



# User Guide

## 7. Reset Password

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## 7 Reset Password

This guide explains how to reset a forgotten password for a registered Prometric ID.

### 7.1 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>

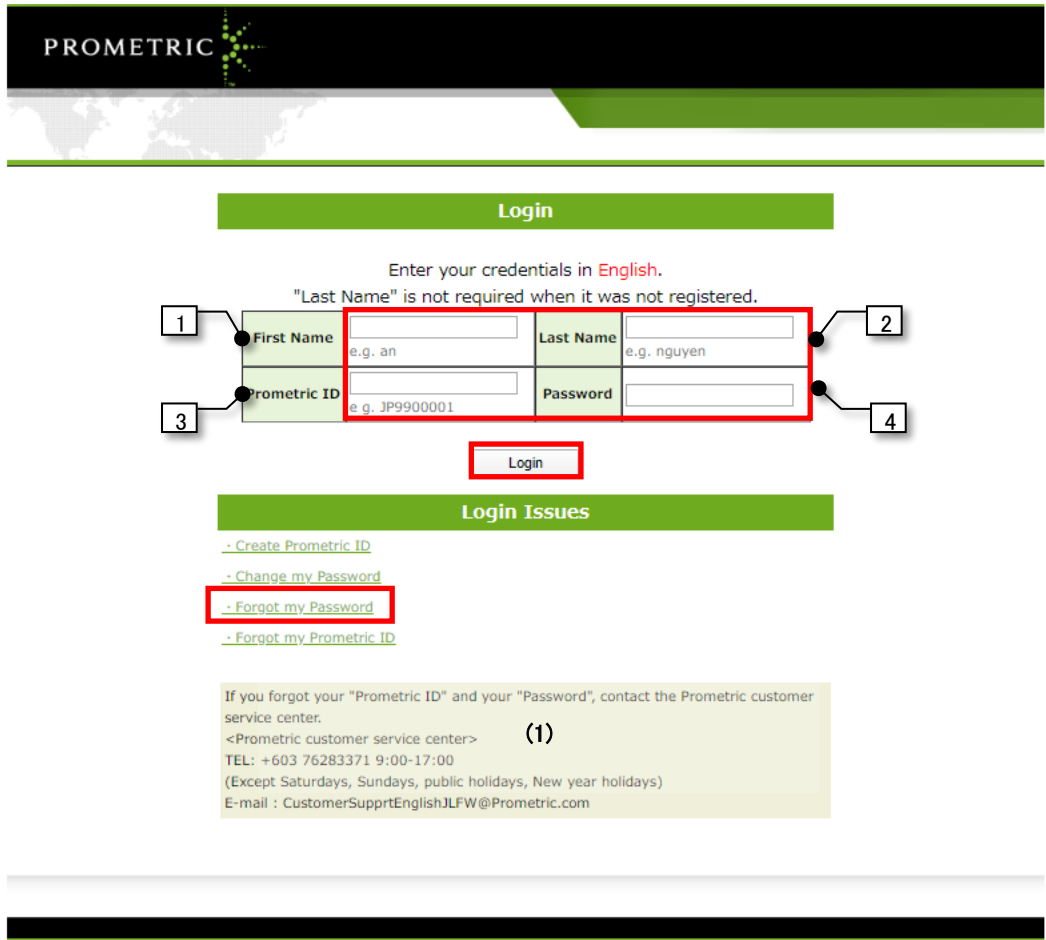


Click [**Login**].



- 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.

7.2 Select the Reset Password Function



On the Login page, click **[Forgot 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.

7.3 Enter User Information

Fill in all input fields with the required information and click [OK].

1	<b>Prometric ID</b>	Mandatory	Enter your Prometric ID (case sensitive)
2	<b>First Name</b>	Mandatory	Enter the name for the examinee in English (must be the name registered for "Prometric ID")
3	<b>Last Name</b>	(see ->)	Last Name is required if you registered it for "Prometric ID"
4	<b>Registered E-mail address</b>	Mandatory	Enter the e-mail address registered when your Prometric ID was created
5	<b>Emergency contact</b>	Mandatory	Enter an emergency contact phone number

(2)  
 Enter your credentials in English.  
 if the information you enter matches the registered information,  
 we will send you a temporary password by e-mail.

(3)  
 Note: Your registered e-mail address is the e-mail address you registered  
 when creating your Prometric ID.

7.4 Confirm Input Information

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Password Reset

Check the following contents, and then click the "Send" button.

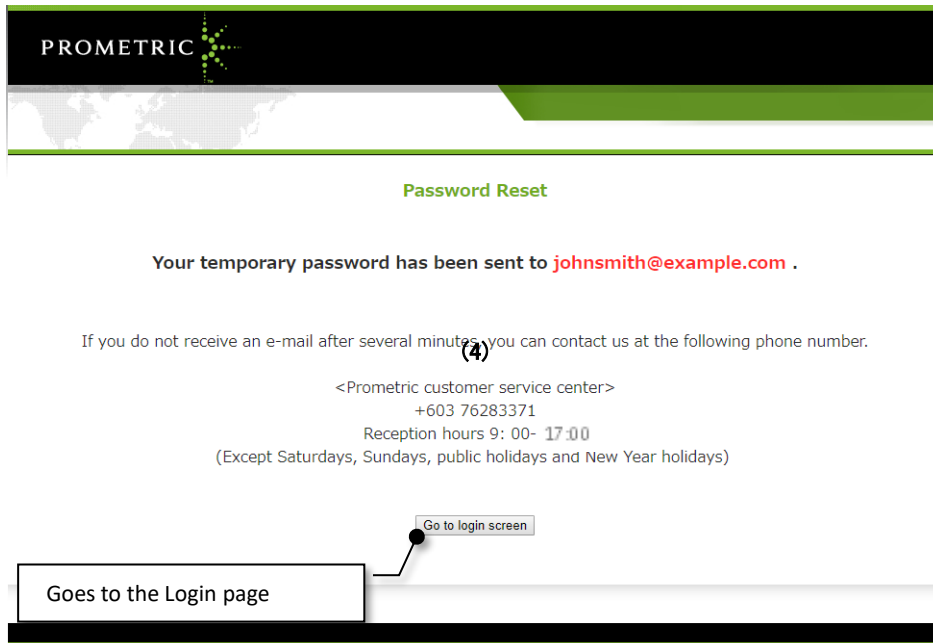
Prometric ID	JL0000001
First Name	JOHN
Last Name	SMITH
E-mail address	johnsmith@example.com
Emergency contact	870-457-71831

Return Cancel Send

Returns to the previous page

The details entered will display on the screen. If everything is correct, click **[Send]**.  
If any corrections are necessary, click **[Return]**.

7.5 Password Reset



A temporary password will be issued and sent to the specified e-mail address.  
Click on **[Go to login screen]** to go to the login page.

(4)  
Your Prometric ID has been sent to \*\*\*@\*\*\*\*\*.  
If you do not receive an e-mail after several minutes, you can contact us at the following phone number.  
<Prometric customer service center>  
+603 76283371  
Reception hours: 9: 00-17: 00  
(Except Saturdays, Sundays, public holidays and New Year holidays)  
Note: Support can only be provided in English.