CIC OnePass
User Guide
Account Maintenance
(English Version)

Version 1.2

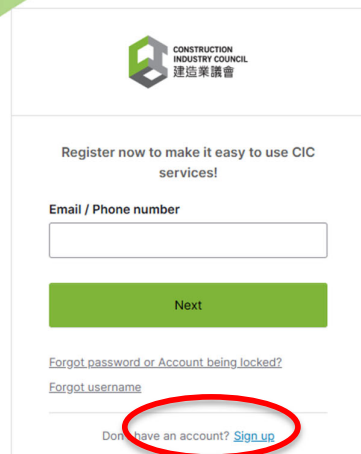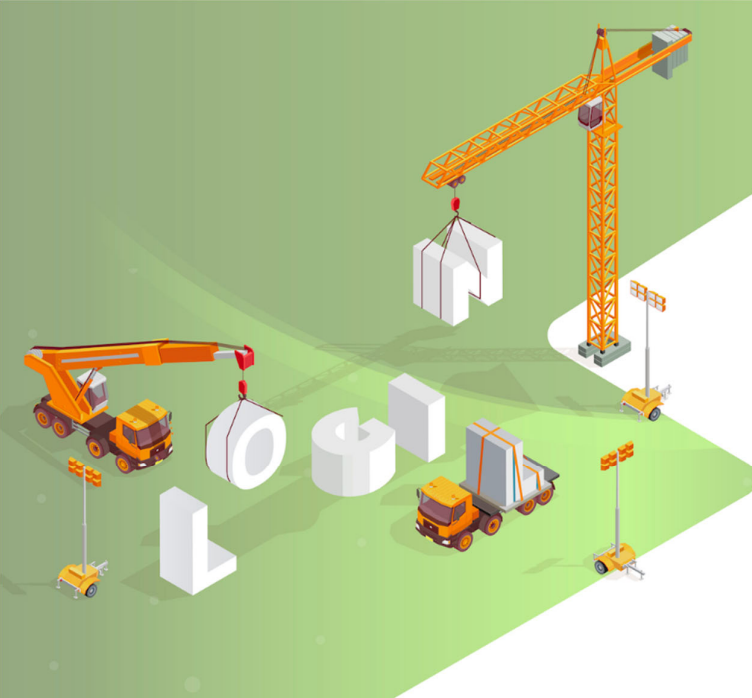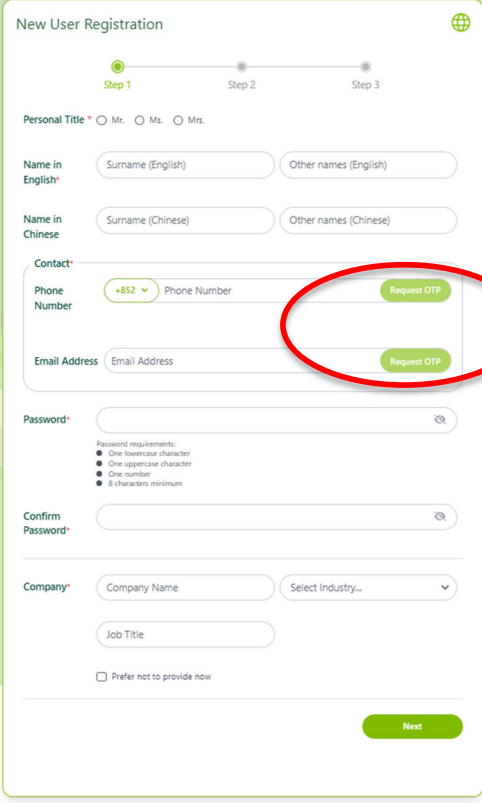Prepared by ITD

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1 Create Account

1.1   Navigate to the account sign-up page

Click 【**Sign up**】.

1.2　Fill in account information

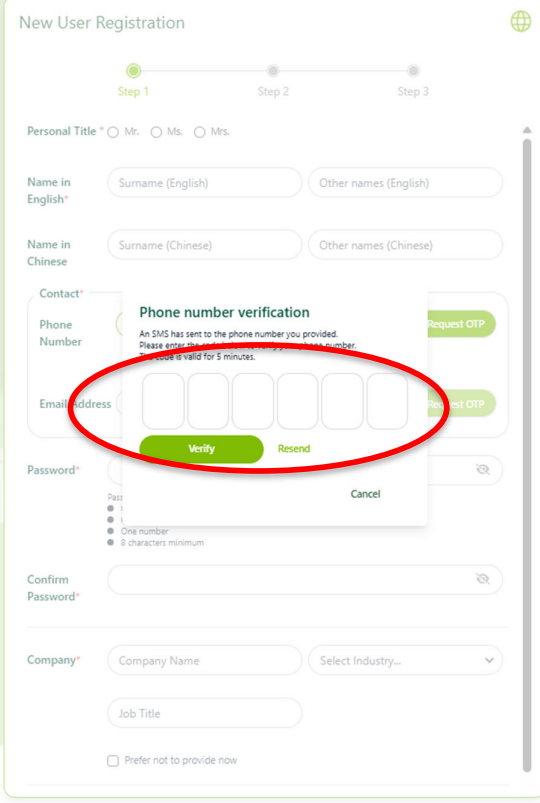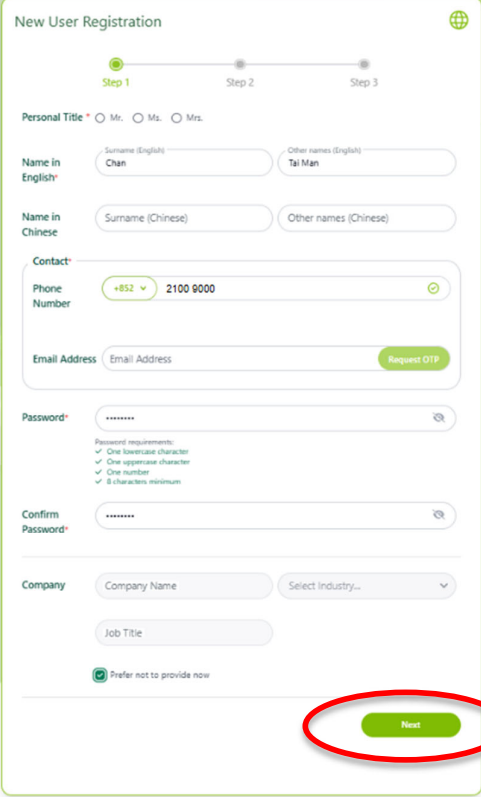Fill in your personal information and password, then click 【**Request OTP**】.

1.3 Verify your phone number / email address

Input verification code.

Click 【**Next**】.

Agree "**Terms and Conditions**"

Click 【**Agree and Register**】
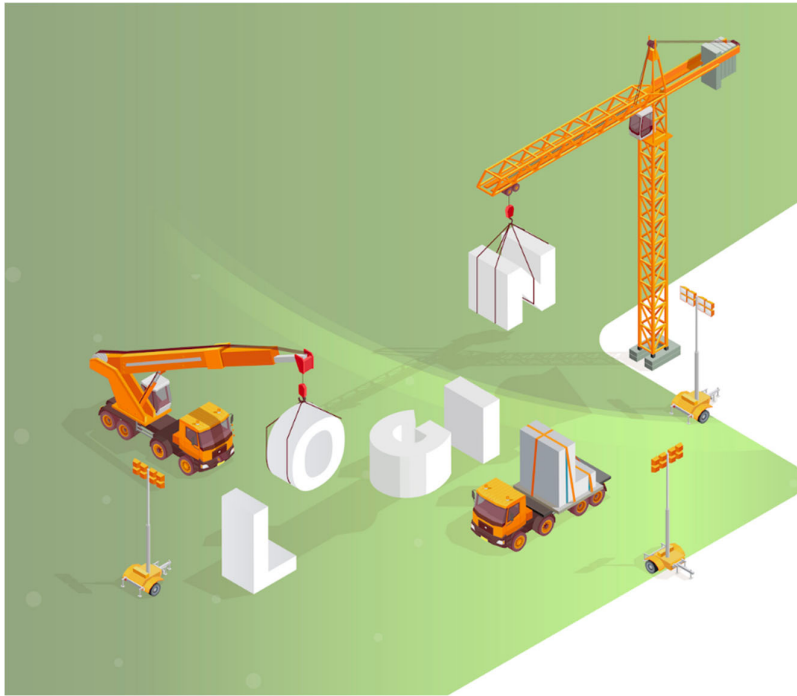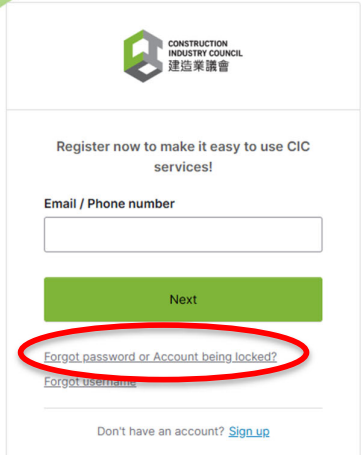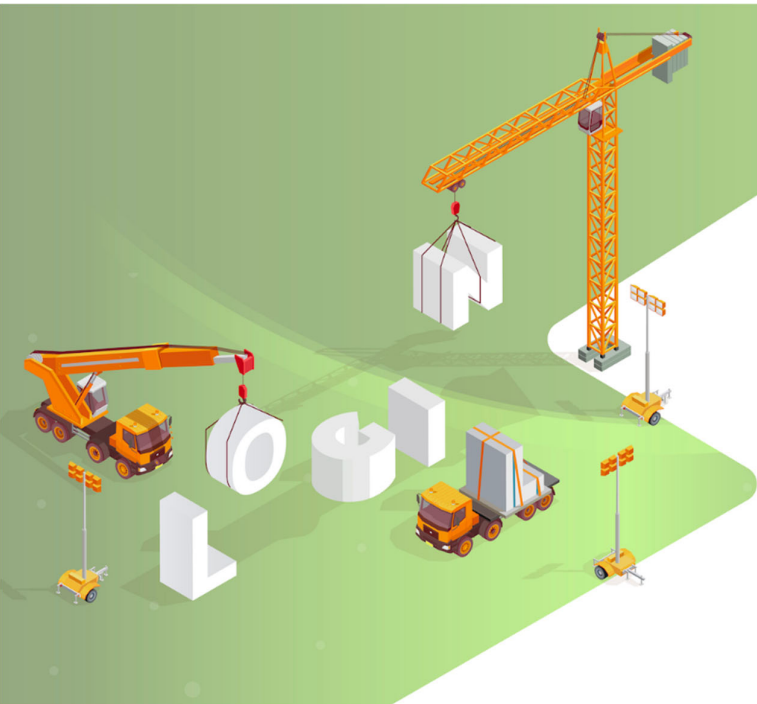
After successful registration, log in again using your phone number or email address and password.

2 Forgot password or Account being locked?

2.1 Go to the page to forget password or unlock account

Click 【**Forgot password or Account being locked?**】.

2.2 Enter email address or phone number

After entering the email address or phone number used during registration, click 【**Next**】.

2.3　　Input one more identity verification item

According to the on-screen instructions, input one more identity verification item and then click 【**Reset Password**】.

For example: If you entered your email address in the previous step, please input any one of the following items:
- Phone number (If Hong Kong number, no need to enter the country code 852)
- Name in Chinese
- Name in English (Case-insensitive; the order of surname and given name; spaces and symbols do not affect verification)
- CWR No. (You may omit the prefix "CWR")

2.4 Input the verification code
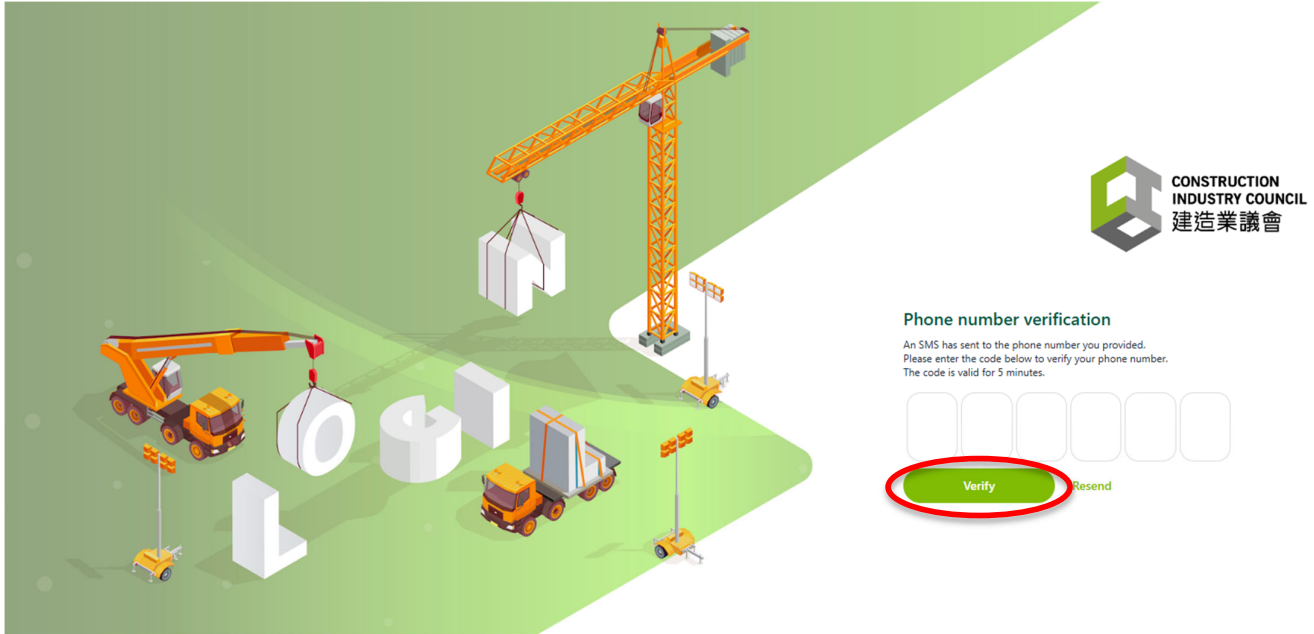
Check your email / SMS and enter the verification code.

2.5 Reset New Password

Once verified, you may reset your password.
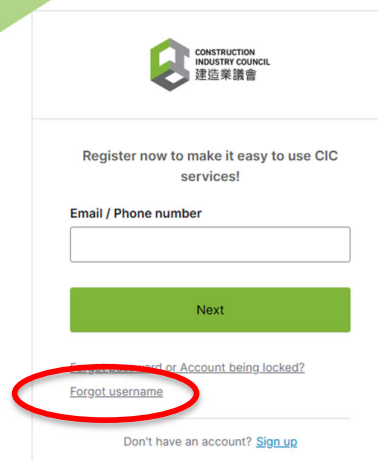
Log in again using your new password after the reset is complete.

3 Forgot Login Name
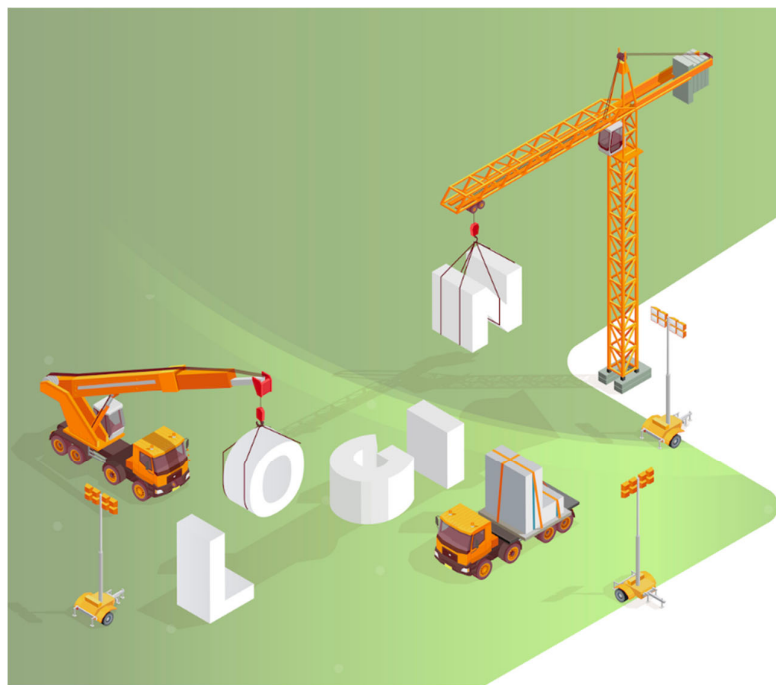
Click on 【**Forgot Username**】.
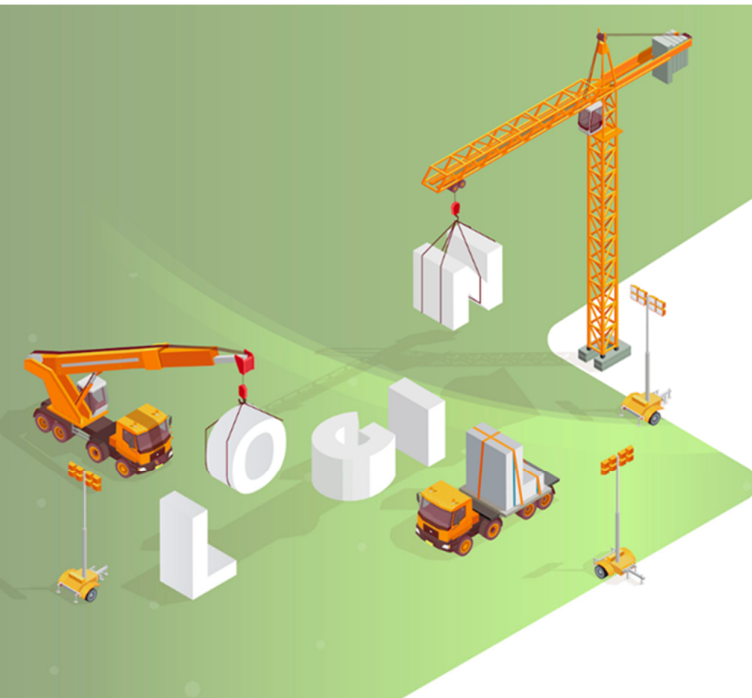
Click on 【**CWR No.**】or 【**Supplier ID**】, then enter the appropriate ID.

忘記登入名稱

Your login username is 電話號碼
******09
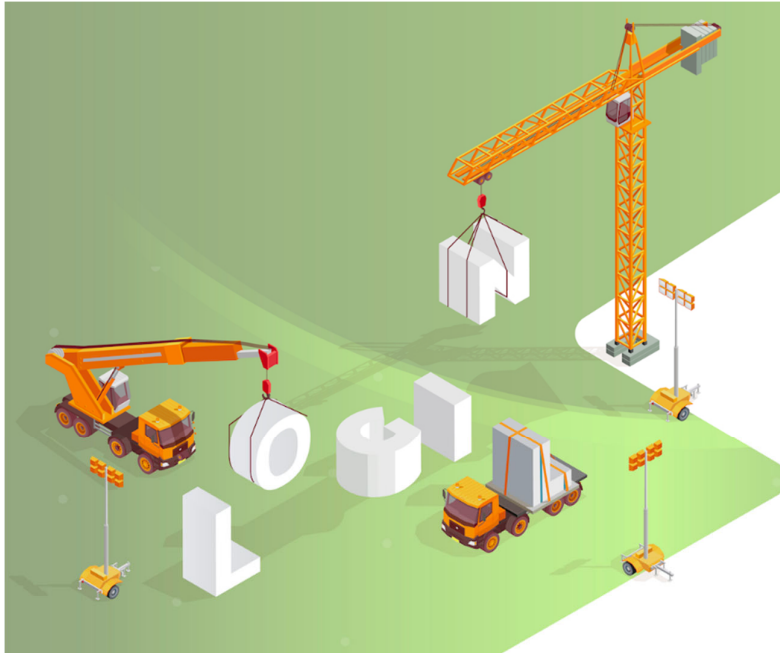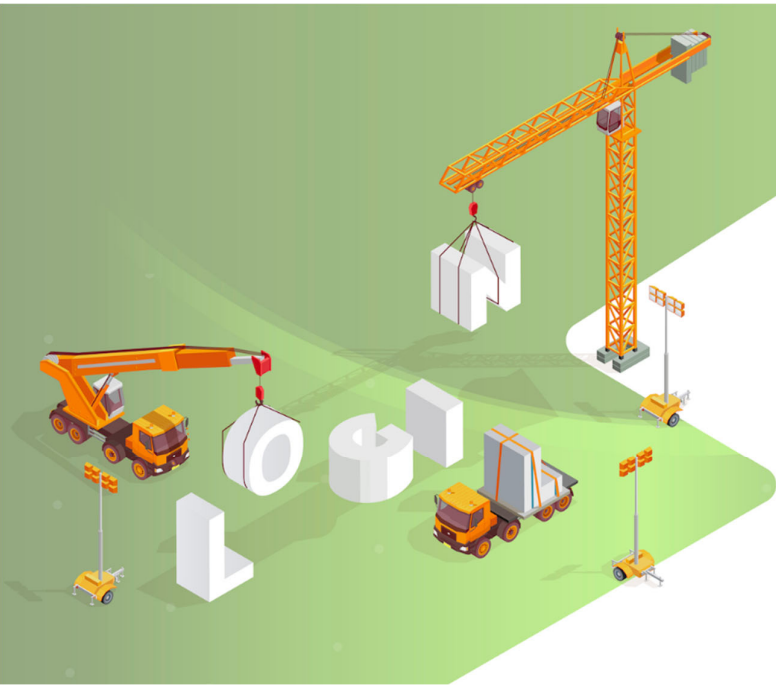
If you are unable to provide the above information, please call +852 2100 9000 for follow-up.

Back to login

The system will display the relevant information.

4 Password Policy

4.1   Purpose

This policy outlines the requirements for creating secure passwords to protect user accounts and sensitive data from unauthorized access.

4.2   Policy Requirements

All user passwords must meet the following minimum criteria:

- One lowercase letter (a–z)
- One uppercase letter (A–Z)
- One numeric digit (0–9)
- Passwords must be at least 8 characters long

4.3   Additional Recommendations

Avoid personal information: Do not use names, phone numbers, or email that can be easily guessed.