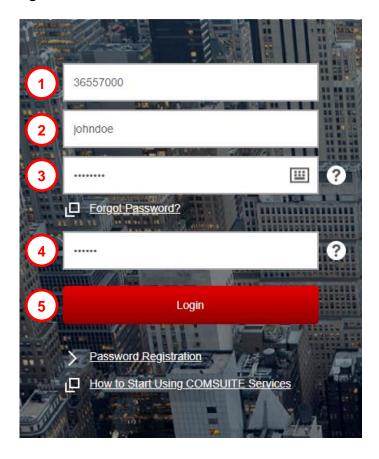
COMSUITE User Login Guide



Login Screen



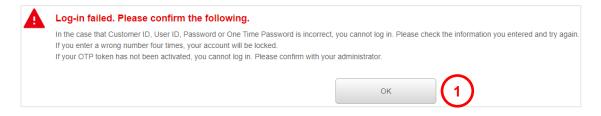
- Click here to launch COMSUITE
- 1 Enter your Customer ID (e.g. 36557000 or A0000001)
- 2 Enter User ID (case sensitive)
- 3 Enter Password
- 4 Enter One Time Password (OTP)
 (press 1 LOGIN on your OTP Token device to generate OTP)
- 5 Click Login

Note:

• Refer to next page if you encounter an error



Login Failed



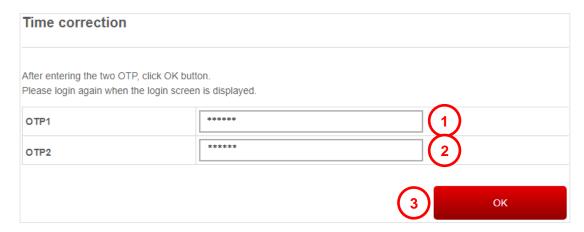
1 Click OK & try to login again (go back to previous page for login instructions)

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



- 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 2nd OTP is different)
- 3 Press OK to complete the synchronization & please login one more time

 (go back to Page 2 for login instructions)

