3   Getting Started For Client Connect

3.3   PASSWORD

INTRODUCTION

Users can change their password at Client Connect at any time. This section describes the procedures for changing user password used to login to Client Connect.

CHANGE/SETUP PASSWORD

Upon first time login, a Client Connect user must setup his/her own password. The password must contain 8-15 characters, containing at least 1 upper case letter, 1 lower case letter, 1 number and 1 special character from !, @, #, $, %, ^, &, *, (,). Apart from first time login, users can change their Client Connect password at any time, with or without logging in.

The password is confidential and should only be known by the user. Users must change their passwords at least every 90 days and the new password cannot be the same as any of the previous 5 passwords. Reminder message to change password will appear when password is close to expiry date.

Password Expires In: 9 Days 22 Hrs

| Old Password |
| New Password |
| Confirm Password |
| SUBMIT |
| CANCEL |

An error message will appear if the password has expired and users are not allowed to login until they have reset their password.

❶   Your password has expired. Please follow below link to reset your password

FORGOT YOUR PASSWORD

The following procedures apply to (a) setting up password upon first time login, and (b) changing password without logging in.
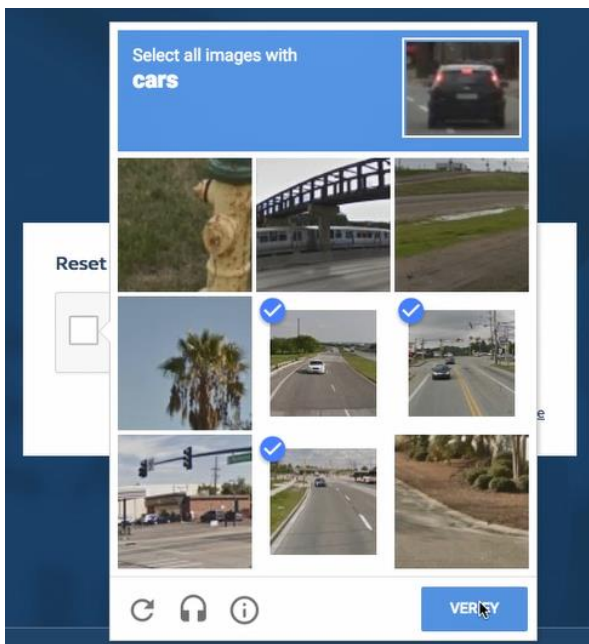
1. Click **Forgot/Reset your password?** at Client Connect login page to initiate password change.
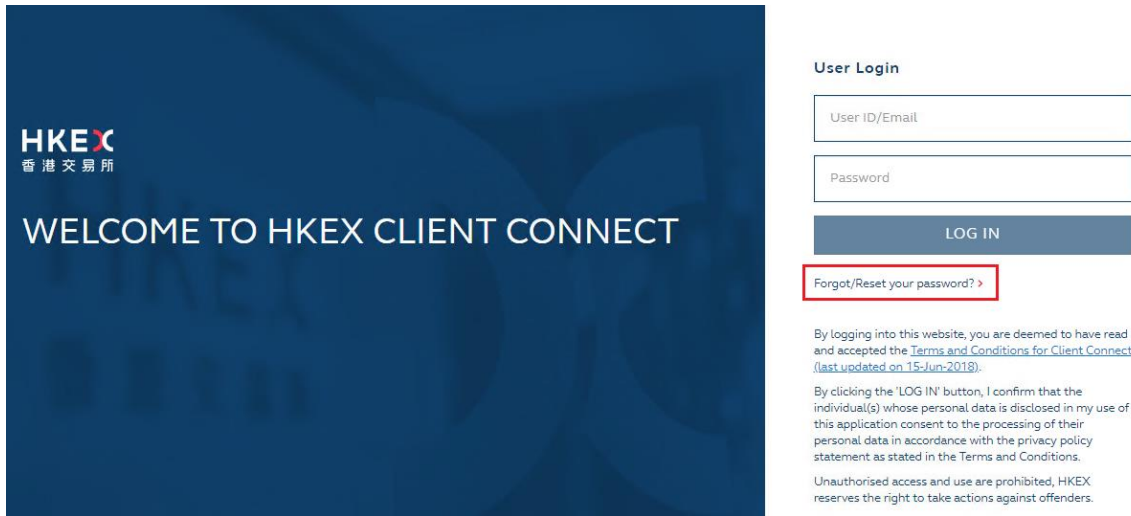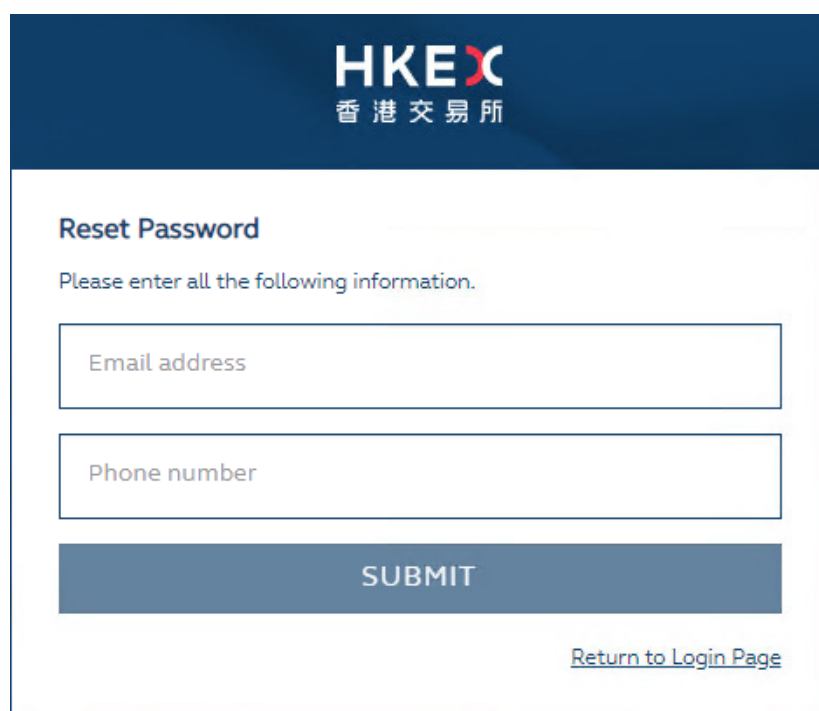

2. Check the box "I'm not a robot".

3. Follow the instruction and select all required images to proceed (if applicable).

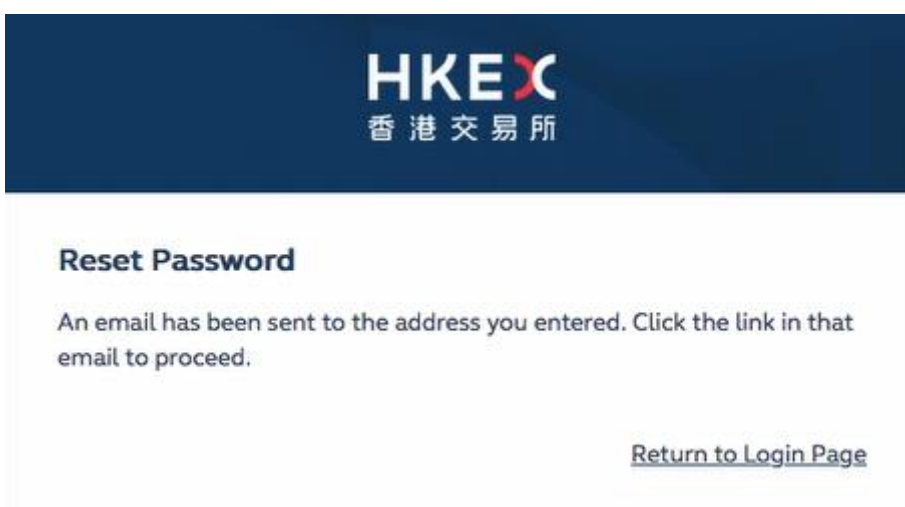4. If all correct images were selected user will pass the verification.

5. User will be prompted to enter email address (which is the same as the Client Connect Login User ID) and phone number.

6. The below screen will appear if the system recognizes the data entered in both fields.

7. User will then receive an email with a link to reset password as shown below. The reset password link is valid for 2 hours. Alternatively, user can copy and paste the URL of the link to the browser if there are issues accessing the "Reset password" button. If the link expires, user is required to click **Forgot/Reset your password?** at Client Connect login page to initiate password change again.
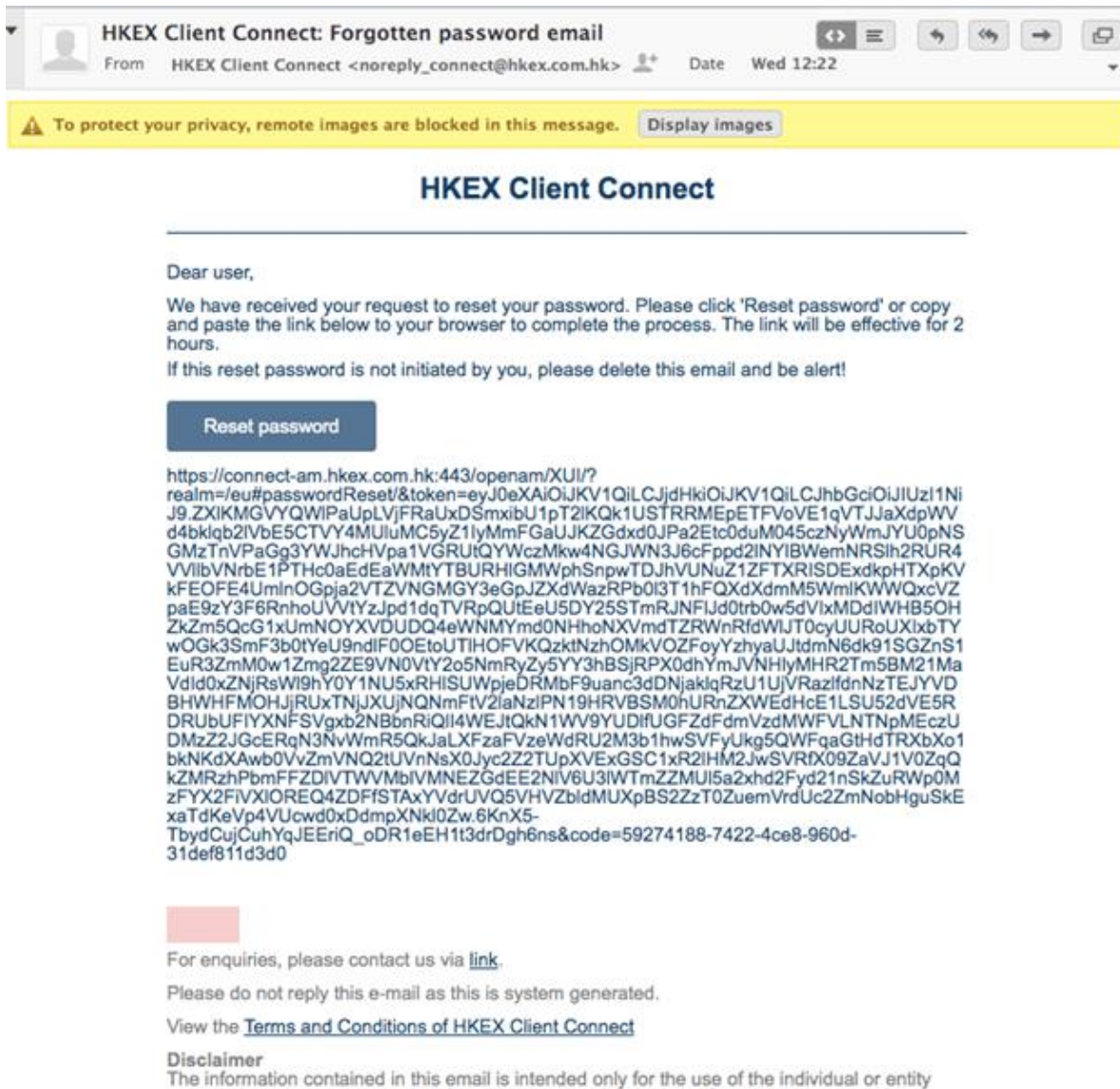
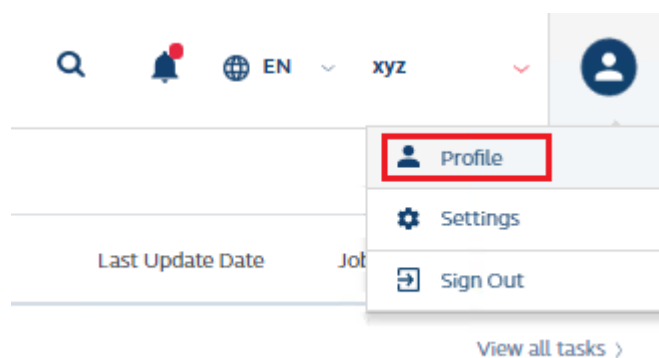8. The reset password link will direct user to enter a new password and confirm new password.
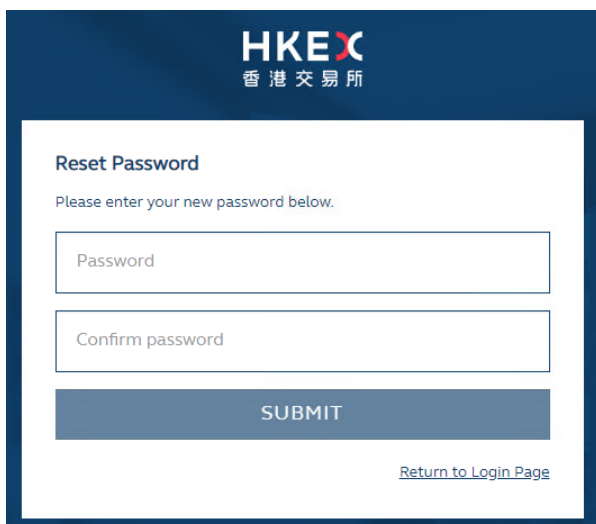
9. Once a new valid password is input, a message will appear confirming the password has been successfully reset.
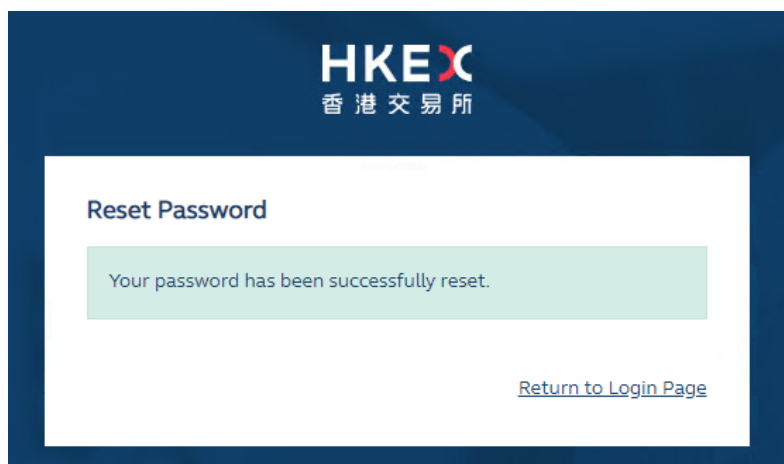
CHANGE PASSWORD AFTER LOGGING IN

1. Go to **Profile** at upper right corner of Client Connect.
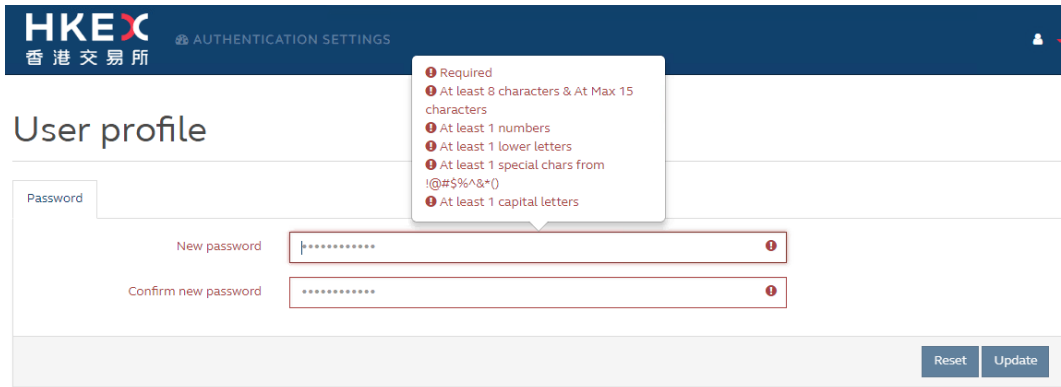

2. Click **Change Password**.

3.   User can then enter new password and confirm new password.
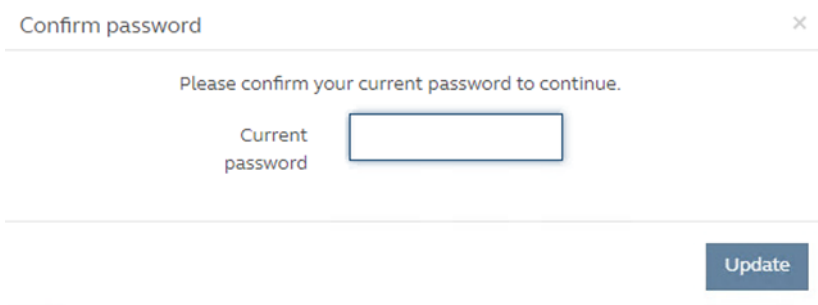
4.   User has to enter the current password to authenticate this change.

5.   A message will appear upon successful password change.