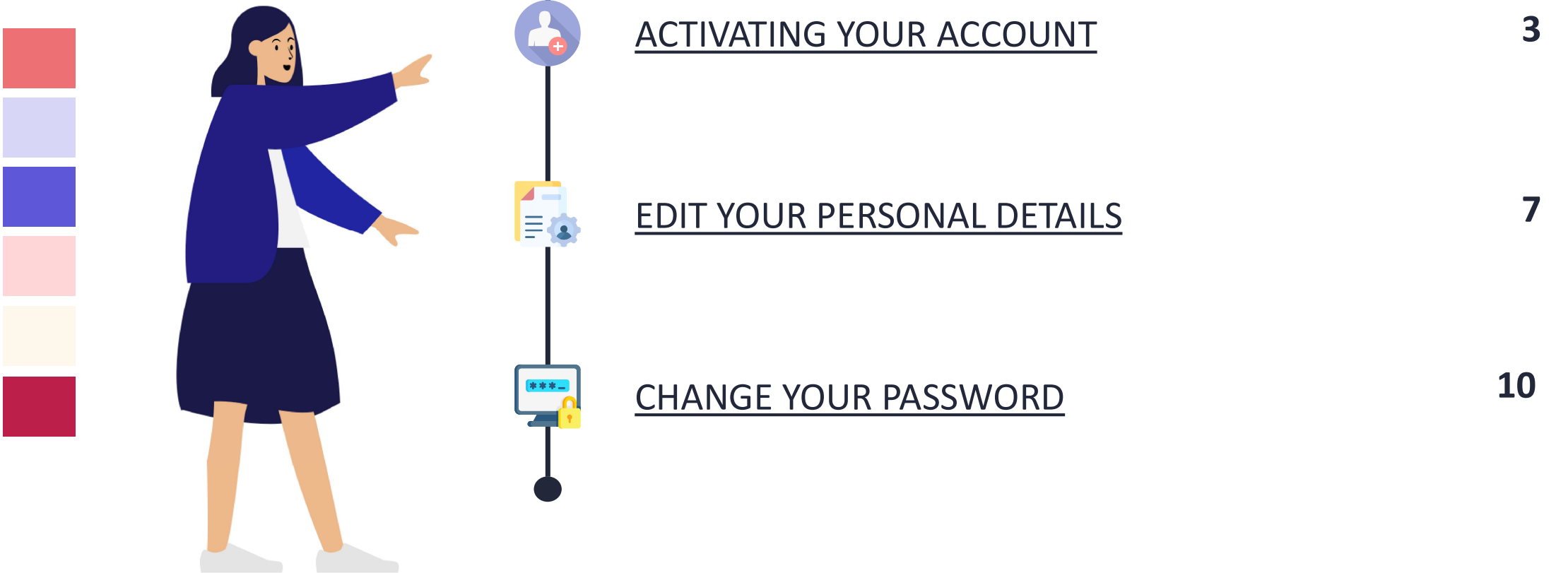


# User Manual

## Managing your Profile: FI Members

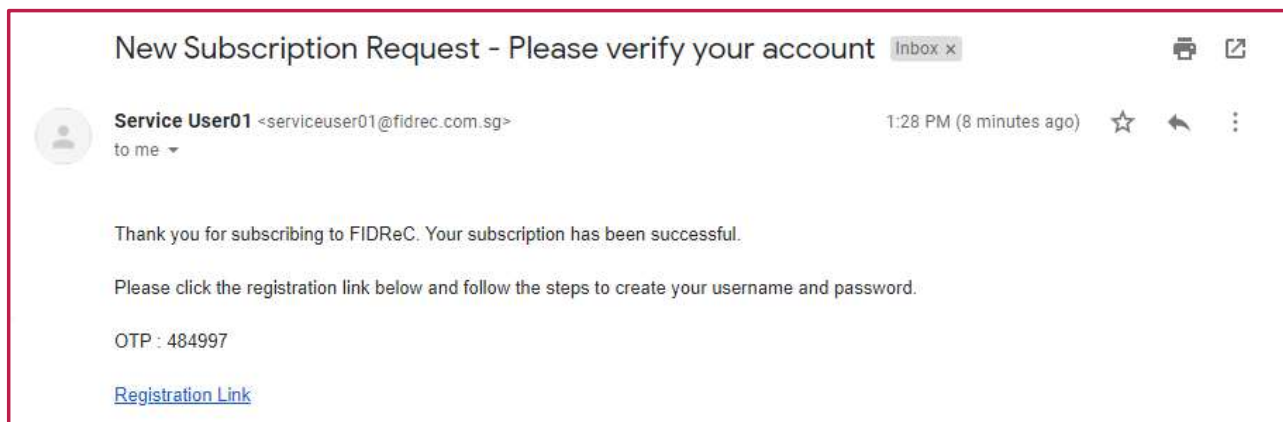
Within this tutorial, we will take a look at how you can...





## ACTIVATING YOUR ACCOUNT

FIDReC



1

If you are a CEO, Primary Contact or have been added as a user for a Financial Institution (FI) on the FIDReC portal, you will receive an email containing an OTP that you will use to activate your account.

2

Click on the '**Registration Link**' contained in the email. You will be brought to a page that will prompt you to input the OTP, shown in the next page.



### Some helpful tips:

Do note that the OTP expires after 30 mins. Do also check your 'Spam' folder if you can't find the email in your main email inbox.



## ACTIVATING YOUR ACCOUNT

FIDReC

3

Once you click on the registration link from your email, you will be directed to the OTP page. Enter your OTP and click on [Register](#).

[Sign in](#)

Verify Account

Please enter your OTP

\* OTP

[Register](#)

[Resend OTP](#)

Resend OTP

\* Email

Enter your email address to request a new OTP.

[Send](#)



### Some helpful tips:

If your OTP has expired, you can click on [Resend OTP](#) to request for a new one. On the **Resend OTP** page, you will need to enter the same email address where you received your initial OTP.



[Sign in](#) [Verify Account](#)

Redeeming code: **513584**


Please set your username and password

\* Email

testficeo01@outlook.com

\* Username

username

\* Password 


.....

\* Confirm password

.....

Register

4


Once you click **Register** on the OTP page, you will be required to set your desired **Username** and **Password**. You can click on the  icon to view the password requirements.

5

Once done, click on the [Register](#) button to complete your registration process.



### Some helpful tips:

You can view the password that you have entered by clicking on the  icon.



**FIDReC**

DashboardResourcesInvoicesMy Financial Institution0TEST CEO

Welcome TEST CEO

My Cases

Cases Under Processing

Search

Case Number	Nature of Complaint	Complainant	Financial Institution	Case Manager	Sub Status	Due Date [FI]	Created On
There are no records to display.							

My Tasks

Search

Date Created	Case Name	Subject	Due Date	Activity Status
There are no records to display.				

My Appointments

Search

Subject	Start Time	Appointment Type	Case Name	Status
There are no records to display.				

6

You are all set! You can now view your personalized dashboard and view all your cases, tasks and appointments.





## EDIT YOUR PERSONAL DETAILS

FIDReC

The screenshot shows the FIDReC website's sign-in interface. At the top, there is a navigation bar with links: About Us, Processes, Resources, Register, Submit Enquiry, and Sign in. Below the navigation bar, there are two tabs: 'Sign in' (selected) and 'Verify Account'. The main heading is 'Sign in with a local account'. There are two input fields: '\* Username' and '\* Password'. Below these fields, a message states: 'An OTP (One Time Password) will be sent to your registered email address. Please enter the OTP to sign in to your account. If you don't find the OTP email in your primary inbox, please check your spam folder.' Below this message, it says 'Please note that OTP will expire in 5 minutes.' At the bottom, there is a blue 'Sign in' button and two links: 'Forgot password?' and 'Forgot username?'.

1

To edit your account details, visit our website at [www.fidrec.com.sg](http://www.fidrec.com.sg). Select the **Sign in** option on the top menu, and sign in to your account.

2

Upon clicking 'Sign in' you will be prompted to input an OTP that will be sent to the email registered to your account.



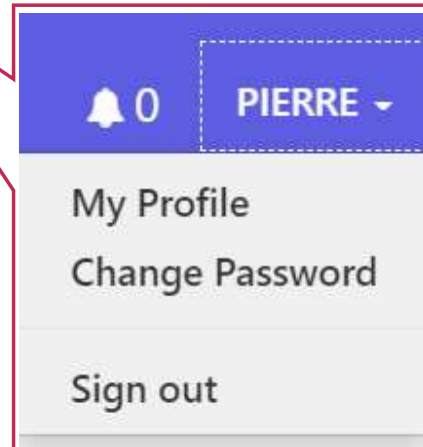
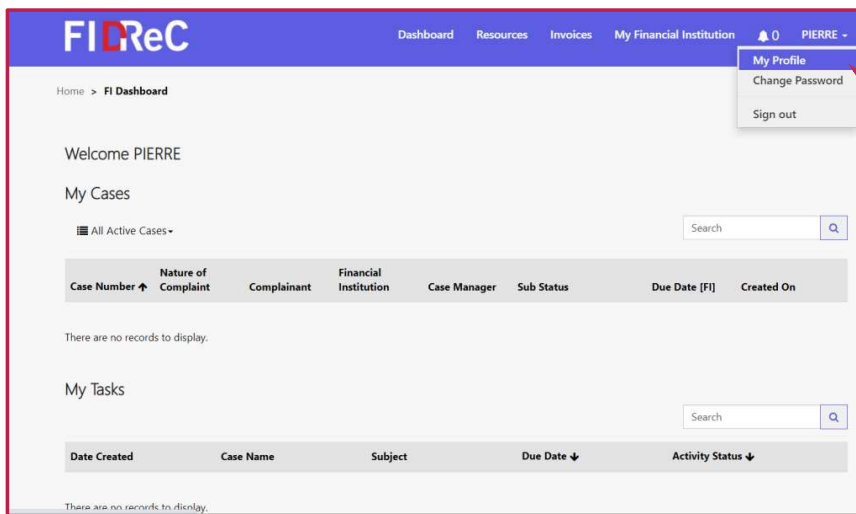
### Some helpful tips:

Click on [Forgot password?](#) [Forgot username?](#) if you cannot remember your details as you will be locked out of your account after 5 unsuccessful tries



## EDIT YOUR PERSONAL DETAILS

FIDReC



3

Once you are logged in, click on your Username on the top menu. Click on [My Profile](#) to access your profile page.





PIERRE

My Profile

Change Password

My Profile

Contact Details

Name \*

PIERRE

Designation

CEO

Department

Telephone No \*

12321999123

Email Address

fidrectester47@outlook.com

Fax No

Submit

4

You will be directed to your profile page where your **Contact Details** will be present.

5

You are now able to edit and update any of the information fields present. Simply type in or select the new or latest information. Click **Submit** to save the new changes.



### Some helpful tips:

However, you are unable to edit your **Name**, as this is set up by your company. Do contact our administrator if these changes are necessary.



## CHANGE YOUR PASSWORD

FIDReC

You are also able to change your password in the My Profile page.

Home > My Profile

### My Profile

TEST CEO

My Profile

Change Password

### Contact Details

Name \*  
TEST CEO

Telephone No \*  
+6512345678

Designation

Email Address

1

Click on the **Change Password** button on the left panel of the My Profile page to be directed to the Change Password view. Alternatively, you can hover over your name in the top menu and select **Change Password** in the dropdown menu.



## CHANGE YOUR PASSWORD

FIDReC

FIDReC

[Dashboard](#) [Resources](#) [Invoices](#) [My Financial Institution](#) [0](#) [PIERRE](#)

[Home](#) > [Home](#) > [Change Password](#)

### Change Password



PIERRE

[My Profile](#)

[Change Password](#)

Username

FiTester

\* Old Password

.....

\* New Password ⓘ

.....

\* Confirm Password

.....

[Change password](#)

2


Type in the old password that you used when you originally signed up. Next, enter the new password twice in the **“New Password”** & **“Confirm Password”** fields. **Ensure** what you typed in **both** fields are the same.

3

Click on [Change password](#) button to complete the change password procedure.



#### Some helpful tips:

You can view the password that you have entered by clicking on the  icon.



## CHANGE YOUR PASSWORD

fidrecportalstaging.powerappsportals.com says  
Please login with your new password

OK

# FIDReC

[About Us](#) [Processes](#) [Resources](#) [Register](#) [Submit Enquiry](#) [Sign in](#)

## Welcome to FIDReC

We are an independent and impartial alternative dispute resolution institution. We encourage and assist in the resolution of disputes between consumers and financial institutions through [mediation](#) and [adjudication](#).

### Have a dispute with your financial institution?

We can help. Filing a dispute is free of charge.

[Find out if you can file a complaint](#)

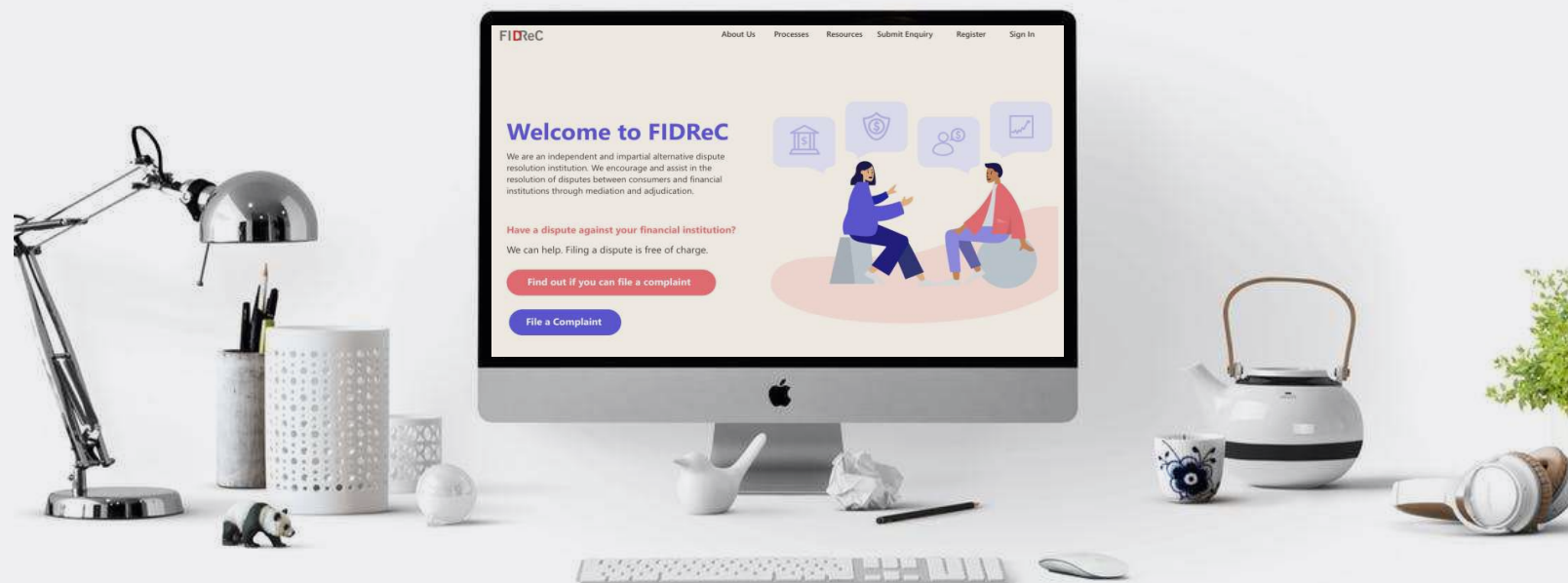
[File a Complaint](#)



4

You will be shown a message  
**“Please log in with your new password”**.

You will then be redirected to the FIDReC portal homepage. You are all set! You have successfully changed your password.



# Thank you!