Hitachi, Ltd.,
TWX-21Service Dept.

Dear All Customers

Subject: the Proccess When You Forget Your Password

If you forget your password, you need to request for a "one-time password." Please ask your company administrator
for its appllication.
You can login with "onetime password "only once and need to change the password as your new password .
after the onetime password is issued.
(note: An "onetime password" is available only for 1 hour. If the time limit exceeded, please apply for "onetime password" again
The procedure of issuing "onetime passowrd" by company administrator is explained in "1.Users Who Have a Regular ID."
If you need to issue an "one time password" for company administrator, please contact our help desk. Help desk will provide
a new onetime password after it asks your information to authenticate you (Refer to "Users Who Have an Administrator ID").

Contents

1.Users Who Have a Reguler ID
If you have a Regular ID and forget the password, please ask a user who have
an administrator ID to make a new login password.
⇒Please refer to "3. How to Make a New Password for a Regular ID by Administrator "
to check the process.

2.Users Who Have an Administrator ID
If you have an Administrator ID and forget the password, please contact our help desk by yourself.
When you call our help desk to issue a onetime password, a help desk operater will ask you about
your company information and authenticate you. After that, validation procedure, a onetime password
is ussed over the phone.

3. How to Issue a Onetime Password for a Reguler ID by Administrator

For Administrators: Please follow the following procedures to issue a onetime password for regular ID user.

1. Enter a login ID and a password of your

2.Click "Login."

1. Click "Password reissue"
   on the TWX-21 PORTAL menu.

Twx·21 PORTAL

■ Member ID : EJUU128951TST0020000 ■ Member Name : TEST TEST
■ Login ID : WR012739 ■ User Name : TEST TEST　Authority : Administrator of Regular Member

◘ User Search　　　　　　　　　　Menu　Logout　Manual　Help

Search Condtion

User ID	
Login ID	
User Name	

Search　Return to initial status　Back

1. Enter items which you want to search.
 *If you don't enter any items, you will see all IDs which are registered as your

2.Click "Search."
　To reset the entries , click "Clear"
　To return -a previous screen, Click "Back."

Twx·21 PORTAL

■ Member ID : EJUU128951TST0020000 ■ Member Name : TEST TEST
■ Login ID : WR012739 ■ User Name : TEST TEST　Authority : Administrator of Regular Member

◘ User Search　　　　　　　　　　Menu　Logout　Manual　Help

Search Condtion

User ID	
Login ID	
User Name	

Search　Return to initial status　Back

Result for Search

Result is 2

No.	Member No.	Member Name	Login ID	User Name
1	EJUU128951TST0020000	TEST TEST	WR012739	TEST TEST
2	EJUU128951TST0020000	TEST	CZ021017	. .

Result is 2

Back

1.Select and click a login ID which you want to issue a onetime password from
　a list of searchyed result.

2. To return a previous screen,
　Click Back."

Twx·21 PORTAL

■ Member ID : EJUU128951TST0020000 ■ Member Name : TEST TEST
■ Login ID : WR012739 ■ User Name : TEST TEST　Authority : Administrator of Regular Member

◘ Pasword re-Issue　　　　　　　　Menu　Logout　Manual　Help

User ID	EJUM128951TST0020001
Login ID	CZ021017
Telephone Number	
FAX Number	
Mail Address	-@-
New Password	mXacknvU01

Reissue　Back

The ID information you have selected is displayed.

1. Please verify a onetime passward desplayed in "New Passward" entry that is issued by a system.
 (note: It must be in half-byte alphanumeric and within
　32 characters.)
*Please keep a memo of this information for making a notice to end user with onetime passward.
*Onetime passward can be changed at this registration procedure other than what is generated by a system.
e.g. mXacknvU01 - Onetime passward (new tentative passward)
*Valid period : Onetime passward will be valid from its issue to end of following day. When a valid

2. To register and issue a onetime password entered, Click "Reissue."
　To return a previous screen, Click "Back."