

User Manual

Managing your Profile

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



EDIT YOUR PERSONAL DETAILS

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CHANGE YOUR PASSWORD

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FIDReC

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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](#).



1

Select the **Sign in** option on the top menu, and sign in to your account.

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

Sign in with a local account

* Username

fidrectester70

* Password

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.

Please note that OTP will expire in 5 minutes.

[Sign in](#)

[Forgot password?](#)

[Forgot username?](#)



Some helpful tips:

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



2

Upon clicking 'Sign In' you will be prompted to input an OTP that will be sent to the email that you used to register. Input the OTP and click on 'Verify'. You will then be redirected to your dashboard.

The screenshot shows the FIDReC portal interface. At the top, there is a navigation bar with the FIDReC logo on the left and links for 'About Us', 'Processes', 'Resources', 'Register', 'Submit Enquiry', and 'Sign in' on the right. Below the navigation bar, the main content area has a heading 'Enter your OTP'. Under this heading, there is a label 'Code' followed by a text input field. Below the input field, there is a message: 'Please check your registered email for OTP. If you need new OTP please click [here](#)'. At the bottom of the form, there is a blue button labeled 'Verify'.



EDIT YOUR PERSONAL DETAILS

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FIDReC

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FRANKIE JK CHAN ▾

My Profile

Change Password

Sign out

[Home](#) > [My Dashboard](#)

Welcome FRANKIE JK CHAN

My Cases

[Open Cases ▾](#)

Search



[File a new Complaint](#)

Case Name ↑	Case Number	FI	Case Manager	Sub Status	Due Date [CM]	Created On
-------------	-------------	----	--------------	------------	---------------	------------

There are no records to display.

My Tasks

Search



Date Created	Case Name	Subject	Due Date ↓	Activity Status ↓
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3

Once you are logged in, hover over your name in the top menu. A dropdown menu will appear, and you can click on **My Profile** to access your profile page.



EDIT YOUR PERSONAL DETAILS

FIDReC

The screenshot shows the 'My Profile' page on the FIDReC portal. The page is divided into three main sections: Personal Details, Address, and Additional Details. The Personal Details section includes fields for Salutation, Name, NRIC / FIN / Passport No., Date of Birth, Email, Phone Number, Nationality, Residential Status, Occupation, Name of Employer, Gender, and a 'Submit' button. The Address section includes fields for Block / Building / Line 1, Floor / Unit / Line 2, Street, Postal Code, City, State / Province, and Country. The Additional Details section includes a 'I can speak' section with checkboxes for English, Mandarin, Malay, and Tamil, and a 'Please contact me via' section with a dropdown menu for Email. The page also features a sidebar with a user profile picture and a 'Change Password' link.

Personal Details

Salutation *
Mrs

Name *
FRANKIE JK CHAN

NRIC / FIN / Passport No. *
EG9846FSD

Date of Birth *
15/11/1980

Email
frankie@chan@outlook.com

Phone Number *
11111111

Nationality *
AUSTRALIAN

Residential Status *
F - Foreigner

Occupation

Name of Employer

Gender
Female

Address

Block / Building / Line 1 *
F21

Floor / Unit / Line 2
19-49

Street *
GOPHER STREET

Postal Code
777777

City *
SINGAPORE

State / Province
SINGAPORE

Country *
SINGAPORE

Additional Details

I can speak: *
☒ English
☒ Mandarin
☐ Malay
☐ Tamil

Please contact me via *
Email

Highest Education *
Bachelors Equivalent (or Higher)

Submit

4

You will be directed to your profile page where your **Personal Details, Address & Additional Details** that you have filled in during registration should be shown.

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.



Some helpful tips:

You cannot edit your **NRIC, D.O.B or Email**, do contact our administrator by submitting an enquiry if these changes are necessary.



EDIT YOUR PERSONAL DETAILS

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Additional Details

I can speak: ⓘ *

- ☒ English
- ☒ Mandarin
- ☐ Malay
- ☐ Tamil

Please contact me via *

Email

Highest Education *

Bachelors Equivalent (or Higher)

Submit

6 After filling in the new information, click the **Submit** button found at the bottom of the page to save the changes.

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My Dashboard

Resources

My Family

My Enquiries

Invoices

0

FRANKIE JK CHAN

Home > My Profile

My Profile



FRANKIE JK CHAN

My Profile

Change Password

Your details have been updated!

X

Personal Details

Salutation *

Ms

Name *

FRANKIE JK CHAN

NRIC / FIN / Passport No. *

G9846875D

Date of Birth *

15/11/1980

7 After submitting your form, you will see a message to indicate that your details have been updated successfully.



CHANGE YOUR PASSWORD

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FRANKIE JK CHAN

Home > My Profile

My Profile



FRANKIE JK CHAN

My Profile

Change Password

Personal Details

Salutation *

Ms

Name *

FRANKIE JK CHAN

NRIC / FIN / Passport No. *

G9846875D

Date of Birth *

15/11/1980

Email

frankiejchan@outlook.com

Phone Number *

98618645

My Profile

Change Password

Sign out

1

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

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.



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

Change Password



FRANKIE JK CHAN

My Profile

Change Password

Username

frankiechan

* Old Password

* New Password ⓘ

* Confirm Password

Change password

2

In the field called **Old Password**, type in your current password. Next, enter your 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** to confirm your change of password.



Some helpful tips:

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



CHANGE YOUR PASSWORD

Please login with your new password

OK



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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](#)

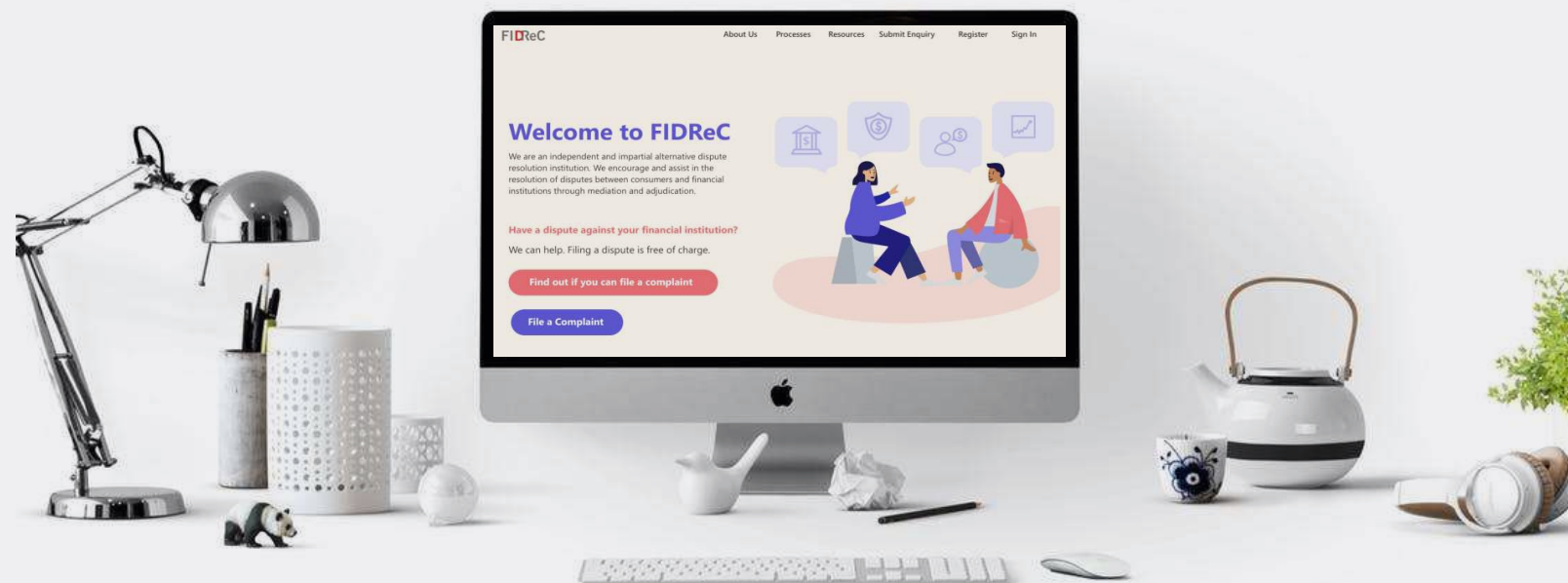
[File a Complaint](#)



FIDReC

4

You're all set! You will see a success message informing you to **log in again with your new password**. You will then be redirected to the FIDReC homepage for you to do so.



Thank you!