## *Change Account Email, Reset Account Password and unlock Account*

1. **Change Account Email**
2. **Change Account Password**
3. **Reset Account Password**
4. **Unlock Account**

First Issue Date: Jun 2022
Revision Date: 31 Jul 2024 (rev. a)

1. Change Account Email

Step 1 – Log in to the e-Tendering System (Works Contracts).

Step 2 – Move to the menu bar "**Manage Account**" and click the sub-menu "**Account Details**" to proceed.
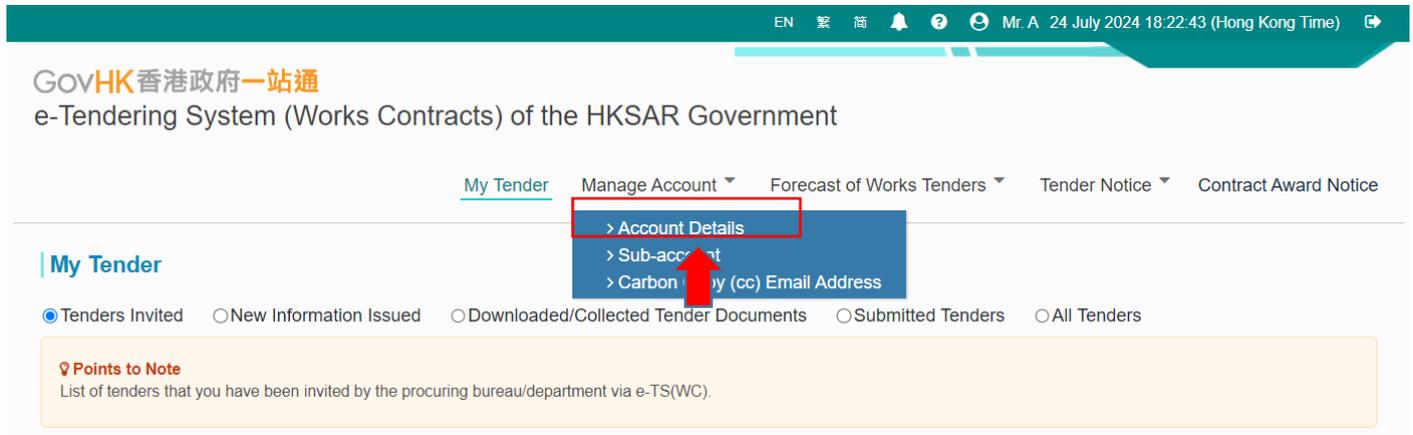
Step 3 – Scroll down to bottom of the page and click "**Change Account Email Address**".
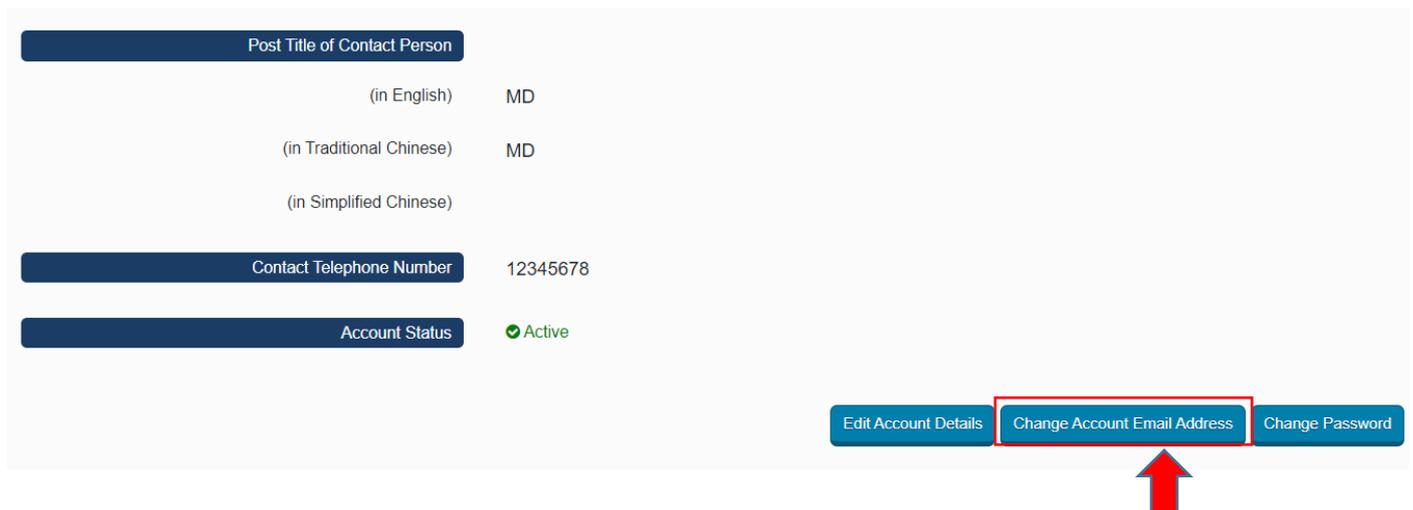
Step 4 – Input the following information:

✓ New Business Email Address (for account login and correspondence purpose)

✓ Existing Password used for login

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Step 5 – Click "**Send PIN**", a PIN (The system will send an email contained a set of PIN to New Business Email Address to proceed)

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Step 6 – Input the PIN that the System sent to your New Business Email Address and click "**Save**" to proceed.

Note: If you cannot receive the PIN with 10 minutes, please press the "**Resend PIN**" button.

Step 7 – Click "**OK**" to proceed.
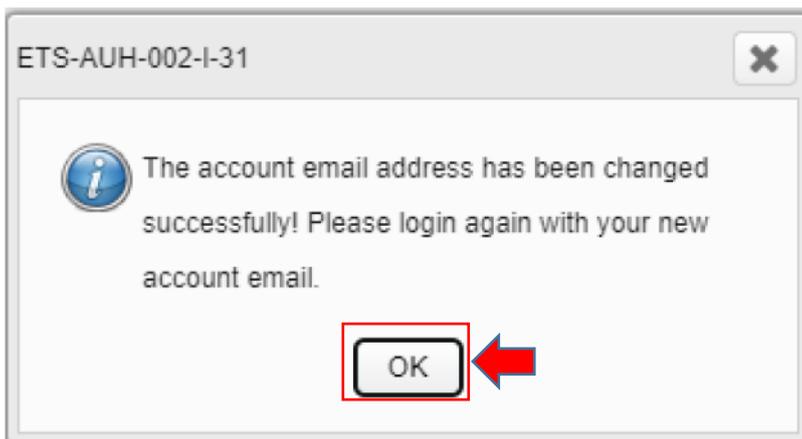
2. Change Account Password

Step 1 – Log in to the e-Tendering System (Works Contracts).

Step 2 – Move to the menu bar "**Manage Account**" and click the sub-menu "**Account Details**" to proceed.
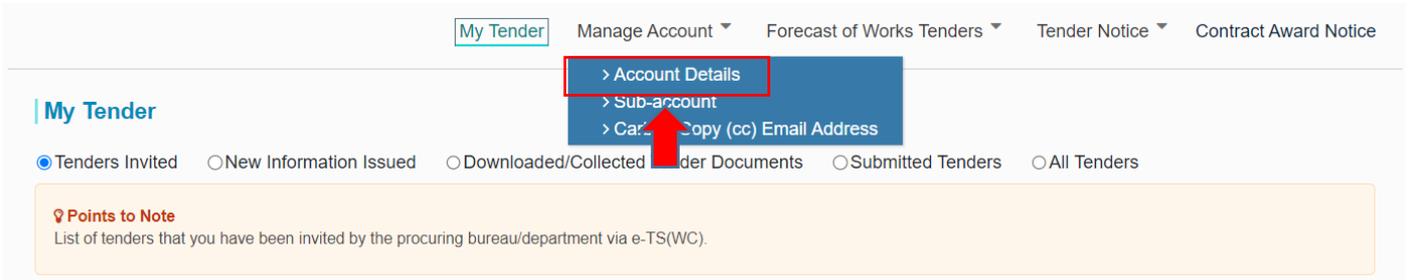
Step 3 – Scroll down to bottom of the page and click "**Change Password**".
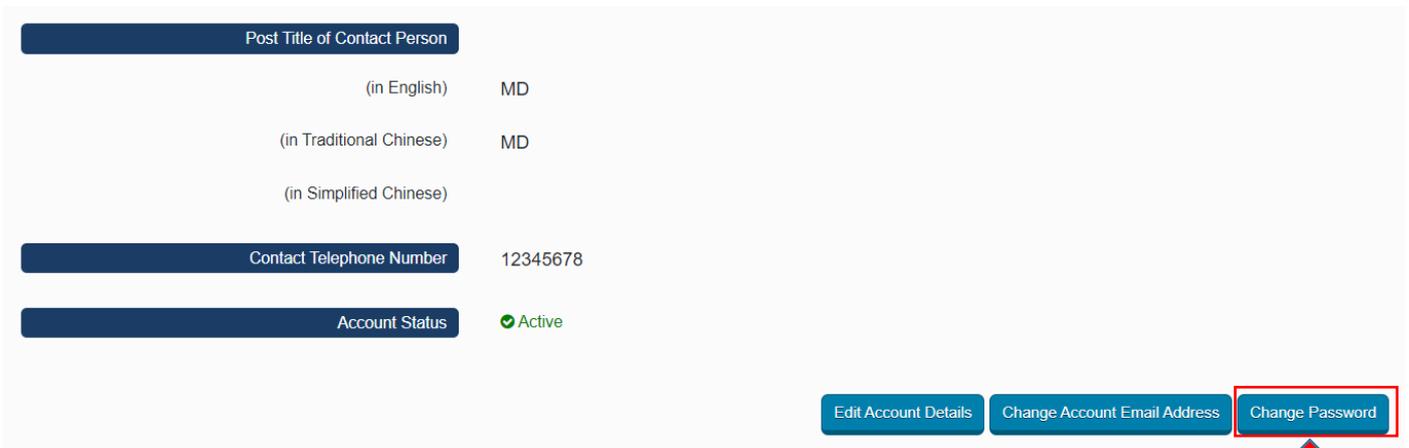
Step 4 – Input the existing password and new password, then click "**Save**" to proceed.

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Change Password

| Change Password

| Existing Password * | | 👁 |
| New Password * | | 👁 |
| Re-enter New Password * | | 👁 |

♀ Points to Note

1. To better protect your account, do not share your password with anyone and never use the same password that you have used previously.
2. For security purposes, your new password must have at least ten characters.
3. The password must contain characters from at least three of the following four criteria:
   - upper case letters: A through Z
   - lower case letters: a through z
   - numbers: 0 through 9
   - non-alphanumeric characters, such as !@#%$

Cancel   Save

Step 5 – Account password is changed successfully. Click "**OK**" to re-login to the System.

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ℹ The password has been changed successfully!
Please login again with your new password.

OK

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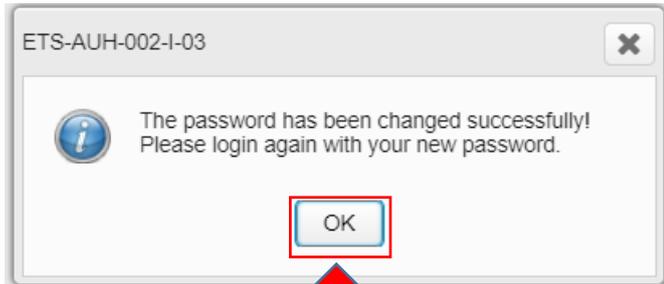
3. Reset Account Password

Step 1 – Launch e-Tendering System (Works Contracts) and click "**Login**".
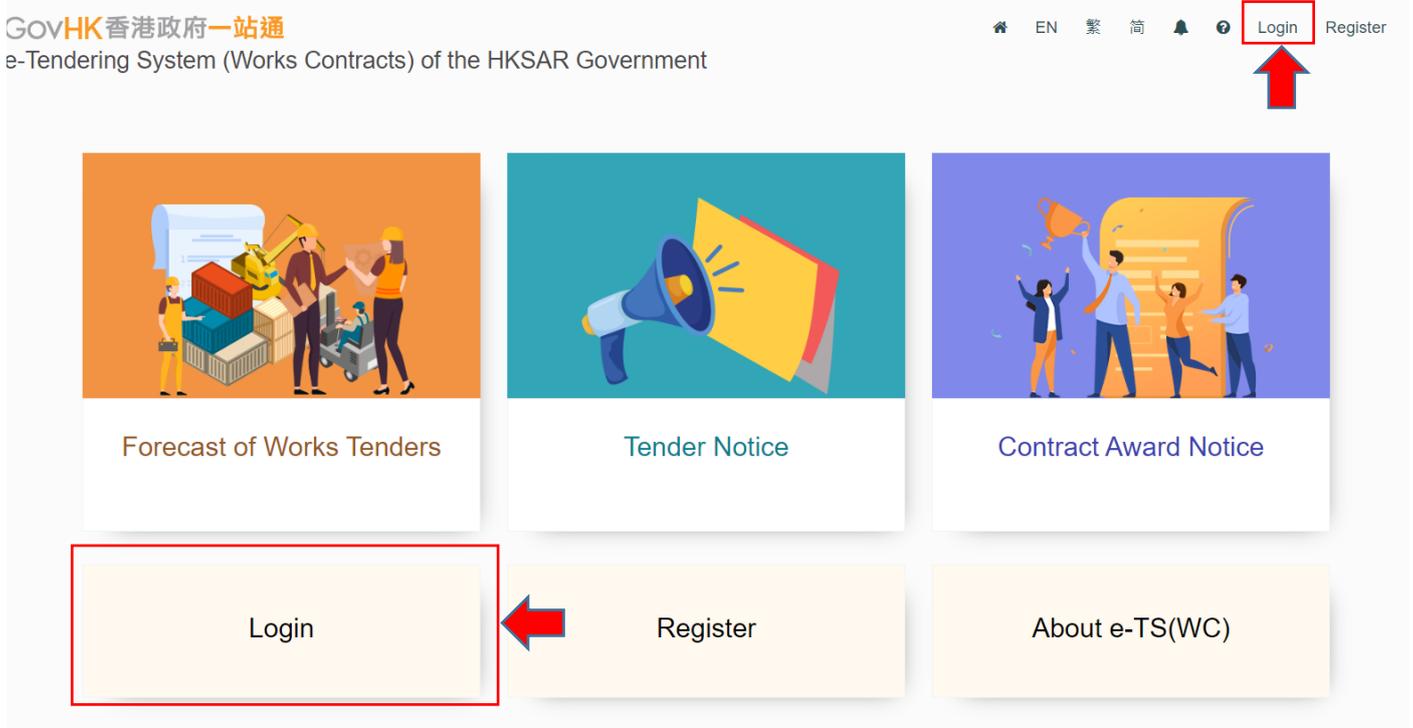
Step 2 – Click "**Forgot Password?**"

Step 3 – Input the Account Email Address and the validation characters generated by the System, then click "**Submit**" to proceed.

Reset Password

Account Email Address

Please enter the Validation characters as shown in box below (letters are case insensitive):

h V W P 🔊

If you cannot see the characters above clearly, please click [Regenerate] to get another set of characters.

[Back] [Submit] ⬅

Step 4 – Input the PIN that the System sent to your Account Email Address and click "**Submit**" to proceed. Note: If you cannot receive the PIN within 10 minutes, please press the "**Resend PIN**" button.

Reset Password

The System has sent a PIN to your account email address. Please enter the PIN to proceed and do not disclose it to other persons.

PIN

If you cannot receive the PIN within 10 minutes, please press the "Resend PIN" button below or press the "Back" button to enter account email address again. Remaining time: 9:45 minute(s).

If you cannot receive the PIN after pressing the "Resend PIN" button, the email address you provided may not be correct or may not exist.

[Back] [Resend PIN] [Submit] ⬅

Step 5 – Input to set your New Password, re-enter to confirm the New Password and click "**Submit**" to proceed

Reset Password

New Password *

[   ] 👁

Re-enter New Password *

[   ] 👁

💡 Points to Note

1. To better protect your account, do not share your password with anyone and never use the same password that you have used previously.
2. For security purposes, your new password must have at least ten characters.
3. The password must contain characters from at least three of the following four criteria:
   ◦ upper case letters: A through Z
   ◦ lower case letters: a through z
   ◦ numbers: 0 through 9
   ◦ non-alphanumeric characters, such as !@#%$

[Back] [Submit]

**Step 6** – Account password is reset successfully. Click "**OK**" to re-login to the System.

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ℹ The password is reset successfully.

[OK]
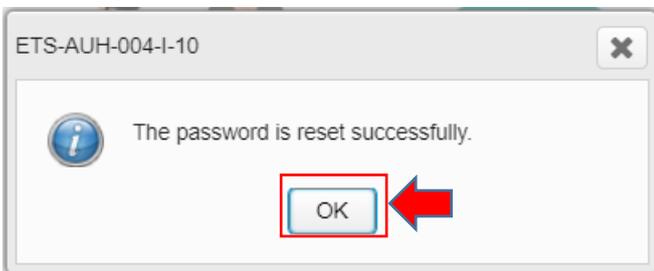
4. Unlock Account

Your account will be locked after several failed login attempts.

Follow the following steps to unlock the account.

Step 1 – Click "**Forgot Password?**"

Step 2 – Input the Account Email Address and the validation characters generated by the System, then click "**Submit**" to proceed.

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Step 3 – Input the PIN that the System sent to your Account Email Address and click "**Submit**" to proceed. Note: If you cannot receive the PIN within 10 minutes, please press the "**Resend PIN**" button.

Step 4 – Input to set your New Password, re-enter to confirm the New Password and click "**Submit**" to proceed

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Reset Password

New Password *

[   ] 👁

Re-enter New Password *

[   ] 👁

🔑 Points to Note

1. To better protect your account, do not share your password with anyone and never use the same password that you have used previously.
2. For security purposes, your new password must have at least ten characters.
3. The password must contain characters from at least three of the following four criteria:
   - upper case letters: A through Z
   - lower case letters: a through z
   - numbers: 0 through 9
   - non-alphanumeric characters, such as !@#%$

[Back] [Submit]

Step 5 – Account is unlocked and password is reset successfully. Click "**OK**" to re-login to the System.

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ℹ The password is reset successfully.

[OK] ⬅