

## Self-served reset password instructions (English)

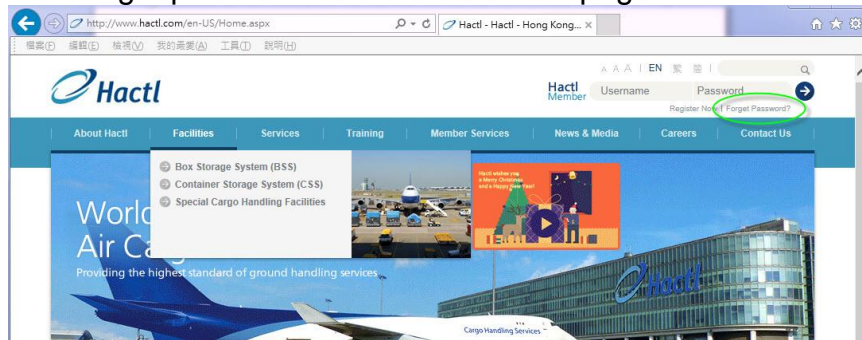
### 1. Membership Profile Setup

Member's email address must be pre-defined in 'Membership Profile' in Hactl.com Tools – Member Profile.

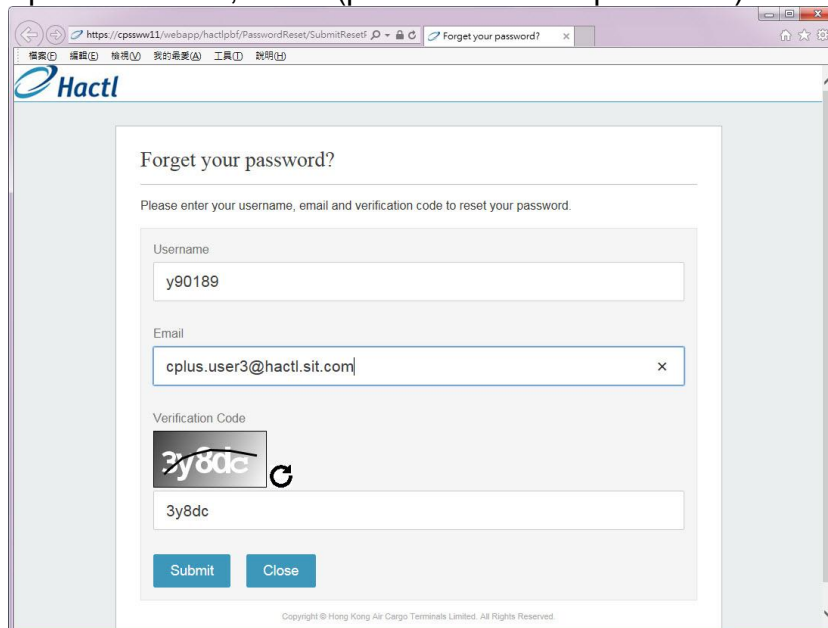


### 2. Steps of Password Reset via Hactl.com

#### 2.1. Click forget password in Hactl.com main page.



#### 2.2. Input Username, Email (pre-defined in step 1 above) and Verification Code.



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- 2.3. A password reset instruction email will be sent to your pre-registered mailbox. User can accept the password change request by clicking 'Reset Password' link to trigger the password reset procedures.

Subject: Hactl.com Password Reset Confirmation: y90189

Dear Customer,


We got a request to reset your Hactl.com membership account password. Please click the link below to set a new password:

[Reset Password](#)

If you do not want to change your password, or this is not your request, please ignore and delete this message.

Hactl Support Team  
Email: [service@hactl.com](mailto:service@hactl.com)

- 2.4. Input new password twice then submit.



**Change Password**

Please enter your new password.

Username  
y90189

New Password  
abc123

Confirm Password  
abc123

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- 2.5. A 'Password Recovery Completed' message will be prompted if the password has been reset successfully.



**Password Recovery Completed**

We received a request to reset your password for your Hactl.com account and the password recovery process has been completed successfully.

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