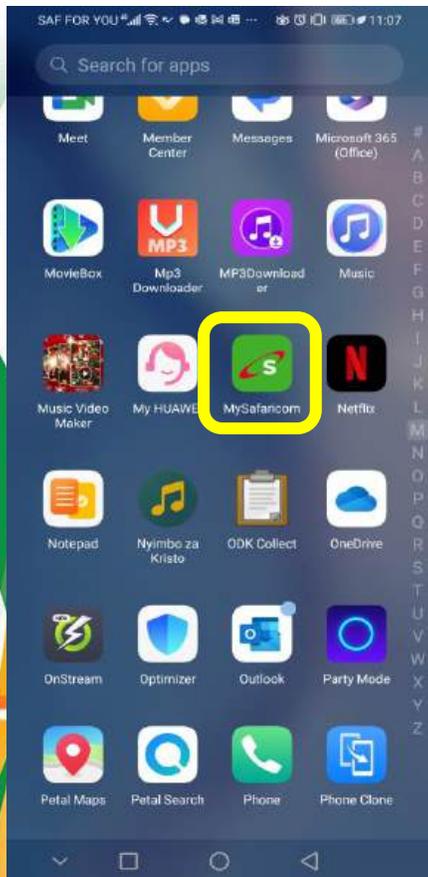


If Not Receiving The Verification Code when resetting your password Activate promotional Messages on your Safaricom line.

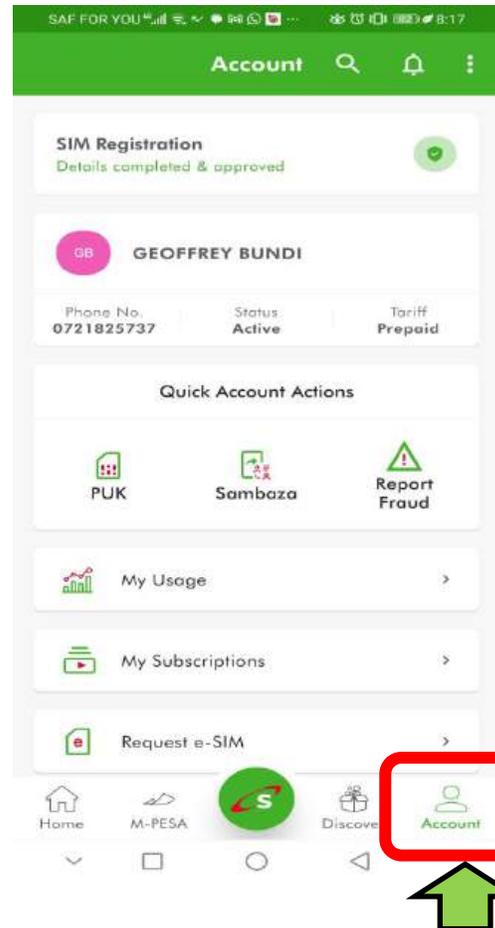
Using USSD Code

- Dial *456*9*58 .
- Choose Option 1 (Opt in)
- Enter the sender name from whom you wish to receive promotional messages.(NPHL)
- Wait for a confirmation message from Safaricom.

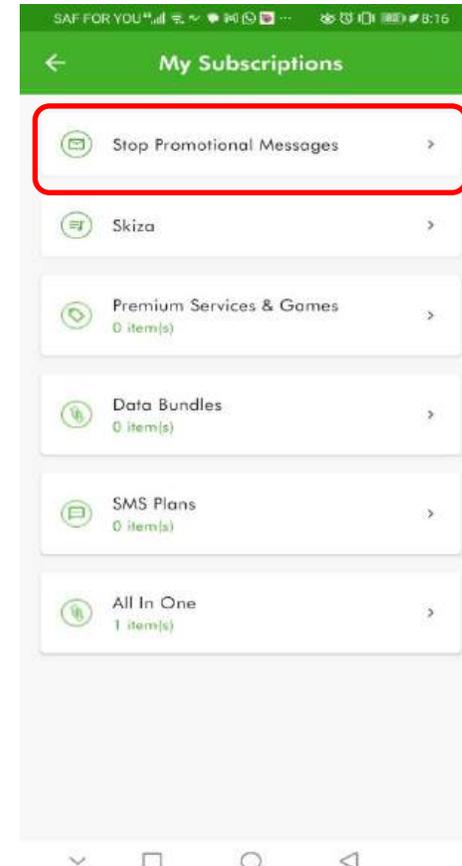
1. Go to your MySafaricom app on your phone.



1.1 Click "Account" at the bottom right corner



2. Click on "Stop Promotional Messages" as shown below.



3. Select "Allow Messages" then Click on "Allow All Promotional Messages"

4. You shall receive a message indicating that you have activated promotional messages.



5. Wait for 5 minutes and Try to reset the password.

Using USSD Code

- Dial ***456*9*5#** .
- Choose Option 1 (**Opt in**)
- Enter the sender name from whom you wish to receive promotional messages. (**NPHL**)
- Wait for a confirmation message from Safaricom.