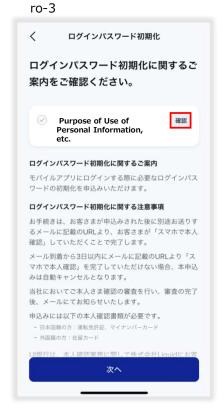
## 07\_Usage Example: If You Forgot Your Login Password









ro-1 Click "Login".

ro-2 Click "Forgot your login password?"\*If you opened your account using a Driving History Certificate or Special Permanent Resident Certificate, mail-in applications only. Please contact the Contact Center.

ro-3 Click "Confirm".

ro-4 Read the purpose of use for personal information displayed on the app screen, then press the "x" in the upper right corner.

## 07\_Usage Example: If You Forgot Your Login Password



- ro-5 Confirm that the checkbox for the purpose of use of personal information, etc., is checked. ro-6 Check the consent box.
- ro-7 Select the branch name, enter your account number, date of birth, and email address, then press "Send Authentication Code".
- ro-8 Enter the verification code received via email and press "Verify".

## 07\_Usage Example: If You Forgot Your Login Password



- ro-9 Confirm that authentication is complete and set a 4-digit password. Press "Next".
- ro-10 Confirm there are no changes to your registered address, check the consent box, and press "Next".
- ro-11 Review your application details and click "Submit Initialization Request".
- ro-12 Click "Identity Verification" to proceed to identity verification. \*Refer to P17 "Step 2: Account Opening (Identity Verification)".