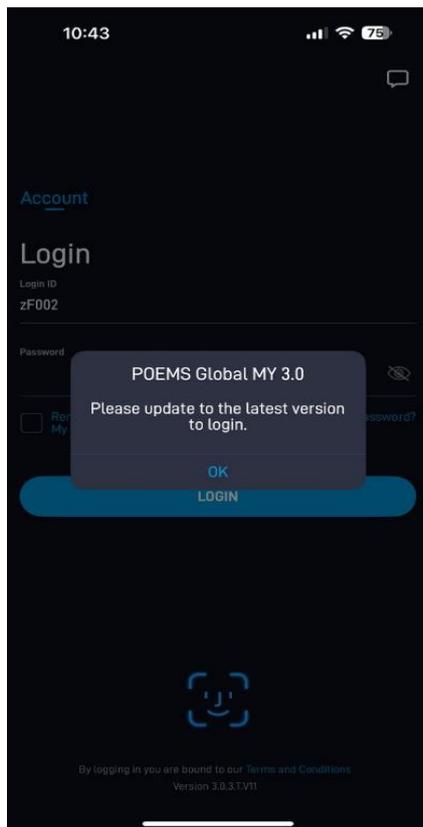


Mandatory Password Change: Steps to Reset Password

You can either reset your password through **POEMS Mobile Application** or **POEMS Desktop**.

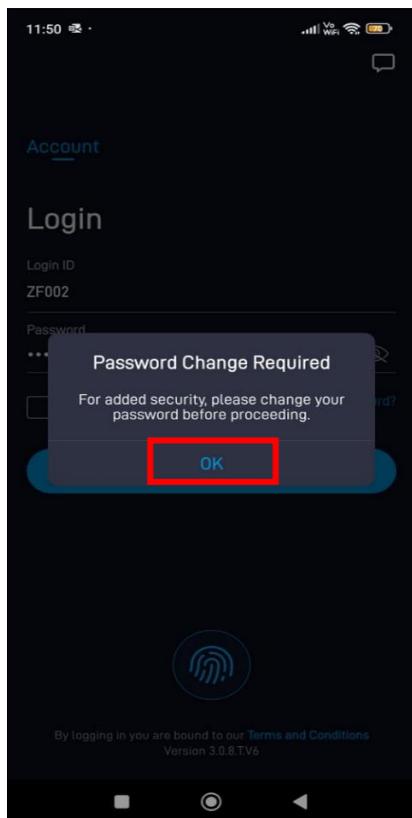
For POEMS Mobile Application

Step 1: When you login to your POEMS Mobile Application, a pop-up notification “Please update to the latest version to login.” appears requesting you to update to the latest version to login.

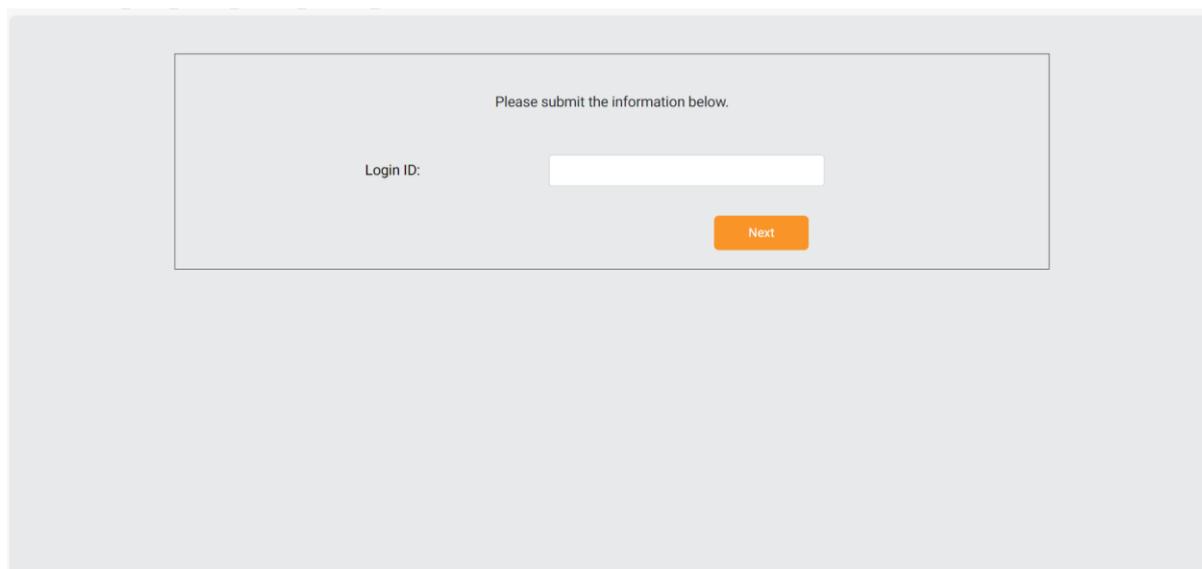


Step 2: After you click “**OK**” to close the pop-up notification, you will need to go to AppStore/ PlayStore to update the POEMS Mobile Application.

Step 3: After updating the POEMS Mobile Application, and after you login into the POEMS Mobile Application, a pop-up notification will prompt you to change your password. Click “**OK**” to proceed.



Step 4: After you click “**OK**” you will be brought to a page where you need to key in your Login ID and click “**Next**”



Step 5: You will then have to answer the **Customer Security Verification** questions as part of the verification process. Click “**Next**” after you have answered the questions.

Customer Security Verification

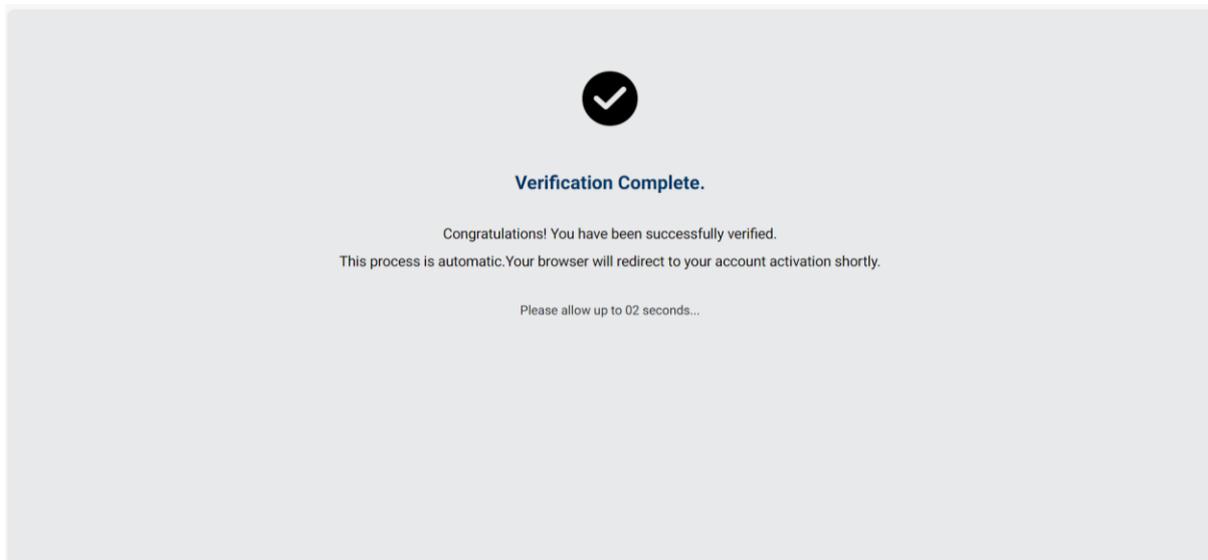
What are the last three characters of your NRIC/Passport Number? (E.G. 96Z)

What is your date of birth in YYYYMMDD format? (E.G. 19850419)

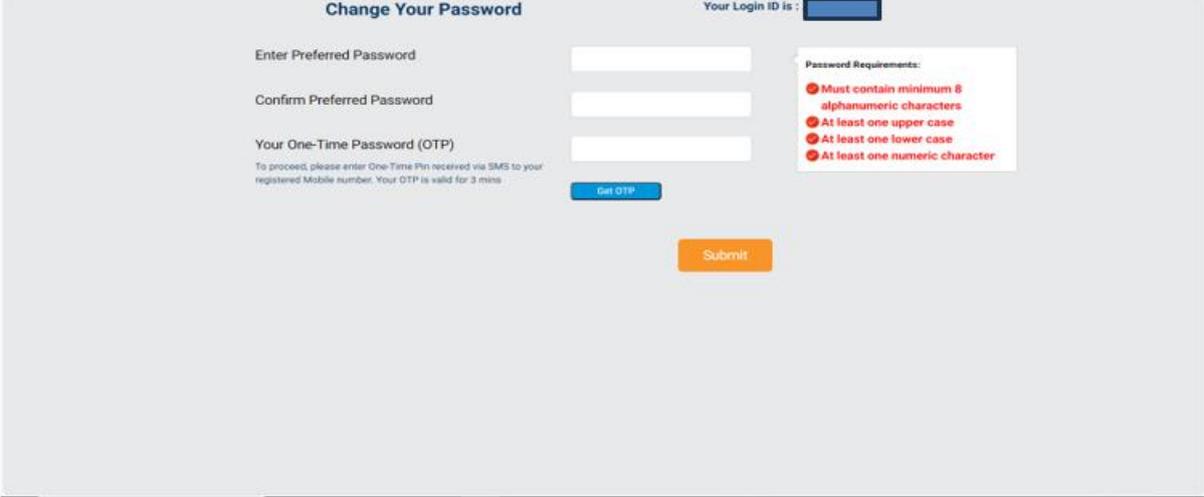
What are the last three digits of your registered Mobile number? (E.G. 223)

[Cancel](#) [Next](#)

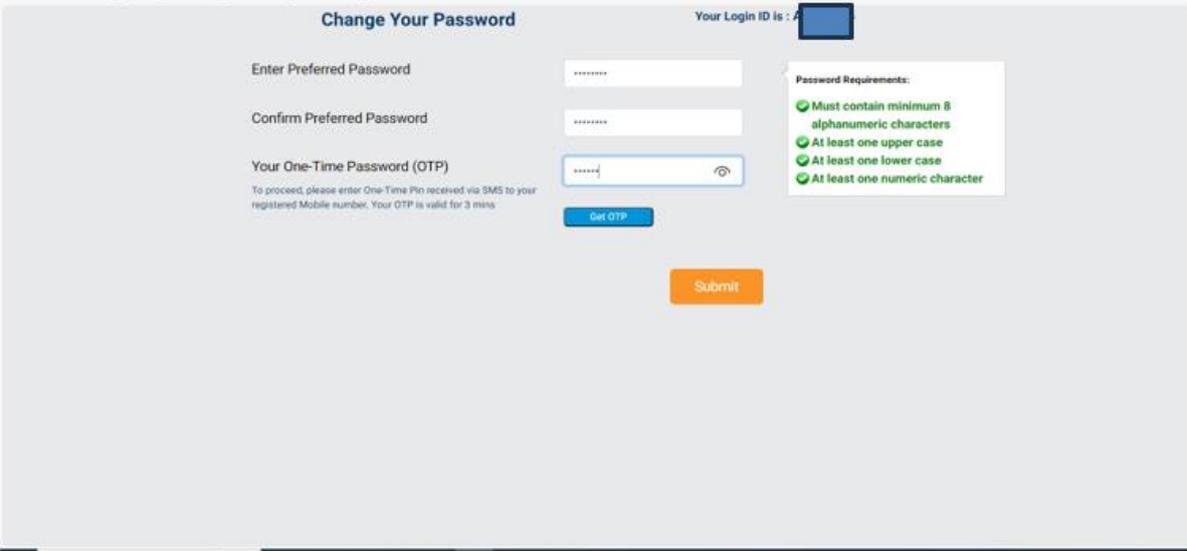
Step 6: Once verification is completed, the page below will be displayed before the page to reset your password appears.



Step 7: Change your password according to the requirements guidance on the right of the page



Step 8: After setting a new password, meeting the password requirements, you have to request for the **OTP** via the “**Get OTP**” button. This **OTP** will be sent to your registered Mobile Number. Click “**Submit**” to proceed after keying in the **OTP**.

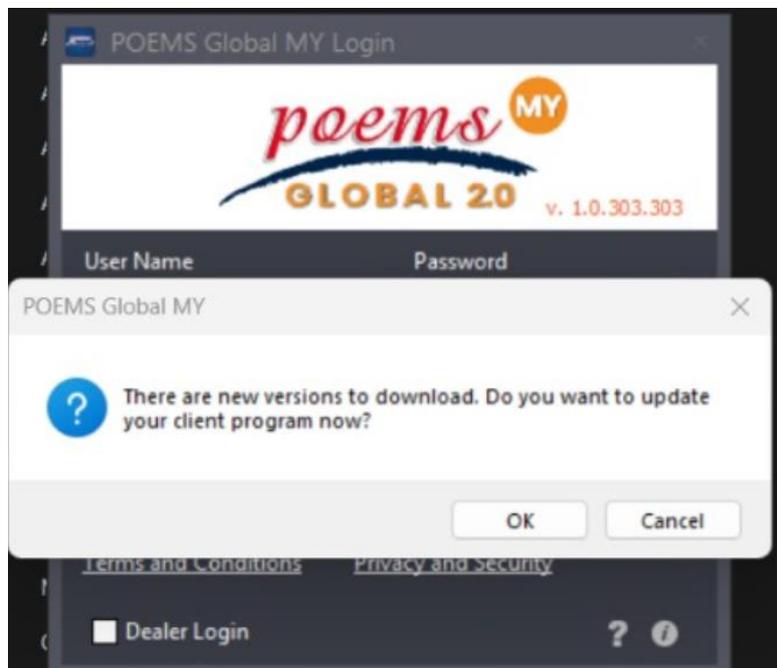


Step 9: After submission of password change, a page stating “Reset Password Successful” will appear. You can now login using the new password you just set.

Reset Password Successful

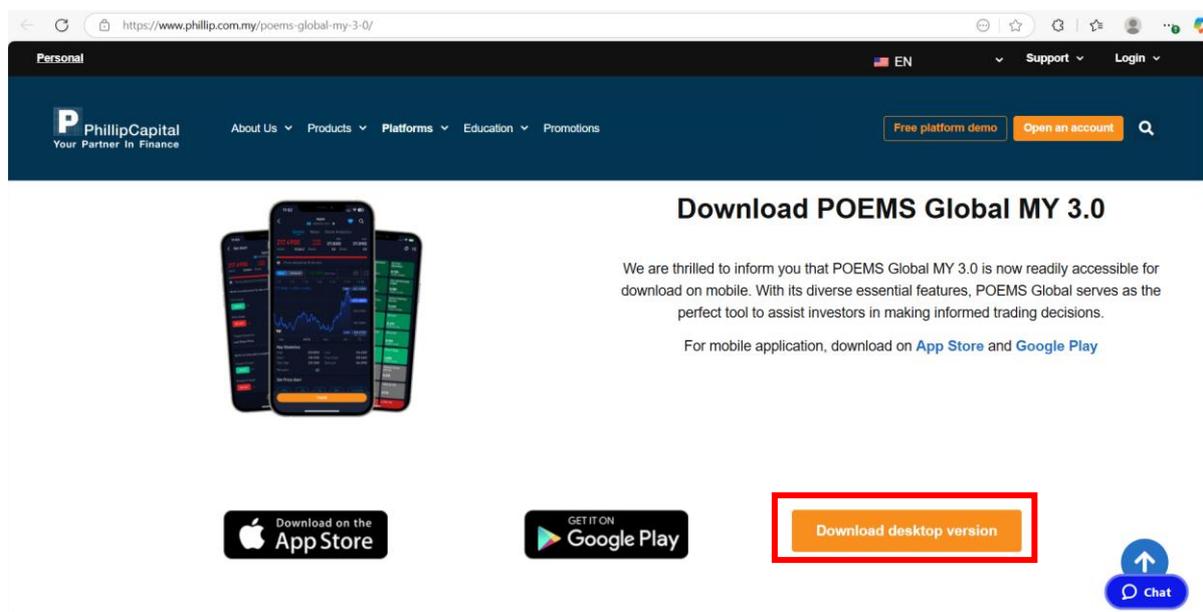
For POEMS Desktop

Step 1: When you login to your POEMS Desktop, a pop-up notification “There are new versions to download. Do you want to update your client program now?” appears requesting you to update to the latest version to login.



Step 2: After you click “OK” to close the pop-up notification, **POEMS Desktop** will automatically update to the latest version.

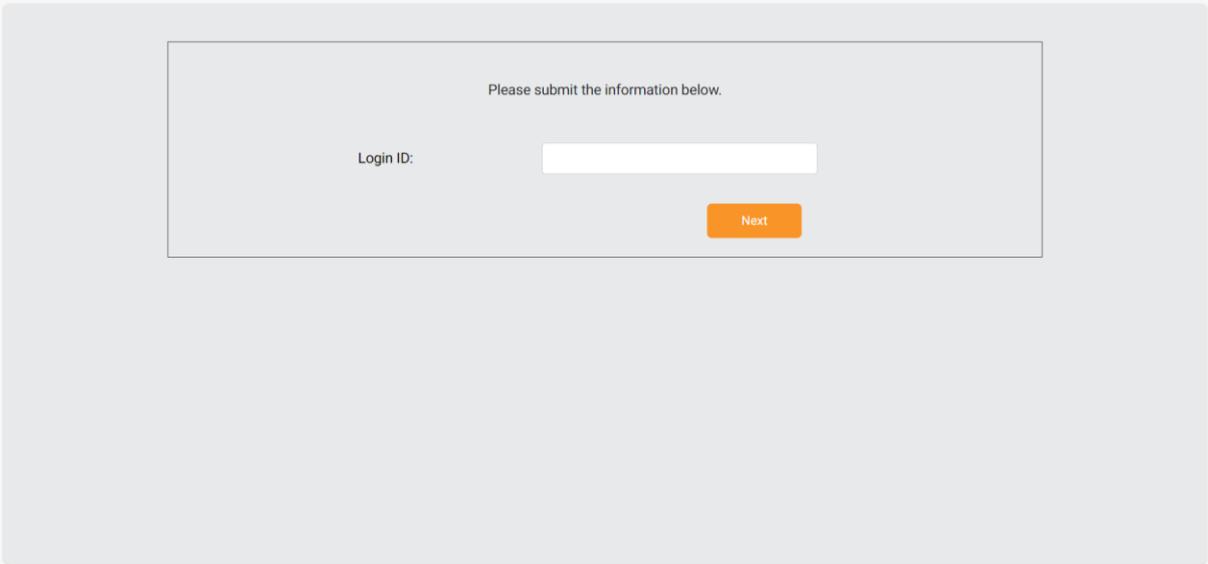
If you are unable to update the POEMS Desktop automatically, please uninstall the current **POEMS Desktop** and download the **POEMS Desktop** application from Phillip Capital website: <https://www.phillip.com.my/poems-global-my-3-0/>



Step 3: After updating, please login with your current Username and Password. Once you login, a pop-up notification requesting you to change your password will be displayed.



Step 4: After you click "OK" you will be brought to a page where you need to key in your Login ID and click "Next".



The image shows a screenshot of a login page. At the top, it says "Please submit the information below." Below this, there is a label "Login ID:" followed by a white input field. To the right of the input field is an orange button labeled "Next".

Step 5: You will then have to answer the **Customer Security Verification** questions as part of the verification process. Click “**Next**” after you have answered the questions.

Customer Security Verification

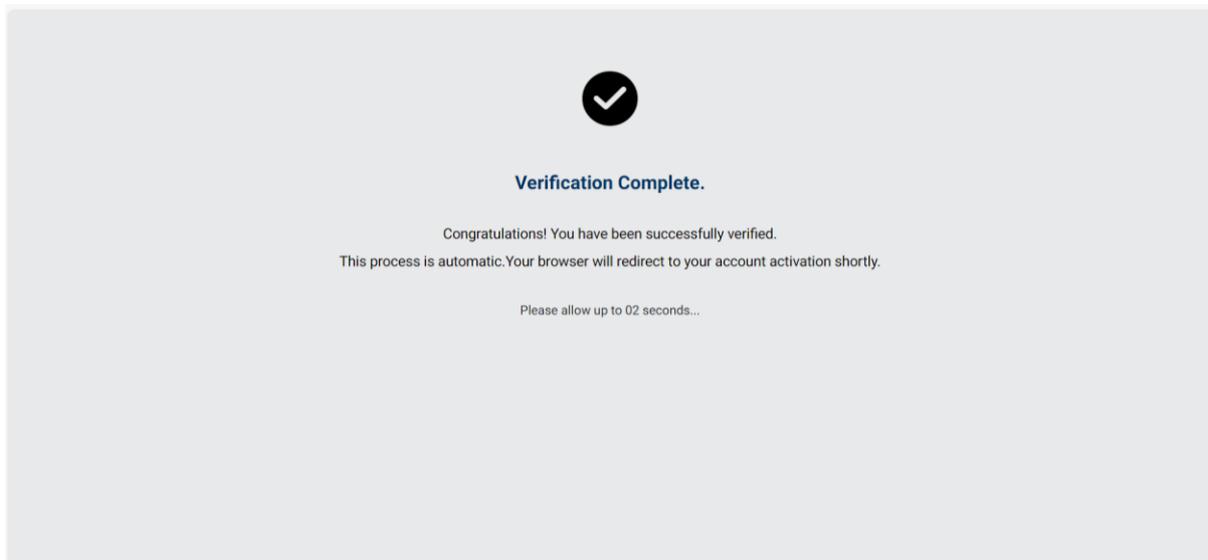
What are the last three characters of your NRIC/Passport Number? (E.G. 96Z)

What is your date of birth in YYYYMMDD format? (E.G. 19850419)

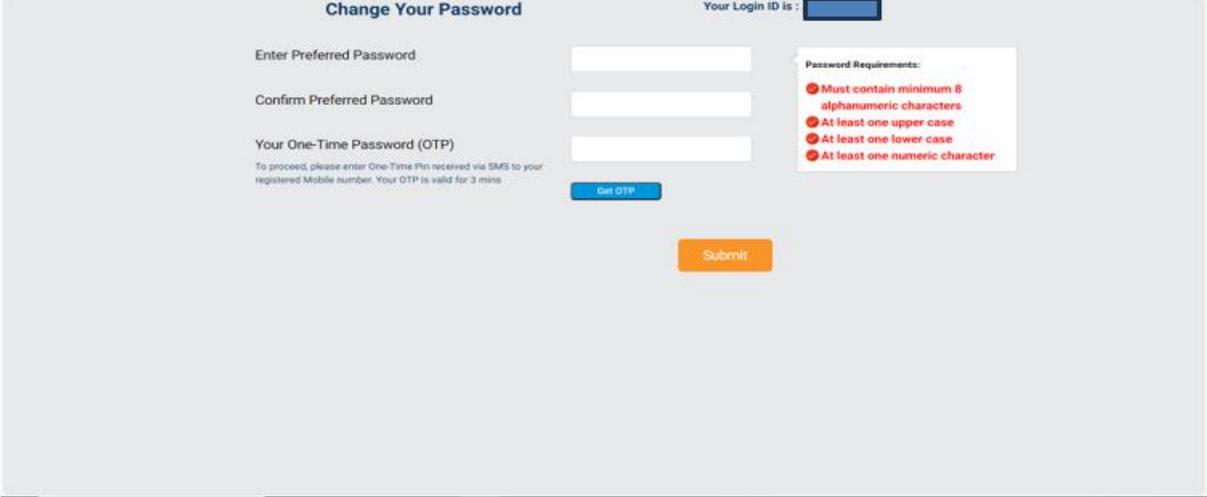
What are the last three digits of your registered Mobile number? (E.G. 223)

[Cancel](#) [Next](#)

Step 6: Once verification is completed, the page below will be displayed before the page to reset your password appears.



Step 7: Change your password according to the requirements guidance on the right of the page



Change Your Password Your Login ID is : [redacted]

Enter Preferred Password

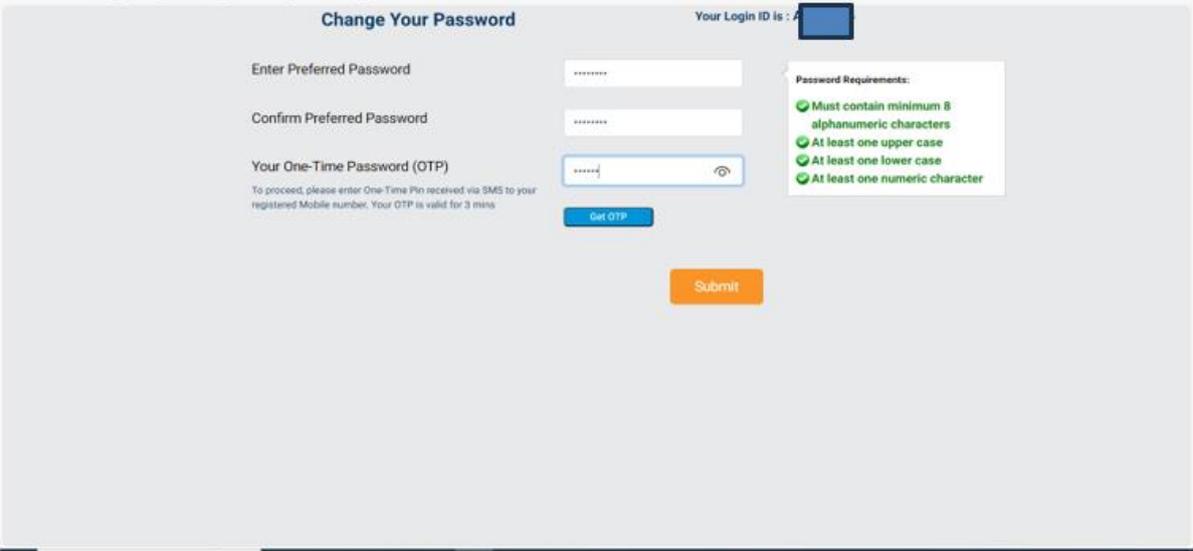
Confirm Preferred Password

Your One-Time Password (OTP)
To proceed, please enter One-Time Pin received via SMS to your registered Mobile number. Your OTP is valid for 3 mins

Password Requirements:

- ❌ Must contain minimum 8 alphanumeric characters
- ❌ At least one upper case
- ❌ At least one lower case
- ❌ At least one numeric character

Step 8: After setting a new password, meeting the password requirements, you have to request for the **OTP** via the “**Get OTP**” button. This **OTP** will be sent to your registered Mobile Number. Click “**Submit**” to proceed after keying in the **OTP**.



Change Your Password Your Login ID is : [redacted]

Enter Preferred Password

Confirm Preferred Password

Your One-Time Password (OTP)
To proceed, please enter One-Time Pin received via SMS to your registered Mobile number. Your OTP is valid for 3 mins

Password Requirements:

- ✅ Must contain minimum 8 alphanumeric characters
- ✅ At least one upper case
- ✅ At least one lower case
- ✅ At least one numeric character

Step 9: After submission of password change, a page stating “Reset Password Successful” will appear. You can now login using the new password you just set.

