Forgot Password

USER MANUAL

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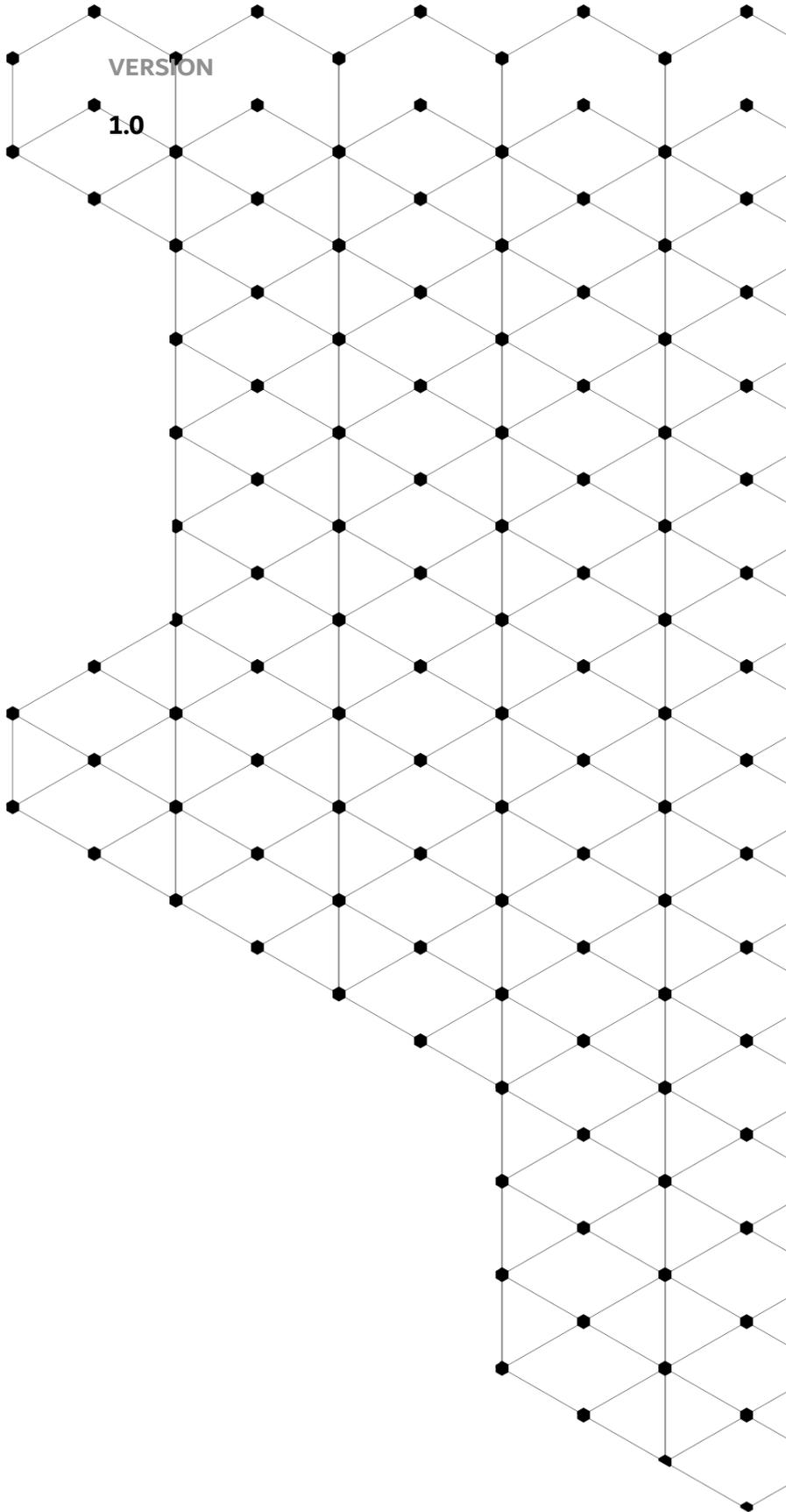| ISSUE DATE	REVISION DATE	VERSION
27 Nov 2023	27 NOV 2023	1.0

Overview

The aim of this tutorial is step by step guide on how to reset password using "Forgot Password" service.

1.1   Service features

1. Navigate to Builder login page
2. Forgot Password* service

    Forgot Password is service which available in the login page. User can use associated email or mobile to receive OTP for this service.

1.2   How to request

Builder Portal URL : https://crm.dewa.gov.ae/irj/portal/anonymous/fpass

1.2.1   Navigate to Builder login page

Builder Login

Username

Username

Password

Password

Forgot Password?

☐ Remember me

Login   OR   **Create an Account**

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User Action: Select **Forgot Password** button to initiate protocol for setting new password.

1.2.2 Forgot Password

Forgot Password

Username

| qa_demo_020 |

Next

User Action: Enter **Username** field with registered user ID.

Forgot Password

Username

| qa_demo_020 |

Next

User Action**:** Click on **Next** button

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Dubai Electricity & Water Authority

Forgot Password

◉ Receive OTP to ad*in@jewel.com

◯ Receive OTP to 05******45

Next

User Action: Select the source using which you want to receive OTP and click on **Next** button

Forgot Password

Please enter the 6-digit OTP sent to your e-mail **ad*in@jewel.com**

9	9	9	9	9	9

The session will end in **2:34**

Didn't receive any code? **Resend**

Verify

User Action: Enter OTP received on registered Mobile or Email and click on **Verify** button.

Change Password

This service allows you to reset your forgotten password

New Password

Simple@456

Confirm New Password

·········

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User Action: Enter the **New Password.** Enter **Confirm New Password** same as new password

Change Password

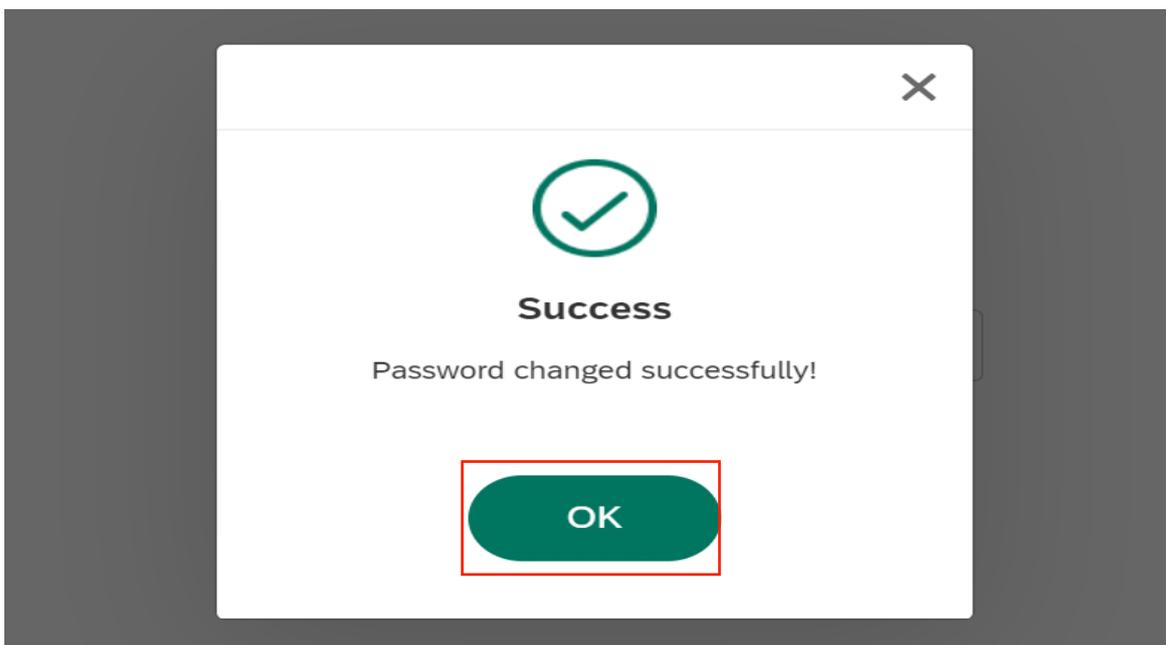This service allows you to reset your forgotten password

New Password

    Simple@456   👁‍🗨

Confirm New Password

    Simple@456   👁‍🗨

Your password must have:

- 8 or more characters
- Start with a letter
- At least one number & one special characters
- Upper & Lower case letters

Password Restriction:

- Do not start your password with "123" or "E00"
- Do not include your user ID
- Do not include your name

Submit

User Action: Click on **Submit** button

✓

Success

Password changed successfully!

OK

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User Action: Password will be successfully changed. Click on **OK** button to get back to login page.

Builder Login

Username

qa_demo_020 ✓

Password

••••••••

Forgot Password?

☐ Remember me

Login   OR   **Create an Account**

User Action: Enter Username

User Action: Enter **New password** which was set using steps before

Builder Login

Username

qa_demo_020 ✓

Password

••••••••

Forgot Password?

☐ Remember me

Login   OR   **Create an Account**

User Action: Click on the **Login** button

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User Action: You have successfully logged in using the **new password**.