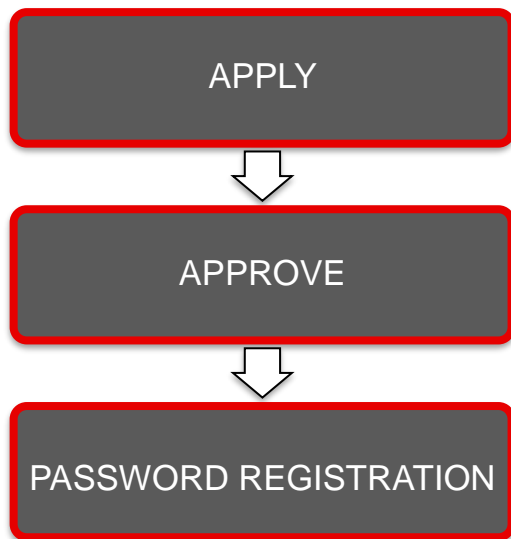


COMSUITE Portal

PASSWORD RESET

NOTE:

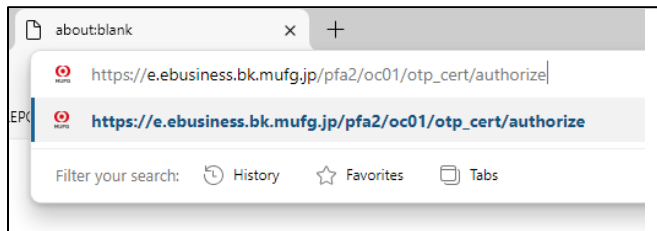
Password Reset Process Flow



1. Any User **or** Administrator to apply a password reset on behalf of the locked-out user.
2. The Administrator to approve the password reset applied.
3. The locked-out user to register a new password after receiving an email completion notice.

Step #1: Access the URL of COMSUITE Portal

- ❑ In a browser, enter the link on the address bar: https://e.ebusiness.bk.mufig.jp/pfa2/oc01/otp_cert/authorize



Login Screen

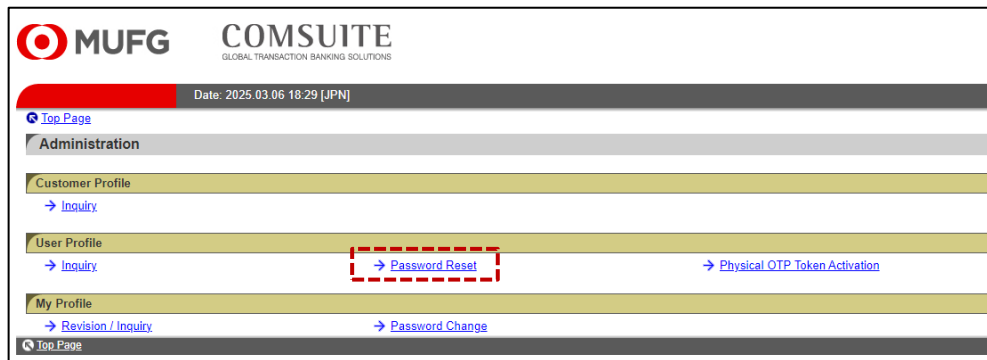
A screenshot of the MUFG COMSUITE login screen. The background is a cityscape at night. The login form is centered and contains the following fields: 'Customer ID', 'User ID', 'Password' (with a 'Forgot Password?' link), and 'One Time Password' (with a question mark icon). Below the fields is a red 'Login' button. At the bottom, there are links for 'Password Registration' and 'How to Start Using COMSUITE Services'. A red banner at the top of the form area reads: 'Attention! Are you sure you're sending money to the right account?'.

Step #2: Navigate the Administration page

- ❑ Upon successful log in, click *[Administration]*



- ❑ Under User Profile, click *[Password Reset]*



Step #3: Navigate the Password Reset: User List

- ☐ A list of users you can apply for a password reset will appear on the screen.

[Top Page](#)

Select Menu

ECM200201

Password Reset: User List

Please do not apply for password reset if you are the only administrator who can login now. For this situation, please request a password reset to your servicing MUFG Bank office.

User List

COMSUIE User ID	COMSUIE Customer ID	Branch Name
COMSUIE User Name	COMSUIE Customer Name	
User01		Manila Branch
JUAN DELA CRUZ	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	
		Manila Branch
XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	
		Manila Branch
XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	
		Manila Branch
XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	
		Manila Branch
XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	

[Top Page](#)

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- ☐ Select the COMSUIE User ID of the locked-out user.

Step #4: Apply the Password Reset: User List

- ❑ Click *[Apply]*

Top Page Select Menu Inquiry Go ECM200202

Password Reset: Details

User Information

COMSUITE	Contracting Branch Name	Manila Branch
	Customer ID	XXXXXXXXXX
	Customer Name	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	User ID	XXXXXXXXXX
	User Name	XXXXXXXXXX
e-mail Address for Password / Challenge Code Notification		

Back to User List Top Page Apply

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- ❑ Check the User Information and then click *[Apply]* to confirm

Top Page Select Menu Inquiry Go ECM200203

Password Reset: Confirm

Please confirm User Information below.
• To proceed, click on "Apply" button.

User Information

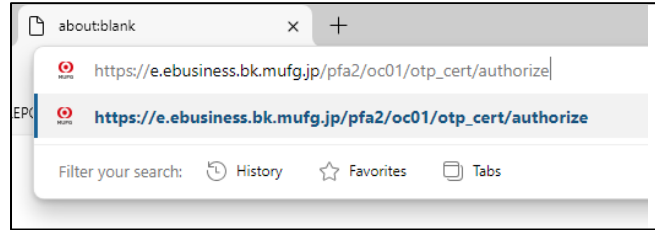
COMSUITE	Contracting Branch Name	Manila Branch
	Customer ID	XXXXXXXXXX
	Customer Name	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	User ID	XXXXXXXXXX
	User Name	XXXXXXXXXX
e-mail Address for Password / Challenge Code Notification		

Back to Details Top Page Apply

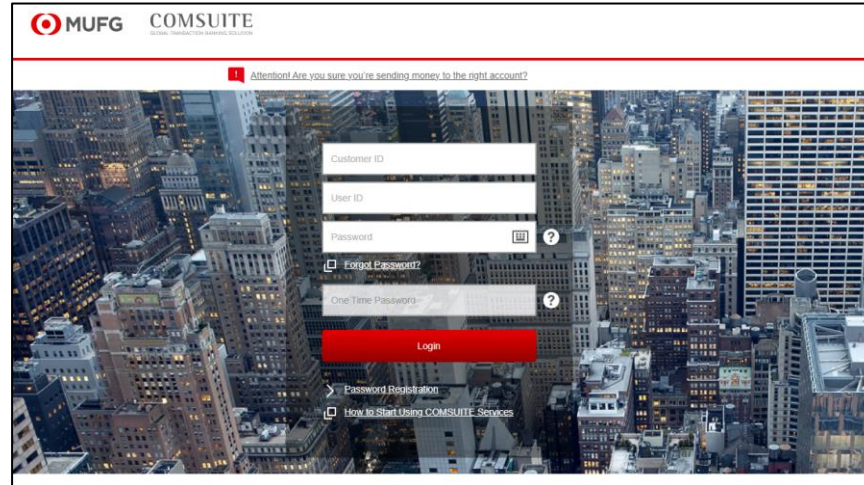
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Step #1: Access the URL of COMSUITE Portal

- ❑ In a browser, enter the link on the address bar: https://e.ebusiness.bk.mufig.jp/pfa2/oc01/otp_cert/authorize



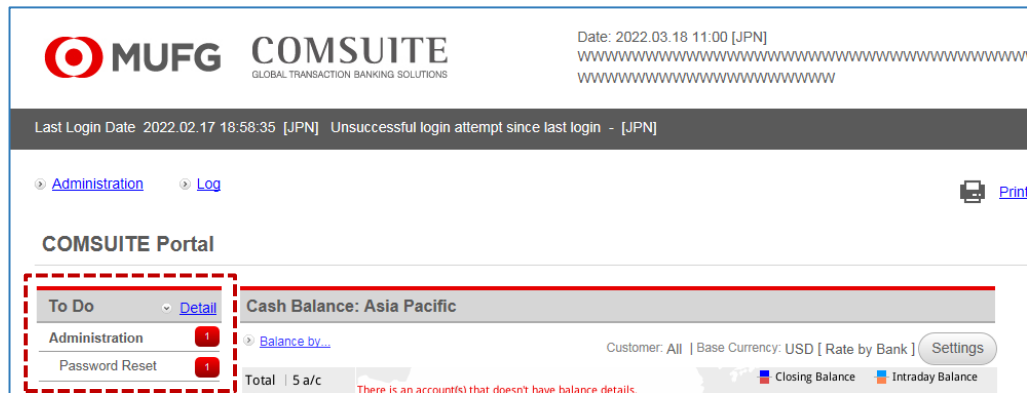
Login Screen



APPROVER

Step #2: Navigate to the To Do List

- ❑ Upon successful log in there should be an entry pending for approval, click the *[number]* inside the box.



COMSUIE Portal

To Do [Detail](#)

- Administration **1**
- Password Reset **1**

Cash Balance: Asia Pacific

Balance by...

Customer: All | Base Currency: USD [Rate by Bank] | [Settings](#)

Total | 5 a/c

There is an account(s) that doesn't have balance details.

Closing Balance Intraday Balance

- ❑ Select the COMSUIE [User ID](#) of the locked-out user

User List	
COMSUIE User ID	COMSUIE Customer ID
COMSUIE User Name	COMSUIE Customer Name
ADMIN1	
XXXXXXXXXXXX	XX

Step #3: Authorize the Password Reset request

- Click [Approve / Reject]

User Information		
COMSUITE	Contracting Branch Name	Manila Branch
	Customer ID	[REDACTED]
	Customer Name	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	User ID	ADMIN1
	User Name	XXXXXXXXXXXX
e-mail Address for Password / Challenge Code Notification		

[Back to User List](#) [Top Page](#) [Approve/Reject](#)

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- Authorize the request – follow steps i to iii and then click [Approve]

Transaction Authorization (To reject, entering Transaction Authorization Code is not required.)

i. Press the "3"(SIGN) button of the OTP token.
 ii. Enter the challenge code to the OTP token and press the "OK" button.
 iii. Enter the displayed code to the Transaction Authorization Code field.

Challenge Code: 239897

Transaction Authorization Code: [REDACTED]

Click the "Approve" button to finish transaction authorization.

[Approve](#) [Reject](#)

- Once approved, advise User to proceed with **Password Registration**.

Should you have any concerns, feel free to contact the Transaction Banking helpdesk at +632 8886 7371 local 8051-8073 or email us at cmsph_support@ph.mufg.jp

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