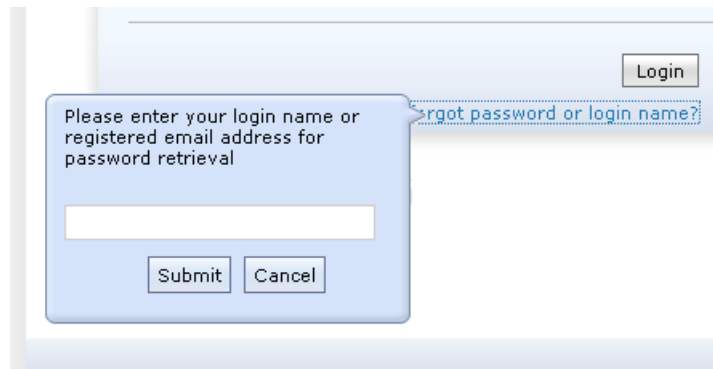
1 Step by step procedure

Please take the following steps to retrieve your forgotten login name or password:

- Open your browser of your choice (Internet Explorer, Mozilla firefox, Google Chrome, etc.) and visit the Kennedy School Gateway site at <https://ks.tg.esf.edu.hk>. You will see the following screen:



- Click on "forgot password for login name?" link. A pop window will come up.



- Enter your login name or your registered email address (your personal email address that you have registered in Kennedy School records) and then click "Submit" button. [Please note that you must have access to your registered email address for this process].
- You will see the following message on clicking the Submit button:

A mail was sent to your registered email address *for* password or login name retrieval.

- Access your registered (personal) email address, you will receive an email from Gateway Admin with the following content:

ESF Login Reset Your Password x Inbox x Family x

☆ **Gateway Admin** gateway@kennedy.edu.hk to thapapatty, me [show details](#) 09:24 (1 minute ago) [Reply](#)

Dear Family [REDACTED],

This is an automated-generate email in response to your request of recovering your password. Please do not reply to this email.

Follow these steps to reset your password:

1. Click the link below and you will be brought to a new browsing page. If your browser does not respond after you click the link, you may copy and then paste the URL address to a new browsing page.

Login : [REDACTED]

https://ks.tg.esf.edu.hk/reset_password_process.php?AuthKey=87d8958f0233066a5eee3205a37ac5a8&SchoolCode=KS

2. Follow the instructions listed in the page.

Please contact your school Admin/SGA if you did not submit a request to reset your password.

Thank you,
Gateway Support

- Click on the link provided in the above email, enter your new password twice and click on "Submit" button.
- If the password change attempt has been successful, you should be able to see the Gateway Login Screen with the following message:

Password is reset successfully , please login with your **new** password .

- Logon to the Gateway using your login name and new password.

2 Technical support Contact

If you encounter any problem, please email to itsupport@kennedy.edu.hk.