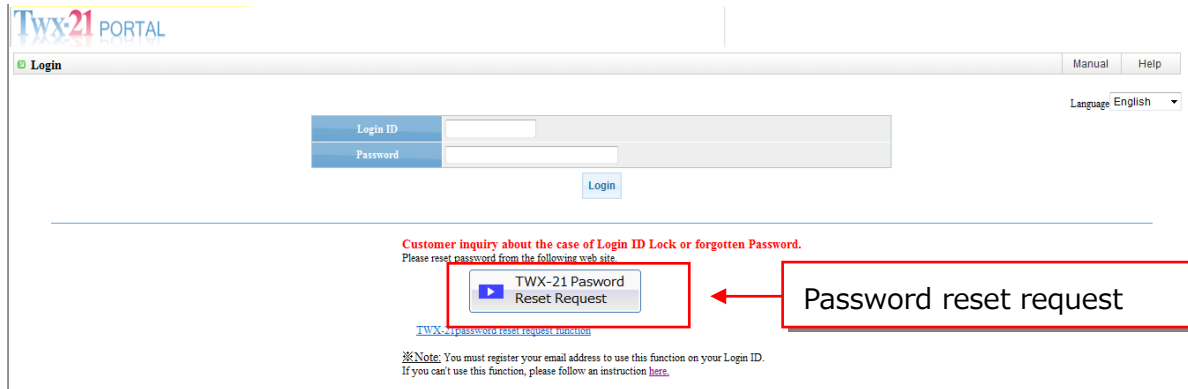


Hitachi, Ltd.,  
TWX-21 Service Dept

To Dear All Customers

**Subject:the Process password reset request**



(1)Password reset request

Click "Send" button after input of "Login ID" and "mail address."

You will see "Password Reset Request Confirmation" screen after clicking "Send" button, and the user mail address which is registered in TWX-21 PORTAL get a notice mail called "Password Reset Notification."

**Caution: This function is available for the users who registered his/her address correctly.**

※In case that your mail address is not registered or is registered incorrectly

Please request password reset by "TWX-21 password request Web form" or "Help Desk (Mail/TEL)" as usual.

Please resister your e-mail address according to the following instructions after you get a new password.

**【Registered Information Check / Registration Method】**

Please check / register the information with the following menu after login to Portal system.

•User himself /herself : Portal Menu> Login User Information Change> Registration Information Change>  
User Information Change

Please refer to "(3) Registered Information Check / Registration Method" for more details.

•Administrator : Portal Menu> Management Function> User Information Change> User Search> User Information Change

※Mail addresses for user IDs except administrators' must be registered by the user himself / herself or the administrator.

※Our help desk can't change user mail addresses to prevent leakage of personal information or protect personal information.

(Only password reset for administrators is available.)

※Mail address for administrators must be changed by the administrator himself / herself with Management Function menu.

## 【Password reset request】

Twx-21 PORTAL

Password re-setting request Manual Help

**Information**

■If you forgot your password. And if your Login ID is locked.  
・Please click a "transmission" button after inputting the following application information.  
・The guidance mail for re-setting up a password is transmitted to the mail address registered into user information. Please re-set up within 1 hour.  
・You can use this function who register the email address on your Login ID.

Login ID

Mail Address

Transmission Back

**1. Enter a login ID and email address of your**

**2. Click "Transmission"**

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Twx-21 PORTAL

Password re-setting request check Manual Help

**Information**

Notice mail of the password re-setup was transmitted.  
Please confirm the contents of e-mail, and re-set up the password within 1 hour from a designated screen.

Close

**Click "Close"**

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## 【URL for password reset】

差出人: twx21staff@itg.hitachi.co.jp  
宛先:  
C C:  
件名:

...

<https://webedigba.twx-21.com/portal/passwordReset?app|iKey=hbT4BQFnVo3WfyPZ2f>

**The guidance mail for re-setting up a password is transmitted to the mail address registered into user information.  
Note: Please re-set up within 1 hour.**

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Password re-setup

1. Enter a Login ID, mail address and new password

Information  
You can reset the password.

Login ID	<input type="text"/>
Mail Address	<input type="text"/>
New Password	<input type="text"/>
New Password(Confirm)	<input type="text"/>

Change

2. click "change"

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Please redo "Password Reset Request" when 1 hour has past or you access "Password Reset URL" on the mail called "Password Reset Notification" several times because of the onetime password invalidation.

【Password reset】error image

Twx-21 PORTAL

1. The onetime password is invalid when 1 hour has past or you access "Password Reset URL" on the mail called "Password Reset Notification" several time. Please redo "Password Reset Request" then.

Password re-setup

Manual Help

**Error**  
This URL is invalid. Please retry to reset the password.

Back

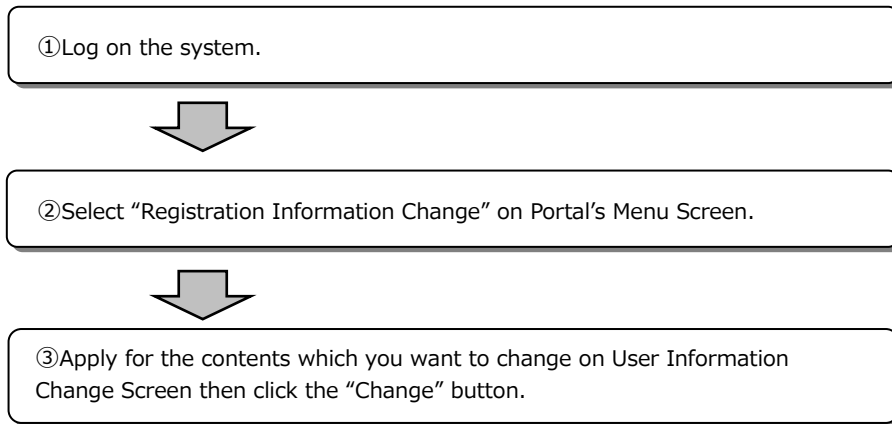
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- ※Will check if the onetime password hasn't past 1 hour after "Password Reset Request" and if number of times of access is only one time.
- ※Will check "Login ID," "Mail Address" and "New Password" for password reset.
- ※Password must be from 8 to 32 digit, includes numbers and alphabets.

### (3) Registered Information Check / Registration Method

#### 【Process Flow】

The process flow about changing register information in the EDI Service User Support System is as follows.



#### 【The Operation Procedure of Service】

##### ① Log on the system.

1. Enter the Login ID and Password.

2. Click the "Login".

##### ② Select "Registration Information Change" on Portal's Menu Screen.

1. Select "Registration Information Change" on Portal's Menu Screen.

③Apply for the contents which you want to change on User Information Change Screen.

Member ID	: EJUUB99001YSD0010000	Member Name	: TEST01 Corporation Omori		
Login ID	: WR012574	User Name	: Omori Ichiro	Role Name	: Regular Member(administrator)

**User Information Change**    Menu    Logout    Manual    Help

User Family Name	Omori Ichiro
Department Name	Sales 1 Division 1 Group
Zip Code	111-1111
Address	Tokyo Sinagawa-ku XX-YY, Minami Oi 6-chome null
Telephone Number	03-1111-0111
FAX Number	
Mail Address	ichiro@omori.jp

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1. Apply for the contents which you want to change of user information.

2. Click the "Change". Click the "Back" if you want to go back to the previous screen.

④It has completed to change user information.

Member ID	: EJUUB99001YSD0010000	Member Name	: TEST01 Corporation Omori		
Login ID	: WR012574	User Name	: Omori Ichiro	Role Name	: Regular Member(administrator)

**User Information Change**    Menu    Logout    Manual    Help

**Information**  
It has completed to change user information.

User Family Name	Omori Ichiro
Department Name	Sales 1 Division 1 Group
Zip Code	111-1111
Address	Tokyo Sinagawa-ku XX-YY, Minami Oi 6-chome null
Telephone Number	03-1111-1111
FAX Number	
Mail Address	ichiro@omori.jp

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1. Click the "Back" and transit to Menu

– End –