



# CIC OnePass User Guide Account Maintenance (English Version)

Version 1.2

Prepared by ITD



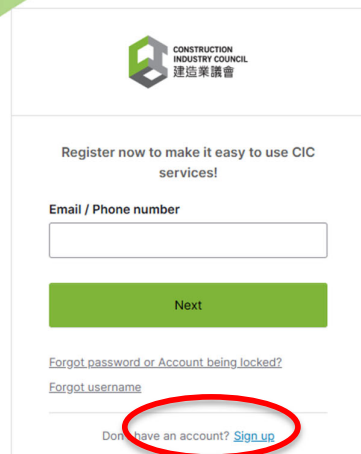
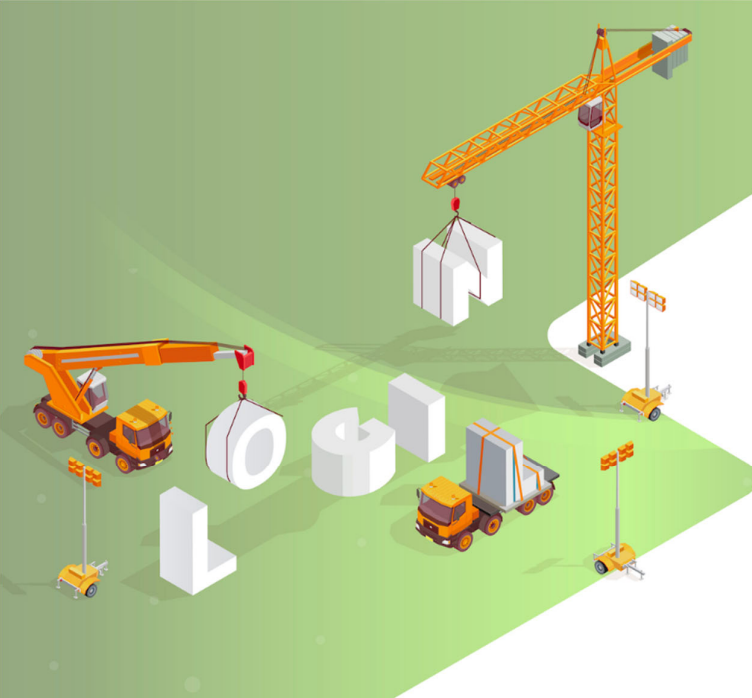
# CONTENTS

## Contents

|   |  |    |
|---|--|----|
| 1 | Create Account .....                           | 3  |
| 2 | Forgot password or Account being locked? ..... | 10 |
| 3 | Forgot Login Name.....                         | 16 |
| 4 | Password Policy .....                          | 19 |

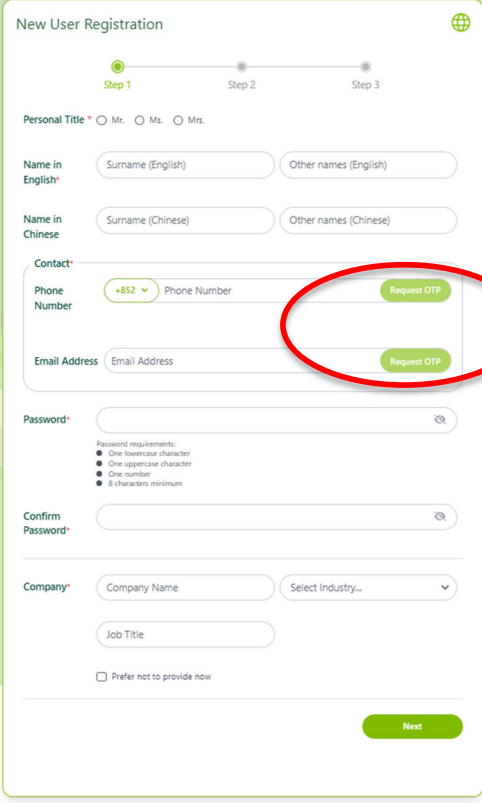
# 1 Create Account

## 1.1 Navigate to the account sign-up page



Click **【Sign up】**.

## 1.2 Fill in account information



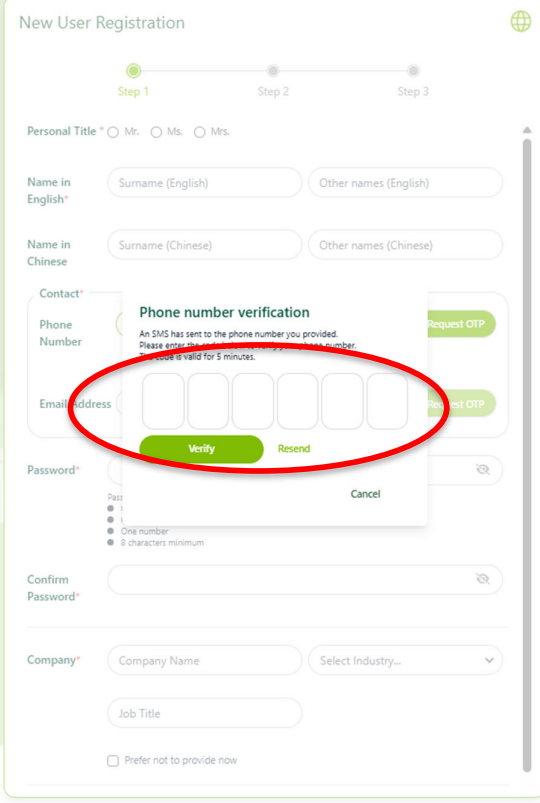
The image shows a 'New User Registration' form with a progress bar at the top indicating Step 1 (active), Step 2, and Step 3. The form includes the following fields and options:

- Personal Title:** Radio buttons for Mr., Ms., and Mrs.
- Name in English:** Text input for Surname (English) and Other names (English).
- Name in Chinese:** Text input for Surname (Chinese) and Other names (Chinese).
- Contact:**
  - Phone Number:** A dropdown menu showing '+852' and a text input for the Phone Number. A green 'Request OTP' button is located to the right of the input field.
  - Email Address:** A text input for the Email Address. A green 'Request OTP' button is located to the right of the input field.
- Password:** A text input for the Password. Below the input, the password requirements are listed:
  - One lowercase character
  - One uppercase character
  - One number
  - 8 characters minimum
- Confirm Password:** A text input for the Confirm Password.
- Company:**
  - Company Name: Text input.
  - Select Industry: Dropdown menu.
  - Job Title: Text input.
  - ☐ Prefer not to provide now
- Next:** A green button at the bottom right of the form.

A red circle highlights the 'Request OTP' buttons for both the Phone Number and Email Address fields.

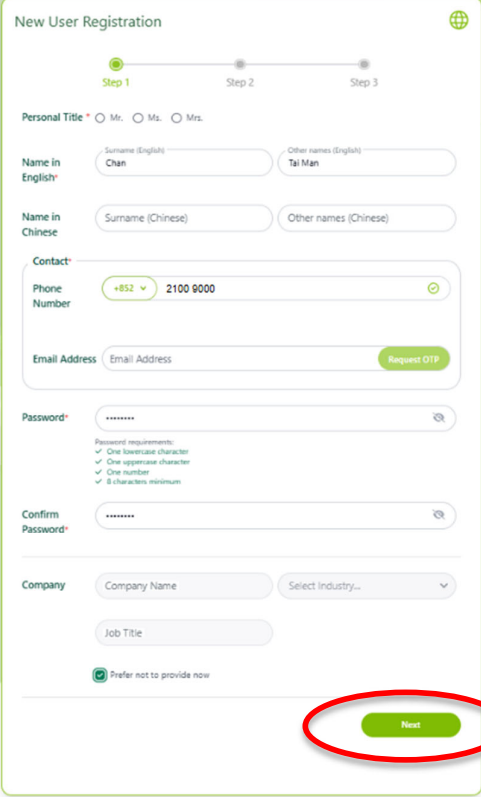
Fill in your personal information and password, then click **【Request OTP】**.

## 1.3 Verify your phone number / email address




The image shows a 'New User Registration' form with a three-step progress bar. Step 1 is active. The form includes fields for Personal Title, Name in English, Name in Chinese, Contact (Phone Number and Email Address), Password, Confirm Password, and Company. A 'Phone number verification' overlay is shown, indicating that an SMS has been sent to the provided phone number and is valid for 5 minutes. The overlay has a red circle around the 'Verify' button. The background features a construction site illustration.

Input verification code.



The image shows a 'New User Registration' form with a progress bar at the top indicating Step 1, Step 2, and Step 3. The form includes fields for Personal Title (Mr., Ms., Mrs.), Name in English (Surname and Other names), Name in Chinese (Surname and Other names), Contact (Phone Number and Email Address), Password (with requirements: One lowercase character, One uppercase character, One number, 8 characters minimum), Confirm Password, Company (Company Name and Select Industry), Job Title, and a checkbox for 'Prefer not to provide now'. A red circle highlights the 'Next' button at the bottom right of the form.

Click **Next** .



### New User Registration

Step 1 Step 2 Step 3

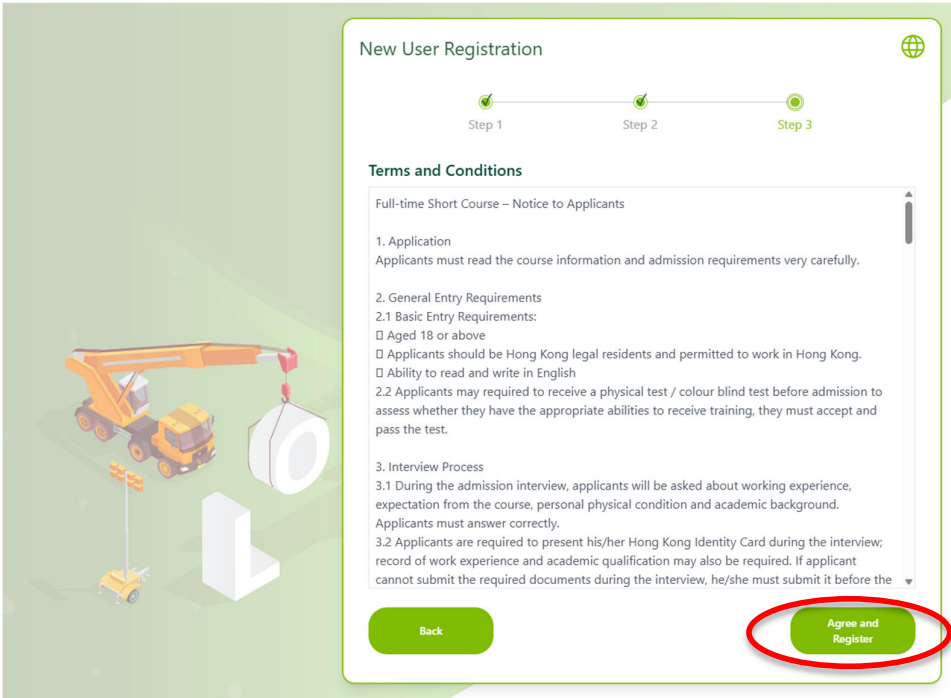
#### Terms and Conditions

收集個人資料聲明

1. 你向建造業議會或香港建造學院（「議會或學院」）所提供的資料，包括《個人資料（私隱）條例》所指的個人資料，只會用於相關議會或學院之活動。
2. 為讓你得知最新的議會或學院活動和行業內發展情況，議會或學院將使用你的個人資料，包括你的姓名、電話號碼、郵寄和電郵地址，將有關訓練課程、測試、註冊、活動項目、議會或學院工作和建造業其他方面的最新資訊提供給你。
3. 在未得你的事先同意前，議會或學院不會將你的個人資料轉移給任何第三方。
4. 你必須向議會或學院提供完整的資料。如你未能提供完整的資料，議會或學院或無法處理及/或考慮你的申請。你可選擇是否同意接收上述資訊。
5. 你有權要求查閱及修正你的個人資料。有關申請須以書面向議會或學院提出，地址為九龍觀塘駿業街56號中海日升中心38樓。

Back
Agree

Agree **“Terms and Conditions”**



The screenshot displays the 'New User Registration' interface. At the top, a progress bar indicates three steps: Step 1 (completed), Step 2 (completed), and Step 3 (current). The 'Terms and Conditions' section is expanded, showing the following text:

**Full-time Short Course – Notice to Applicants**

1. Application  
Applicants must read the course information and admission requirements very carefully.

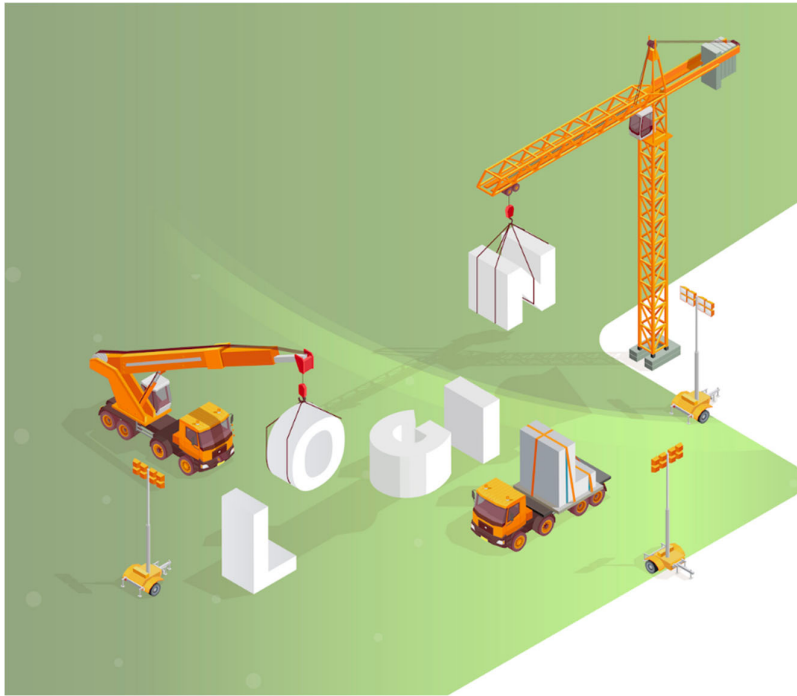
2. General Entry Requirements  
2.1 Basic Entry Requirements:  
☐ Aged 18 or above  
☐ Applicants should be Hong Kong legal residents and permitted to work in Hong Kong.  
☐ Ability to read and write in English  
2.2 Applicants may required to receive a physical test / colour blind test before admission to assess whether they have the appropriate abilities to receive training, they must accept and pass the test.


3. Interview Process  
3.1 During the admission interview, applicants will be asked about working experience, expectation from the course, personal physical condition and academic background. Applicants must answer correctly.  
3.2 Applicants are required to present his/her Hong Kong Identity Card during the interview; record of work experience and academic qualification may also be required. If applicant cannot submit the required documents during the interview, he/she must submit it before the

At the bottom of the registration window, there are two buttons: 'Back' and 'Agree and Register'. The 'Agree and Register' button is circled in red.

Click **【Agree and Register】**







Register now to make it easy to use CIC services!

Email / Phone number

**Next**

[Forgot password or Account being locked?](#)

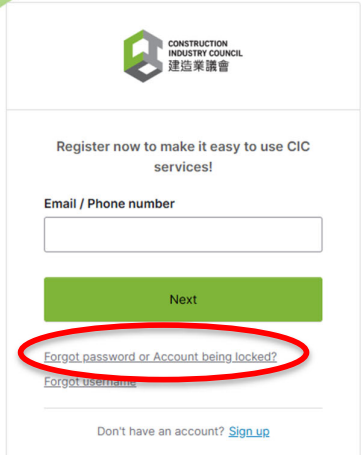
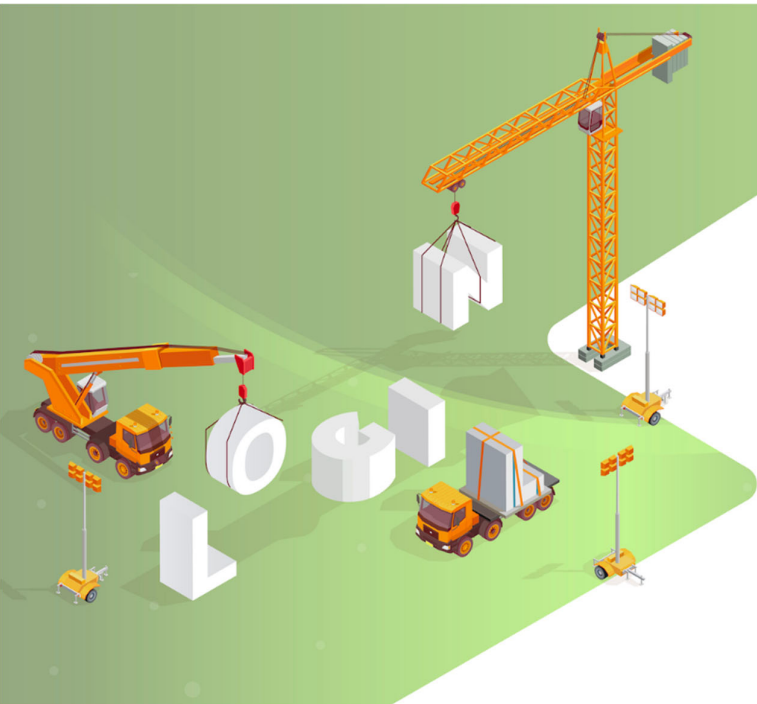
[Forgot username](#)

Don't have an account? [Sign up](#)

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



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### Forgot Password or Unlock Account

To protect your account security, please enter one of the following details:

- Phone number
- Name in Chinese
- Name in English
- CWR No.

[Reset Password](#)

[Back to login](#)

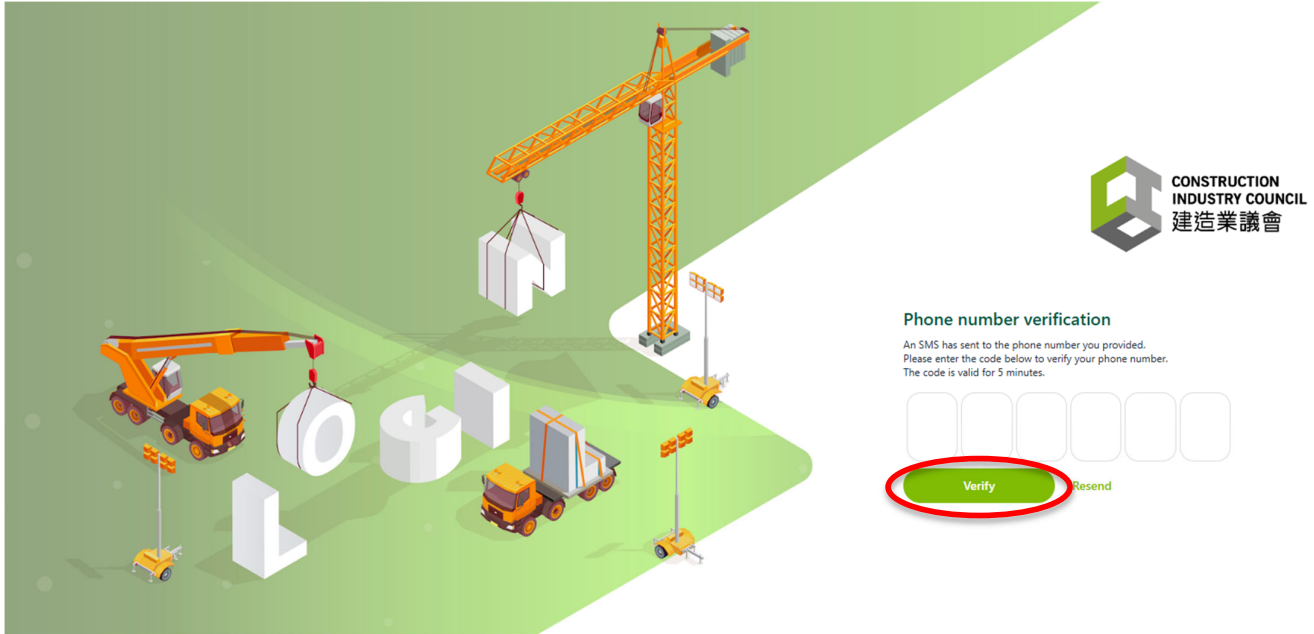
According to the on-screen instructions, input one more identity verification item and then click **【Reset Password】**.

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



Reset Password or Unlock Account

Password

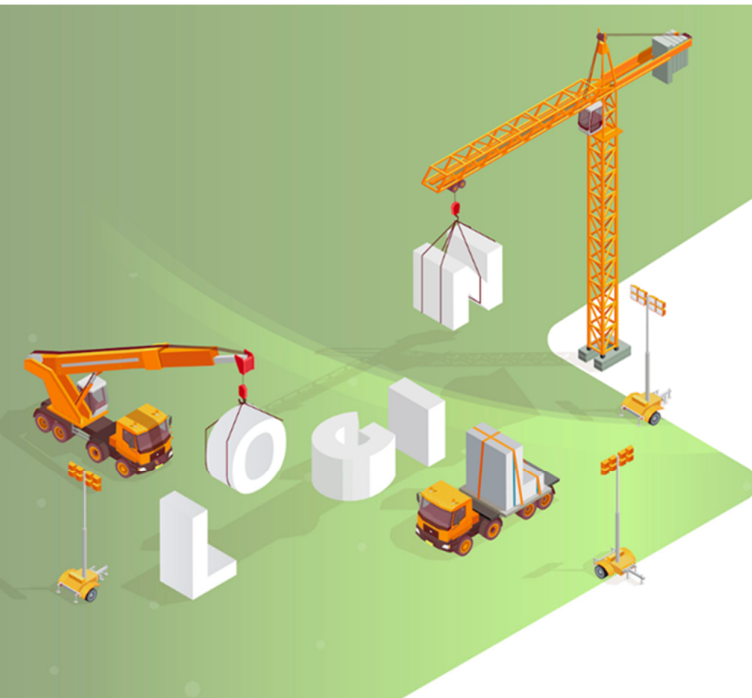
Password requirements:

- One lowercase character
- One uppercase character
- One number
- 8 characters minimum

Confirm Password

**Reset Password**

Once verified, you may reset your password.



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Register now to make it easy to use CIC services!

Email / Phone number

**Next**

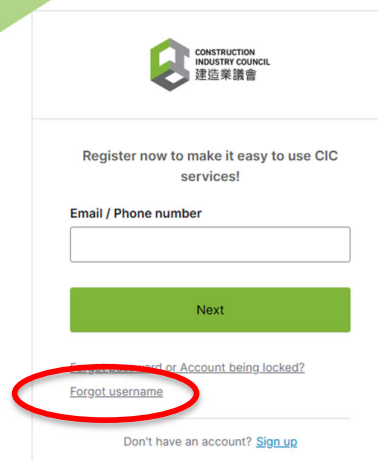
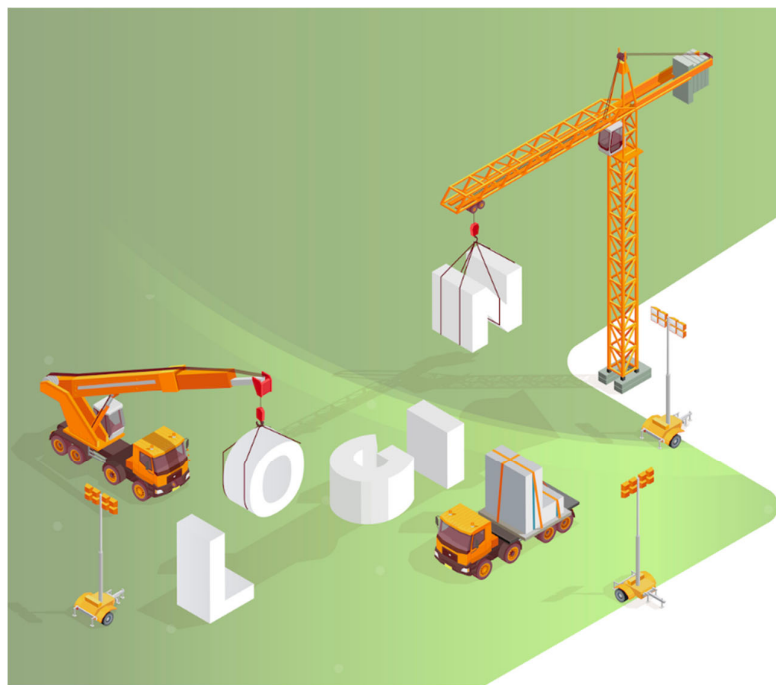
[Forgot password or Account being locked?](#)

[Forgot username](#)

Don't have an account? [Sign up](#)

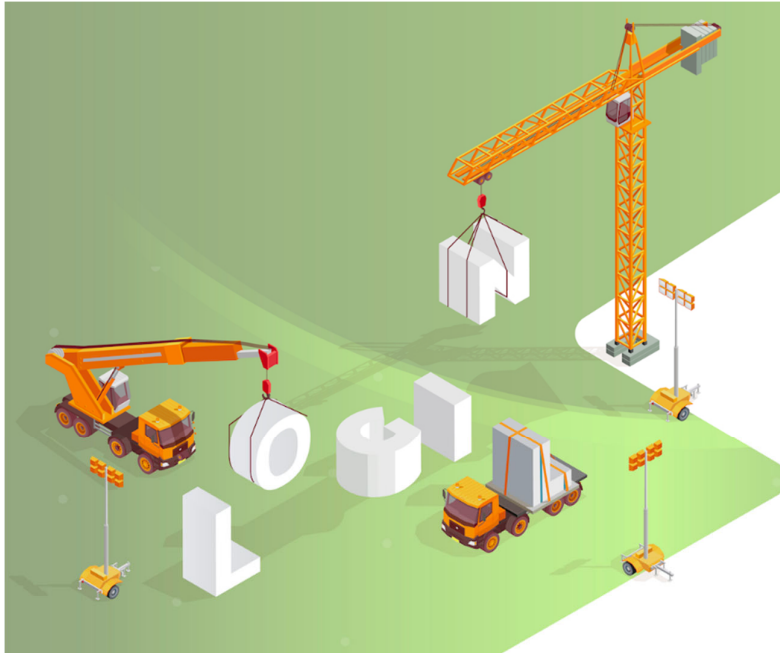
Log in again using your new password after the reset is complete.

### 3 Forgot Login Name

A screenshot of the OnePass login page. At the top is the Construction Industry Council logo. Below it, the text "Register now to make it easy to use CIC services!" is displayed. There is a text input field labeled "Email / Phone number". Below the input field is a green button labeled "Next". Underneath the button, there is a link that says "Forgot password or Account being locked?". The link "Forgot username" is circled in red. At the bottom, there is a link that says "Don't have an account? Sign up".

Click on **【Forgot Username】** .





忘記登入名稱

CWR No.

Supplier ID

CWR No.


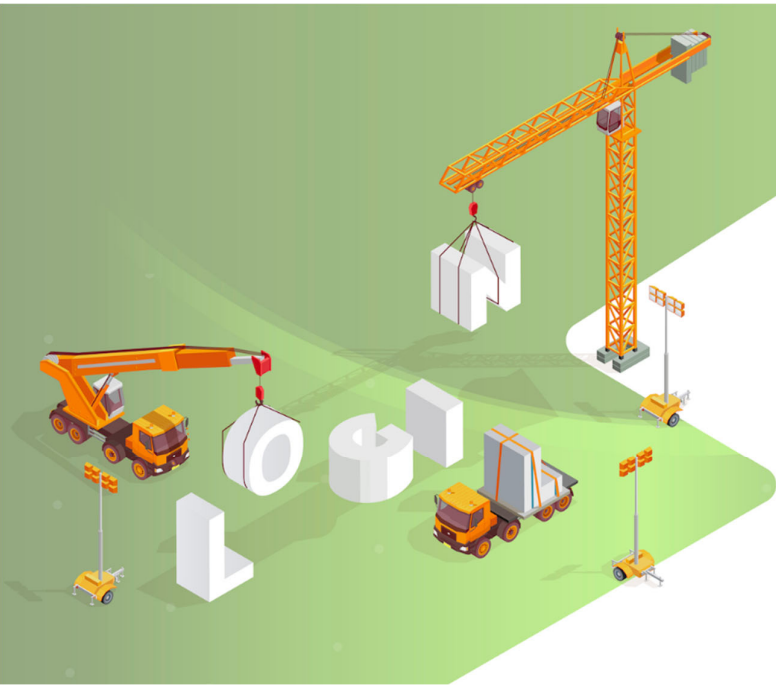
Next

If you are unable to provide the above information, please call +852 2100 9000 for follow-up.

[Back to login](#)

Click on **【CWR No.】** or **【Supplier ID】** , then enter the appropriate ID.





**忘記登入名稱**

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.