

# COMSUITE

User Login Guide

## Login Screen

The screenshot shows the login interface for COMSUIE. It features a background image of a city skyline. The form consists of five main elements, each highlighted with a red circle and a number:

- 1**: A text input field containing the Customer ID "36557000".
- 2**: A text input field containing the User ID "johndoe".
- 3**: A password input field with a masked password ".....", a keyboard icon, and a help icon (?).
- 4**: A One Time Password (OTP) input field with a masked password "....." and a help icon (?).
- 5**: A red "Login" button.


Below the input fields, there are two links: "Forgot Password?" and "How to Start Using COMSUIE Services". At the bottom left, there is a link for "Password Registration".

- [Click here](#) to launch COMSUIE
- 1** Enter your Customer ID (e.g. 36557000 or A0000001)
- 2** Enter User ID (case sensitive)
- 3** Enter Password
- 4** Enter One Time Password (OTP)  
(press **1** LOGIN on your OTP Token device to generate OTP)
- 5** Click **Login**

### Note:

- Refer to next page if you encounter an error

## Login Failed

**Log-in failed. Please confirm the following.**

In the case that Customer ID, User ID, Password or One Time Password is incorrect, you cannot log in. Please check the information you entered and try again.  
If you enter a wrong number four times, your account will be locked.  
If your OTP token has not been activated, you cannot log in. Please confirm with your administrator.

OK **1**

**1** Click  & try to login again (go back to previous page for login instructions)

### Note:

- If you have entered your login credentials correctly but have been inactive for more than 3 months, please try to login again (at least 2 – 3 more times) until you get prompted for OTP Token Synchronization screen (refer to next page for synchronization steps)
- If the same error appears again after re-synchronizing your OTP Token Device, please apply for Password Reset

## OTP Token Synchronization

**Time correction**

After entering the two OTP, click OK button.  
Please login again when the login screen is displayed.

OTP1	<input type="text" value="*****"/>	1
OTP2	<input type="text" value="*****"/>	2

3

- 1 Enter OTP1**  
(press **1** **LOGIN** on your OTP Token device to generate OTP)
- 2 Enter OTP2**  
(press **1** **LOGIN** on your OTP Token device again to generate OTP – please make sure the 2<sup>nd</sup> OTP is different)
- 3 Press **OK** to complete the synchronization & please login one more time**  
(go back to **Page 2** for login instructions)