goAML Web User's Guide
Password

version 1.0

Prepared By: DI/FIAD – FIU- Mauritius

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Table of Contents

Introduction

The security of your goAML account is of paramount importance. This guide provides clear instructions on how to securely change your existing password or recover a forgotten one. Whether you are updating our password to enhance account security or need assistance in accessing your account, this guide outlines the necessary steps to ensure a smooth and secure process. Following these procedures will help safeguard your account and protect your sensitive data from unauthorised access.

This guide will become effective as from 09 January 2026.

Legal Disclaimer

The FIU reserves the right to amend, modify or change the contents of this document

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1   Password

The password that is associated with a user account can be changed, recovered or expired.

1.1   Change Password

You can change your password at any time directly in the web application, provided you know your existing password.

1. After Login, select your user profile dropdown at the top right and click on > **Change Password**
2. Enter your existing password and the new password in the **New Password and Confirm New Password** input boxes respectively.

1.2   Forgot Password and Reset Password

In order to reset a forgotten password either the user can request a link from the login screen:

1. Click the **Forgot Password** button on the login screen.
2. Fill out the username and email address for the account you wish to reset the password for and click submit

Or, the FIU or Reporting Person's Admin can initiate a password reset
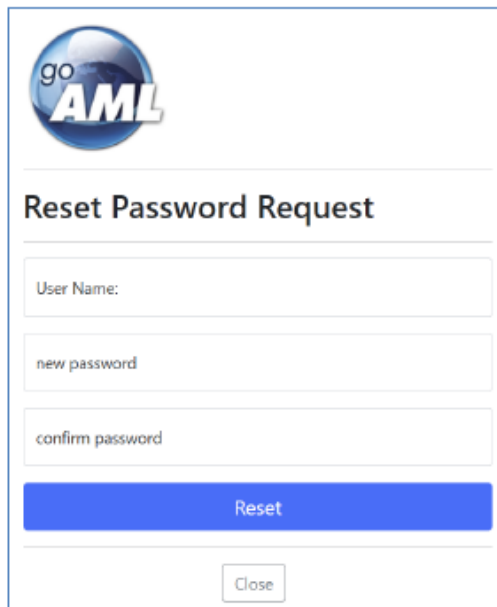
1. In the menu **Admin** > **Active Users** grid, select a user and click
2. If 2FA is configured for the user as well then this will be reset and the user will need to scan the QR code again at login.

Once the password reset has been initiated by one of the methods above, the following occurs:

3. An email similar to the one below is sent to the user.

A request to reset your goAML password was created. Please click on the following link to reset your password: http://www.mygoamlsite.com/Account/pwLink/8d48a9d9-b21f-4af1-9cea-1ac905b27b59
If you did not make this request, please contact your FIU immediately.
Please do not reply, this is an automated message.

4. The link will take the user to the following screen where they must supply their username, new password and confirm password.

5. Select Reset for the changes to take effect.

NOTE: If the user cannot recall their username or email address associated with their account, they must contact the FIU or RE Admin to reset the password.

1.3 Password Lockout

A user is locked out for 5 minutes if they put in an incorrect password 5 times in a row.

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