How to reset your password
on the SC Portal website
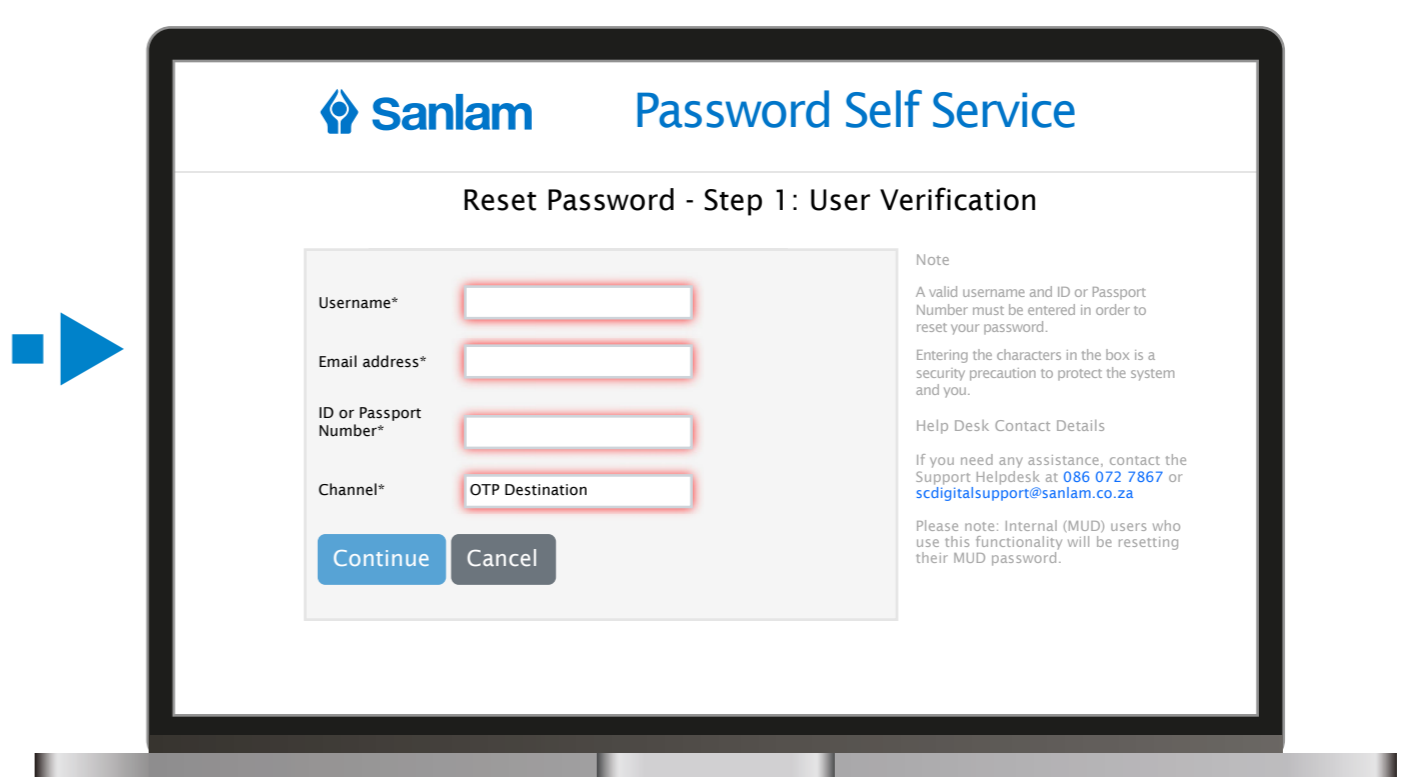## https://sc.sanlam.co.za

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.
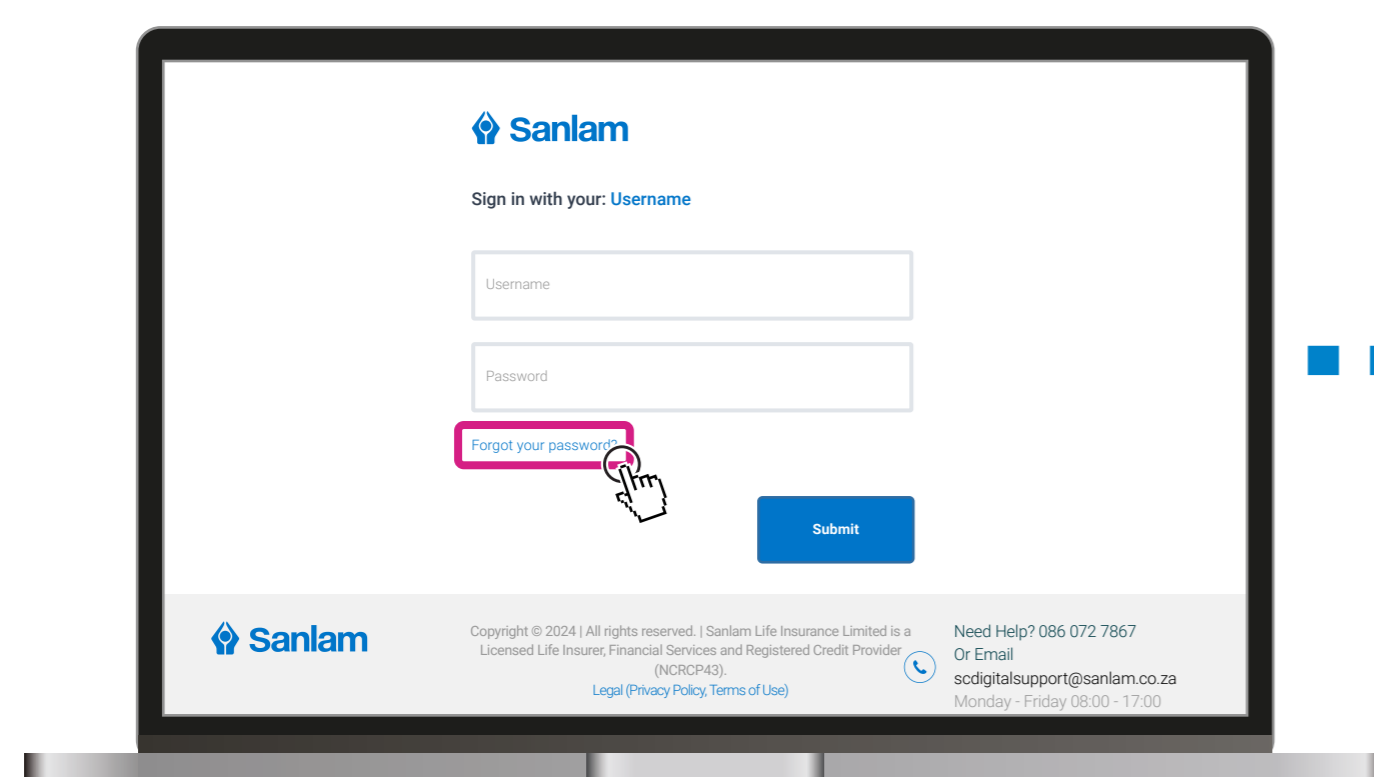
Upon accessing the SC Portal website
sc.sanlam.co.za click on the
Forgot your Password? link.

Follow the
**Password Self Service**
prompts

Complete all fields and select the "**Channel**"
via which you whish 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
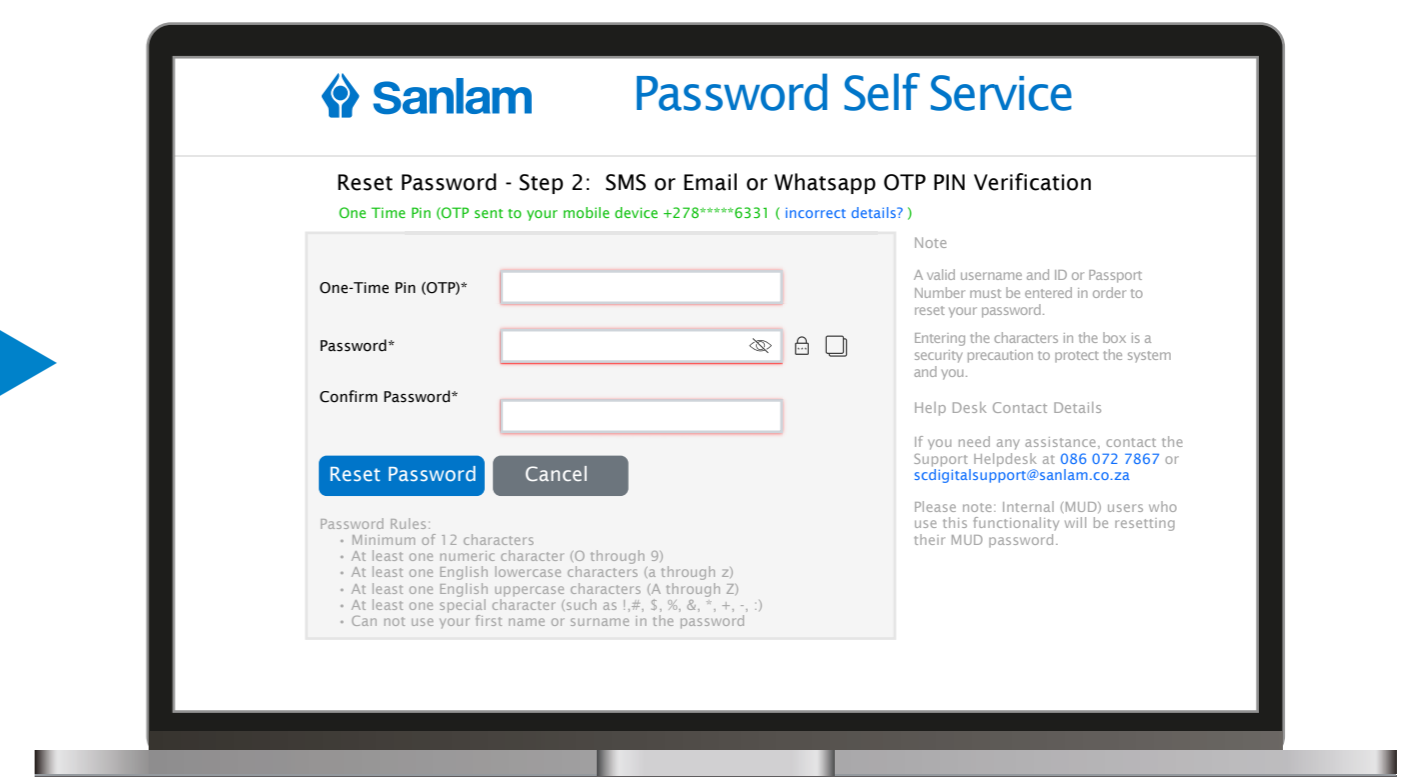
Enter the OTP received, then create your
own unique password, and select
Reset Password.
Please make sure you adhere to
the **Password Rules** indicated below the buttons.
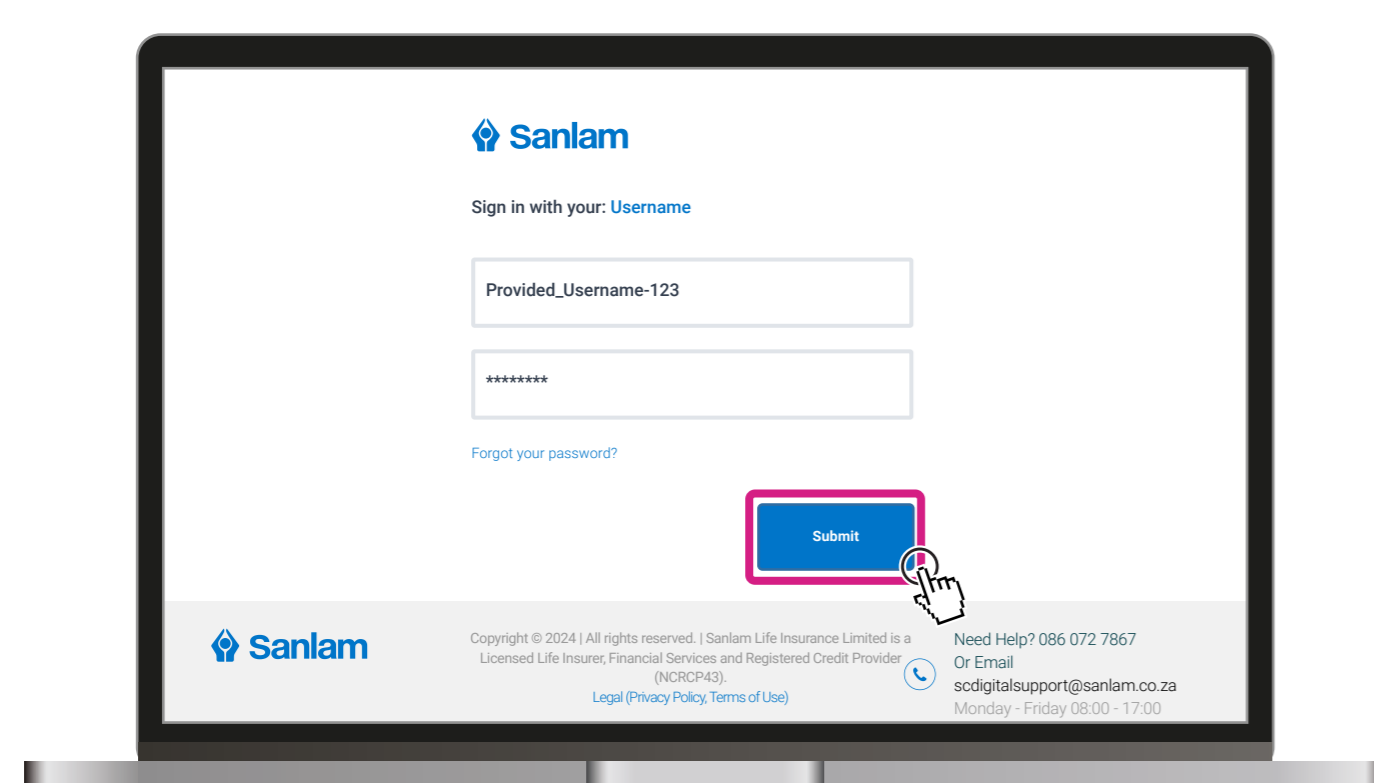
You will be routed back to
the SC Portal website:
sc.sanlam.co.za

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.

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

**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

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.

**Retirement Fund
Administration**

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