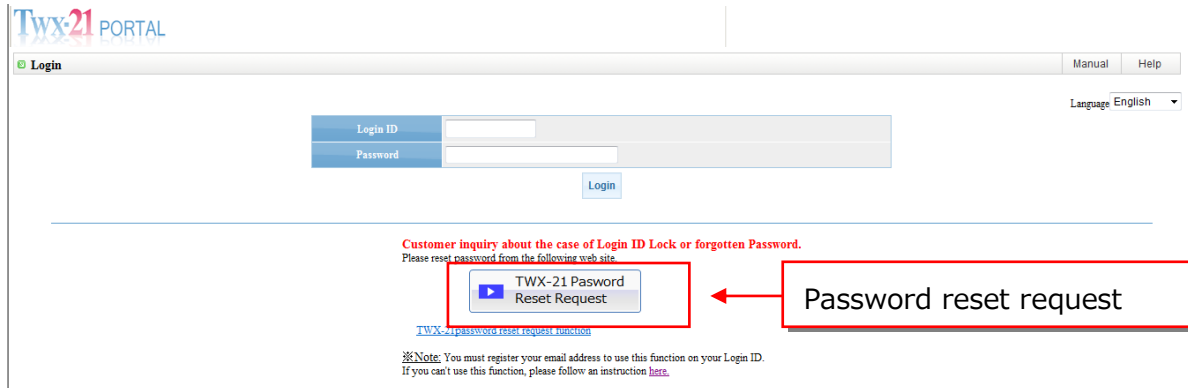


Hitachi, Ltd.,
TWX-21 Service Dept

To Dear All Customers

Subject:the Process password reset request



(1)Password reset request

Click "Send" button after input of "Login ID" and "mail address."

You will see "Password Reset Request Confirmation" screen after clicking "Send" button, and the user mail address which is registered in TWX-21 PORTAL get a notice mail called "Password Reset Notification."

Caution: This function is available for the users who registered his/her address correctly.

※In case that your mail address is not registered or is registered incorrectly

Please request password reset by "TWX-21 password request Web form" or "Help Desk (Mail/TEL)" as usual.

【Registered Information Check / Registration Method】

Please check / register the information with the following menu after login to Portal system.

•User himself /herself : Portal Menu> Login User Information Change> Registration Information Change>
User Information Change

•Administrator : Portal Menu> Management Function> User Information Change> User Search> User Information Change

※Mail addresses for user IDs except administrators' must be registered by the user himself / herself or the administrator.

※Our help desk can't change user mail addresses to prevent leakage of personal information or protect personal information.
(Only password reset for administrators is available.)

※Mail address for administrators must be changed by the administrator himself / herself with Management Function menu.

【Password reset request】

Twx-21 PORTAL

Password re-setting request Manual Help

Information

■If you forgot your password. And if your Login ID is locked.

- Please click a "transmission" button after inputting the following application information.
- The guidance mail for re-setting up a password is transmitted to the mail address registered into user information. Please re-set up within 1 hour.
- You can use this function who register the email address on your Login ID.

Login ID

Mail Address

Transmission Back

1. Enter a login ID and email address of your

2. Click "Transmission"

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Twx-21 PORTAL

Password re-setting request check Manual Help

Information

Notice mail of the password re-setup was transmitted.
Please confirm the contents of e-mail, and re-set up the password within 1 hour from a designated screen.

Close

Click ""

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【URL for password reset】

差出人: twx21staff@itg.hitachi.co.jp

宛先:

C C:

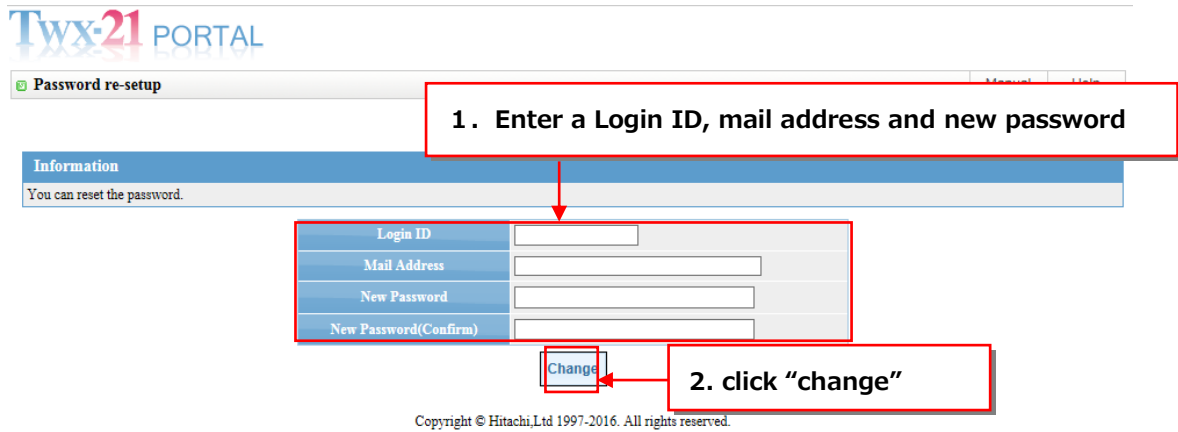
件名:

<https://webedigba.twx-21.com/portal/passwordReset?appIiKey=hbT4BQFnVo3WfyPZ2f>

The guidance mail for re-setting up a password is transmitted to the mail address registered into user information.

Note: Please re-set up within 1 hour.

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Please redo "Password Reset Request" when 1 hour has past or you access "Password Reset URL" on the mail called "Password Reset Notification" several times because of the onetime password invalidation.

【Password reset】error image



- ※Will check if the onetime password hasn't past 1 hour after "Password Reset Request" and if number of times of access is only one time.
- ※Will check "Login ID," "Mail Address" and "New Password" for password reset.
- ※Password must be from 8 to 32 digit, includes numbers and alphabets.

– End –