

Forgotten Password

The screenshot shows the ESF Login page with the following fields: School (Sha Tin Junior School), Login, and Password. A red box highlights the 'forgot password or login name?' link next to the Login button. A red arrow points to the 'Submit' button in a pop-up window that appears when the link is clicked.

Please go to the link <https://sjs.tg.esf.edu.hk>. On the login screen, you can find “**forgot password and login name?**” under the **Login** button.

1. Click on the words.
2. A pop-up bubble will show in the same screen. Please type your login name or registered email address in the textbox and click the **Submit** button.

The screenshot shows the ESF Login page with a red message box at the top that reads: "A mail was sent to your registered email address for password or login name retrieval." Below the message box are the School, Login, and Password fields.

If you enter the correct information , you will see that message in red colour.

If you don't reset your password, you can't use your old password to login.

Please go to your personal email which is registered in our school. An email similar to the one below will be sent to ALL registered email address(1 or 2 parents) which parents have requested to be used for contact. Please follow the instructions to reset your password.

ESF Login Reset Your Password

寄件人: ESF TG-Admin <noreply@sjs.esf.edu.hk> [加入聯絡人名單](#)
收件人: [REDACTED]

Dear [REDACTED]

This email was sent automatically by the TG server in response to your request to recover your password.

Login : [REDACTED]

To reset your password and access your account, follow these steps:

1. Click on the link below. If nothing happens when you click on the link, copy and paste the link into the address bar of your web browser. <https://sjs.tg.esf.edu.hk> [REDACTED]

The link will take you to the password reset page.

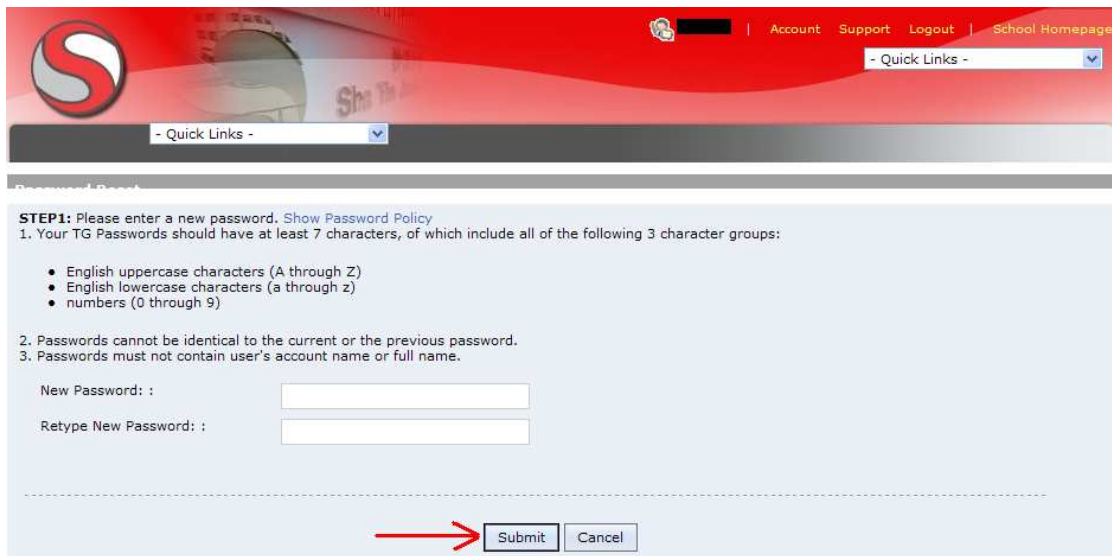
3. On the password reset page, type in a new password twice and click Submit. You will then be able to access your account.

If you did not request that we send this Forgotten Password email to you, please report this email to your school DBA / system administrator.

Thank you,

TG Team

When you open the link in the mail, you will have a screen like below.
Type your new password **twice** according to the Password Policy and click the **Submit** button.



The screenshot shows the password reset interface. At the top, there is a navigation bar with a logo on the left and links for 'Account', 'Support', 'Logout', and 'School Homepage' on the right. Below the navigation bar is a 'Quick Links' dropdown menu. The main content area is titled 'Password Reset' and contains the following instructions:

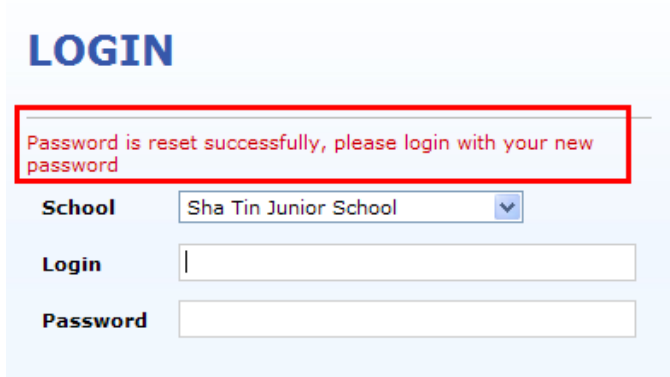
STEP1: Please enter a new password. [Show Password Policy](#)

- Your TG Passwords should have at least 7 characters, of which include all of the following 3 character groups:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - numbers (0 through 9)
- Passwords cannot be identical to the current or the previous password.
- Passwords must not contain user's account name or full name.

Below the instructions are two input fields: 'New Password: :' and 'Retype New Password: :'. At the bottom right, there are two buttons: 'Submit' and 'Cancel'. A red arrow points to the 'Submit' button.

After you click the Submit button, the web page will bring you to the login screen and show a message to confirm the password is reset successfully.

Now, please use the new password for your login.



The screenshot shows the login screen. At the top, the word 'LOGIN' is displayed in large blue letters. Below it, a red-bordered box contains the message: 'Password is reset successfully, please login with your new password'. Underneath the message are three input fields: 'School' (a dropdown menu showing 'Sha Tin Junior School'), 'Login' (a text input field), and 'Password' (a text input field).

You can change your password by click on the Account show at the right top of the Homepage .



If you have any technical problems on The Gateway, please contact us at gateway.support@sjs.esf.edu.hk .