

# User Manual

## Managing your Profile

Within this tutorial, we will take a look at how you can...



EDIT YOUR PERSONAL DETAILS

3



CHANGE YOUR PASSWORD

8



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## Welcome to FIDReC

We are an independent and impartial alternative dispute resolution institution. We encourage and assist in the resolution of disputes between consumers and financial institutions through [mediation](#) and [adjudication](#).

1

Select the **Sign in** option on the top menu, and sign in to your account.

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[Sign in](#) [Verify Account](#)

Sign in with a local account

\* Username

\* Password

An OTP (One Time Password) will be sent to your registered email address. Please enter the OTP to sign in to your account. If you don't find the OTP email in your primary inbox, please check your spam folder.

Please note that OTP will expire in 5 minutes.

[Sign in](#)

[Forgot password?](#) [Forgot username?](#)



### Some helpful tips:

Click on [Forgot password?](#) [Forgot username?](#) if you cannot remember your account details as you will be locked out of your account after **5 unsuccessful tries**.



2

Upon clicking 'Sign In' you will be prompted to input an OTP that will be sent to the email that you used to register. Input the OTP and click on 'Verify'. You will then be redirected to your dashboard.

FIDReC

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Enter your OTP

Code

Please check your registered email for OTP. If you need new OTP please click [here](#)

Verify



The screenshot shows the FIDReC user interface. At the top, there is a navigation bar with the FIDReC logo on the left and several menu items: My Dashboard, Resources, My Family, My Enquiries, Invoices, a notification bell with '0', and the user's name 'FRANKIE JK CHAN'. A dropdown menu is open under the user's name, with 'My Profile' highlighted by a red box. Below the navigation bar, the main content area includes a breadcrumb 'Home > My Dashboard', a welcome message 'Welcome FRANKIE JK CHAN', and a section for 'My Cases'. The 'My Cases' section has a search bar, a 'File a new Complaint' button, and a table header with columns: Case Name ↑, Case Number, FI, Case Manager, Sub Status, Due Date [CM], and Created On. Below the table header, it says 'There are no records to display.'. There is also a 'My Tasks' section with another search bar and a table header with columns: Date Created, Case Name, Subject, Due Date ↓, and Activity Status ↓.

3

Once you are logged in, hover over your name in the top menu. A dropdown menu will appear, and you can click on **My Profile** to access your profile page.

The screenshot shows the 'My Profile' page on the FIDReC portal. The user is FRANKIE JK CHAN. The page is divided into three main sections: Personal Details, Address, and Additional Details.

**Personal Details:**

- Salutation: Ms
- Name: FRANKIE JK CHAN
- NRIC / FIN / Passport No.: EG9846FSD
- Date of Birth: 15/11/1980
- Email: frankiejkchan@outlook.com
- Phone Number: 11111111
- Nationality: AUSTRALIAN
- Residential Status: F - Foreigner
- Occupation: (empty field)
- Name of Employer: (empty field)
- Gender: Female

**Address:**

- Block / Building / Line 1: F21
- Floor / Unit / Line 2: 19-49
- Street: GOPHER STREET
- Postal Code: 777777
- City: SINGAPORE
- State / Province: SINGAPORE
- Country: SINGAPORE


**Additional Details:**

- I can speak: English (checked), Mandarin (checked), Malay (unchecked), Tamil (unchecked)
- Please contact me via: Email
- Highest Education: Bachelors Equivalent (or Higher)

A 'Submit' button is located at the bottom left of the form.

**4** You will be directed to your profile page where your **Personal Details, Address & Additional Details** that you have filled in during registration should be shown.

**5** You are now able to edit and update any of the information fields present. Simply type in or select the **new or latest information**.

 **Some helpful tips:** You cannot edit your **NRIC, D.O.B or Email**, do contact our administrator by submitting an enquiry if these changes are necessary.



### Additional Details

I can speak: ⓘ \*

- English
- Mandarin
- Malay
- Tamil

Please contact me via \*

Email

Highest Education \*

Bachelors Equivalent (or Higher)

Submit

6

After filling in the new information, click the **Submit** button found at the bottom of the page to save the changes.

Home > My Profile

## My Profile

 FRANKIE JK CHAN

- My Profile
- Change Password

Your details have been updated! X

### Personal Details

Salutation \*  
Ms

Name \*  
FRANKIE JK CHAN

NRIC / FIN / Passport No. \*  
G9846875D

Date of Birth \*  
15/11/1980

7

After submitting your form, you will see a message to indicate that your details have been updated successfully.



Home > My Profile

## My Profile

FRANKIE JK CHAN

My Profile

Change Password

### Personal Details

Salutation *	Ms	Name *	FRANKIE JK CHAN
NRIC / FIN / Passport No. *	G9846875D	Date of Birth *	15/11/1980
Email	frankiejchan@outlook.com	Phone Number *	98618645

1

You are also able to change your password from the My Profile page.

Click on the **Change Password** button on the left panel of the My Profile page to be directed to the Change Password view. Alternatively, you can hover over your name in the top menu and select **Change Password** in the dropdown menu.





The screenshot shows the FIDReC 'Change Password' page. At the top, there is a navigation bar with the FIDReC logo and links for 'My Dashboard', 'Resources', 'My Family', 'My Enquiries', 'Invoices', a notification bell with '0', and the user's name 'FRANKIE JK CHAN'. Below the navigation bar, the breadcrumb trail reads 'Home > Home > Change Password'. The main heading is 'Change Password'. On the left, there is a user profile section with a placeholder icon and the name 'FRANKIE JK CHAN'. Below this, there are two menu items: 'My Profile' and 'Change Password'. The main form area contains the following fields: 'Username' with the value 'frankiechan', '\* Old Password', '\* New Password' (with an information icon), and '\* Confirm Password'. A blue 'Change password' button is located at the bottom right of the form.

2


In the field called **Old Password**, type in your current password. Next, enter your new password twice in the **New Password & Confirm Password** fields. Ensure what you typed in both fields are the same.

3

Click on **Change password** to confirm your change of password.



**Some helpful tips:**

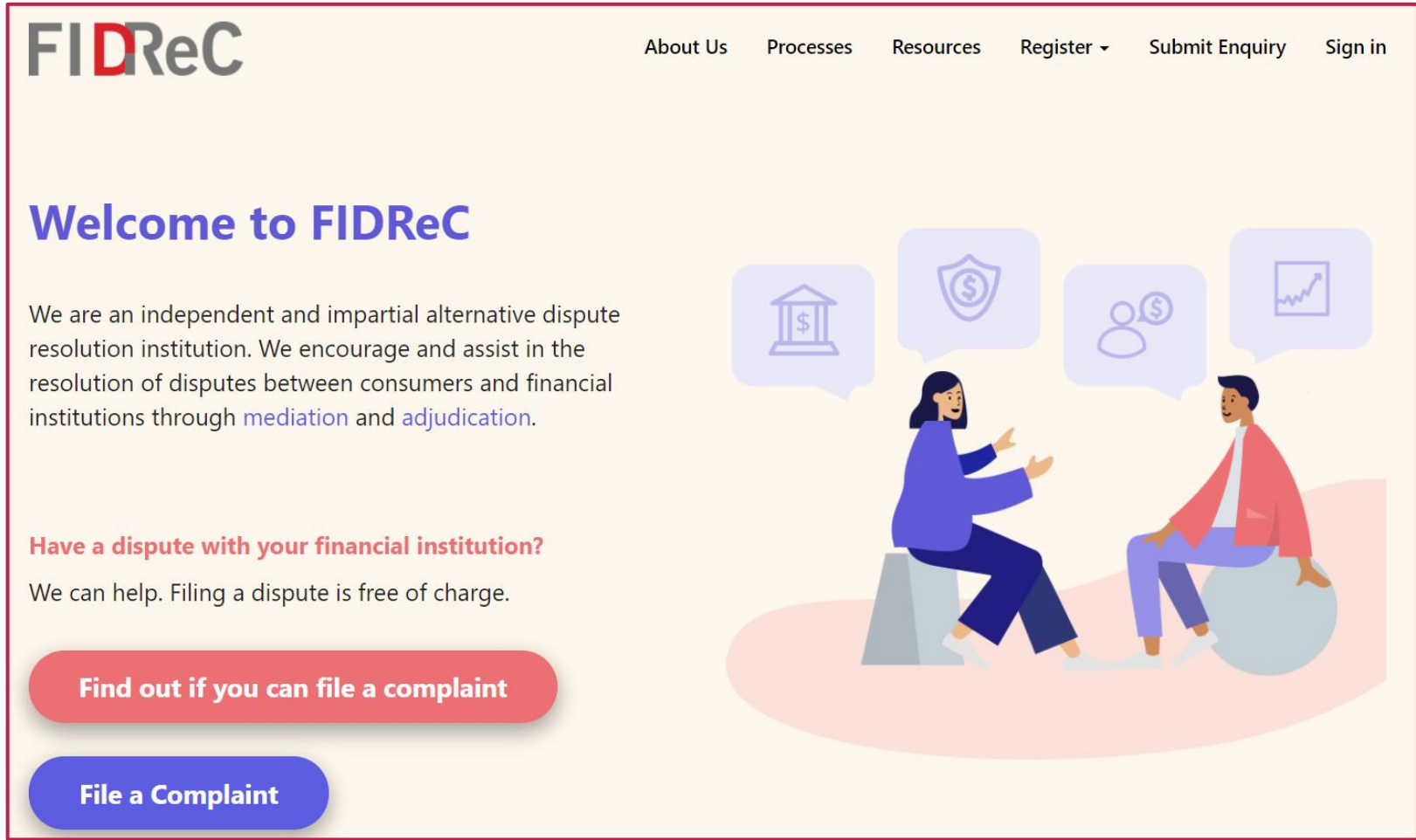
You can view the password that you have entered by clicking on the  icon.



Please login with your new password

4

You're all set! You will see a success message informing you to **log in again with your new password**. You will then be redirected to the FIDReC homepage for you to do so.



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## Welcome to FIDReC

We are an independent and impartial alternative dispute resolution institution. We encourage and assist in the resolution of disputes between consumers and financial institutions through [mediation](#) and [adjudication](#).

**Have a dispute with your financial institution?**  
We can help. Filing a dispute is free of charge.

[Find out if you can file a complaint](#)

[File a Complaint](#)






# Thank you!