

User Manual

Managing your Profile: FI Members

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



ACTIVATING YOUR ACCOUNT

3



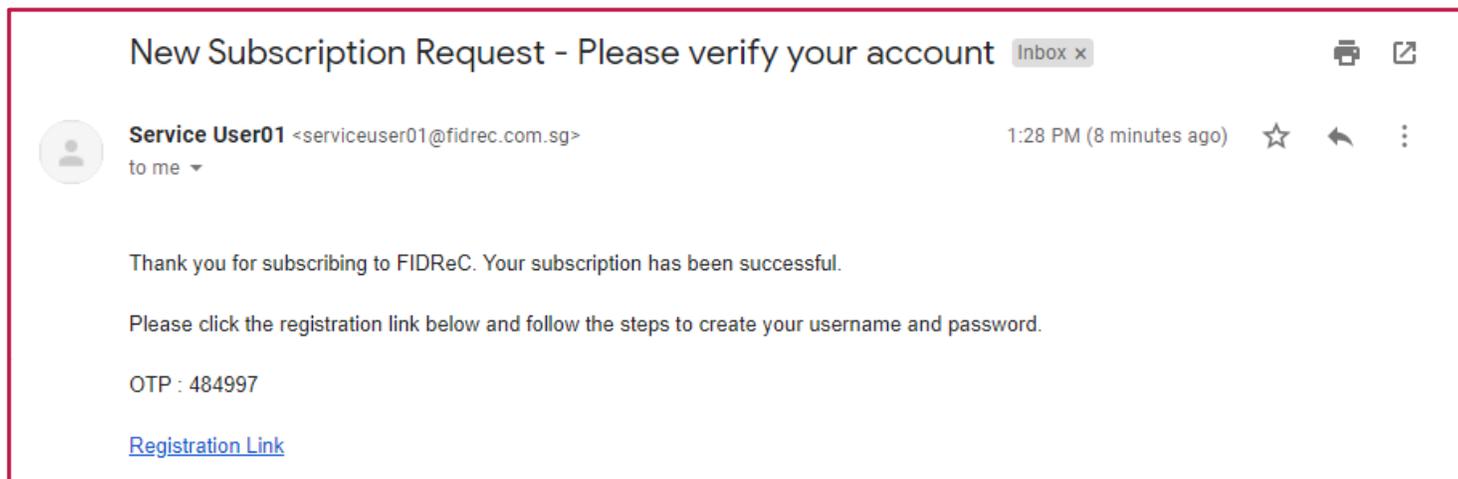
EDIT YOUR PERSONAL DETAILS

7



CHANGE YOUR PASSWORD

10



1

If you are a CEO, Primary Contact or have been added as a user for a Financial Institution (FI) on the FIDReC portal, you will receive an email containing an OTP that you will use to activate your account.

2

Click on the **‘Registration Link’** contained in the email. You will be brought to a page that will prompt you to input the OTP, shown in the next page.



Some helpful tips:

Do note that the OTP expires after 30 mins. Do also check your ‘Spam’ folder if you can’t find the email in your main email inbox.



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

Please enter your OTP

* OTP

[Register](#) [Resend OTP](#)

Resend OTP

* Email

Enter your email address to request a new OTP.

[Send](#)

3

Once you click on the registration link from your email, you will be directed to the OTP page. Enter your OTP and click on [Register](#).



Some helpful tips:

If your OTP has expired, you can click on [Resend OTP](#) to request for a new one. On the **Resend OTP** page, you will need to enter the same email address where you received your initial OTP.



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

Redeeming code: **513584**

Please set your username and password

* Email

* Username

* Password 

* Confirm password

4

Once you click **Register** on the OTP page, you will be required to set your desired **Username** and **Password**. You can click on the  icon to view the password requirements.

5

Once done, click on the button to complete your registration process.



Some helpful tips:

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



FIDReC Dashboard Resources Invoices My Financial Institution 0 TEST CEO

Welcome TEST CEO

My Cases

Cases Under Processing Search

Case Number ↑	Nature of Complaint	Complainant	Financial Institution	Case Manager	Sub Status	Due Date [FI]	Created On
There are no records to display.							

My Tasks

Search

Date Created	Case Name	Subject	Due Date ↓	Activity Status ↓
There are no records to display.				

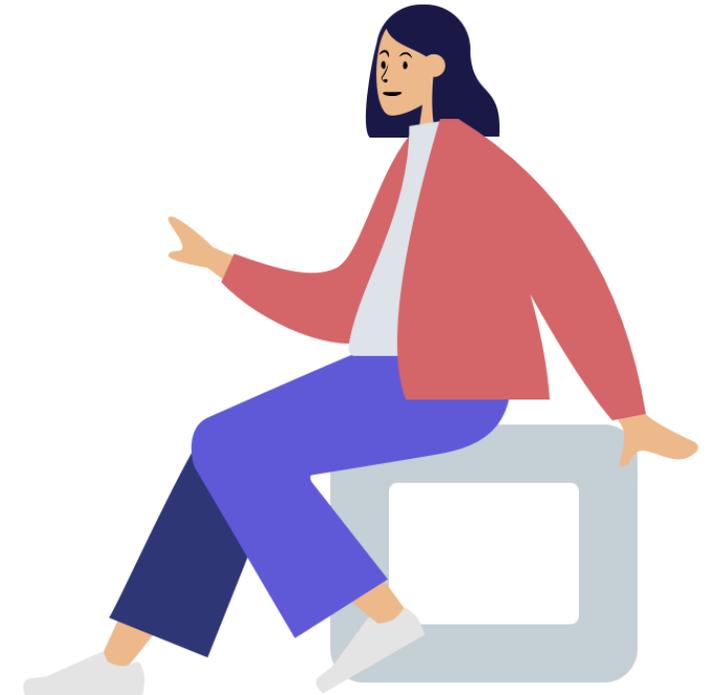
My Appointments

Search

Subject	Start Time	Appointment Type ↑	Case Name	Status
There are no records to display.				

6

You are all set! You can now view your personalized dashboard and view all your cases, tasks and appointments.





1

To edit your account details, visit our website at www.fidrec.com.sg. Select the **Sign in** option on the top menu, and sign in to your account.

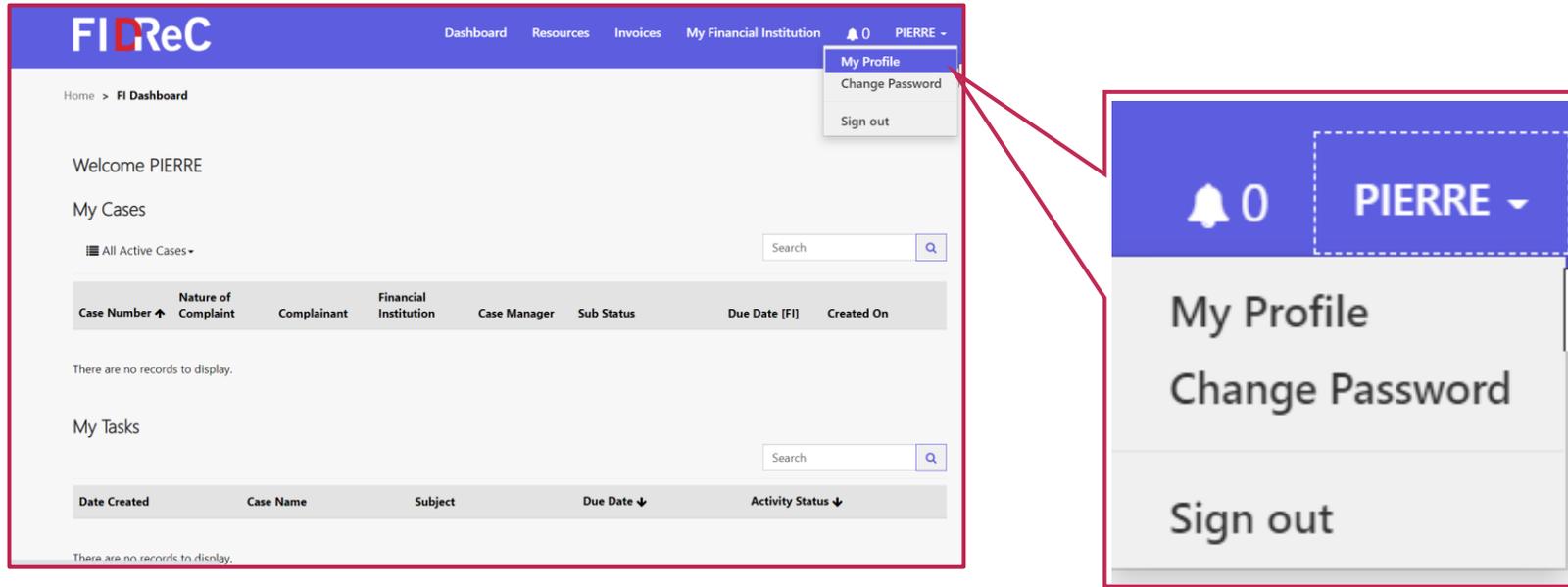
2

Upon clicking 'Sign in' you will be prompted to input an OTP that will be sent to the email registered to your account.



Some helpful tips:

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



3

Once you are logged in, click on your Username on the top menu. Click on **My Profile** to access your profile page.



4 You will be directed to your profile page where your **Contact Details** will be present.

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. Click **Submit** to save the new changes.



Some helpful tips:

However, you are unable to edit your **Name**, as this is set up by your company. Do contact our administrator if these changes are necessary.



Home > My Profile

My Profile

TEST CEO

My Profile

Change Password

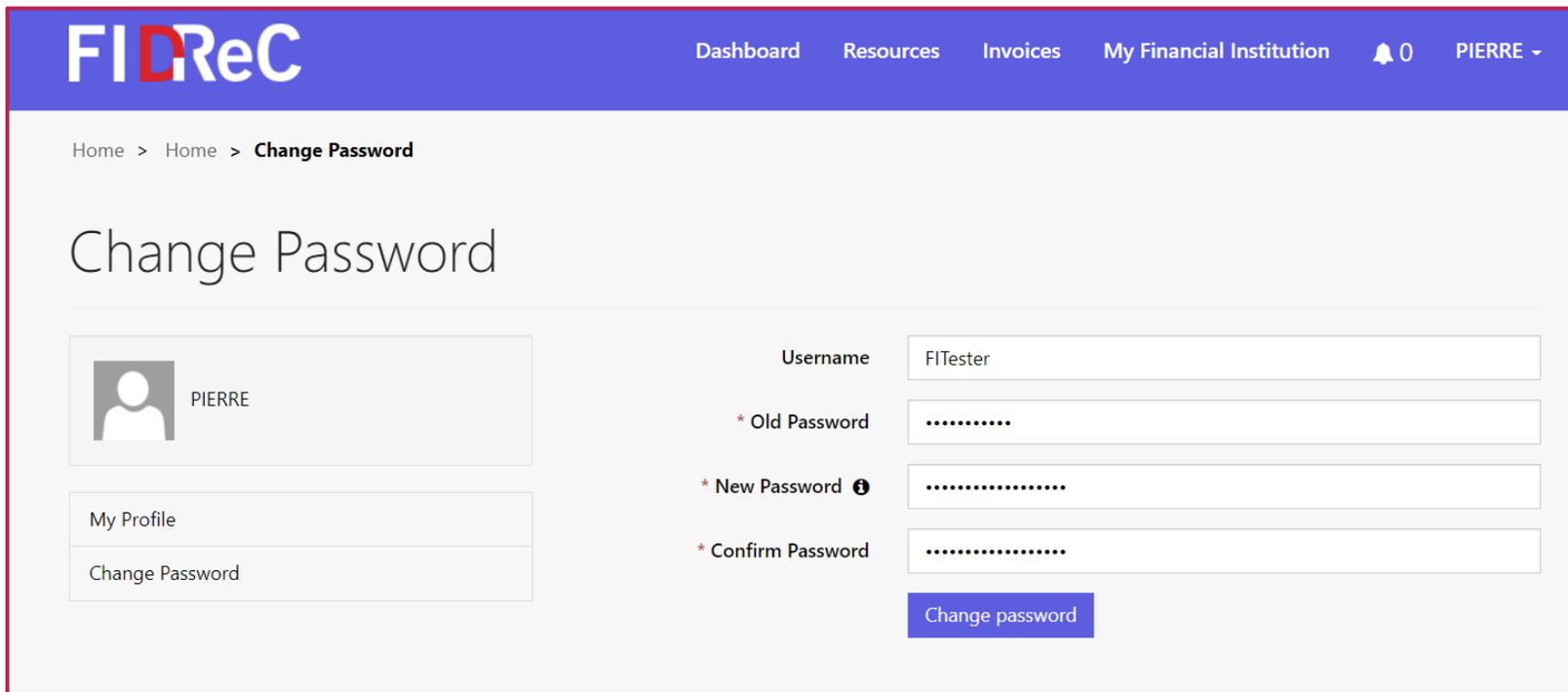
Contact Details

Name *	TEST CEO	Telephone No *	+6512345678
Designation		Email Address	

1

You are also able to change your password in 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 displays the FIDReC user interface for changing a password. The top navigation bar includes 'Dashboard', 'Resources', 'Invoices', 'My Financial Institution', a notification bell with '0', and the user name 'PIERRE'. The breadcrumb trail is 'Home > Home > Change Password'. The main heading is 'Change Password'. On the left, there is a user profile card for 'PIERRE' with a 'My Profile' link and a 'Change Password' link. The main form area contains the following fields:

- Username: FITester
- * Old Password: [masked]
- * New Password ⓘ: [masked]
- * Confirm Password: [masked]

A blue 'Change password' button is located below the form fields.

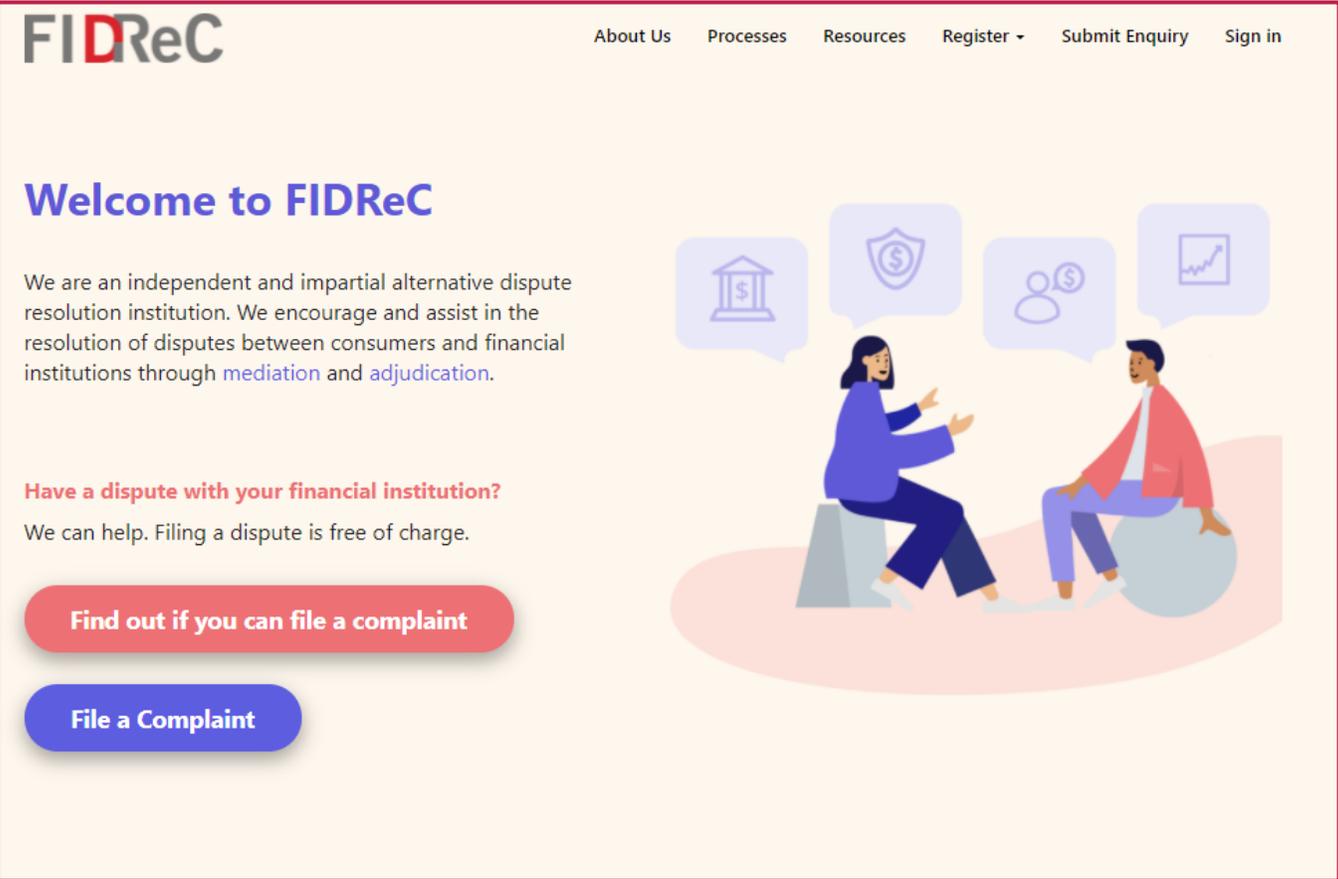
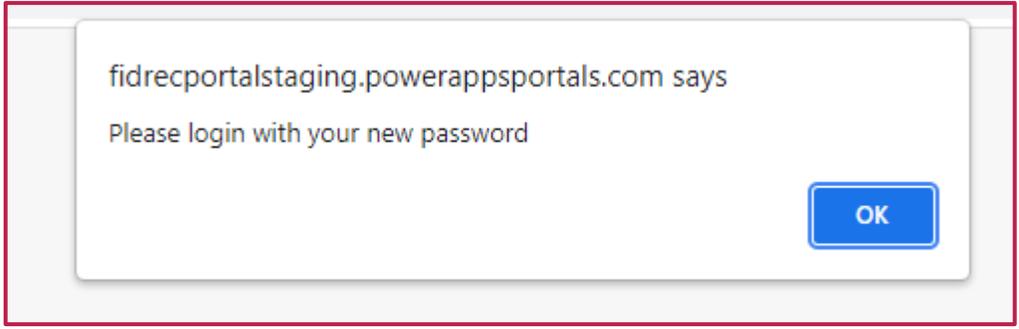
2 Type in the old password that you used when you originally signed up. Next, enter the new password twice in the “New Password” & “Confirm Password” fields. Ensure what you typed in **both fields are the same.**

3 Click on [Change password](#) button to complete the change password procedure.



Some helpful tips:

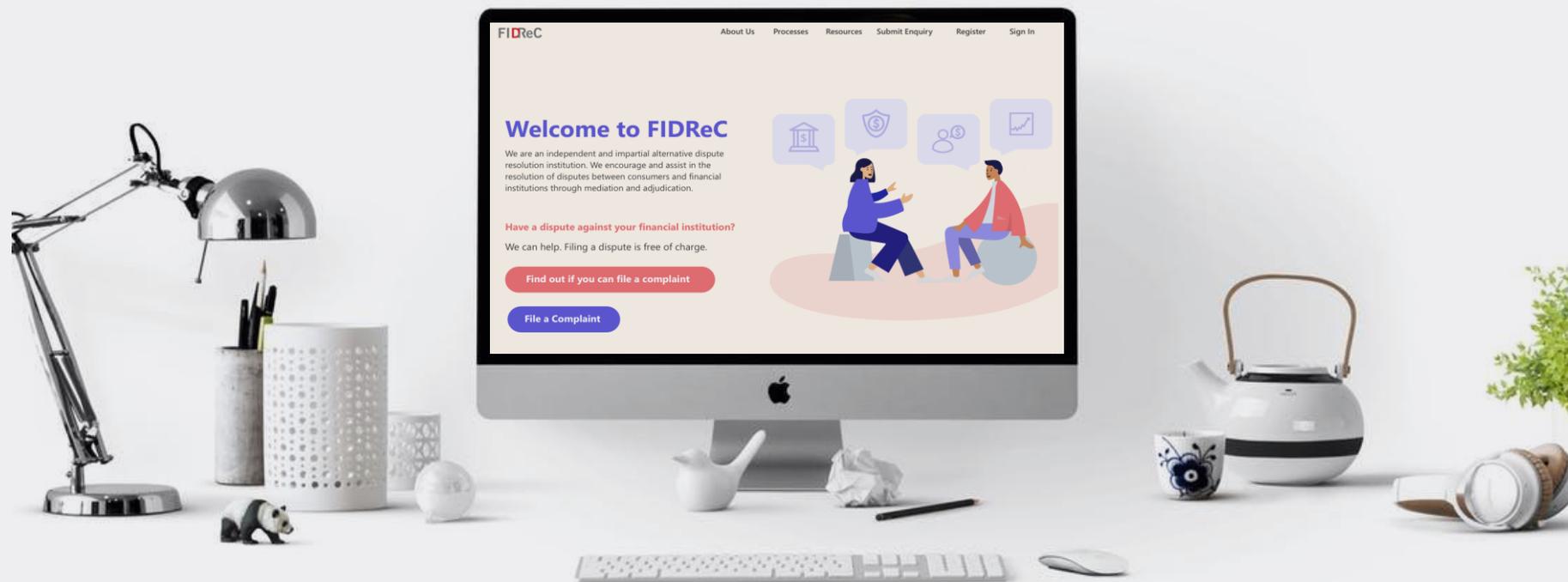
You can view the password that you have entered by clicking on the  icon.



4

You will be shown a message “Please log in with your new password”. You will then be redirected to the FIDReC portal homepage. You are all set! You have successfully changed your password.





Thank you!