

COMSUITE

Password Reset Guide

Things to note

- If you have been locked out or unable to login after trying for more than three (3) times, please refer to the following:
 - 1 Please get any user first to apply Password Reset on your behalf (please make sure there is an administrator to do Step 2)
(refer to **Page 3**)
 - 2 Once Password Reset has been applied, please get an administrator to approve the request
(refer to **Page 6**)
 - 3 Once Password Reset has been approved, please proceed for Password Registration

Administration — Password Reset

Administration **1**

COMSUIE Portal

To Do [Detail](#)

- Administration **2**
- Password Reset **1**
- OTP Token Activation **1**
- Notice **12**

Direct Links

Cash Management

- GCMS Plus **2**
- FOREX
- Cash Forecasting
- CMS Taiwan
- CMS Thailand
- MUFG DUO

Global Cash Balance

Balance by... Customer: ALL | Base Currency: JPY [Rate by Bank] [Settings](#)

Total | 0 a/c

110.0
90.0

Please register Base Currency in GCMS Plus to display balance.
There is an account(s) that cannot display balance since the exchange rate has not been registered in GCMS plus.
There is an account(s) that doesn't have balance details.
There is an account(s) that cannot display balance. Please contact your servicing BTMU office for further assistance.

Closing Balance Intraday Balance

Region	0 a/c
EMEA	10.0
East Asia	50.0
North America	-50.0
Asia Pacific	50.0
Central & South America	50.0
Others	50.0

Others | 0 a/c

50.0
30.0

Notice

[Inbox](#)

1 Login to COMSUIE & click on [Administration](#)

2 Click on [Password Reset](#)

• See next page

[Top Page](#)

Administration

- Customer Profile
 - [Inquiry](#)
- User Profile
 - [Inquiry](#)
 - [Password Reset](#) **2**
 - [OTP Token Activation](#)
- My Profile
 - [Profile Revision / Inquiry](#)
 - [Password Change](#)

Select User

[Top Page](#) Select Menu **Inquiry** Go

Password Reset: User List ECM200201

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
ADMIN01	A9999999	Ho Chi Minh City Br.
George Sato	ABC Corp	
ADMIN02	A9999999	Ho Chi Minh City Br.
John Smith	ABC Corp	
USER01 3	A9999999	Ho Chi Minh City Br.
Maria Tris	ABC Corp	
USER02	A9999999	Ho Chi Minh City Br.
Ken Suzuki	ABC Corp	
USER03	A9999999	Ho Chi Minh City Br.
Amy Li	ABC Corp	

3 Click on the User ID (e.g. [USER01](#)) to select a user

4 Click

- See next page

[Top Page](#) Select Menu **Inquiry** Go

Password Reset: Details ECM200202

User Information

COMSUIE	Contracting Branch Name	Ho Chi Minh City Br.
	Customer ID	A9999999
	Customer Name	ABC Corp
	User ID	USER01
	User Name	Maria Tris
e-mail Address for Password / Challenge Code Notification		

[Back to User List](#) **4**

Apply & Confirm

[Top Page](#) Select Menu **Inquiry** Go

Password Reset: Confirm ECM200203

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

User Information

COMSUITE	Contracting Branch Name	Ho Chi Minh City Br.
	Customer ID	A9999999
	Customer Name	ABC Corp
	User ID	USER01
	User Name	Maria Tris
e-mail Address for Password / Challenge Code Notification		

[Back to Details](#) **5**

5 Click to confirm

6 Password Reset has been applied. Click

- Go back to **Page 3** to apply a password reset for another user (if any)

[Top Page](#) Select Menu **Inquiry** Go

Password Reset: Result ECM200204

Password reset has been Applied.

6

User Information

COMSUITE	Contracting Branch Name	Ho Chi Minh City Br.
	Customer ID	A9999999
	Customer Name	ABC Corp
	User ID	USER01
	User Name	Maria Tris
e-mail Address for Password / Challenge Code Notification		

Password Reset — Waiting for Approval

☰ MUFG DUO
Inbox

Trade Finance

Trade Manager

Securities Management

WEBINQ

Service Catalog

Cash Management

Netting

CMS Singapore

CMS Hong Kong

Trade Finance

Payables Finance

Service Links

Belgium

Notice

26.Apr.2020 12:00 ■ [Expiration of electronic certificate is approaching](#)

20.Apr.2020 12:00 [System maintenance schedule](#)

18.Apr.2020 12:00 [We launch new service](#)

11.Apr.2020 12:00 [\[Be careful!\] Spam mail reported](#)

09.Apr.2020 12:00 [Confirmation NO.0123456](#)

05.Apr.2020 12:00 ■ [Expiration of electronic certificate is approaching](#)

02.Apr.2020 12:00 [\[Campaign\] Chance to upgrade your customer stage: Introduction of our updated policy for tran...](#)

28.Mar.2020 12:00 [We launch new service](#)

17.Mar.2020 12:00 [Confirmation NO.0123456](#)

16.Mar.2020 12:00 [Confirmation NO.7890234](#)

06.Mar.2020 12:00 ■ [\[Be careful!\] Spam mail reported](#)

12.Feb.2020 12:00 ■ [System maintenance schedule](#)

[Page Top](#)

To Do - Detail

COMSUIE Portal	Waiting for Application	Waiting for Approval	Re...	...
Password Reset	-	1	1	-
OTP Token Activation	1	2	2	-

- 1 Login to COMSUIE and click on the number (e.g. [1](#)) under To Do – Detail → Password Reset → Waiting for Approval
 - 2 Click on the User ID (e.g. [USER001](#)) to select a user
- See next page

[Top Page](#)
Select Menu Inquiry Go

Password Reset: User List ECM200201

User List

COMSUIE User ID	COMSUIE Customer ID	Branch Name
COMSUIE User Name	COMSUIE Customer Name	
USER001	36557000	Singapore Branch
John Smith	ABC Corp	

Approve & Authenticate

[Top Page](#) Select Menu **Inquiry** | Go

Password Reset: Details ECM200202

User Information

COMSUITE	Contracting Branch Name	Ho Chi Minh City Br.
	Customer ID	A9999999
	Customer Name	ABC Corp
	User ID	ADMIN02
	User Name	John Smith

e-mail Address for Password / Challenge Code Notification

3

[Top Page](#) Select Menu **Inquiry** | Go

Password Reset: Approval ECM200206

User Information

COMSUITE	Contracting Branch Name	Ho Chi Minh City Br.
	Customer ID	A9999999
	Customer Name	ABC Corp
	User ID	ADMIN02
	User Name	John Smith

e-mail Address for Password / Challenge Code Notification

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.

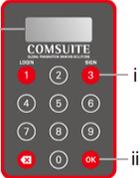
Challenge Code

iii. Enter the displayed code to the Transaction Authorization Code field.

Transaction Authorization Code

4

Click the "Approve" button to finish transaction authorization.



5

[Back to Details](#)

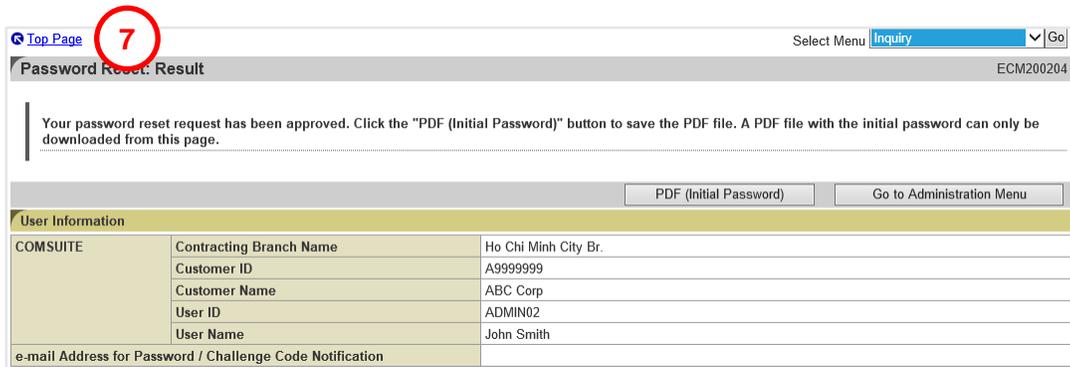
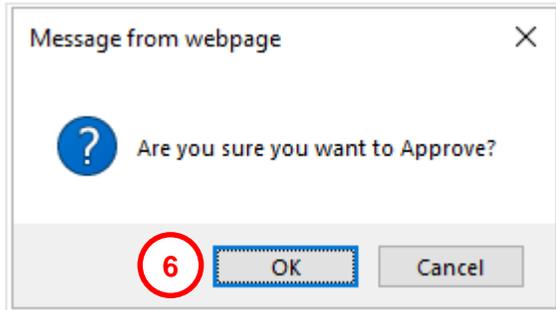
3 Click

4 Enter Transaction Authorization Code
(refer to the instructions on the screen how to generate the code)

5 Click

- See next page

Password Reset — Complete



6 Click to confirm

7 Password Reset has been approved. Click on [Top Page](#)

- Go back to **Page 6** to approve a password reset for another user (if any)

Note:

- Once Password Reset has been approved. The user(s) can proceed to register new password