

myPSG login process with Multi Factor Authentication

The MFA is a mandatory security protocol that requires users to authenticate their identity before accessing sensitive applications. This protocol has been enabled when accessing PSG platforms as a security measure to help our organisation against cyber threats.

How to login to your myPSG with the MFA



myPSG website: my.psg.co.za

- Enter your identification number > select next.



PSG

Welcome to myPSG. Please use your ID number / Registration number to log in.

DETAILS

Next

> No account? [Register](#)

> Click here to [reset](#) your password

> For a step-by-step guide on how to reset your password [click here](#)

> Click [here](#) to view the demo site

Need help?
> [Send us an email](#)

- Enter your password > select continue.



PSG

Welcome [ID number]

Remember me on this computer

Forgot your password? [Click here](#).

We use browser cookies to track your session to give better experience. You can refer our [Cookie Policy](#) for more detail.

By signing in, you agree to our [Privacy Policy](#)

For any queries, please contact PSG directly at: 0861 277 735

Continue

Cancel



- To authenticate your identity an SMS will be sent to your cellphone number on record.
- Enter the OTP > select authenticate.



How to RESET your password on myPSG using MFA



myPSG website: my.psg.co.za

- Enter your identification number > select reset to change your password.



- Read the notice > select next.





- Please note: if your cellphone number is not updated contact your adviser's office to load your cellphone number on the system for you to receive the OTP as per the previous notice.
- Enter the OTP > select submit.

The screenshot shows the myPSG interface. On the left, the text 'myPSG' is in large blue letters, with 'OTP' below it. On the right, the PSG logo is at the top. Below the logo, a message states: 'A One-Time Pin has been sent to your cell phone number ending with *****'. A text input field is labeled 'Please enter the OTP'. Below the field are two buttons: 'Resend' and 'Submit'.

Please take note of the password requirements:

1. Must be at least 6 characters long
 2. Must be made up of upper and lower case
 3. Must contain at least one special character
 4. Must contain at least one number
 5. Must not include your ID number
 6. Must not include your first name, surname or preferred name
- Enter your new password > select submit.

The screenshot shows the myPSG interface for password creation. On the left, the text 'myPSG' is in large blue letters, with 'PASSWORD' below it. On the right, the PSG logo is at the top. Below the logo, a section titled 'DETAILS' contains a text input field with the placeholder 'Please enter your new password'. Below this is another input field with a password strength indicator. A blue 'Submit' button is below the fields. A red-bordered box contains the following password requirements:
Password requirements:
- Must be at least 6 characters long
- Must be made up of upper and lower case
- Must contain at least one special character
- Must contain at least one number
- Must not include your ID number
- Must not include your first name, surname or preferred name

- Your new password would be set and you will be able to login to myPSG by selecting login.

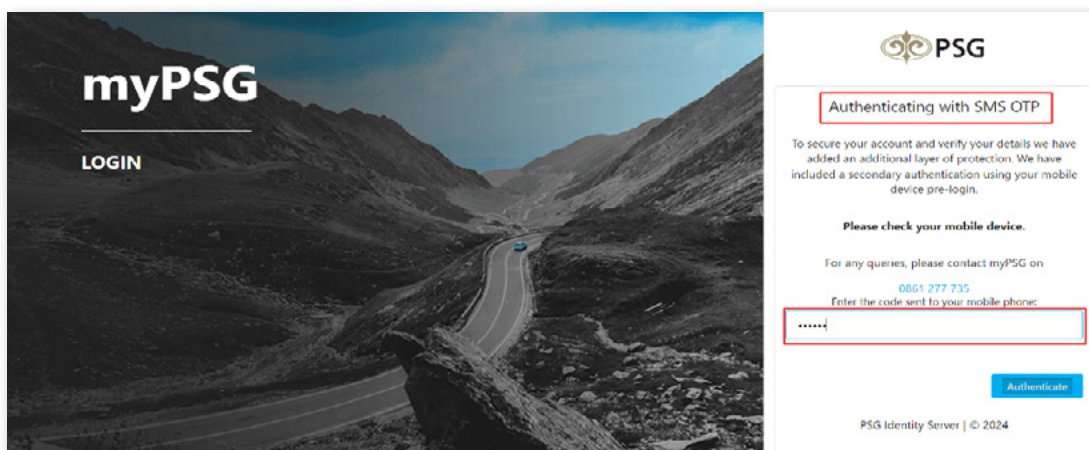
The screenshot shows the myPSG interface for the login screen. On the left, the text 'myPSG' is in large blue letters, with 'NOTICE' below it. On the right, the PSG logo is at the top. Below the logo, a section titled 'NOTICE' contains the text: 'New password set, you can now log in with your new details'. A blue 'Login' button is below the notice.



- Enter your new password > select continue.



- To authenticate your identity an SMS will be sent to your cellphone number on record.
- Enter the OTP > select authenticate.



Frequently Asked Questions

- 1 My number is updated on the system, why am I not getting my OTP?**
Please check your spam messages and blocked cellphone numbers on your device.
- 2 I have reset my password but I am still not able to login**
 - You need to clear your saved password for myPSG.co.za in your password manager.
 - Alternatively, you can type in the new password instead of using your saved passwords in the 2nd last step.

For more information or assistance, please contact your PSG financial adviser or our helpdesk
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