

WHAT TO DO WHEN YOU HAVE FORGOTTEN YOUR PASSWORD OR YOUR ACCOUNT HAS BEEN LOCKED



1. Click on “forgot your password” link

Driving change.
Creating opportunities

PetroSA

HOME

The PetroSA e-Procurement Portal

QUICK ACCESS

Login

Username:

User code:

Password:

Language: English

[Forgot Password?](#)

Clicking on Login indicates acceptance of Terms of Use and Privacy Policy

[Forgot your Password?](#)

[Not Registered Yet?](#)

Supply Chain Policy

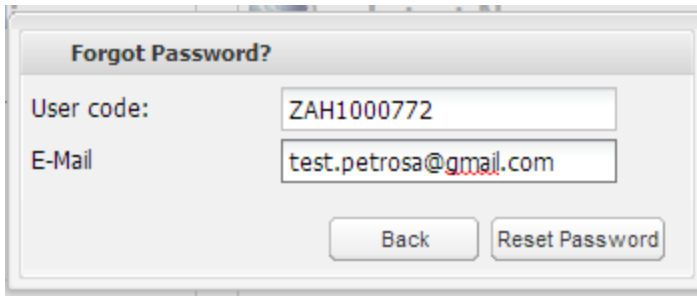
Please Note: The following documents require Adobe Acrobat to open.

- [SUBMIT A TENDER OR QUOTATION \(How to guide\)](#)
- [REGISTRATION AND UPDATING OF INFORMATION \(How to guide\)](#)
- [MESSAGE CENTRE \(How to guide\)](#)
- [Online Terms and Conditions](#)
- [Forgot Password Procedure](#)

Latest News

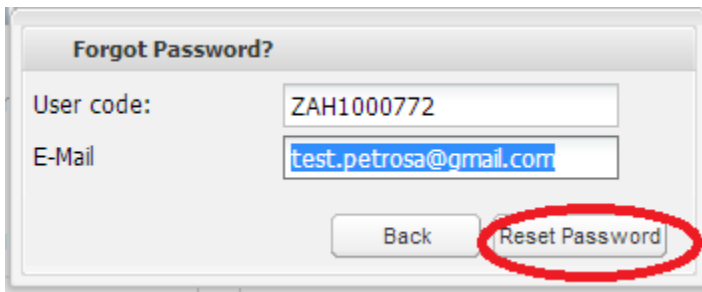
- [Upgrade of eProcurement System](#)

2. Enter your user code and email address (this must be the email address we have on our system under contact person)



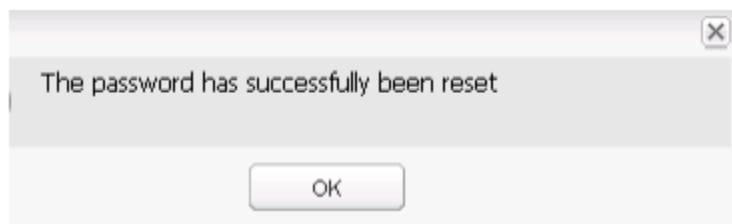
The screenshot shows a web form titled "Forgot Password?". It contains two input fields: "User code:" with the value "ZAH1000772" and "E-Mail" with the value "test.petrosa@gmail.com". Below the fields are two buttons: "Back" and "Reset Password".

3. Click on “ Reset Password” button



This screenshot is identical to the previous one, but the "Reset Password" button is circled in red to indicate it should be clicked.

4. Click on “OK” button to proceed. Your logon credentials will be emailed to you.



The screenshot shows a small dialog box with a close button (X) in the top right corner. The text inside reads "The password has successfully been reset". At the bottom center of the dialog is an "OK" button.

5. Please **refresh page and follow the instructions on the email.**