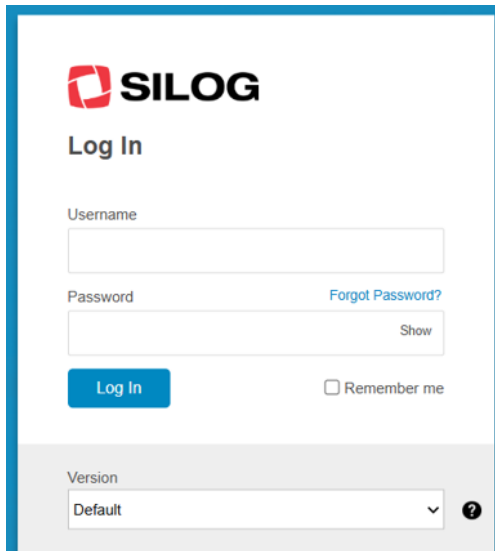


Reset password User Email secara mandiri

1. Buka browser dan masuk ke link **mail.silog.co.id** sehingga akan muncul gambar seperti dibawah



The image shows the SILOG Log In page. It features the SILOG logo at the top left. Below the logo is the text "Log In". There are two input fields: "Username" and "Password". The "Password" field has a "Forgot Password?" link next to it and a "Show" button. Below the input fields is a blue "Log In" button and a checkbox labeled "Remember me". At the bottom, there is a "Version" dropdown menu set to "Default" and a help icon.

2. Pilih **Forgot password** sehingga muncul



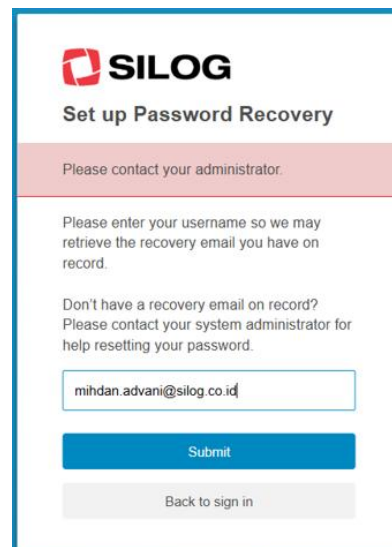
The image shows the SILOG Set up Password Recovery page. It features the SILOG logo at the top left. Below the logo is the text "Set up Password Recovery". There is a paragraph: "Please enter your username so we may retrieve the recovery email you have on record." Below this is another paragraph: "Don't have a recovery email on record? Please contact your system administrator for help resetting your password." There is an "Email" input field, a blue "Submit" button, and a grey "Back to sign in" button.

3. Masukkan alamat akun email corporate



The image shows the SILOG Set up Password Recovery page with the email input field filled. It features the SILOG logo at the top left. Below the logo is the text "Set up Password Recovery". There is a paragraph: "Please enter your username so we may retrieve the recovery email you have on record." Below this is another paragraph: "Don't have a recovery email on record? Please contact your system administrator for help resetting your password." There is an email input field containing "mihdan.advani@silog.co.id", a blue "Submit" button, and a grey "Back to sign in" button.

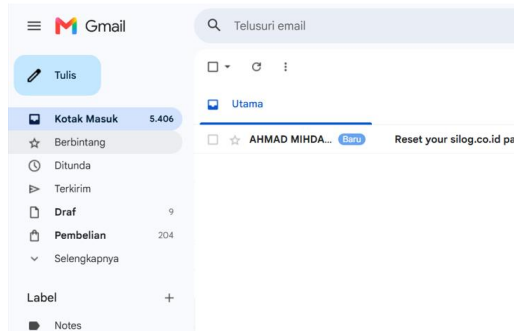
4. Jika muncul seperti ini , silahkan menghubungi **Tim ICT Helpdesk and Service** untuk melakukan konfirmasi reset email .



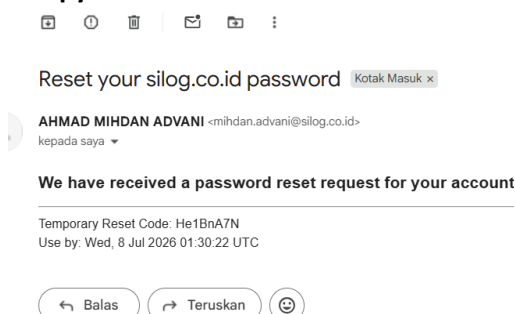
The image shows the SILOG Set up Password Recovery page with an error message. It features the SILOG logo at the top left. Below the logo is the text "Set up Password Recovery". There is a red error message box that says "Please contact your administrator." Below this is a paragraph: "Please enter your username so we may retrieve the recovery email you have on record." Below this is another paragraph: "Don't have a recovery email on record? Please contact your system administrator for help resetting your password." There is an email input field containing "mihdan.advani@silog.co.id", a blue "Submit" button, and a grey "Back to sign in" button.

5. Dan jika sudah dikonfirmasi oleh Tim **ICT Helpdesk and Service** silahkan untuk melanjutkan proses “**Forgot Password**” maka akan muncul seperti gambar dibawah ini

6. Pilih Request Code untuk melakukan permintaan kode password ke alamat email eksternal user, missal user dapat membuka email gmail pribadi untuk membuka kode



7. Akan muncul kode Reset , silahkan **dicopy kode reset** tersebut.



8. Masukkan kode tersebut ke halaman **recovery password SILOG**

Dan lakukan verify code kemudian lakukan reset password

9. Masukkan **password sesuai dengan keinginan user**

Dan pilih submit