

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.

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Logi	n	
Login ID zF002		
	POEMS Global MY 3.0	
Rer My	Please update to the latest version to login.	assword?
	LOGIN	
	And a second	

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.

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		\Box
Login		
ZF002		
Password		
Passw	ord Change Re	equired
For added	security, please ch	nange your
pass		aung.
		ns and Conditions
-	\odot	•

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"

Please s	ubmit the information below.	
Login ID:		
	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.

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

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

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Verification Complete.
Congratulations! You have been successfully verified.
This process is automatic. Your browser will redirect to your account activation shortly.
Please allow up to 02 seconds



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

Change Your Password	Your Login ID is :
Enter Preferred Password	Password Requirements:
Confirm Preferred Password	Must contain minimum 8 alphanumeric characters
Your One-Time Password (OTP)	At least one upper case At least one lower case At least one numeric character
To proceed, please enter One Time Prin received via BMS to your registered Mobile number. Your OTP is valid for 3 mins	Gun OTP
	Submit
<u> </u>	

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 :	1
Enter Preferred Password		Password Requirements:
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	Submit	

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.

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GLOBAL 20 V. 1.0.303.303	
User Name Password	L,
POEMS Global MY	×
There are new versions to download. Do you want to update your client program now?	
OK Cancel	
Dealer Login ? O	

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: <u>https://www.phillip.com.my/poems-global-my-3-0/</u>





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.

POEMS Global MY Login ×	
DOEMS GLOBAL 20, 1.0.303.306-U03	
Password Change Required	\times
For added security, please change your password before proceeding.	
ОК	

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**".

Please s	ubmit the information below.	
Login ID:	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.

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

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

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Verification Complete.
Congratulations! You have been successfully verified.
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Enter	Preferred Password		Password Requirements:
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Your C	Ine-Time Password (OTP)		At least one lower case At least one lower case At least one numeric character
To proce registers	ed, please enter One Time Pin received via SMS to your d Mobile number. Your OTP is valid for 3 mins	Gwt OTIP	
		Submit	
5			

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Reset Password Successful