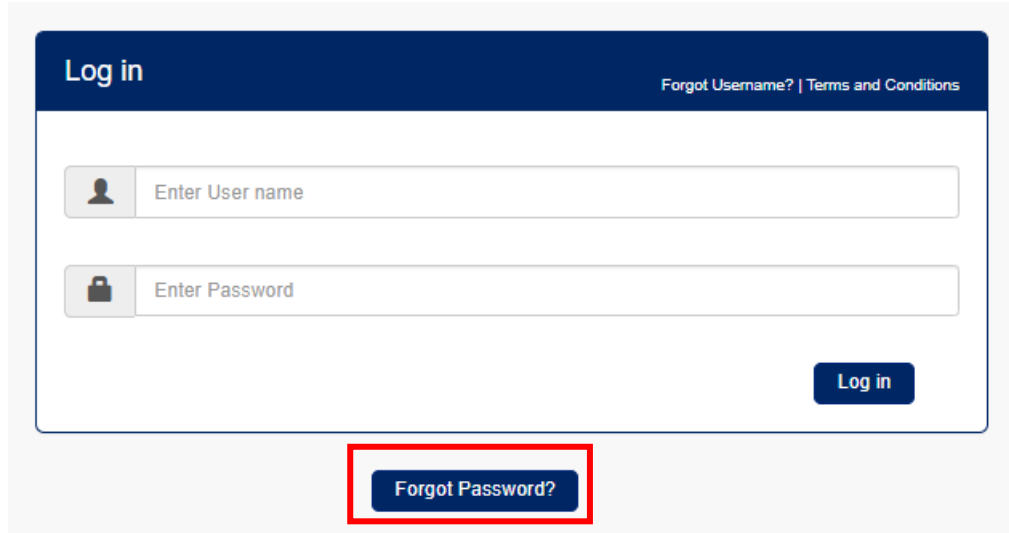


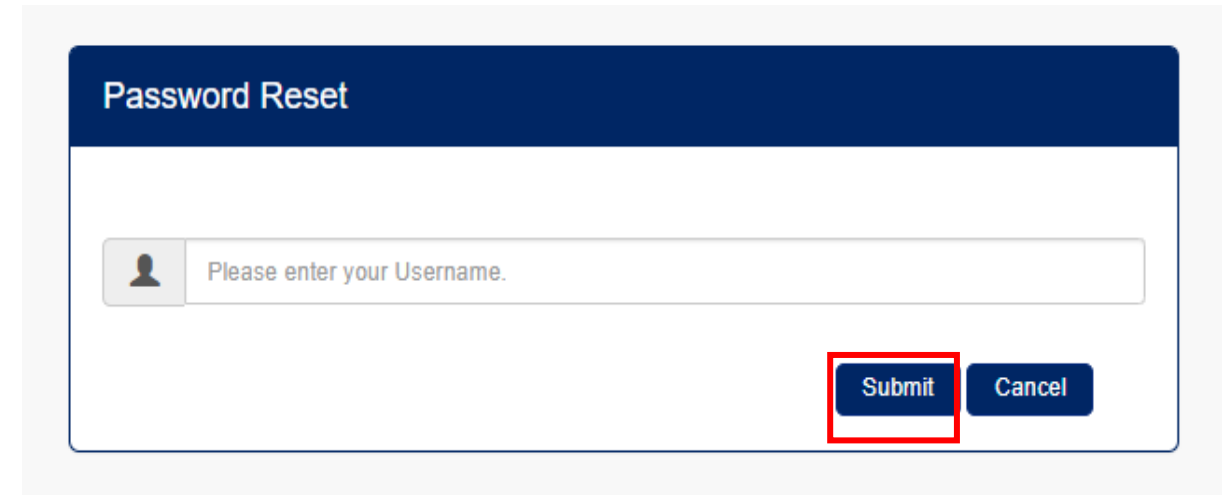
XDS Online Portal – Self Service Reset User Guide



Step 1 > Select “Forgot Password?” on the landing page.

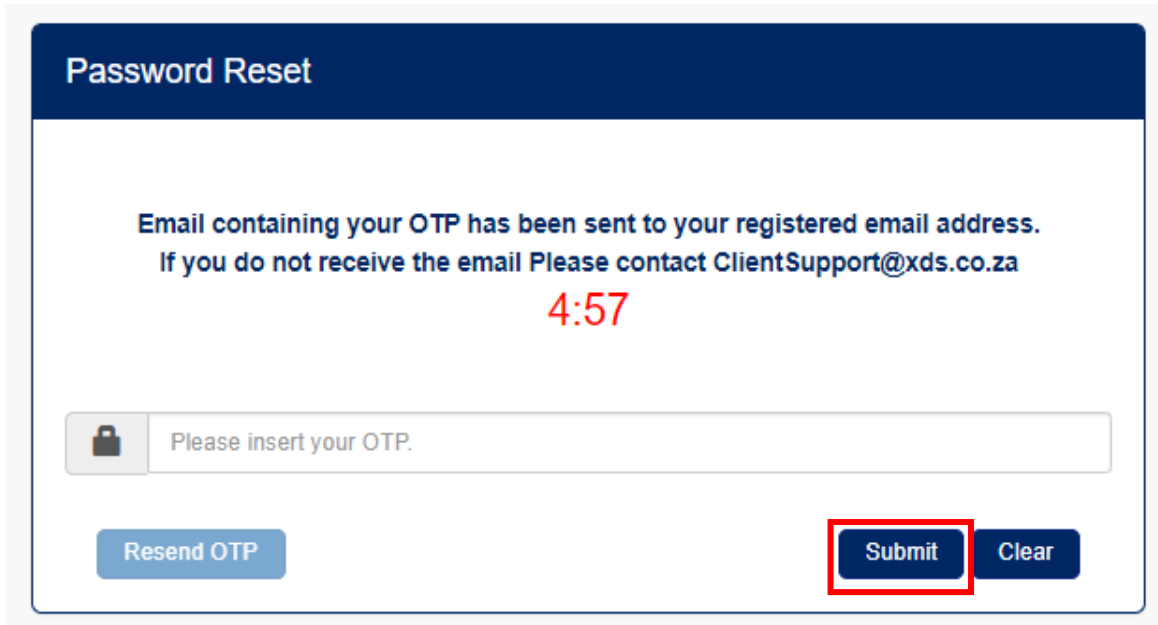


Step 2 > Enter your registered XDS Username and select “Submit”.



NB: The OTP will be sent to your registered email address with XDS.

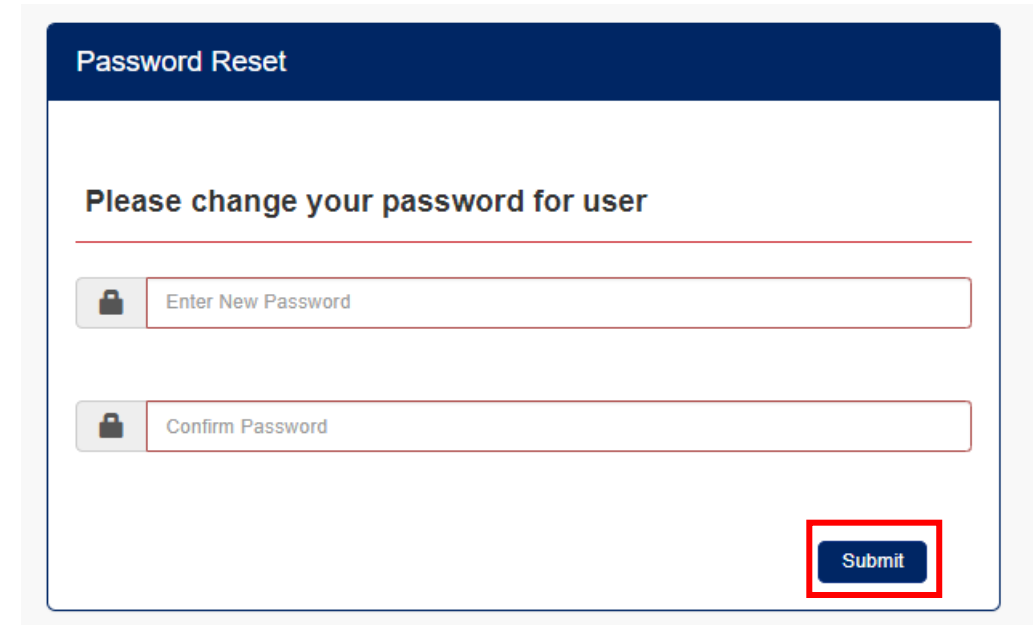
Step 3 > Enter your OTP and select “Submit”.



The screenshot shows the 'Password Reset' interface for Step 3. At the top, a dark blue header contains the text 'Password Reset'. Below this, a message states: 'Email containing your OTP has been sent to your registered email address. If you do not receive the email Please contact ClientSupport@xds.co.za'. A red timer '4:57' is displayed. There is a text input field with a lock icon and the placeholder text 'Please insert your OTP.'. At the bottom, there are three buttons: 'Resend OTP' (light blue), 'Submit' (dark blue, highlighted with a red box), and 'Clear' (dark blue).

NB: Resend OTP will only be available after the timer has reached 0:00

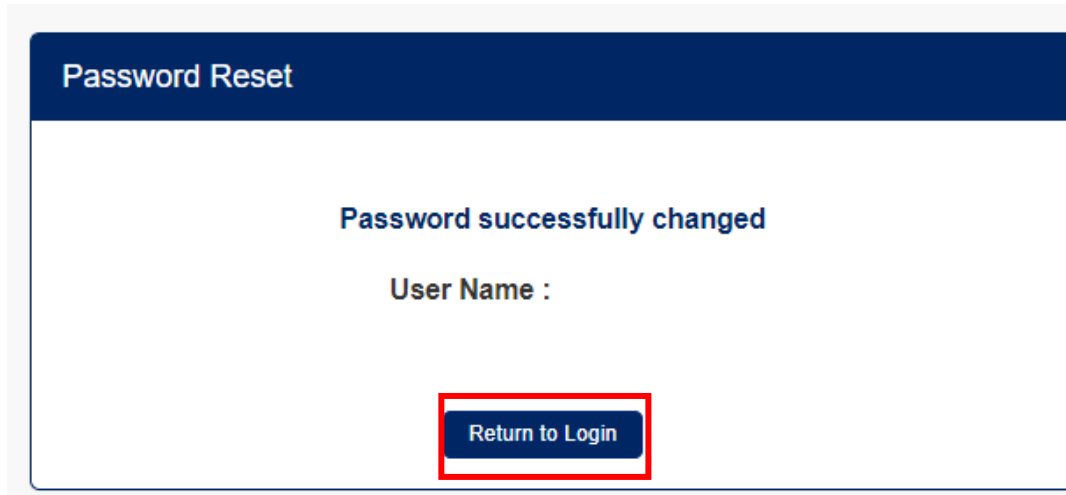
Step 4 > Enter your new personalized password and select “Submit”.



The screenshot shows the 'Password Reset' interface for Step 4. At the top, a dark blue header contains the text 'Password Reset'. Below this, a message states: 'Please change your password for user'. There are two text input fields, each with a lock icon and placeholder text: 'Enter New Password' and 'Confirm Password'. At the bottom right, there is a 'Submit' button (dark blue, highlighted with a red box).

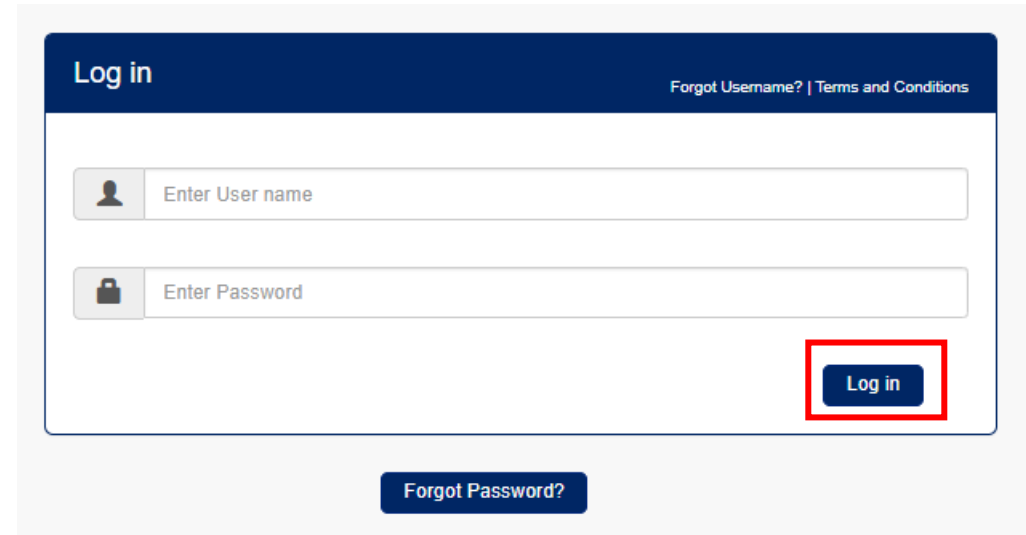
NB: When creating a new password, the password criteria will be visible.

Step 5 > Once your new password has been successfully updated, select “Return to Login”.



The screenshot shows a web interface with a dark blue header bar containing the text "Password Reset". Below the header, the main content area is white and contains the text "Password successfully changed" in a bold, dark blue font. Underneath this, the text "User Name :" is displayed. At the bottom of the page, there is a dark blue button with the text "Return to Login" in white, which is highlighted with a red rectangular border.

Step 6 > Enter your XDS Username and newly created password and select “Log in” to test your login credentials.



The screenshot shows a web interface with a dark blue header bar containing the text "Log in" on the left and "Forgot Username? | Terms and Conditions" on the right. Below the header, the main content area is white and contains two input fields. The first field has a user icon on the left and the placeholder text "Enter User name". The second field has a lock icon on the left and the placeholder text "Enter Password". At the bottom right of the form, there is a dark blue button with the text "Log in" in white, which is highlighted with a red rectangular border. Below the form, there is a dark blue button with the text "Forgot Password?" in white.

FAQs



Q > How many times can the “Forgot Password” functionality in a day?

A > Each user can only use the functionality a total of 3x times daily.

Q > Reached the daily limit and still need a reset?

A > Kindly email our client support team with your line managers approval and we will assist you.

Q > Did not receive a OTP?

A > This could be cause due to a network related delay, if you did not receive an OTP after 1 hour, please contact client support.

Q > Received the error message invalid email address?

A > Kindly email our client support team to verify and update your email address, please ensure that your line manager approves the update request.

Q > Received the error “email address linked to a shared email”?

A > Kindly email our client support team to assist you with a reset, please ensure that your line manager approves the request.

Q > Can I have the OTPs sent to my personal email address?, i.e my Gmail / Yahoo, etc.

A > No, the OTP can only be sent to your personal organization email address.

FAQs - Continued



Q > How long does my password have to be?

A > Your password can range from 12 to 22 characters in total, this must consist of Upper case and lower-case alphabets, numeric values and special characters.

Q > Can a special character be used when creating a password?

A > Yes, the main special characters visible on your qwerty keypad can be used

Q > Can the reset functionality be used, if I did not use the system in over 30 days or locked myself out by inserting the incorrect password?

A > No, once a user has been locked out by the above, the user is required to contact client support for assistance with the approval from their line manager.

Q > When should I use the “Forgot Password” functionality?

A > Ideally, this should be used if an active user cannot remember their current password.

Should you still require any additional assistance, please feel free to contact us at clientsupport@xds.co.za and supportoffice@xds.co.za and one of our support team members will assist you.