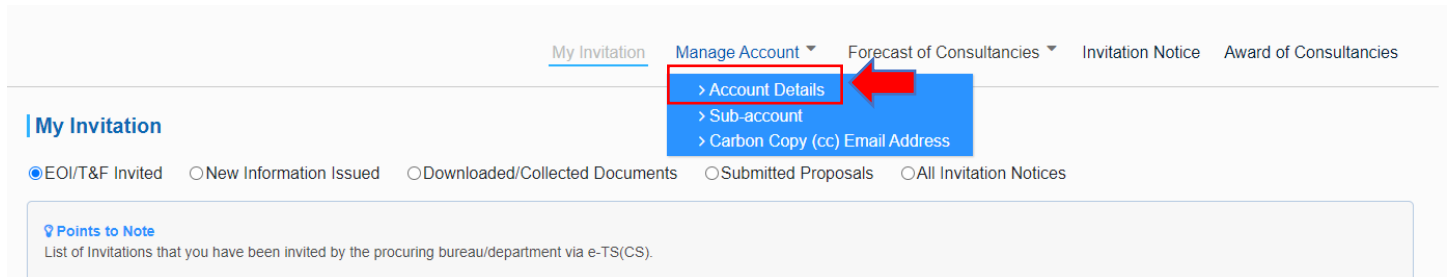

Change Account Email and Reset Account Password

- 1. Change Account Email**
- 2. Change Account Password**
- 3. Reset Account Password**

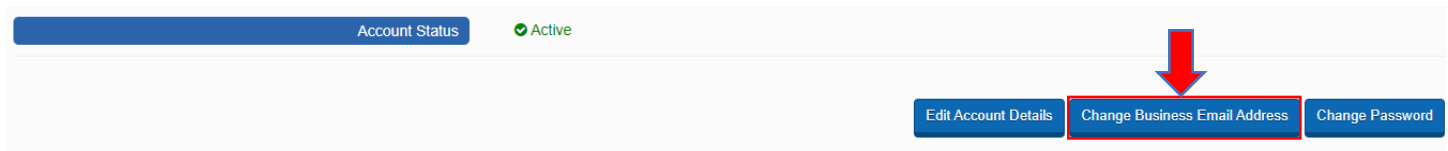
1. Change Account Email

Step 1 – Login to the e-Tendering System (Works Consultancy Services).

Step 2 – Move to the menu bar “**Manage Account**” and click the sub-menu “**Account Details**” to proceed.



Step 3 – Scroll down to the bottom of the page and click “**Change Business Email Address**”.



Step 4 – Input the following information:

- ✓ New Business Email Address (for account login and correspondence purposes)
- ✓ Existing Password (used for login)

The screenshot shows the 'Change Business Email Address' form. It has a title bar 'Change Business Email Address' and a sub-header 'Change Business Email Address'. Below the header is a 'Points to Note' section with the text: '1. You can only change your business email address in this page.' The form contains two input fields: 'New Business Email Address (for account login and correspondence purpose) *' and 'Existing Password *'. The 'New Business Email Address' field is highlighted with a red box. Below the input fields is a text block: 'The System will send a OTP to your New Business Email Address. Please enter the OTP to proceed and do not disclose it to the third party.' There is an 'OTP *' input field and a 'Send OTP' button. At the bottom right, there are 'Cancel' and 'Save' buttons.

e-Tendering System (Works Consultancy Services)

Step 5 – Click “**Send OTP**”, an OTP (The system will send an email containing a set of OTP to the New Email Address to proceed).

Change Business Email Address

Change Business Email Address

Points to Note

- You can only change your business email address in this page.

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

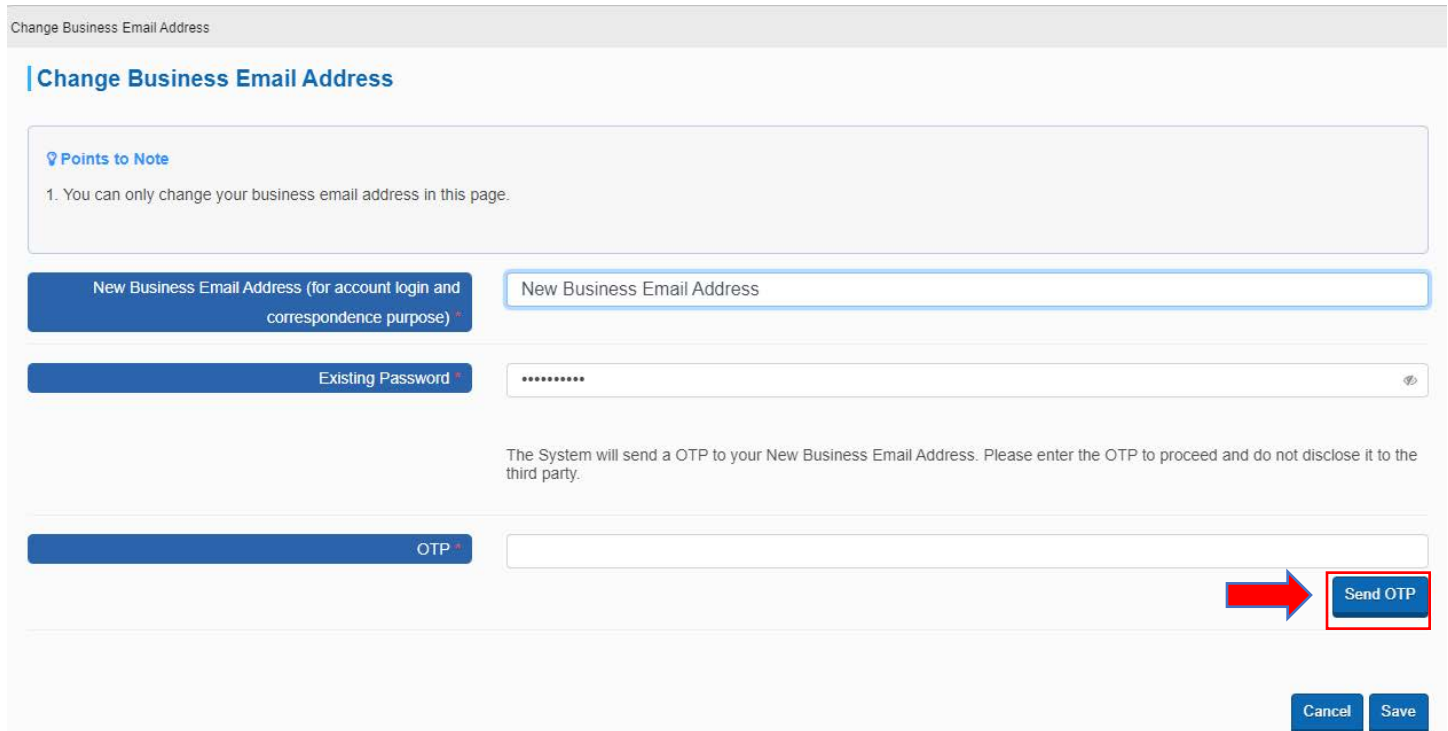
Existing Password *

The System will send a OTP to your New Business Email Address. Please enter the OTP to proceed and do not disclose it to the third party.

OTP *

Send OTP

Cancel Save



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

Note: If you cannot receive the OTP within 10 minutes, please press the “**Resend OTP**” button.

e-Tendering System (Works Consultancy Services)

Change Business Email Address

Change Business Email Address

Points to Note

1. You can only change your business email address in this page.

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

123@gmail.com

Existing Password *

The System will send a OTP to your New Business Email Address. Please enter the OTP to proceed and do not disclose it to the third party.

OTP *

NO60h1FM

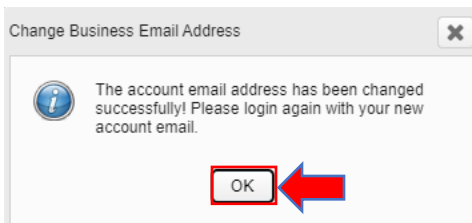
If you cannot receive the OTP within 10 minutes, please press the "Resend OTP" button below. Remaining time: 9:51 minute(s).

Resend OTP

Cancel

Save

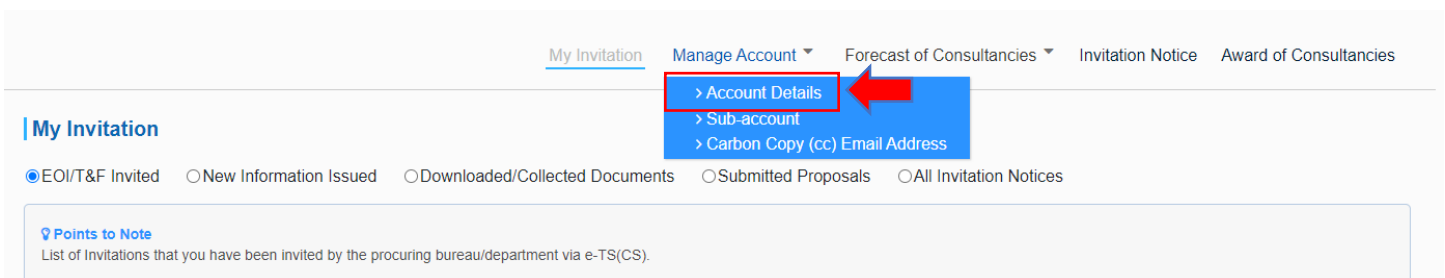
Step 7 – Click “OK” to proceed.



2. Change Account Password

Step 1 – Login to the e-Tendering System (Works Consultancy Services).

Step 2 – Move to the menu bar “Manage Account” and click the sub-menu “Account Details” to proceed.



Step 3 – Scroll down to the bottom of the page and click “Change Password”.

Account Status Active

Edit Account Details Change Business Email Address **Change Password**

Step 4 – Input the existing password and new password, then click “**Save**” to proceed.

Change Password

Change Password

Existing Password *

New Password *

Re-enter New Password *

Points to Note

- To better protect your account, do not share your password with anyone and never use the same password that you have used previously.
- For security purposes, your new password must satisfy either one of a. or b. below:
 - Your password must have at least ten characters. The password must contain characters from at least three of the following four criteria i. to iv.:
 - Your password must have at least eight characters. The password must contain characters from all of the following four criteria i. to iv.:
 - upper case letters: A through Z
 - lower case letters: a through z
 - numbers: 0 through 9
 - non-alphanumeric characters, such as !@#%\$
- Your new password must not be any word from dictionary that are easy to guess.
- Your new password must not be any personal data such as name of spouse, names of children and date of birth, etc.

Cancel **Save**

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

Change Password

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

OK

3. Reset Account Password

Step 1 – Launch to e-Tendering System (Works Consultancy Services) and click “**Login**”.

e-Tendering System (Works Consultancy Services)

GovHK 香港政府一站通

e-Tendering System of the HKSAR Government - Works Consultancy Services

EN 繁 簡   [Login](#) [Register](#)



Step 2 – Click “**Forgot Password?**”.

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

Reset Password

Business Email Address

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

q q w F 

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



Step 4 – Input the OTP that the System sent to your Business Email Address and click “**Submit**” to proceed.

Note: If you cannot receive the OTP within 10 minutes, please press the “**Resend OTP**” button.

Reset Password

The System has sent a OTP to your Business Email Address. Please enter the OTP to proceed and do not disclose it to other persons.

OTP

If you cannot receive the OTP within 10 minutes, please press the "Resend OTP" button below or press the "Back" button to enter account email address again. Remaining time: 9:34 minute(s).

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



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 satisfy either one of a. or b. below:
 - a. Your password must have at least ten characters. The password must contain characters from at least three of the following four criteria i. to iv.:
 - b. Your password must have at least eight characters. The password must contain characters from all of the following four criteria i. to iv.:
 - i. upper case letters: A through Z
 - ii. lower case letters: a through z
 - iii. numbers: 0 through 9
 - iv. non-alphanumeric characters, such as !@#%\$
3. Your new password must not be any word from dictionary that are easy to guess.
4. Your new password must not be any personal data such as name of spouse, names of children and date of birth, etc.

Back

Submit

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

