1.4 Forgot Password

1. If you have forgotten your login password, go to the CTOS ID website and click on ***Log In*** under the main menu on left [Image 1.4a]
2. Click on ***Forget your password?*** in the log in window [Image 1.4b]
3. Key in your ***CTOS Identity Login ID*** [Image 1.4c]
4. Click ***Click here to reset password*** to continue
5. You are allowed to reset your password by answering the ***Security Question*** or requesting for the ***Access Code***

Option 1: Reset Password via Security Question

1. Click on ***Ask me my security question*** [Image 1.4d]
2. Key in the ***Security Answer*** [Image 1.4e]
3. Click ***Click here to verify my security answer*** to continue
4. Key in your ***New Password*** and re-enter the ***New Password*** for confirmation, after the security answer verification [Image 1.4f]
5. Click ***Confirm Change Password*** to complete the password reset

Option 2: Reset Password via Access Code

1. Click on ***I want to request an access code*** [Image 1.4h]
2. Make the selection of way to send the access code, either via email or SMS [Image 1.4i]
3. Click on the option available
4. You may retrieve the access code from your personal email or mobile number that recorded in your CID profile previously.
5. Key in the ***Access Code*** [Image 1.4j]
6. Verify the access code by clicking the button
7. Key in your ***New Password*** and re-enter the ***New Password*** for confirmation, after the security answer verification [Image 1.4k]
8. Click ***Confirm Change Password*** to complete the password reset

***** Changing password will also automatically change your password for CTOS Identity email.***

Image 1.4a:

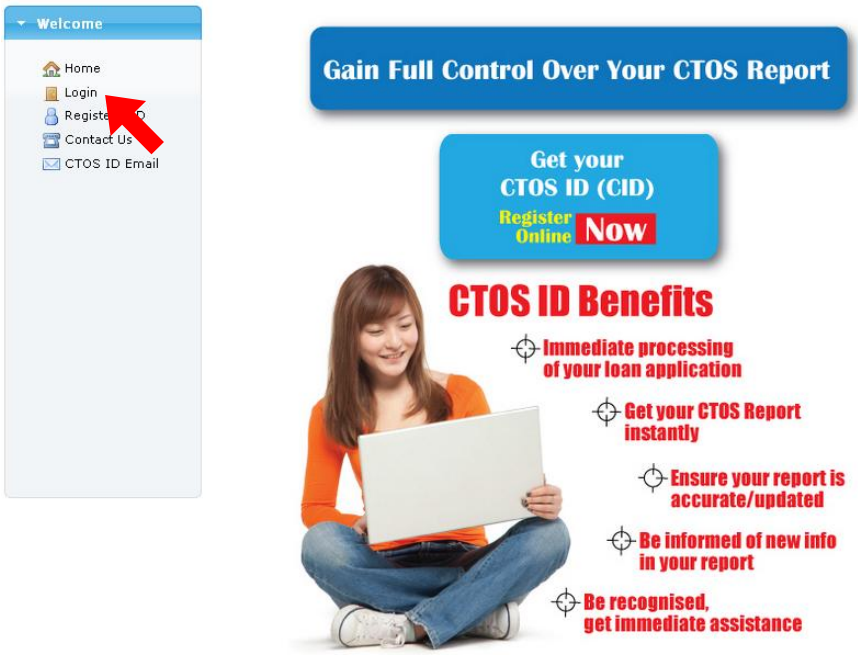


Image 1.4b:

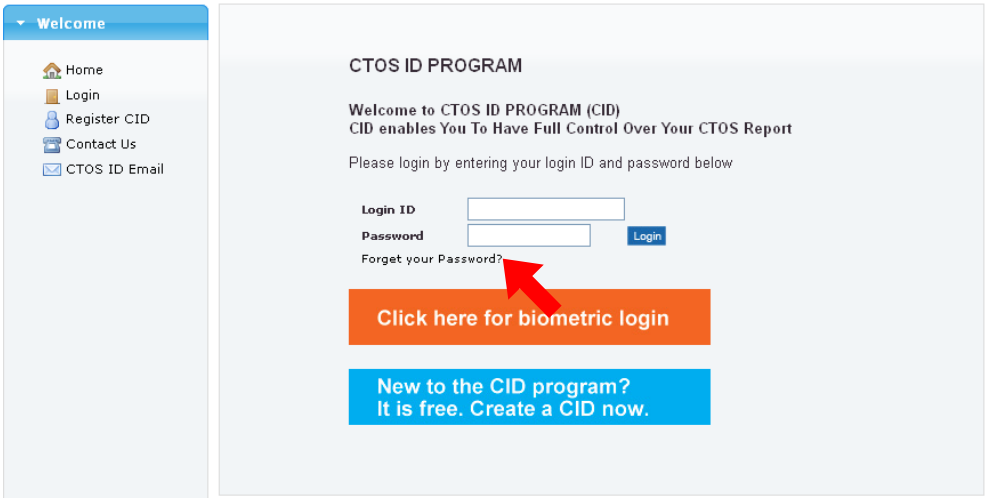


Image 1.4c:

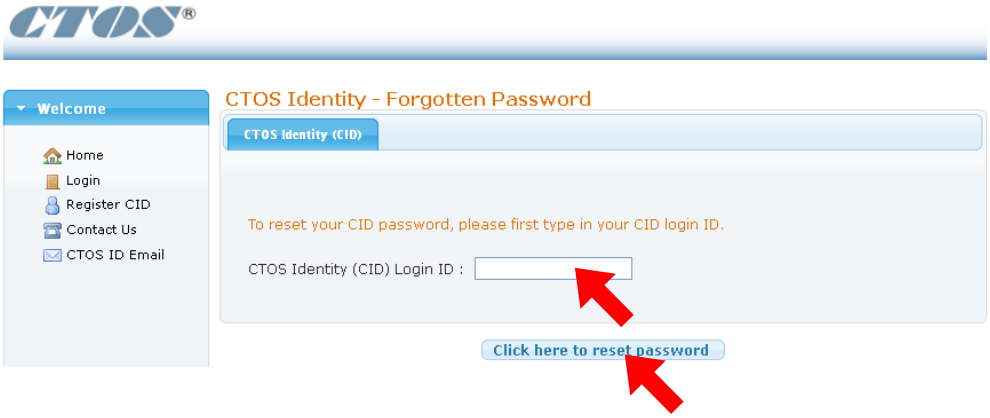


Image 1.4d:

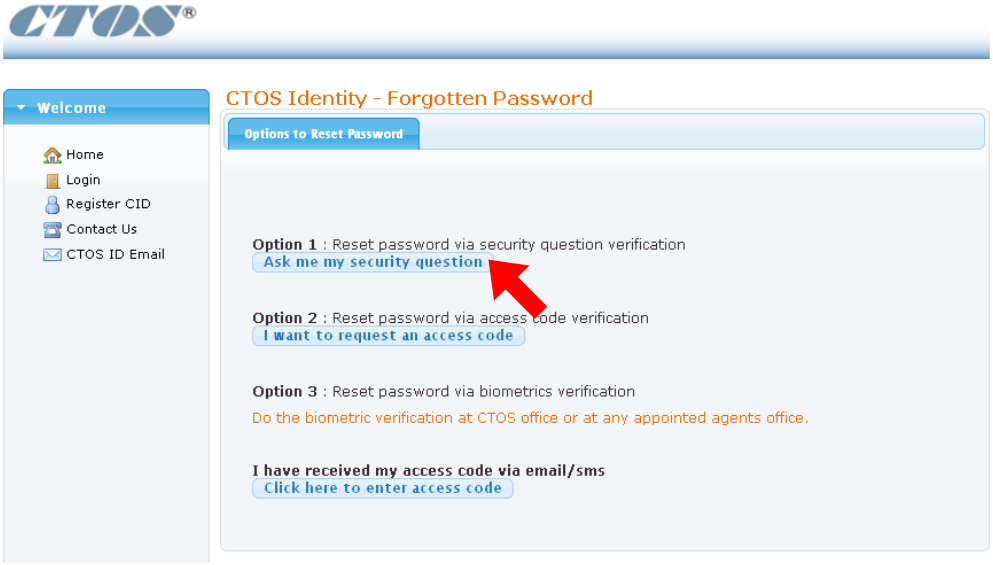


Image 1.4e:

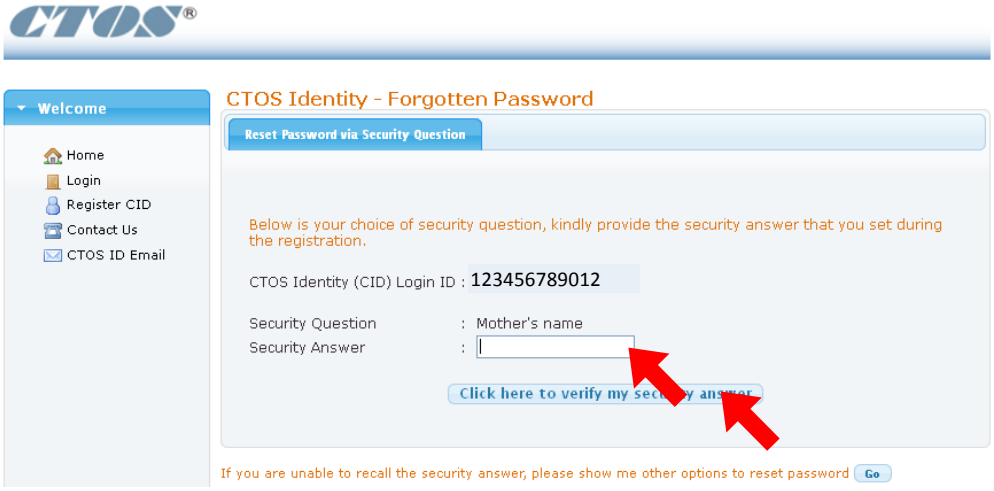


Image 1.4f:

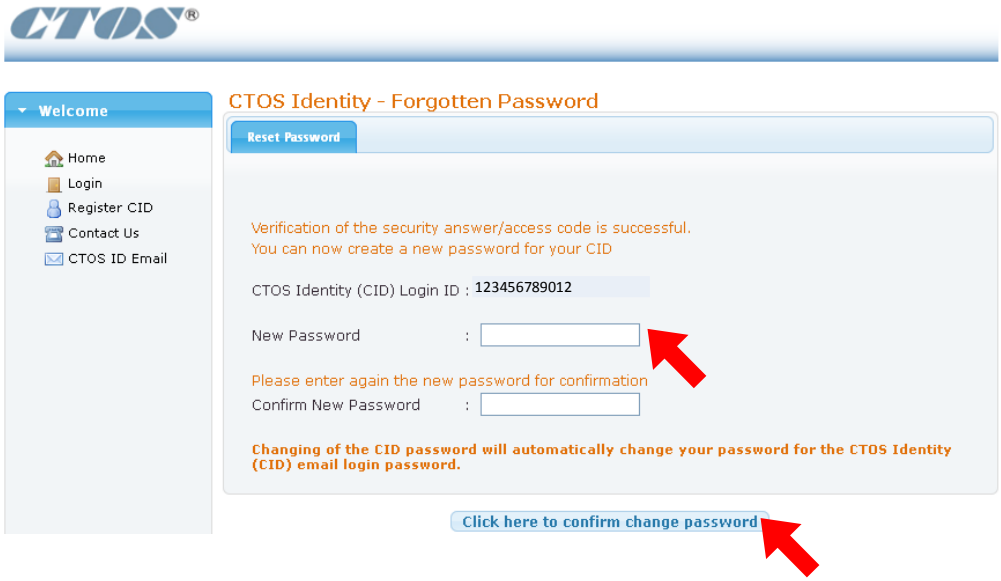


Image 1.4g:

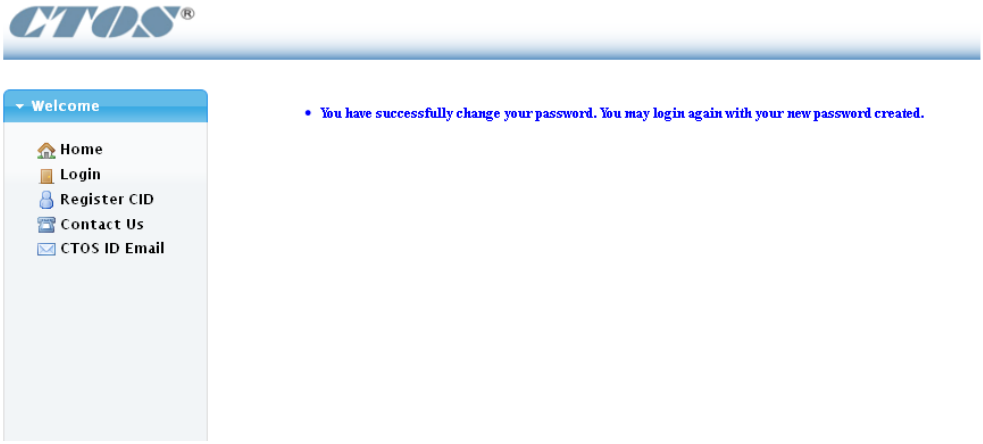


Image 1.4h:

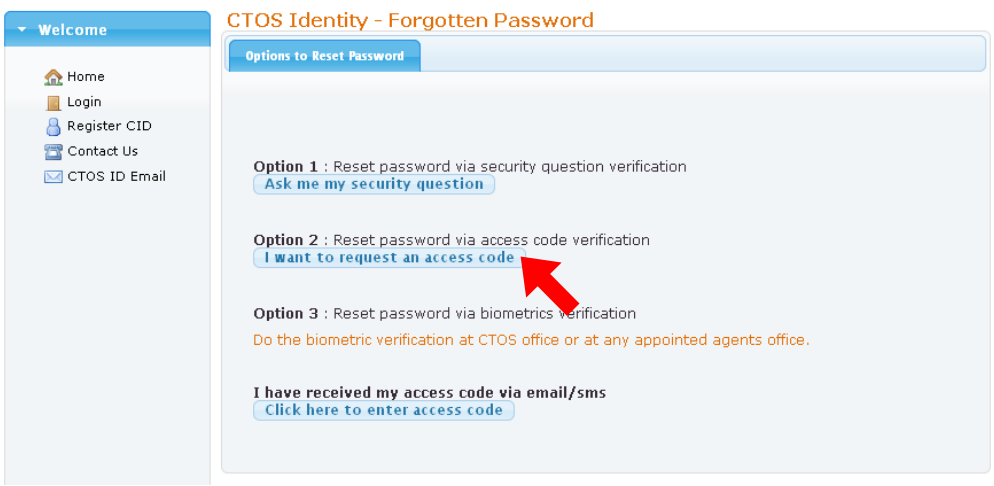


Image 1.4i:

Image 1.4j:

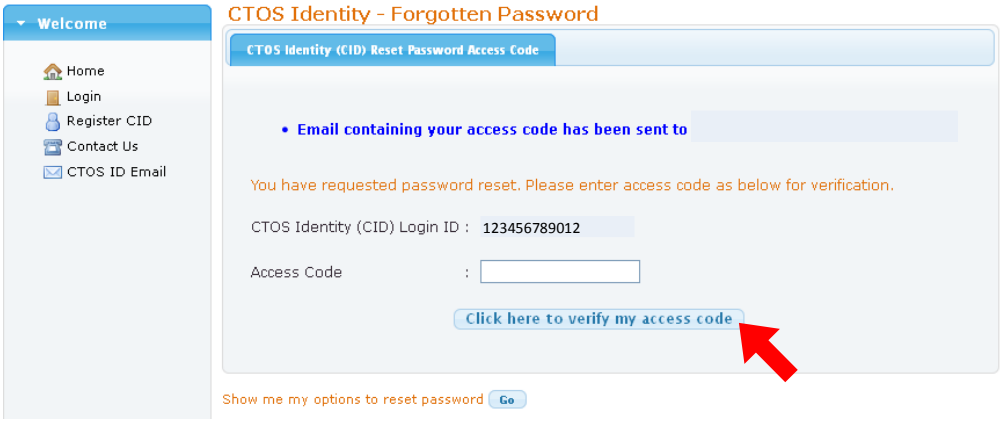
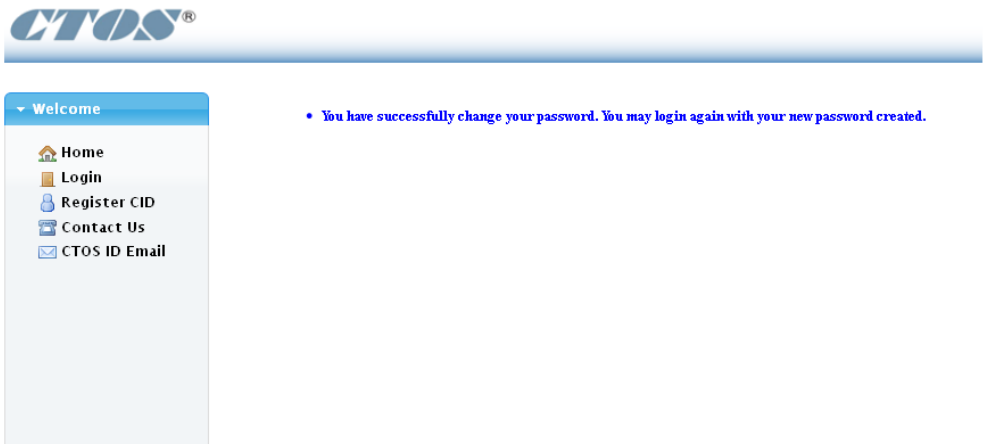


Image 1.4k:

Image 1.4l:


Welcome
Home
Login
Register CID
Contact Us
CTOS ID Email
You have successfully change your password. You may login again with your new password created.