

How can I recover my access password (create a new password) to the Social Security Online Service?

To recover your password, please follow the steps below:

1. Click on **Perdi a minha palavra-chave** (I have lost my password)
2. Insert your Social Security Identification Number
3. Click on **Prosseguir** (Continue)
4. In order to check if your personal information is in accordance with the one registered in the Social Security system, please insert the following data:

If you are a Citizen, insert your: Full name; Date of birth; Civil Identification Number; Tax Identification Number

5. Click on **Próximo passo: contactos** (Next step: Contacts)

If the data you inserted do not correspond to the information registered in the Social Security system, the user registration procedure cannot continue. Please contact the Social Security customer information services.

6. Insert the requested contact information: Email address; Mobile phone number; Telephone number (optional)
7. Click on **Próximo passo: Código** (Next Step: Code)

If the mobile phone number you inserted does not correspond to the one registered in the Social Security information system, this communication channel will not be used to send the verification code.

If the email address you inserted does not correspond to the one registered in the Social Security information system, this communication channel will not be used to send the verification code.

8. The Social Security will send you a verification code so that you may set your access password to the Social Security Online Service. Please indicate the way you want to receive the Verification Code: by email or SMS (written message to the mobile phone)
9. Click on **Confirmar** (Confirm)
10. Insert the Verification Code sent to the communication channel you have indicated
11. Click on **Confirmar código de verificação** (Confirm verification code)
12. Set your password in the password field (please consult the password setting rules available on the same page)

13. Confirm your password
14. Click on **Confirmar palavra-chave** (Confirm password)
15. Click on **efetuar autenticação na Segurança Social Direta com a nova palavra-chave** (Social Security Online Service authentication with the new password)

After the authentication procedure, you must update and confirm your contact details. To learn more about this topic, please click on the **Ajuda** (Help) icon (of the Social Security Online Service) and consult the questions available on **Perfil>Dados Pessoais** (Profile> Personal Data).

Useful Link: <http://www.seg-social.pt/inicio>