

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

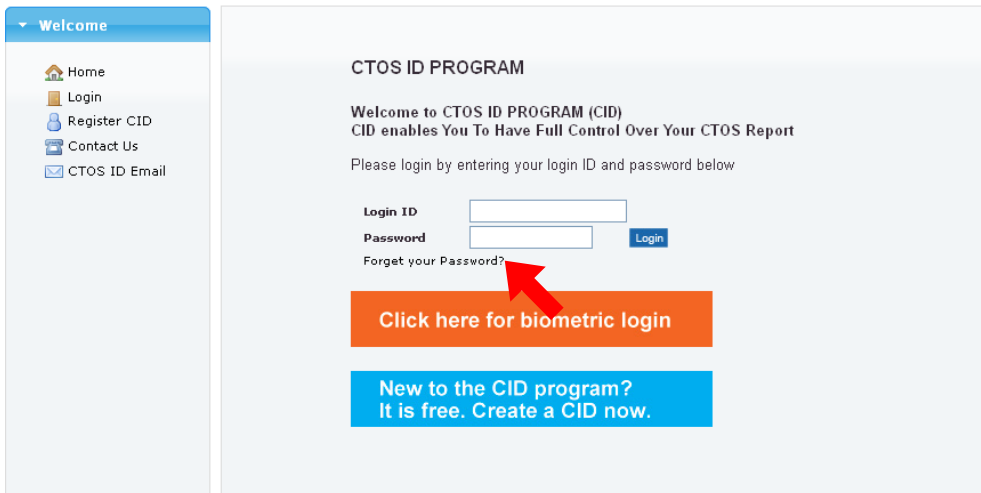
**** Changing password will also automatically change your password for CTOS Identity email.**

Image 1.4a: 



The screenshot shows the CTOS website home page. On the left is a navigation menu with a 'Welcome' dropdown and links for Home, Login, Register, Contact Us, and CTOS ID Email. A red arrow points to the 'Register' link. The main content area features a blue banner that reads 'Gain Full Control Over Your CTOS Report'. Below this is a button that says 'Get your CTOS ID (CID) Register Online Now'. A woman is shown sitting cross-legged on the floor, smiling and using a laptop. To her right, under the heading 'CTOS ID Benefits', are four bullet points: 'Immediate processing of your loan application', 'Get your CTOS Report instantly', 'Ensure your report is accurate/updated', and 'Be informed of new info in your report'. At the bottom of these benefits is another bullet point: 'Be recognised, get immediate assistance'.

Image 1.4b: 



The screenshot shows the CTOS website login page. On the left is the same navigation menu as in Image 1.4a. The main content area is titled 'CTOS ID PROGRAM' and includes a welcome message: 'Welcome to CTOS ID PROGRAM (CID) CID enables You To Have Full Control Over Your CTOS Report'. Below this, it says 'Please login by entering your login ID and password below'. There are two input fields: 'Login ID' and 'Password', with a 'Login' button to the right of the password field. A link for 'Forget your Password?' is located below the password field. A red arrow points to an orange button that says 'Click here for biometric login'. At the bottom, there is a blue button that says 'New to the CID program? It is free. Create a CID now.'.

Image 1.4c: 

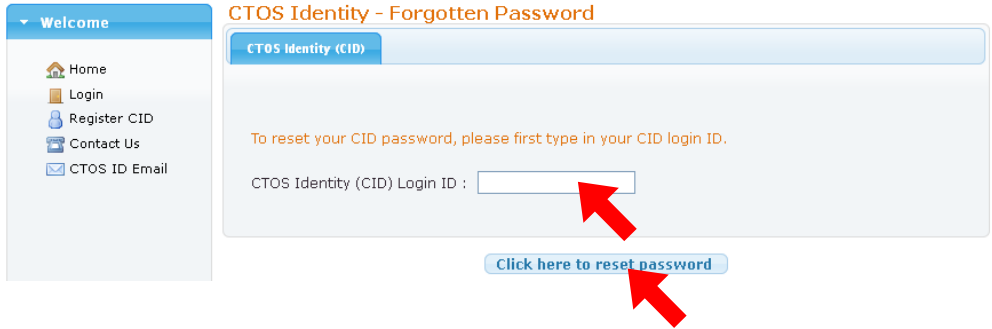


Image 1.4d: 

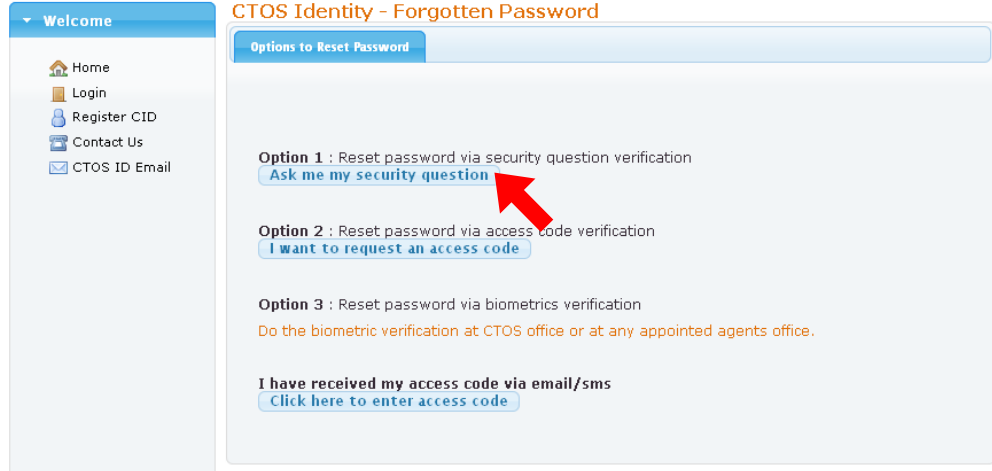


Image 1.4e: 



Image 1.4f: 



Welcome

- Home
- Login
- Register CID
- Contact Us
- CTOS ID Email

CTOS Identity - Forgotten Password

Reset Password

Verification of the security answer/access code is successful.
You can now create a new password for your CID

CTOS Identity (CID) Login ID : 123456789012

New Password :

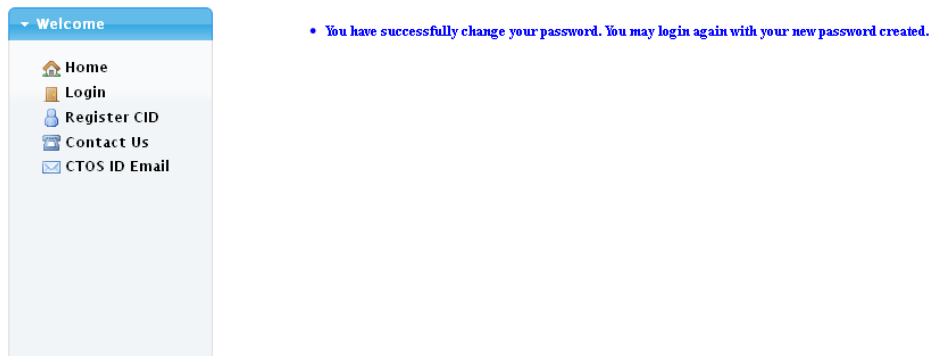
Please enter again the new password for confirmation

Confirm New Password :

Changing of the CID password will automatically change your password for the CTOS Identity (CID) email login password.

[Click here to confirm change password](#)

Image 1.4g: 

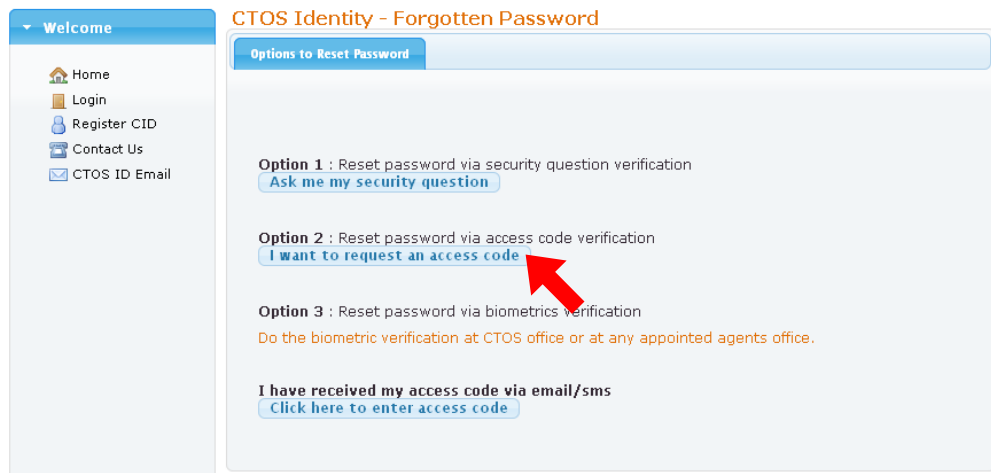


Welcome

- Home
- Login
- Register CID
- Contact Us
- CTOS ID Email

- You have successfully change your password. You may login again with your new password created.

Image 1.4h: 



Welcome

- Home
- Login
- Register CID
- Contact Us
- CTOS ID Email

CTOS Identity - Forgotten Password

Options to Reset Password

Option 1 : Reset password via security question verification
[Ask me my security question](#)

Option 2 : Reset password via access code verification
[I want to request an access code](#)

Option 3 : Reset password via biometrics verification
Do the biometric verification at CTOS office or at any appointed agents office.

I have received my access code via email/sms
[Click here to enter access code](#)

Image 1.4i: 

Welcome

- Home
- Login
- Register CID
- Contact Us
- CTOS ID Email

CTOS Identity - Forgotten Password

Reset Password via Access Code

Option 1 : If you have your personal email recorded in your CID profile, you may request an access code generated by the system to be email to you.
[Click here to email the code to me](#)

Option 2 : If your mobile number is recorded in your CID profile, you may request an access code sms to you.
[Click here to sms the code to me](#)

If neither your personal email nor mobile number was recorded in your CID profile, you are unable to reset password via access code. Please show me other options to reset password. [Go](#)

Image 1.4j: 

Welcome

- Home
- Login
- Register CID
- Contact Us
- CTOS ID Email

CTOS Identity - Forgotten Password

CTOS Identity (CID) Reset Password Access Code

- Email containing your access code has been sent to [redacted]


You have requested password reset. Please enter access code as below for verification.

CTOS Identity (CID) Login ID : 123456789012

Access Code :

[Click here to verify my access code](#)

Show me my options to reset password [Go](#)

Image 1.4k: 

Welcome

- Home
- Login
- Register CID
- Contact Us
- CTOS ID Email

CTOS Identity - Forgotten Password

Reset Password

Verification of the security answer/access code is successful. You can now create a new password for your CID

CTOS Identity (CID) Login ID : 123456789012

New Password :

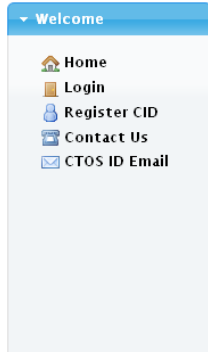
Please enter again the new password for confirmation

Confirm New Password :

Changing of the CID password will automatically change your password for the CTOS Identity (CID) email login password.

[Click here to confirm change password](#)

Image 1.4I: 



- You have successfully change your password. You may login again with your new password created.