

Forgotten password

What to do when you cannot sign in, and what happens next.

You will be able to

- Reset your own password without waiting for an administrator
- Know what the e-mail does, and what to do if it never arrives

Ask for a link

Nobody can look your password up and read it back to you, so there is nothing to ask for. Instead you ask TDMP to send you a link, and the link lets you set a new one.



Welcome To TDMP

Email

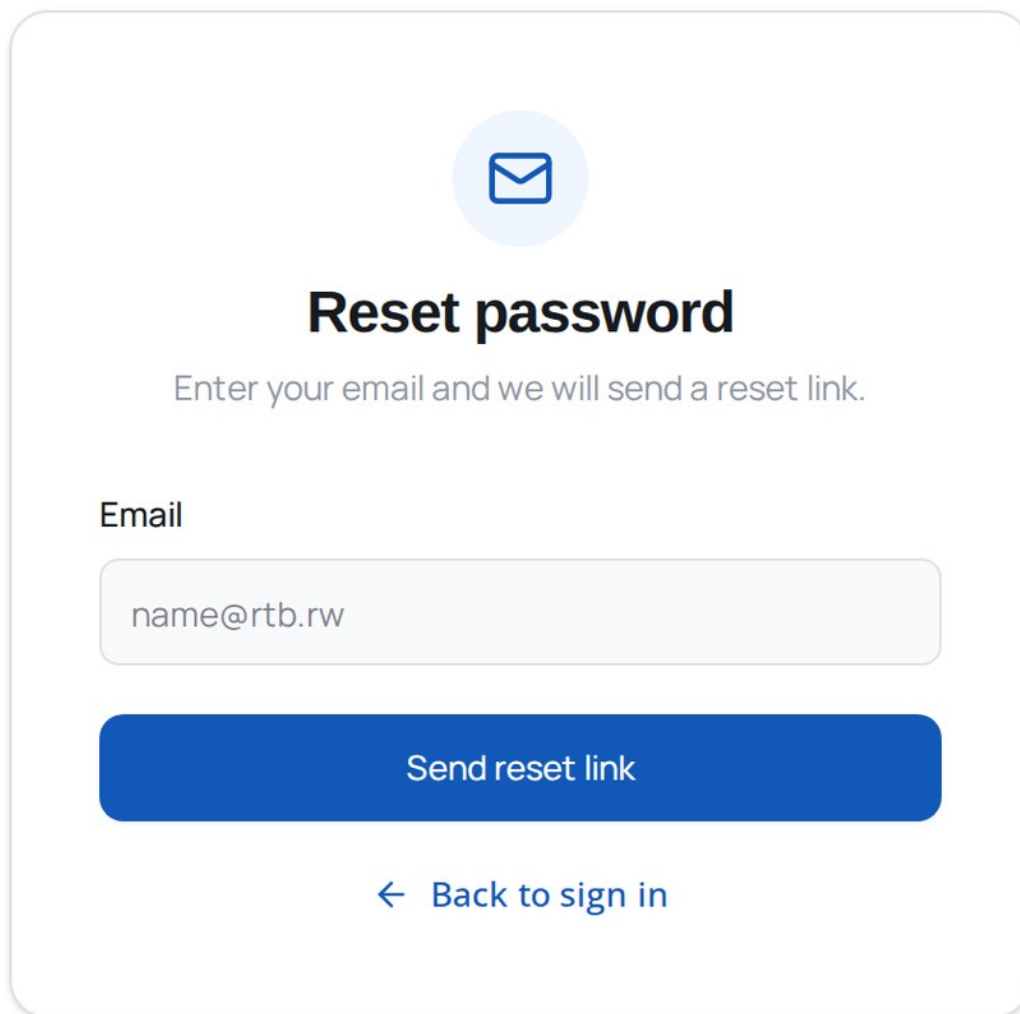
 name@rtb.rw

Password [Forgot password?](#)



Sign In →

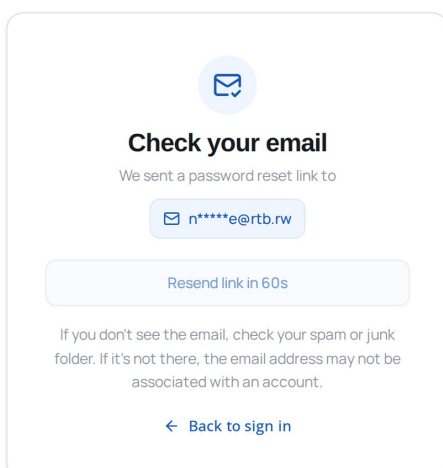
Start on the sign-in screen. “Forgot password?” sits on the right, level with the word Password.



The image shows a 'Reset password' screen. At the top center is a blue circular icon containing a white envelope symbol. Below this icon, the text 'Reset password' is displayed in a large, bold, black font. Underneath, a smaller line of text reads 'Enter your email and we will send a reset link.' Below this is a label 'Email' followed by a light gray rectangular input field containing the text 'name@rtb.rw'. Below the input field is a prominent blue button with the white text 'Send reset link'. At the bottom center, there is a link that says '← Back to sign in' in blue text.

Type the e-mail address you sign in with, then click Send reset link.

What happens next



The image shows a 'Check your email' screen. At the top center is a blue circular icon containing a white envelope symbol with a checkmark. Below this icon, the text 'Check your email' is displayed in a bold, black font. Underneath, a smaller line of text reads 'We sent a password reset link to'. Below this is a light blue rectangular box containing a white envelope icon and the text 'n*****e@rtb.rw'. Below this box is a light gray button with the text 'Resend link in 60s'. At the bottom, there is a line of text: 'If you don't see the email, check your spam or junk folder. If it's not there, the email address may not be associated with an account.' Below this text is a link that says '← Back to sign in' in blue text.

TDMP hides most of your address here on purpose, so nobody reading over your shoulder learns it.

- The e-mail arrives within a few minutes. If it does not, look in your spam or junk folder.
- You can ask for another one, but only after 60 seconds. The button counts down until then.
- You will see this same screen whether or not the address has an account. That is deliberate — it stops a stranger using this page to find out who has one.

WATCH OUT

No e-mail at all?

Check the spelling first, then your spam folder. If it is still missing, the address probably has no TDMP account — ask your RTB administrator which address yours was created with.

Set a new password

Open the link in the e-mail. It brings you to this screen.



Choose a new password

This will replace your old password.

New password

 At least 8 characters

Confirm password

 Re-enter your password

 At least 8 characters

 One uppercase letter

 One number

 Passwords match

Reset password →

The four rules underneath tick themselves off as you type. The button stays grey until all four are green.

- At least 8 characters

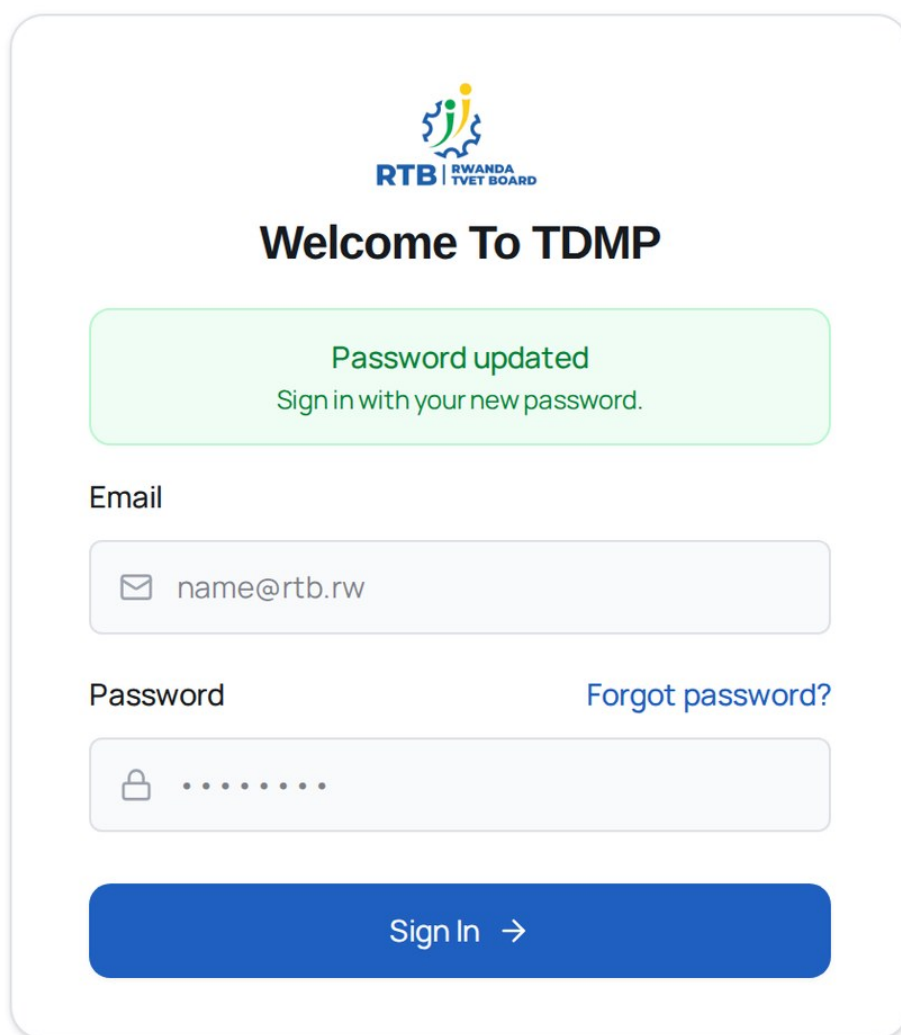
- One uppercase letter
- One number
- Both boxes match

TIP

Use the link once, and soon

A reset link works once and then stops working. If you come back to an old one it will refuse you — just ask for a new link and start again.

Signing back in



The screenshot shows the TDMP login interface. At the top is the RTB Rwanda TVET Board logo. Below it is the heading "Welcome To TDMP". A green banner with the text "Password updated" and "Sign in with your new password." is displayed. Below the banner are the "Email" and "Password" input fields. The email field contains "name@rtb.rw". The password field is masked with dots. To the right of the password field is a link "Forgot password?". At the bottom is a blue "Sign In →" button.

A green banner confirms it. This is the only confirmation you get, so if you do not see it, the password was not changed.

Sign in with the new password. Your old one no longer works anywhere, including the other RTB systems you reach through TDMP.