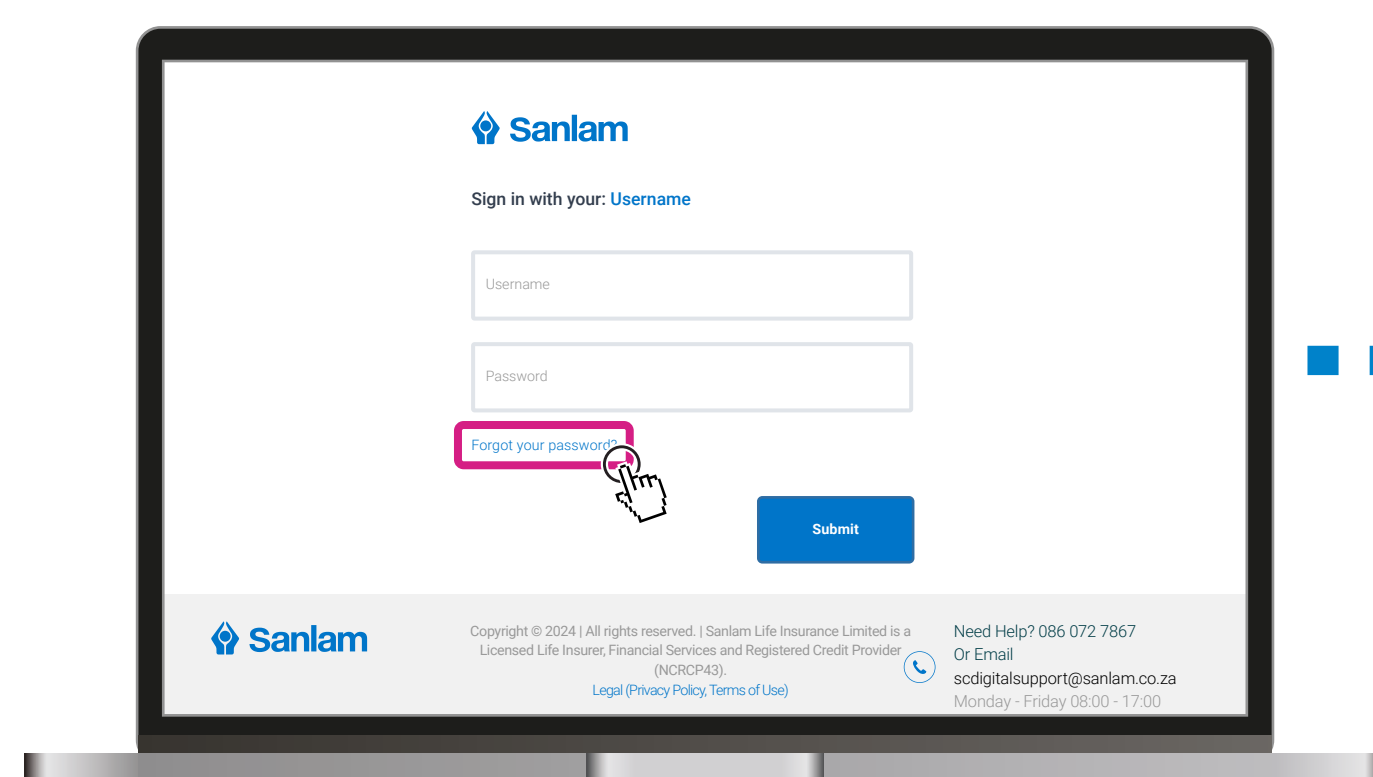


# How to reset your password on the SC Portal website

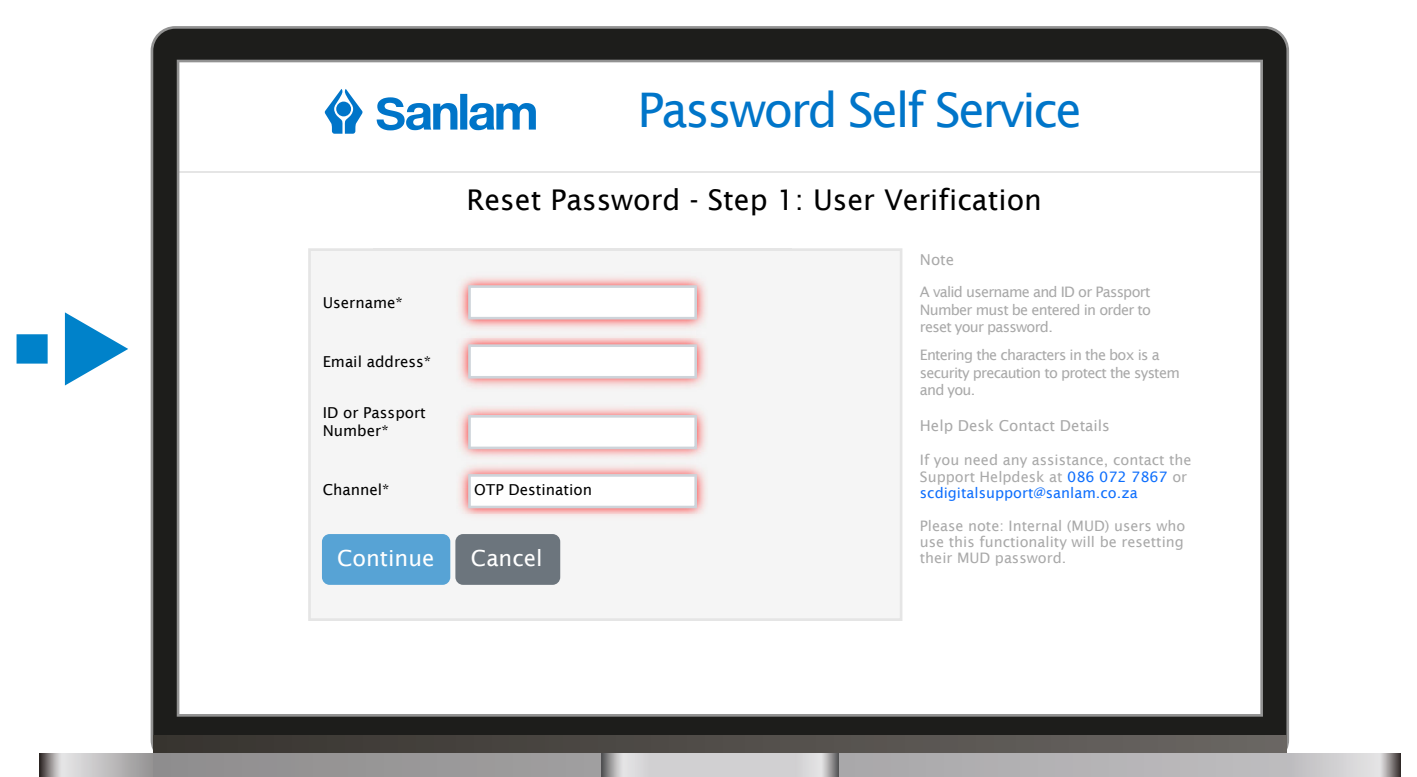
<https://sc.sanlam.co.za>

When you access the SC Portal Website for the first time after registering as a user on the **SC Portal website** <http://sc.sanlam.co.za> you must reset your password.



Upon accessing the SC Portal website [sc.sanlam.co.za](https://sc.sanlam.co.za) click on the **Forgot your Password?** link.

Follow the **Password Self Service** prompts

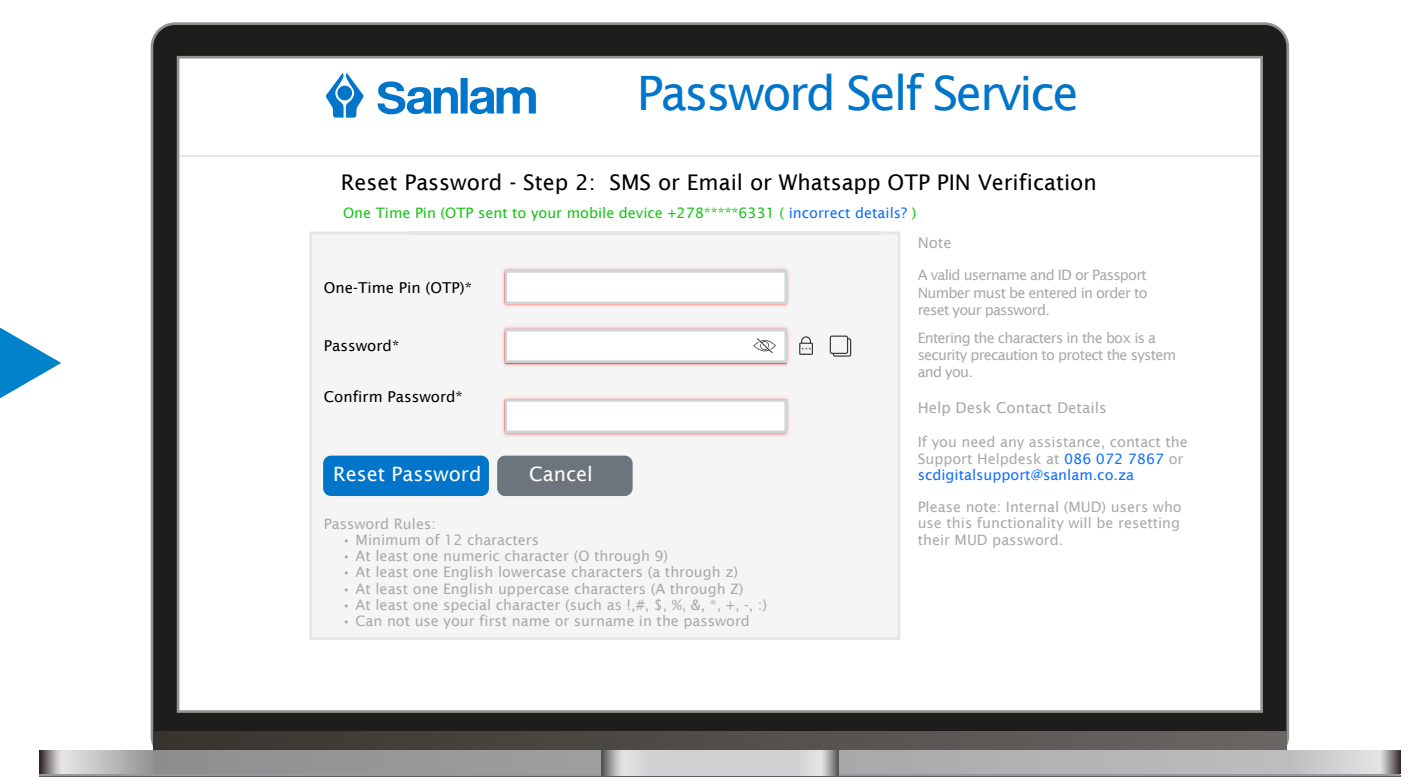


Complete all fields and select the **"Channel"** via which you wish to receive the **One-Time Pin (OTP)** for verification. **Note: Your SC Portal Username** was provided to you **in an e-mail from Sanlam**.

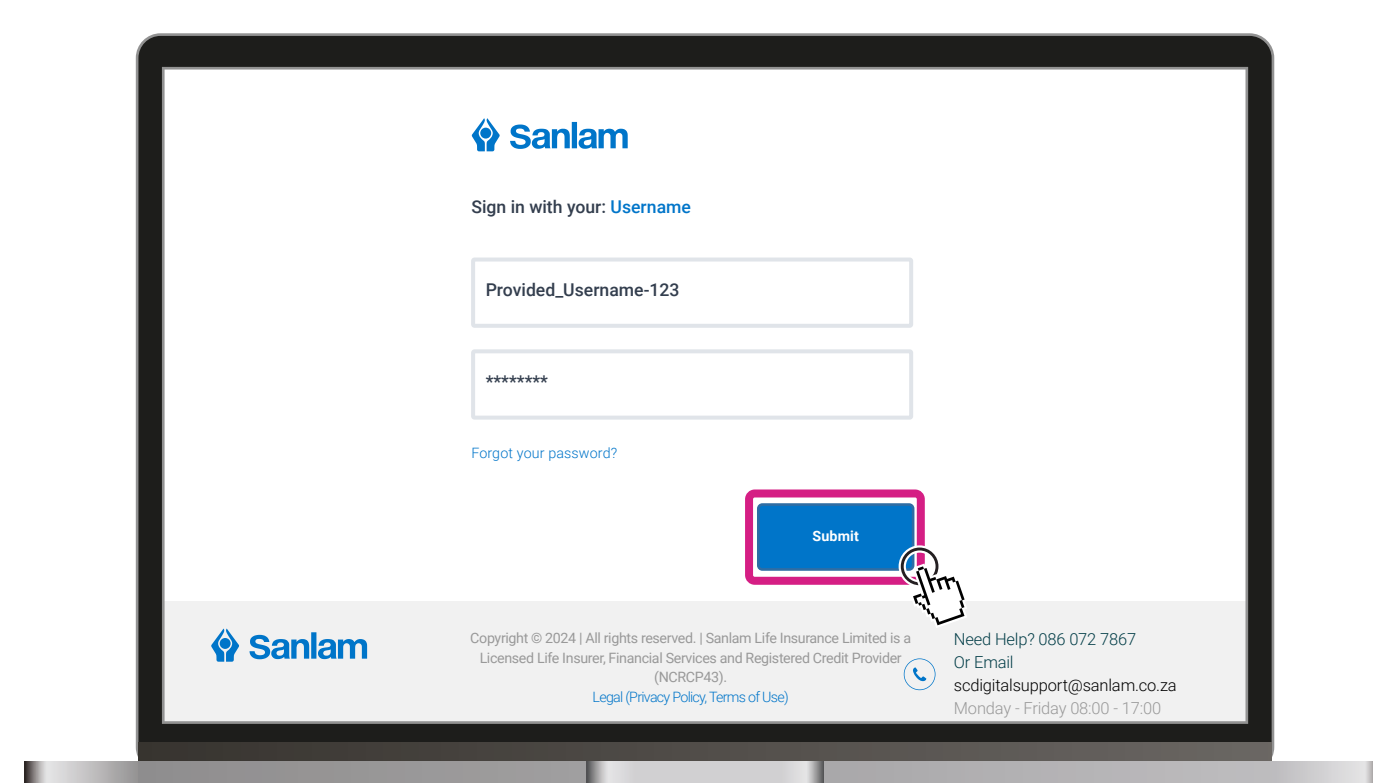
You will receive an **OTP** on the channel you have selected: **SMS, WhatsApp** on the number we have on record.



Sanlam Password Self Service: Your one-time pin is 78664. This code is valid for 1 hour. For assistance call +27 21 947 1990. \*Terms on [www.sanlam.co.za](http://www.sanlam.co.za)



Enter the OTP received, then create your own unique password, and select **Reset Password**. Please make sure you adhere to the **Password Rules** indicated below the buttons.





You will be routed back to the SC Portal website: [sc.sanlam.co.za](https://sc.sanlam.co.za)

Sign into your SC Portal account using the **Username provided by Sanlam** and the **password you just have created**.

Once signed in you will be routed to the SC Portal Home page. The **RFA application** can be accessed by clicking the **Retirement Fund Administration** button.



You can use the **Generate Password** feature, by selecting the lock icon next to the Password field. 

You can **Copy** your generated password, by selecting the copy icon next to the Password field. 

Please make sure you **save your password in a safe place**.

If you need help, please contact **SC Digital** on:  
**SCDigital@sanlam.co.za**  
WhatsApp or call: 0860 727 867 from 8am- 5pm  
Monday to Friday - excluding public holidays