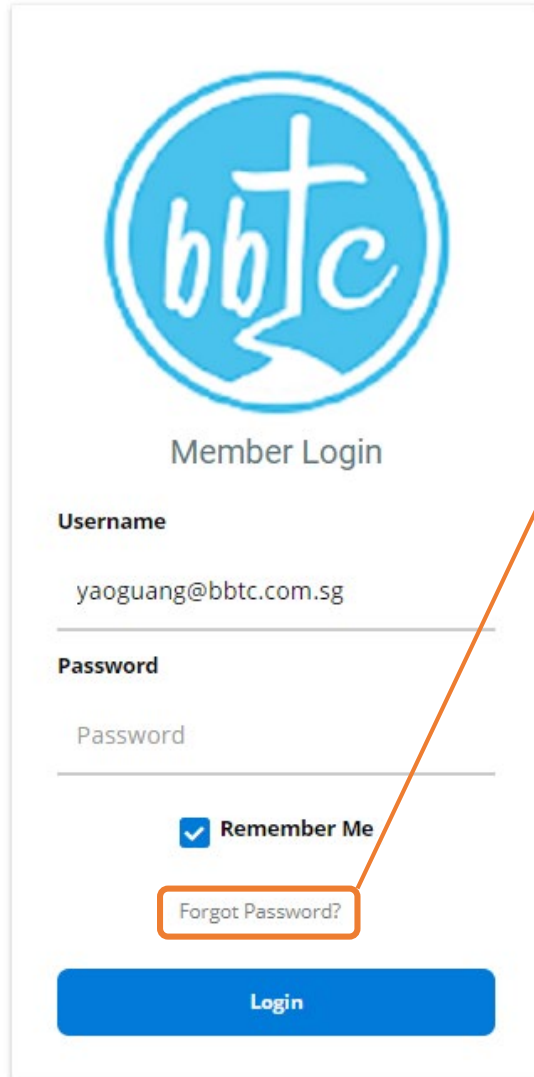


How to retrieve Username?

1) Login to Genesis, Click on "Forgot Password"



Member Login

Username
yaoguang@bbtc.com.sg

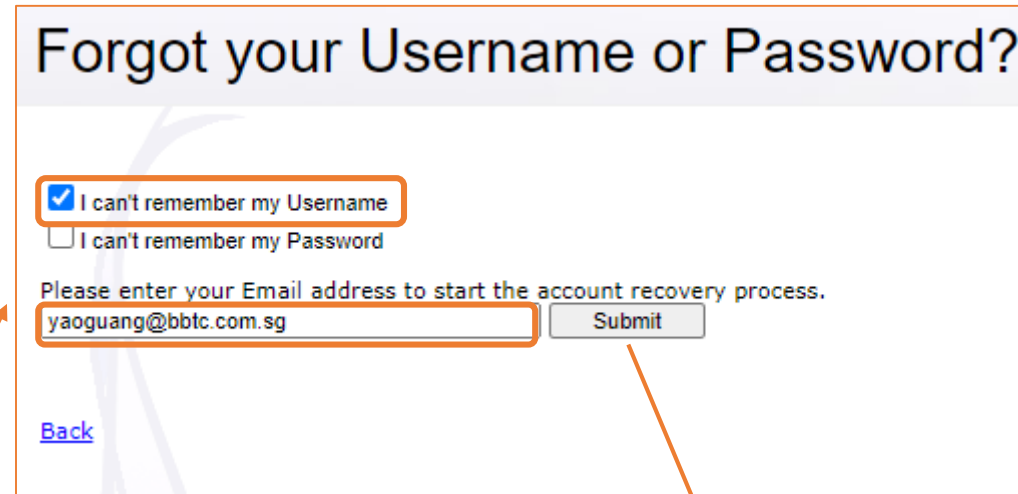
Password
Password

Remember Me

[Forgot Password?](#)

Login

2) Check "I can't remember my Username", key in your email and "Submit"



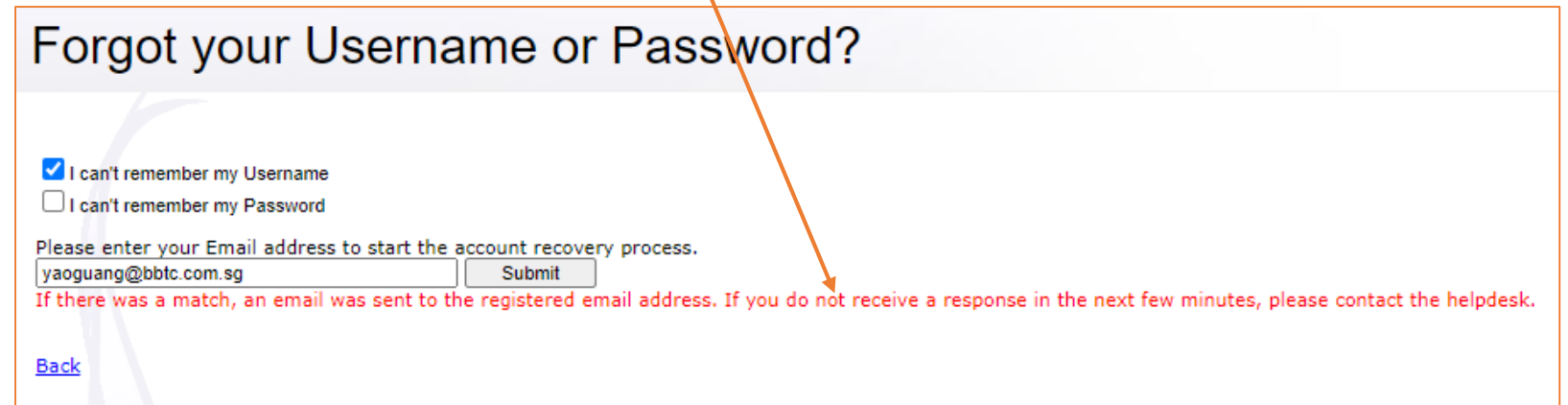
Forgot your Username or Password?

I can't remember my Username
 I can't remember my Password

Please enter your Email address to start the account recovery process.
yaoguang@bbtc.com.sg Submit

[Back](#)

3) Check your mailbox



Forgot your Username or Password?


I can't remember my Username
 I can't remember my Password


Please enter your Email address to start the account recovery process.
yaoguang@bbtc.com.sg Submit

If there was a match, an email was sent to the registered email address. If you do not receive a response in the next few minutes, please contact the helpdesk.

[Back](#)

Check your mailbox for Username

 Mon 27/5/2024 3:09 pm
Do-Not-Reply
UserID Retrieval

To  Chung Yaoguang

Dear TestAccountCS,

You have requested to retrieve your Username.

Username: TestAccountCS

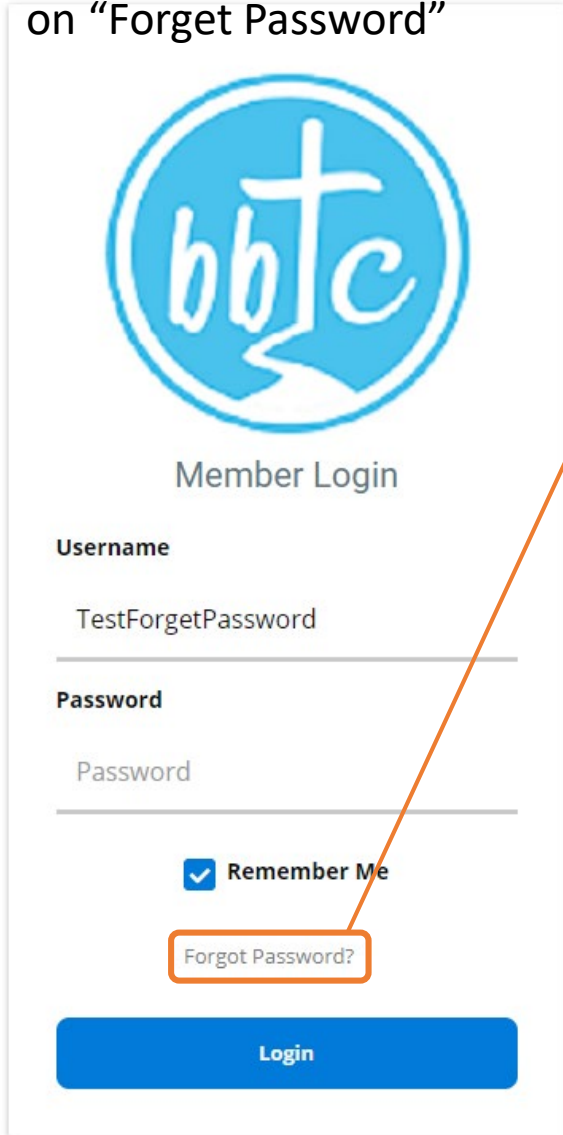
Thank you,

Customer Support

NOTE:
Please do not reply to this message, which was sent from an unmonitored e-mail address. Mail sent to this address cannot be answered.

How to Reset my Password?

1) Login to Genesis, Click on "Forget Password"



bbtc Member Login

Username
TestForgetPassword

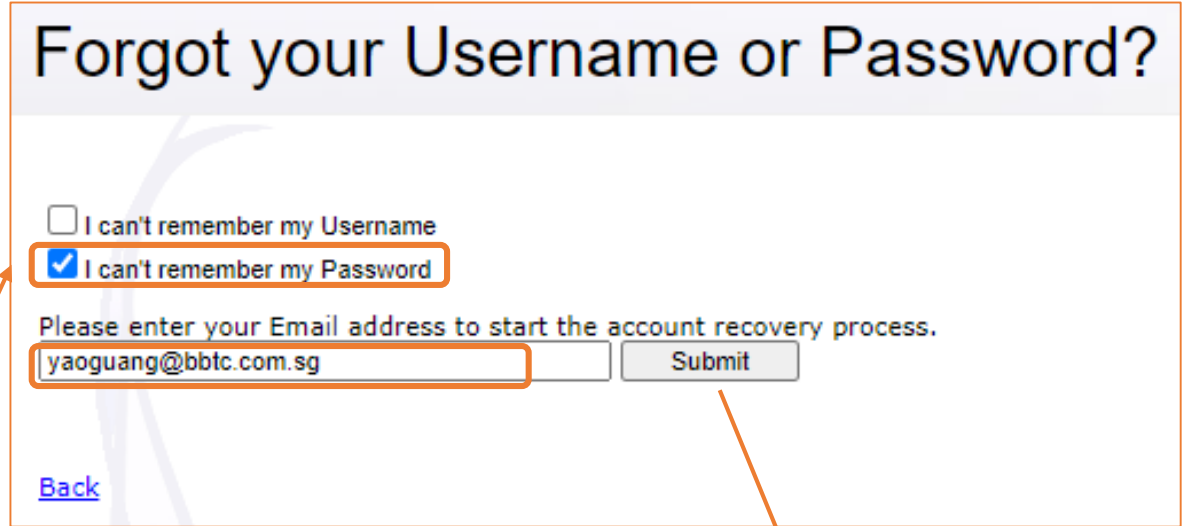
Password
Password

Remember Me

[Forgot Password?](#)

Login

2) Check "I can't remember my Password", key in your email and "Submit"



Forgot your Username or Password?

I can't remember my Username
 I can't remember my Password

Please enter your Email address to start the account recovery process.

[Back](#)

3) Check your mailbox



Forgot your Username or Password?

I can't remember my Username
 I can't remember my Password

Please enter your Email address to start the account recovery process.

If there was a match, an email was sent to the registered email address. If you do not receive a response in the next few minutes, please contact the helpdesk.

[Back](#)

4) Click link to change password

Mon 27/5/2024 3:24 pm
Do-Not-Reply
Password Retrieval

To Chung Yaoguang

Dear TestAccountCS,

You recently asked to reset your password by e-mail. [Click here to reset your password](#), or [click here to cancel the password reset request if this was not initiated by you](#). This request is valid only for one day, this will automatically expire after the designated time. If you have difficulty resetting your password, you may also follow the instructions below.

TO RESET YOUR PASSWORD:

1. Select and copy the following Internet address.

<https://genesis.bbtc.com.sg/BBTC/Security/PwdRetrieval.aspx> [REDACTED]

2. Open a browser, paste the link in the address bar, then press Enter or Return on your keyboard to proceed to the password reset page. Once there, you may reset your password.

Thank you,

Customer Support

NOTE:
Please do not reply to this message, which was sent from an unmonitored e-mail address. Mail sent to this address cannot be answered.

Change Password

5) Key in new password and click "Reset my password"

Reset My Password

Retrieval Key

6 [REDACTED] 6e1

New Password

.....

Confirm Password

.....

Reset my password

Cancel password reset

6) Password is updated

Reset My Password

Retrieval Key

8 [REDACTED] 1

New Password

Confirm Password

Password Updated.

- END -