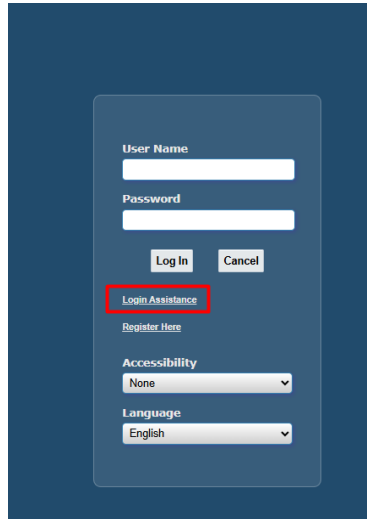


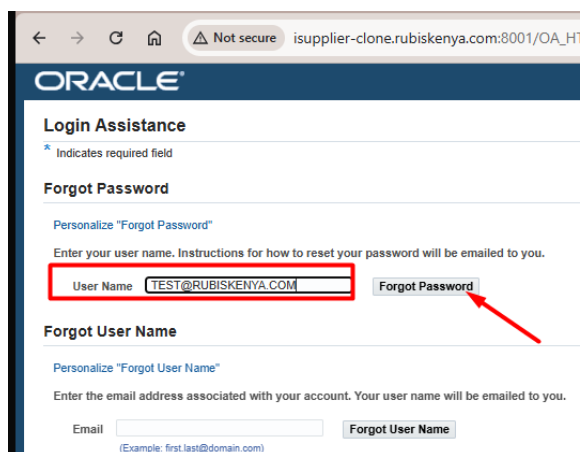
## 1. How can I Reset my password

Ans: On the Log in page click on Log In Assistance



A screenshot of a login page with a dark blue background. The login form is centered and contains fields for 'User Name' and 'Password', a 'Log In' button, a 'Cancel' button, a 'Login Assistance' link (highlighted with a red rectangle), and a 'Register Here' link. Below these are dropdown menus for 'Accessibility' (set to 'None') and 'Language' (set to 'English').

Enter your username and click on forgot password, it will send you a password reset link to the email address



A screenshot of a web browser showing the 'Forgot Password' page. The browser's address bar shows 'isupplier-clone.rubiskeny.com:8001/OA\_H1'. The page has an 'ORACLE' header and a 'Login Assistance' section. Below this is a 'Forgot Password' section with a 'Personalize "Forgot Password"' link. The instructions state: 'Enter your user name. Instructions for how to reset your password will be emailed to you.' There is a text input field for 'User Name' containing 'TEST@RUBISKENYA.COM' (highlighted with a red rectangle) and a 'Forgot Password' button (highlighted with a red rectangle and a red arrow). Below this is a 'Forgot User Name' section with a 'Personalize "Forgot User Name"' link. The instructions state: 'Enter the email address associated with your account. Your user name will be emailed to you.' There is a text input field for 'Email' and a 'Forgot User Name' button.

An email will be sent to you as below, click on “Reset your password.” link

For Your Information: Password Reset

inbox

Rubis Alerts

<rubisalerts@rubiskenya.com>

to me

To

TEST RUBIS

Sent

23-JAN-2025 12:24:00

ID

6173965

Reset Password using the below link and follow the on-screen instructions.  
This email can be ignored in case you didn't request a password reset,  
the link is only available for a short time.

Password URL: [Reset your password](#)

RUBIS

Energy Kenya

Rubis Alerts

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