



User Guide

6. Change Password

Table of Contents

6	Change Password.....	3
6.1	Access the Top Page for the Registration Website.....	3
6.2	Select the Change Password Function.....	4
6.3	Enter User Information.....	5
6.4	Set a New Password.....	6
6.5	Password Changed.....	7

6 Change Password

This guide explains how to change the password for a registered Prometric ID.

6.1 Access the Top Page for the Registration Website

Access the top page for the Registration Website.

<http://ac.prometric-jp.com/testlist/jfe/index.html>

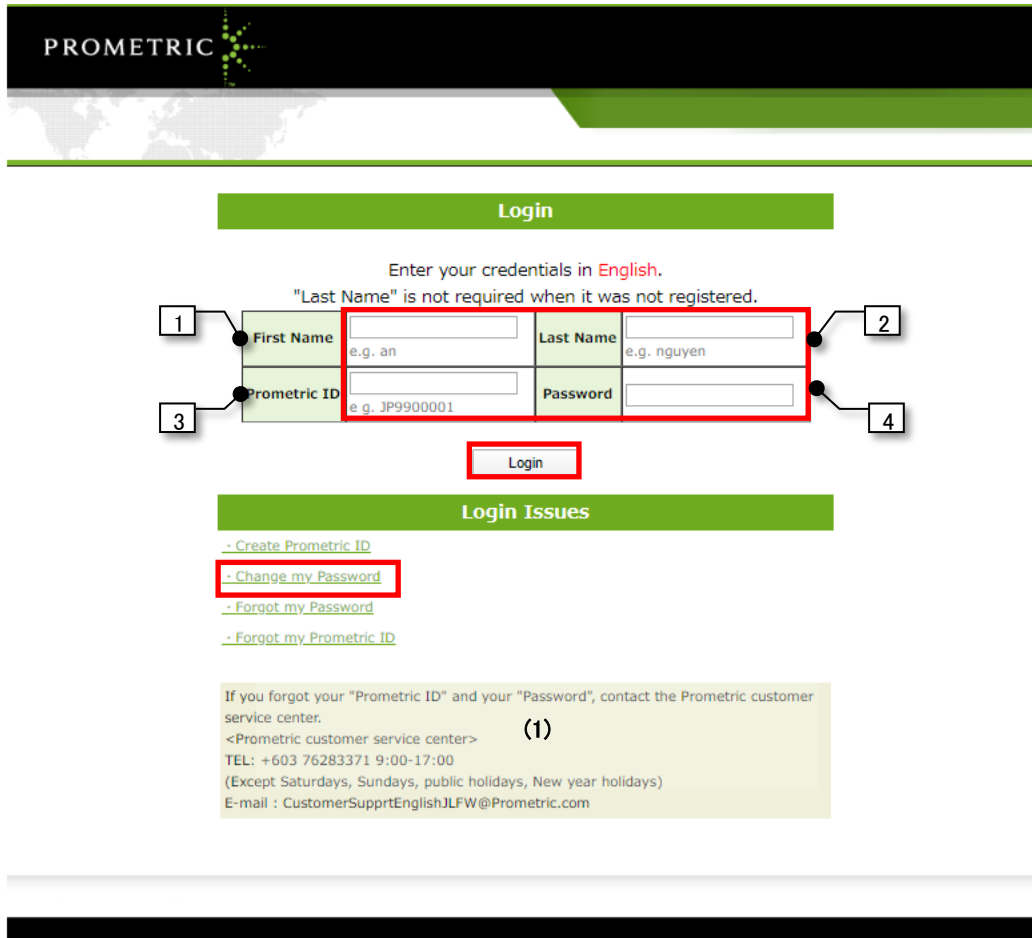


Click [**Login**].



- Please note that if you close the browser by clicking “×” on the upper right of the browser window while logged in to the Registration Website, you cannot log in again for 20 minutes. Please use the “Logout” button when you leave the Registration Website.

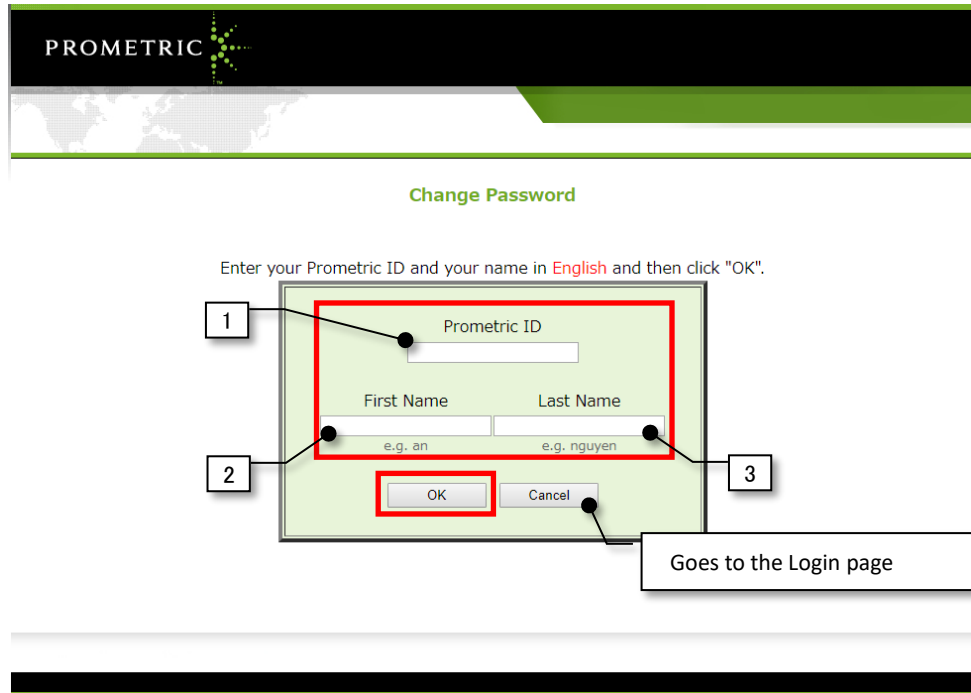
6.2 Select the Change Password Function



On the Login page, click **[Change my Password]**.

(1)
If you forgot your Prometric ID and your Password, contact the Prometric customer service center.
<Prometric customer service center>
TEL: +603 76283371 9:00-17:00
(Except Saturdays, Sundays, public holidays, New Year holidays)
E-mail: CustomersupportenglishJLFW@prometric.com
Note: Support can only be provided in English.

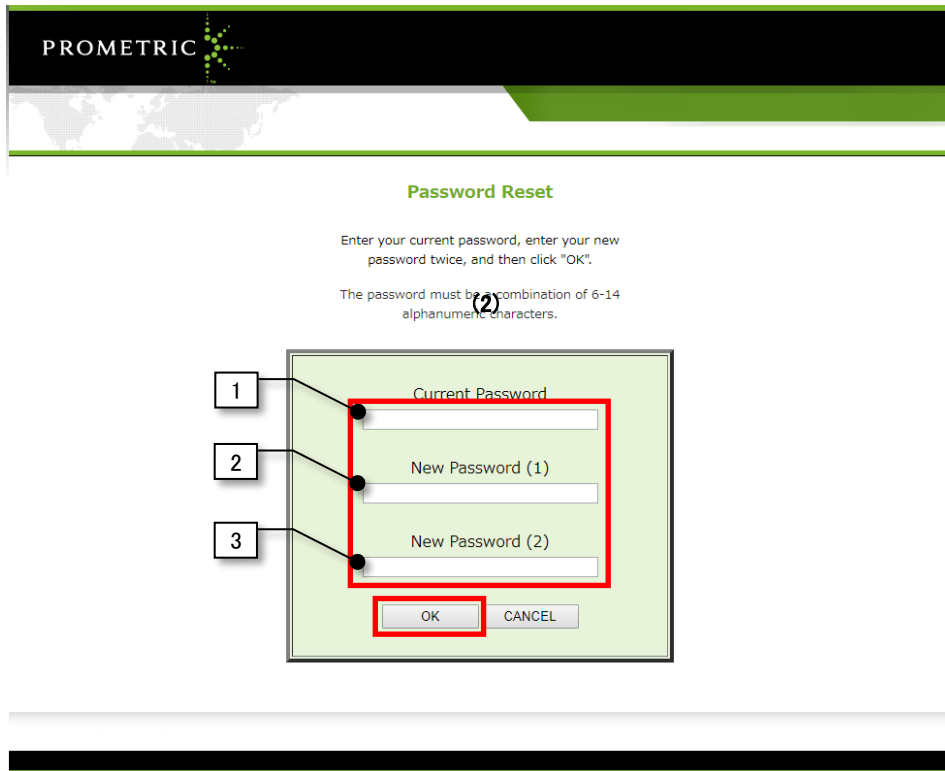
6.3 Enter User Information



Enter your Prometric ID and name in English and click **[OK]**.

1	Prometric ID	Mandatory	Enter your Prometric ID (case sensitive)
2	First Name	Mandatory	Enter the name for the examinee in English (must be the name registered for "Prometric ID")
3	Last Name	(see->)	Last Name is required if you registered it for "Prometric ID"

6.4 Set a New Password

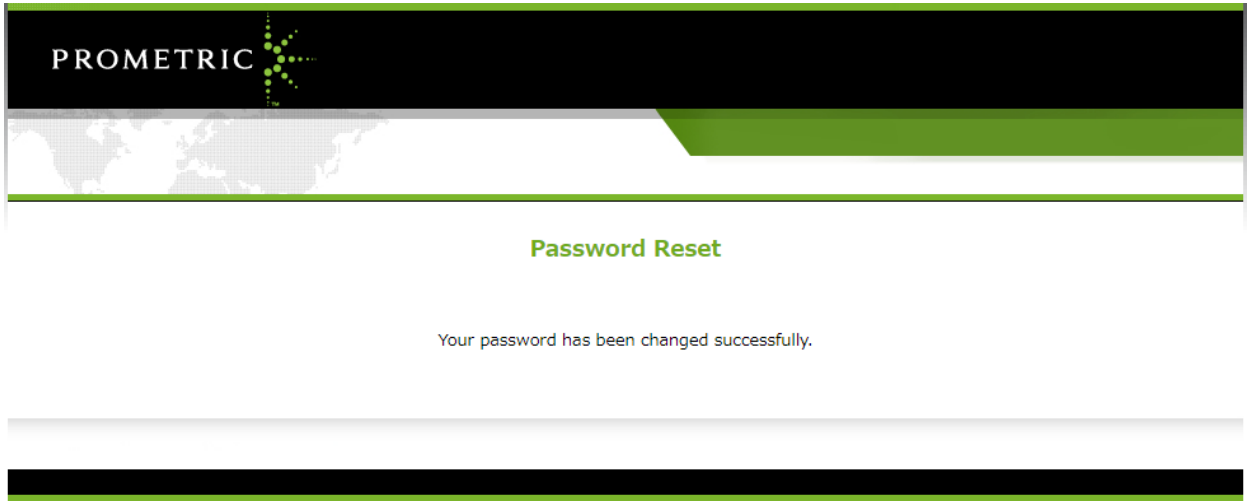


Enter the current password, followed by the new password twice, and click **[OK]**.

1	Current Password	Mandatory	Enter the current password
2	New Password (1)	Mandatory	Enter the new password
3	New Password (2)	Mandatory	Re-enter the new password

(2)
 Enter your current password, enter your new password twice, and then click "OK".
 The Password must be a combination of 6-14 alphanumeric characters.

6.5 Password Changed



If the above page is displayed, your password has been changed successfully.