Change Account Email, Reset Account Password and unlock Account

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

e-Tendering System (Works Contracts)

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.

| | | En 繁 简 🌲 😯 \varTheta Mr. A 24 July 2024 18:22:43 (Hong Kong | g Time) 🛛 🕻 🗘 |
|---|------------------------------------|--|---------------|
| GOVHK香港I e-Tendering S | | acts) of the HKSAR Government | |
| | | My Tender Manage Account Forecast of Works Tenders Tender Notice Contract Aw | vard Notice |
| My Tender | | Account Details Sub-account Carbon v y (cc) Email Address | |
| Tenders Invited | ○New Information Issued | O Downloaded/Collected Tender Documents OSubmitted Tenders OAll Tenders | |
| Points to Note List of tenders that y | you have been invited by the proce | ring bureau/department via e-TS(WC). | |

Step 3 – Scroll down to bottom of the page and click "Change Account Email Address".

| Post Title of Contact Person | | | | |
|------------------------------|----------|----------------------|------------------------------|-----------------|
| (in English) | MD | | | |
| (in Traditional Chinese) | MD | | | |
| (in Simplified Chinese) | | | | |
| Contact Telephone Number | 12345678 | | | |
| Account Status | Active | | | |
| | | r | | |
| | | Edit Account Details | Change Account Email Address | Change Password |
| | | | | |
| | | | | |

Step 4 – Input the following information:

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

Change Account Email Address

| Change Account Email Address | |
|---|--|
| Points to Note You can only change your business email address | ss in this page. |
| New Business Email Address (for account login and correspondence purpose) * | New Business Email Address |
| Existing Password * | ****** |
| | The system would send a PIN to the New Business Email Address. Please enter the PIN to proceed and do not disclose it to other persons. |
| PIN * | |
| | Send PIN |
| | Cancel Save |

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)

| Change Account Email Address | | |
|---|--|----------------|
| Change Account Email Address | | |
| Points to Note You can only change your business email addres | s in this page. | |
| New Business Email Address (for account login and correspondence purpose) | New Business Email Address | |
| Existing Password | ************************************** | © oceed and |
| PIN* | | Send PIN |
| | Cancel | Save |

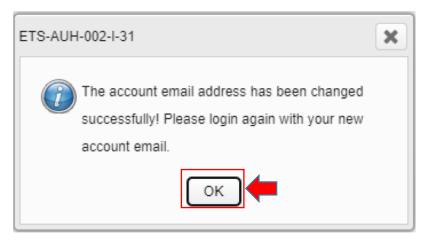
Step 6 – Input the PIN that the System sent to your New Business Email Address and click "Save" to

proceed.

| Change Account Email Address | |
|---|-------|
| Change Account 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 * ******** | ۲ |
| The system would send a PIN to the New Business Email Address. Please enter the PIN to proceed do not disclose it to other persons. | d and |
| PIN * 0KinruOm | |
| If you cannot receive the PIN within 10 minutes, please press the "Resend PIN" button below. | |
| Remaining time: 9:50 minute(s). | PIN |
| | |
| Cancel | ave |

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.

| | | My Tender | Manage Account 🔻 | Forecast of Wor | ks Tenders 🔻 | Tender Notice * | Contract Award Notice |
|---|-----------------------------------|--------------------|---|-----------------|---------------|-----------------|-----------------------|
| My Tender | | | > Account Details > Sub-account > Car2 Dopy (cc |) Email Address | | | |
| Tenders Invited | ○New Information Issued | ODownloaded | l/Collected 📕 der Docu | iments OSubm | itted Tenders | ○All Tenders | |
| Points to Note List of tenders that | you have been invited by the proc | uring bureau/depar | tment via e-TS(WC). | | | | |

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

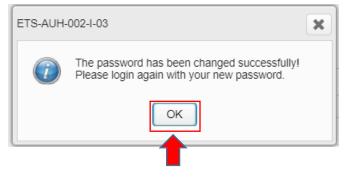
| Post Title of Contact Person | | | | |
|------------------------------|----------|----------------------|------------------------------|-----------------|
| (in English) | MD | | | |
| (in Traditional Chinese) | MD | | | |
| (in Simplified Chinese) | | | | |
| Contact Telephone Number | 12345678 | | | |
| Account Status | Active | | | |
| | | | | |
| | | Edit Account Details | Change Account Email Address | Change Password |
| | | | | |

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

e-Tendering System (Works Contracts)

| Change Password | |
|---|-------------|
| Change Password | |
| Existing Password * | ۲ |
| New Password * | ۲ |
| Re-enter New Password * | ۲ |
| Points to Note 1. To better protect your account, do not share your para 2. For security purposes, your new password must hav 3. The password must contain characters from at least a. upper case letters: A through Z b. lower case letters: a through Z b. numbers: 0 through 9 b. non-alphanumeric characters, such as I@#%\$ | |
| | Cancel Save |
| | |

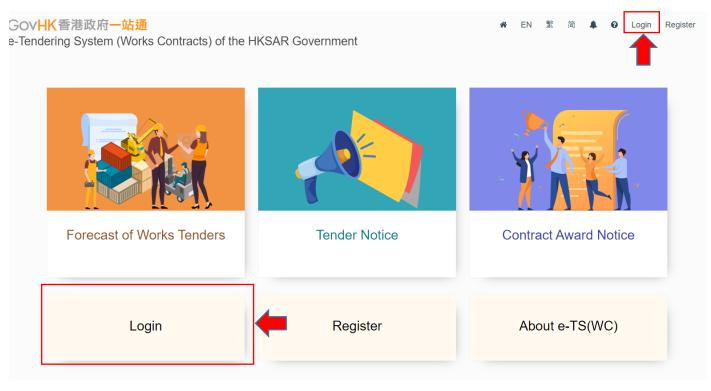
Step 5 – Account password is changed successfully. Click "**OK**" to re-login to the System.



e-Tendering System (Works Contracts)

3. Reset Account Password

Step 1 – Launch e-Tendering System (Works Contracts) and click "Login".



Step 2 – Click "Forgot Password?"

| Login | |
|-----------------------|---|
| Account Email Address | |
| Password | ۲ |
| Forgot Password? | |
| Register Account | |
| Activate Sub-account | |

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

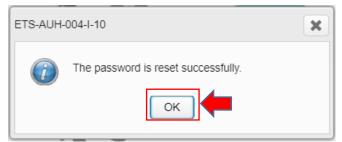
The System has sent a PIN to your account email address. Please enter the PIN to proceed and do not disclose it to other persons.

| PIN |
|---|
| If you provide 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

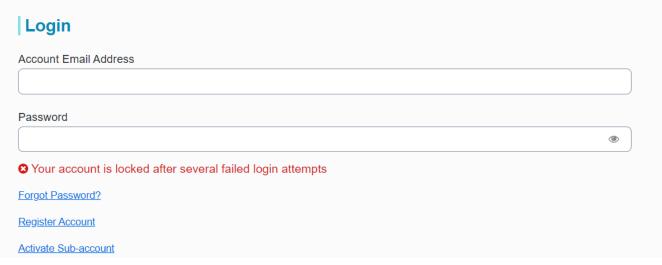
| w Password * | | ~ |
|--|---|---|
| enter New Password * | | |
| | | (|
| | | |
| Points to Note | | |
| To better protect your account, have used previously. | do not share your password with anyone and never use the same password that you | |
| | u password must have at least tap sharacters | |
| 2. For security purposes, your new | aracters from at least three of the following four criteria: | |
| For security purposes, your new The password must contain chatoria upper case letters: A through | aracters from at least three of the following four criteria: Z | |
| For security purposes, your new The password must contain characteristic | aracters from at least three of the following four criteria: Z | |
| 2. For security purposes, your new 3. The password must contain cha o upper case letters: A through o lower case letters: a through | aracters from at least three of the following four criteria: Z z | |

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



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?"

| Login | |
|--|---|
| Account Email Address | |
| | |
| Password | |
| | • |
| O Your account is locked after several failed login attempts | |
| Forgot Password? | |
| Register Account | |
| Activate Sub-account | |

Step 2 – 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 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.

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

| ew Password * | ۲ |
|--|---|
| enter New Password * | |
| | ۲ |
| | |
| 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 !@#%\$ | |
| | |
| | |

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

