

Forget IVRS Password

Trade Single Window

Forget IVRS Password

Electronic User Manual

1

Go to TSW website and click “Login” to start

2

Click “Forget Password”?

3

Select “IVRS (For Truck Driver Only)” under Choose Portal / System

4

Input Mobile No., IVRS Username, and the first 4 characters of Identity No.

5

Click “Next”

6

Review inputted information

7

Input CAPTCHA

8

Click ”Submit”

9

Reset password notification is sent via SMS

10

Dial to IVRS hotline

11

Input IVRS Username

12

Input the one-time password received in the reset password notification

13

Input Security Code generated by RSA Token or “FortiToken Mobile” App

14

Input the new 6-digit IVRS password

15

Input the new password again

16

The last 8 IVRS password cannot be used as the new IVRS password

17

The 6-digit IVRS password is set up successfully

18

Continue to select service in IVRS or hang up the call

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End of Chapter

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