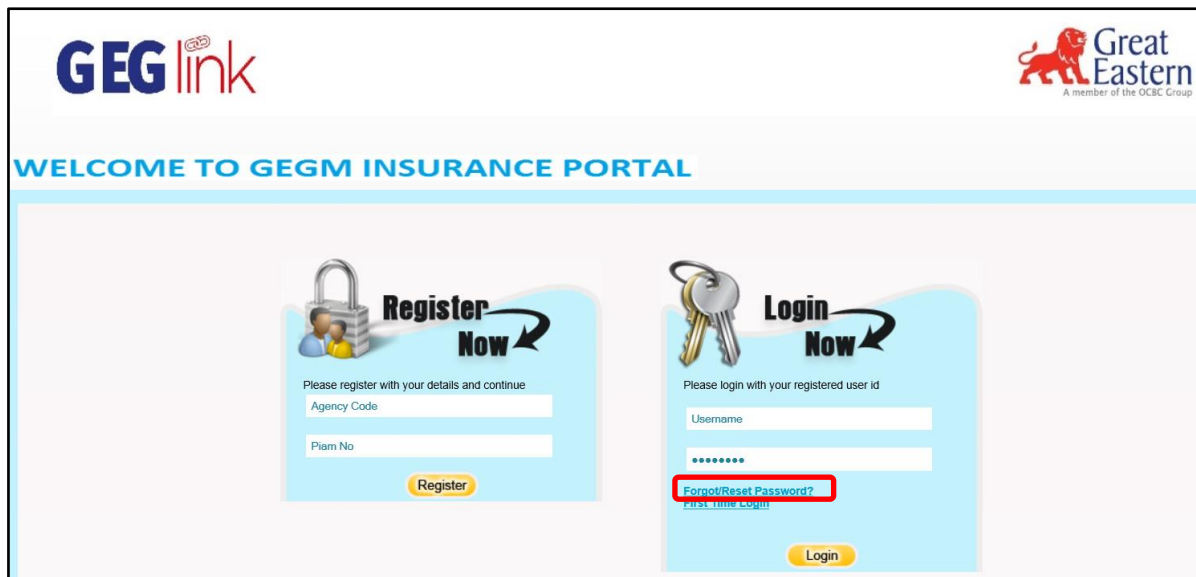


GEGLINK

FORGOTTEN PASSWORD / PASSWORD RESET

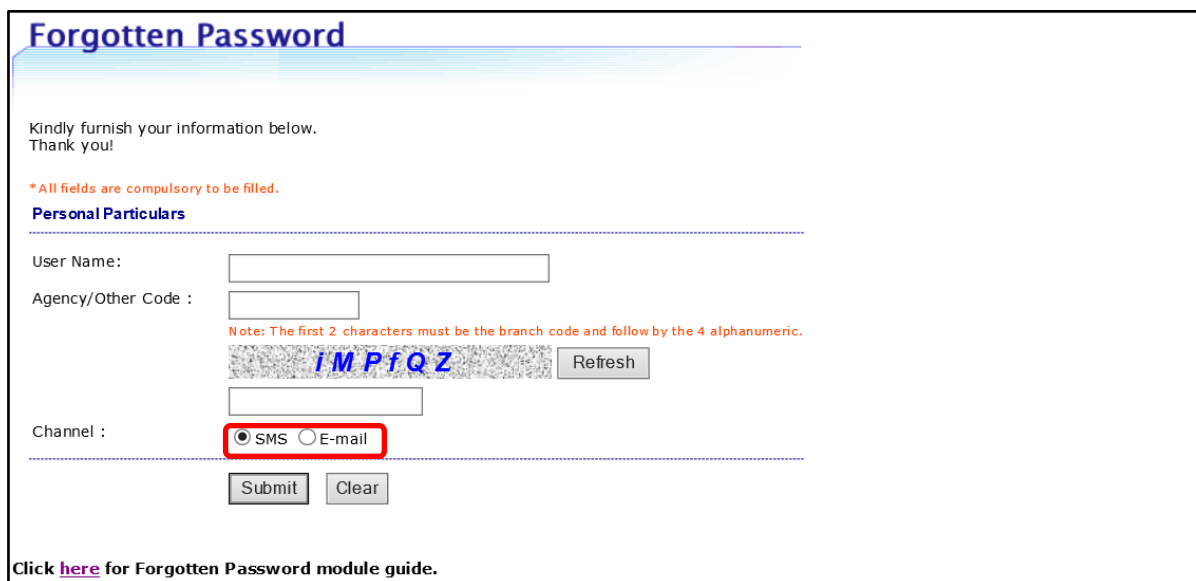
STEP 1 : Select “Forgot/Reset Password” in GEGLink Agent Module webpage



The screenshot shows the GEGLink Agent Module webpage. At the top left is the GEGlink logo, and at the top right is the Great Eastern logo with the tagline 'A member of the OCBC Group'. Below the logos is a blue banner that reads 'WELCOME TO GEGM INSURANCE PORTAL'. The main content area is divided into two sections: 'Register Now' and 'Login Now'. The 'Register Now' section has a padlock icon and asks the user to register with details, providing fields for 'Agency Code' and 'Plan No', and a 'Register' button. The 'Login Now' section has a key icon and asks the user to login with their registered user ID, providing fields for 'Username' and a password field (represented by dots). Below the password field is a red-bordered button labeled 'Forgot/Reset Password?' with a link for 'First Time Login'. A 'Login' button is at the bottom of the login section.

STEP 2 : Enter Personal Particulars before submit for password reset

- All fields are mandatory to fill up
- **USER NAME** is refer to **Login ID**
- **AGENCY/OTHER CODE** must be the last 6 alphanumeric characters
- Temporary Password can be send via **SMS** or **Email**



The screenshot shows the 'Forgotten Password' form. At the top, it says 'Kindly furnish your information below. Thank you!'. Below this is a red note: '* All fields are compulsory to be filled.' The form is titled 'Personal Particulars' and has a dotted line separator. It contains the following fields: 'User Name:' with a text input field; 'Agency/Other Code : ' with a text input field; a note: 'Note: The first 2 characters must be the branch code and follow by the 4 alphanumeric.'; a CAPTCHA image showing 'I M P f Q Z' with a 'Refresh' button; and 'Channel : ' with two radio buttons: 'SMS' (which is selected and highlighted with a red box) and 'E-mail'. At the bottom of the form are 'Submit' and 'Clear' buttons. Below the form, there is a link: 'Click [here](#) for Forgotten Password module guide.'

STEP 3 : Notification on Successful Password Reset

- For **Email**, a notification will be send to the registered email (*Refer STEP 4*)
- For **SMS**, a temporary password will be send to the registered mobile

Forgotten Password

**You are verified as authorised agent.
Your password has been reset successful and sent to your email.
Please login again and change your own password.**

STEP 4 : Email Notification

- Click the [link](#) to proceed for password reset

Dear DIRECT GREAT EASTERN STAFF,

Following your request using the **Forgot Password function**, please click [here](#) to reset your password.

For your convenience and enhanced security for your account, we recommend that you change to stronger password comprise of the following format:

- Password must NOT be the same as the user id.
- Password must NOT include composition of repeating characters.
- Password must have 8 characters long.
- Password must consist of alphabet, number and symbol (e.g. *, @, # or &) characters.

Thank you.

****Note:** If you did not request to reset your password, please email to our Customer Service Careline for further assistance > GiCare-my@greasterngeneral.com

For better assistance, kindly indicate the following details:

- Requestor Full Name
- Requestor Agent Code
- Requestor Mobile Number

Warmest regards,

Admin

STEP 5 : Prompt to change New Password

My Profile
Change Password

Please change your default password!!

* All fields are compulsory to be filled.

In order to change password, you need to key-in below :

Agency/Other Code :

New Password :

Note:
Password must NOT be the same as the user id.
Password must NOT include composition of repeating characters.
Password must have 8 characters long.
Password must consist of alphabet, digit and symbol (e.g. *,@,# or &) characters.

Re-confirm Password :

STEP 6 : Successful password changed confirmation

My Profile
Change Password

Password Changed Successfully

What IF both SMS & Email method are not working?

- **Account Inactive / Suspended**
 - Call **1300 1300 88** or email to GiCare-my@greasterngeneral.com to notify the Customer Service on the issue.
 - A verification procedure will be conduct before proceed with the request.

- **Change of Mobile No. and Email Address**
 - Agent (Requestor) to complete the **Change of Agency Details Form **** and submit to GiCare-my@greasterngeneral.com or respective marketer/marketing support
 - All fields are mandatory to complete
 - Processing require 3 to 5 working days

**** Can be obtain from GEGLink under Form Section**

THE END