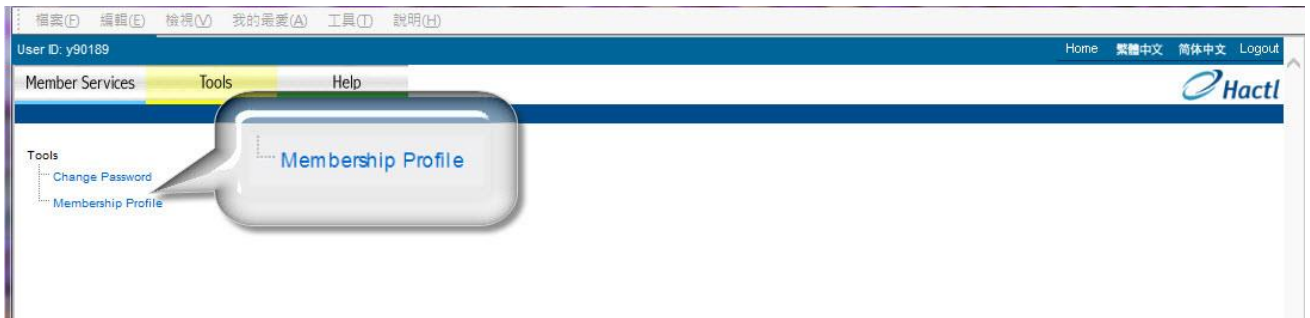


Self-served reset password instructions (English)

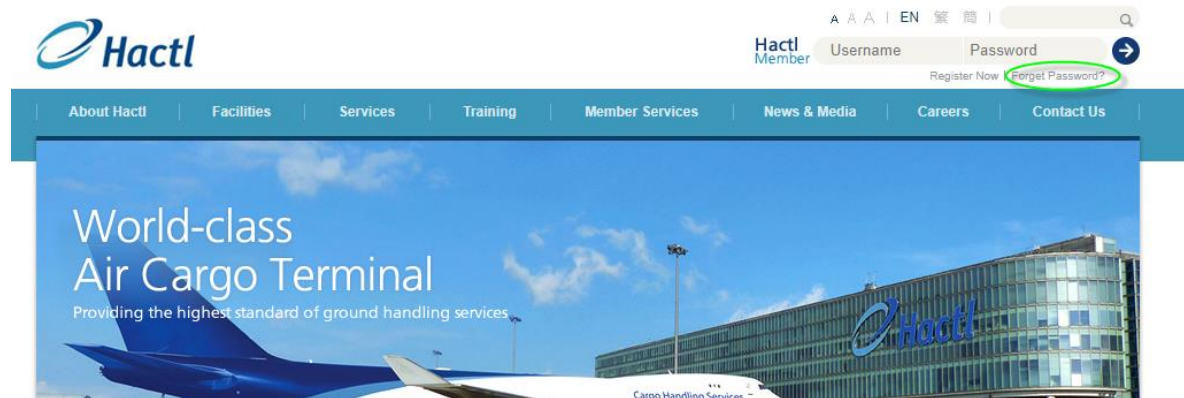
1. Membership Profile Setup

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.

A screenshot of the 'Forget your password?' form on the Hactl.com website. The form contains three input fields: 'Username' with the value 'y90189', 'Email (Please enter your registered email address)' with the value 'cplus.user3@hactl.com', and 'Verification Code' with the value 'w6gw6'. A CAPTCHA image showing 'w6gw6' is also present. There are 'Submit' and 'Close' buttons at the bottom of the form. Below the form, there is a link to 'here' and contact information for enquiries.

Self-served reset password instructions (English)

- 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

- 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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