



Change Password Guideline

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Document Control

Document History

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V1.0	15 January 2024	<ul style="list-style-type: none">Change Password Guideline document creation

Approval and Signature

Document Name	Change Password Guideline	
The purpose of the document is to provide formalize the Change Password Guideline.		
I have reviewed the document and can confirm that it has been endorsed:		
Name	Role	Date
Pengiran Amirul Hayat bin Pengiran Haji Yussop	Acting EGNC Director	17 Jan 2024
Hajah Sabarina binti Haji Ajak	Acting Chief Operation Officer	17 Jan 2024

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Change Password Guideline For E-Mail Login

Scenario 1: If your password has expired or has been reset



IF YOUR PASSWORD HAS EXPIRED or HAS BEEN RESET

If you are using Outlook, you'll notice you are not receiving the most recent emails and you are asked to enter your credentials repeatedly.

- 1 Go to **mail.gov.bn** on your browser.
- 2 The Change Password page will be automatically displayed upon successful login to mail.gov.bn.
- 3 Enter the details accordingly & make sure to follow the **password requirements**

ثوبت كڤسآن اي-كراجان
E-GOVERNMENT NATIONAL CENTRE
MINISTRY OF TRANSPORT AND INFOCOMMUNICATIONS
BRUNEI DARUSSALAM

change password

Your password has expired and you need to change it before you sign in to Outlook.

Domain\user name: → Make sure to put your **Domain Name** before your username (**DomainName\user.name**)

Current password: → Your **current password** or the temporary password given by EGNC Helpdesk

New password: → Make sure to follow the password requirements

Confirm new password:

submit → Please click Submit **ONCE**. Else you may be thrown a system generated error.

Open a new tab on your browser and go to mail.gov.bn again to try out your new password.



PASSWORD REQUIREMENTS

- 1 Minimum 12 characters
 - 2 Contain uppercase, lowercase, number & symbol
 - 3 Do not include ANY of your name or your username
 - 4 Do not reuse any word from your three (3) most recent previous passwords
 - 5 You can make changes to your new password again only after 24 hours.
- i** Make sure to use the correct user name format

Username format:

DomainName\username
e.g. MTIC\pendekar.mustar

- i** [Click here for DomainName](#)

Scenario 2: If you just want to change your password



IF YOU JUST WANT TO CHANGE YOUR PASSWORD

- 1 Login to mail.gov.bn on your browser.
- 2 Click the  button on the top right and click **Options**
- 3 Under **General**, click **My account**
- 4 Click **Change your Password**
- 5 Enter the details accordingly & make sure to follow the **password requirements**
- 6 Click Save. If successful, you will be automatically logout.

✓ Save ✕ Discard

Change password

Enter your current password, type a new password, and then type it again to confirm it.
After saving, you might need to re-enter your username and password and sign in again. You'll be notified when your password has been changed successfully.

Email address:

Current password: → Your **current** password

New password: → Make sure to follow the **password requirements**

Confirm new password:



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- i** Make sure to use the correct user name format

Username format:
DomainName\username
e.g. MTIC\pendekar.mustar

i [Click here for DomainName](#)

IMPORTANT NOTE:

- i. Update your new E-Mail Password on **all** devices (Mobile Phones, Tablets and Etc.)
- ii. Following security best practices, once your password has expired or when you get Helpdesk to reset your password, you will be forced to change the given password immediately to your own new password. You can make changes to your new password again only after 24 hours.

Domain Guideline For E-mail Login

MINISTRY	DOMAIN NAME
PMO & its departments	PMO\
YAYASAN	MOFE\
MOFE & its departments	MOFE\
BRUNEI HALAL	MOFE\
MOE, UNISSA, UTB & its departments	MOE\
MPRT & its departments	MPRT\
MOD & its departments	MOD\
MCYS & its departments	MCYS\
MOH & its departments	MOH\
MORA & its departments	MORA\
MTIC & its departments	MTIC\
MOHA & its departments	MOHA\

EXAMPLE : MTIC\USER.NAME



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- i** Make sure to use the correct user name format

Common Password Errors

The user name or password you entered isn't correct 



The password you entered does not meet the minimum security requirements 

The passwords you typed don't match 

The user name or password you entered isn't correct. Try entering it again.

Domain\user name: Make sure you type in your domain name before your user name. Please refer to the domain name guideline

The user name or password you entered isn't correct. Try entering it again.

Domain\user name: Make sure you use the correct symbol. The correct symbol is \ not /

 make sure to use the correct user name format

The password you entered doesn't meet the minimum security requirements.

Domain\user name: Make sure you follow the password requirements

change password

Your password has expired and you need to change it before you sign in to Outlook Web App.

The passwords you typed don't match. Please try again.

New password:

Confirm new password:

New password and Confirm new password must match. Ensure there are no typos

Username format:
DomainName\username
e.g. MTIC\pendekar.mustar

 [Click here for DomainName](#)



PASSWORD REQUIREMENTS

- 1 Minimum 12 characters
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- 5 You can make changes to your new password again only after 24 hours.

Frequently Asked Questions

1. **How to change my password?**

Please refer to the [password guideline](#) for complete instructions.

2. **I tried changing my password but failed.**

Please refer to the [Common Password Errors](#).

3. **When logged in, it shows error 'Something went wrong. Mailbox couldn't be found'.**

Please contact EGNC Helpdesk for mailbox creation.

4. **My workplace has changed. How can I change my e-mail address?**

Contact your ministry's / department's IT Unit for the next process.

5. **How to setup Outlook on my phone?**

- [For Android](#)
- [For iOS](#)

6. **I forgot my password.**

Please contact EGNC Helpdesk for password reset.

7. **My password is correct but I still cannot login.**

- Make sure your username format is correct
- Include your DomainName\ before your username
- Try using different browsers

8. **My mailbox is almost full.**

Please contact EGNC Helpdesk to increase mailbox storage request. For your information, storage size is limited per user. Users are recommended to archive e-mail whenever possible.

9. **What is the maximum size to send file attachment?**

10MB is the maximum size.

10. **How to archive my e-mails?**

- [For Windows](#)
- [For MacOS](#)

11. How can I report spam e-mail?

Forward the e-mail to EGNC Helpdesk and request for it to be blocked.

12. I am not sure if I have a government e-mail account or not.

You can confirm with your ministry's / department's IT Unit or contact EGNC Helpdesk to verify.

13. When do my password expired?

Password will expire every six (6) months.

14. Can I create an account with no mailbox for PC Login only?

Yes, it is possible. Please contact your ministry's / department's IT Unit for application

15. How to import my archived mails?

[Please click on this link.](#)

16. Error message when I signed in: 'Domain not available'.

Please ask for assistance from your ministry's / department's IT Unit.

17. I cannot login to BruHims / SSM.

Please contact BruHims Helpdesk / SSM Helpdesk.

18. Why my account is inactive/disabled?

Account will be automatically disabled if there is no activity within 30 days. Please contact your admin for e-mail activation.

19. I am expecting an e-mail but received none.

Please contact EGNC Helpdesk and provide the details.

20. What is the difference with PC login and e-mail Login?

Each has different domain name and username format

For more information, please contact EGNC Helpdesk:

E-mail: helpdesk@egc.gov.bn

Call: 2424959 / 2426742 / 2424955 ext 303