

Dear All Customers

Subject: the Process When You Forget Your Password

If you forget your password, you need to request for a "one-time password." Please ask your company administrator for its application.

You can login with "onetime password" only once and need to change the password as your new password . after the onetime password is issued.

(note: An "onetime password" is available only for 1 hour. If the time limit exceeded, please apply for "onetime password" again The procedure of issuing "onetime password" by company administrator is explained in "1.Users Who Have a Regular ID."

If you need to issue an "one time password" for company administrator, please contact our help desk. Help desk will provide a new onetime password after it asks your information to authenticate you (Refer to "Users Who Have an Administrator ID").

Contacts

<TWX-21Help Desk>

e-mail: helpdesk@twx-21.hitachi.ne.jp
TEL: +852-8101-9076

Contents

1.Users Who Have a Regular ID

If you have a Regular ID and forget the password, please ask a user who have an administrator ID to make a new login password.

⇒Please refer to "3. How to Make a New Password for a Regular ID by Administrator " to check the process.

2.Users Who Have an Administrator ID

If you have an Administrator ID and forget the password, please contact our help desk by yourself.

When you call our help desk to issue a onetime password, a help desk operator will ask you about your company information and authenticate you. After that, validation procedure, a onetime password is issued over the phone.

3. How to Issue a Onetime Password for a Regular ID by Administrator

For Administrators: Please follow the following procedures to issue a onetime password for regular ID user.

The image contains two screenshots of the TWX-21 PORTAL interface. The top screenshot shows the login page with fields for 'Login ID' and 'Password', and a 'Login' button. A language dropdown menu is set to 'English'. Two callout boxes with arrows point to the login fields and the 'Login' button, with instructions: '1. Enter a login ID and a password of your' and '2. Click "Login."'. The bottom screenshot shows the 'Menu' page with a sidebar containing various options. The 'Password reissue' option is highlighted with a red box, and a callout box with an arrow points to it with the instruction: '1. Click "Password reissue" on the TWX-21 PORTAL menu.' The top of the menu page shows user information: Member ID: EJFU1070100009Z10400, Member Name: Hitachi Ltd. TWX-21Service Dept., Login ID: 10323297, User Name: ..., Authority: Administrator of CS.

Twx-21 PORTAL Member ID : EJUU128951TST0020000 Member Name : TEST TEST
 Login ID : WR012739 User Name : TEST TEST Authority : Administrator of Regular Member

User Search Menu Logout Manual Help

Search Condition

User ID

Login ID

User Name

Search Return to initial status Back

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1. Enter items which you want to search.
*If you don't enter any items, you will see all IDs which are registered as your
2. Click "Search."
To reset the entries, click "Clear"
To return -a previous screen, Click "Back."

Twx-21 PORTAL Member ID : EJUU128951TST0020000 Member Name : TEST TEST
 Login ID : WR012739 User Name : TEST TEST Authority : Administrator of Regular Member

User Search Menu Logout Manual Help

Search Condition

User ID

Login ID

User Name

Search Return to initial status Back

Result for Search

Result is 2

No.	Member No.	Member Name	Login ID	User Name
1	EJUU128951TST0020000	TEST TEST	WR012739	TEST TEST
2	EJUU128951TST0020000	TEST	CZ021017	..

Result is 2

Back

1. Select and click a login ID which you want to issue a onetime password from a list of searched result.
2. To return a previous screen, Click Back."

Twx-21 PORTAL Member ID : EJUU128951TST0020000 Member Name : TEST TEST
 Login ID : WR012739 User Name : TEST TEST Authority : Administrator of Regular Member

Password re-Issue Menu Logout Manual Help

User ID EJUU128951TST0020001

Login ID CZ021017

Telephone Number

FAX Number

Mail Address -@-

New Password mXacknvU01

Reissue Back

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- The ID information you have selected is displayed.
1. Please verify a onetime password displayed in "New Password" entry that is issued by a system. (note: It must be in half-byte alphanumeric and within 32 characters.)
*Please keep a memo of this information for making a notice to end user with onetime password.
*Onetime password can be changed at this registration procedure other than what is generated by a system.
e.g. mXacknvU01 - Onetime password (new tentative password)
*Valid period : Onetime password will be valid from its issue to end of following day. When a valid
 2. To register and issue a onetime password entered, Click "Reissue."
To return a previous screen, Click "Back."