

# How to Reset Password for COMSUITE Services

~COMSUITE Introduction Video Course~

August 2024

**COMSUITE**  
GLOBAL TRANSACTION BANKING SOLUTIONS

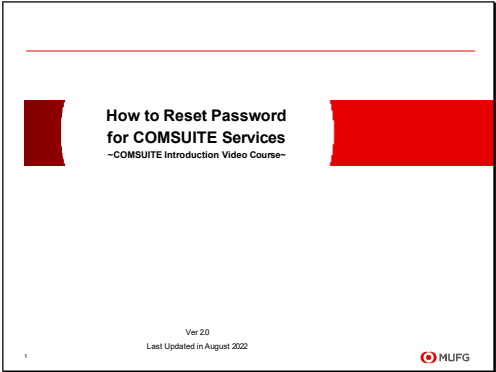
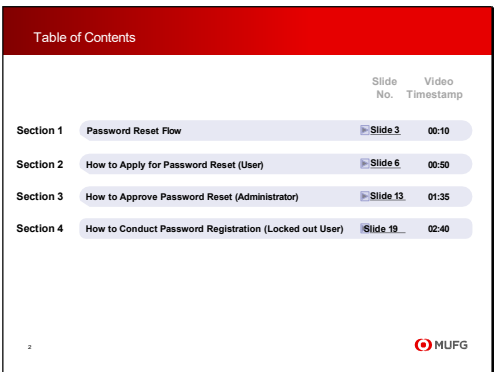
# About this Document

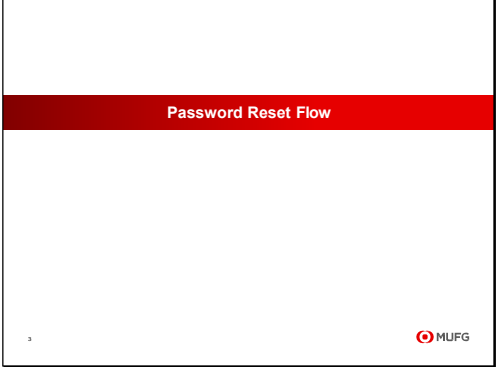
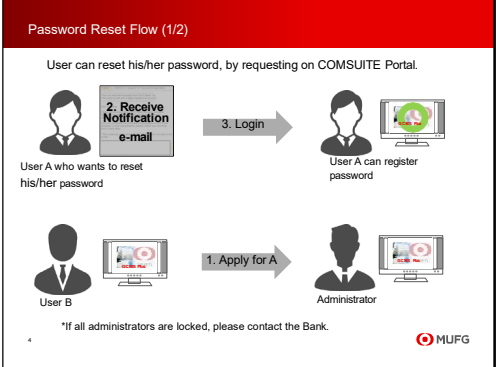
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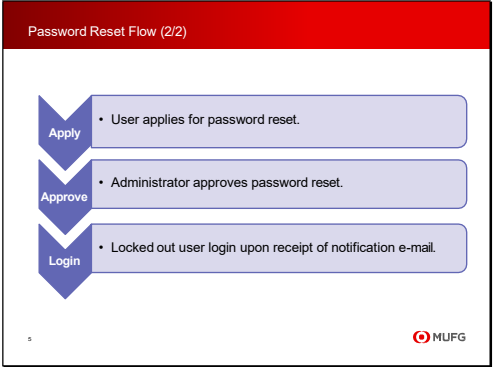
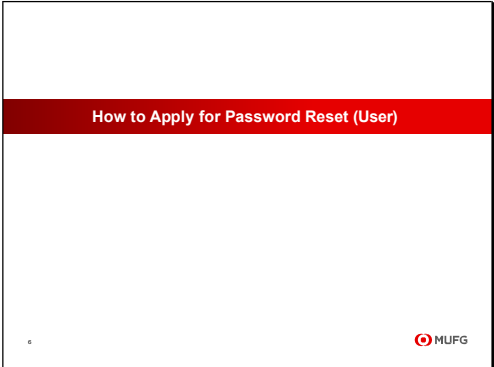
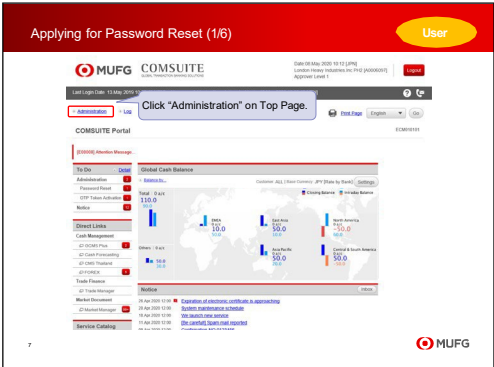
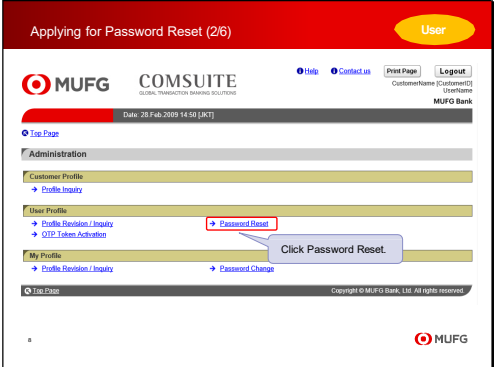
This is the accompanying script for COMSUI TE Introduction Video Course on *How to Reset Password for COMSUI TE Services* and the related FAQ. Using this script in conjunction with the corresponding video course is recommended.

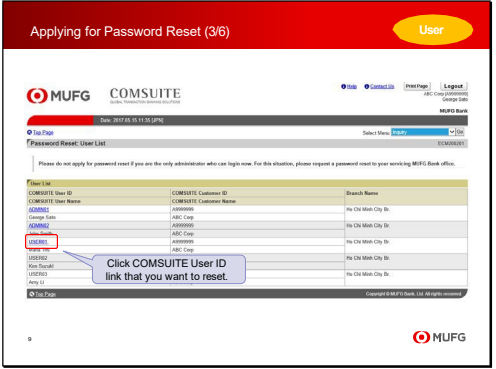
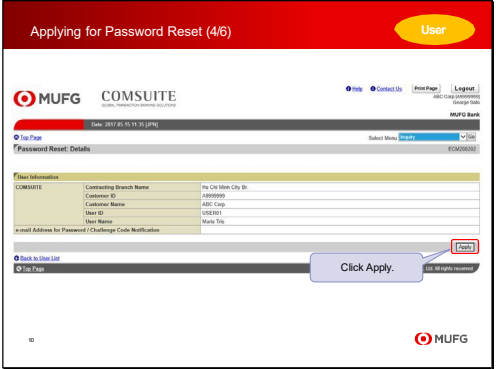
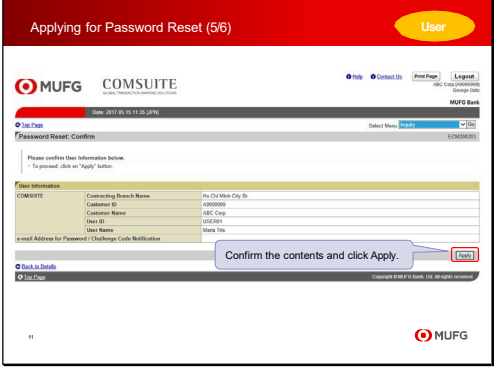
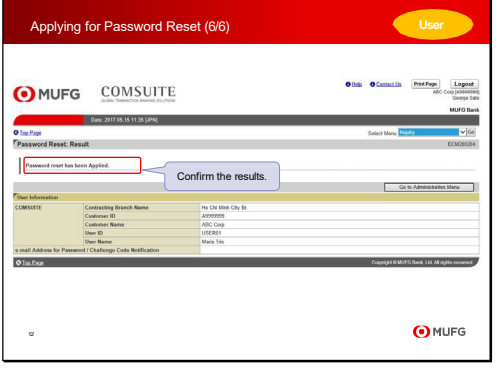
Note: This PDF is text-searchable and has bookmark-enabled to find related topics easily.

# Script

<p>Slide 1</p>	 <p>How to Reset Password for COMSUITE Services ~COMSUITE Introduction Video Course~</p> <p>Ver 2.0 Last Updated in August 2022</p> <p>MUFG</p>	<p>Hello. Welcome to the COMSUITE Introduction Video Course.</p> <p>This document is the accompanying script of the video course. You may refer to this document alone or use it together with the video provided separately.</p> <p>In this course, we will explore the basic question: How to Reset Password for COMSUITE Services.</p> <p><b>&lt;Intended audience&gt;</b></p> <p>This course is for everyone who wants to know the password reset process for COMSUITE services, including GCMS Plus and other services.</p> <p>It can be especially helpful for:</p> <ul style="list-style-type: none"><li>• COMSUITE Users who have forgotten their password and cannot login</li><li>• COMSUITE Users or Administrators who has been asked to rest password on behalf of the locked out User, but are not familiar with the process</li><li>• COMSUITE Administrators who does not know how to approve password reset</li></ul>																				
<p>Slide 2</p>	 <p>Table of Contents</p> <table border="1"><thead><tr><th></th><th></th><th>Slide No.</th><th>Video Timestamp</th></tr></thead><tbody><tr><td>Section 1</td><td>Password Reset Flow</td><td>Slide 3</td><td>00:10</td></tr><tr><td>Section 2</td><td>How to Apply for Password Reset (User)</td><td>Slide 6</td><td>00:50</td></tr><tr><td>Section 3</td><td>How to Approve Password Reset (Administrator)</td><td>Slide 13</td><td>01:35</td></tr><tr><td>Section 4</td><td>How to Conduct Password Registration (Locked out User)</td><td>Slide 19</td><td>02:40</td></tr></tbody></table> <p>MUFG</p>			Slide No.	Video Timestamp	Section 1	Password Reset Flow	Slide 3	00:10	Section 2	How to Apply for Password Reset (User)	Slide 6	00:50	Section 3	How to Approve Password Reset (Administrator)	Slide 13	01:35	Section 4	How to Conduct Password Registration (Locked out User)	Slide 19	02:40	<p><b>&lt;Table of Contents&gt;</b></p> <p>This course is created for COMSUITE Users who have forgotten their password, applying for password reset on behalf of another user, and/or Administrators who are approving password reset.</p> <p>We will split it up into 4 sections. If you are already familiar with some of the contents, feel free to jump to the section you would like to learn.</p> <p>If you are taking this course by watching the short video, refer to the video timestamps for each section.</p> <p>If you are taking this course by studying this accompanying PDF, refer to the following page links.</p> <ul style="list-style-type: none"><li>• <a href="#">Section 1</a> Password Reset Flow</li><li>• <a href="#">Section 2</a> How to Apply for Password Reset (User)</li><li>• <a href="#">Section 3</a> How to Approve Password Reset</li></ul>
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		<p>(Administrator)</p> <ul style="list-style-type: none"> <li>• <u>Section 4</u> How to Conduct Password Registration (Locked out User)</li> </ul>
<p>Slide 3</p>	 <p>Slide 3 content: A slide titled "Password Reset Flow" with a red header bar. The slide is mostly blank with a small MUFG logo in the bottom right corner.</p>	<p>First, in this section of the course, we will look at the basic flow of resetting a password.</p>
<p>Slide 4</p>	 <p>Slide 4 content: A slide titled "Password Reset Flow (1/2)" with a red header bar. It contains a flowchart with four steps: 1. Apply for A (User B to Administrator), 2. Receive Notification e-mail (User A), 3. Login (User A), and 4. Register password (User A). A note at the bottom states: "If all administrators are locked, please contact the Bank." The MUFG logo is in the bottom right.</p>	<p><b>&lt;Basic Process of Password Reset&gt;</b></p> <p>In order to complete password reset for User A, an additional user (User B) and an Administrator will be involved in the process.</p> <ul style="list-style-type: none"> <li>• User A requests User B to reset password on behalf of User A.</li> <li>• User B applies for password reset on behalf of User A.</li> <li>• Administrator approves the password reset, which has been applied by User B. Once it is approved, "Completion of password reset" email will be sent to User A.</li> <li>• User A registers new password from the login page.</li> </ul> <p>In this video course, it will explain the following process in detail;</p> <ul style="list-style-type: none"> <li>• How User apply for password reset</li> <li>• How Administrator approve password reset</li> <li>• How User register a new password after receiving "Completion of password reset" email</li> </ul>

<p>Slide 5</p>	 <p>Password Reset Flow (2/2)</p> <ul style="list-style-type: none"> <li>Apply: User applies for password reset.</li> <li>Approve: Administrator approves password reset.</li> <li>Login: Locked out user login upon receipt of notification e-mail.</li> </ul> <p>5 MUFG</p>	<p>There are 3 steps in password reset flow;</p> <ol style="list-style-type: none"> <li>1. Applying for password reset (User)</li> <li>2. Approving for password reset (Administrator)</li> <li>3. Registering new password after receiving "Completion of password reset" email (Locked out User)</li> </ol> <p>See next slides for more.</p>
<p>Slide 6</p>	 <p>How to Apply for Password Reset (User)</p> <p>6 MUFG</p>	<p>In this section of the course, we will look at the basic process of how to apply for password reset.</p>
<p>Slide 7</p>	 <p>Applying for Password Reset (1/6)</p> <p>User</p> <p>Click "Administration" on Top Page.</p> <p>7 MUFG</p>	<p>User applying for password reset (on behalf of the locked out user) logs in to COMSUITE Portal and click Administration on Top page.</p>
<p>Slide 8</p>	 <p>Applying for Password Reset (2/6)</p> <p>User</p> <p>Click Password Reset.</p> <p>8 MUFG</p>	<p>Click Password Reset under User Profile.</p>

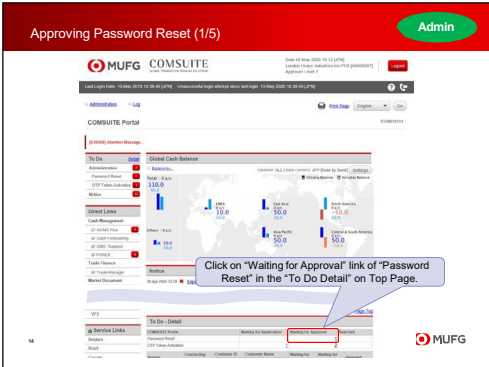
<p>Slide 9</p>		<p>List of users who you can apply for password reset will be shown on the page. Select COMSUITE User ID of the locked out user.</p>
<p>Slide 10</p>		<p>Click Apply button.</p>
<p>Slide 11</p>		<p>Confirm if the selected user is the correct user that you want to reset the password for and click Apply button.</p>
<p>Slide 12</p>		<p>Password Reset has been applied. Now proceed to ask your Administrator to approve this application.</p>

Slide 13



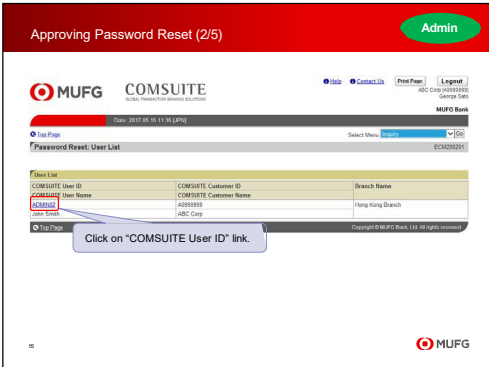
Thus far, the application has already been created. Next, we will explain more details about how to approve.

Slide 14



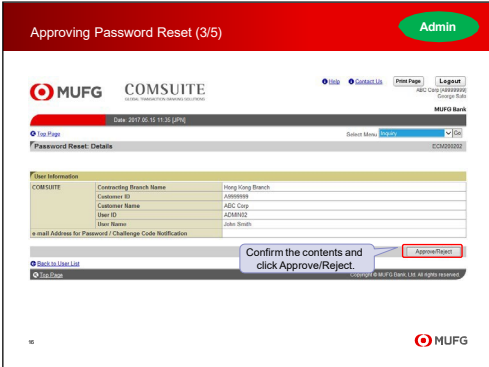
Login to COMSUITE Portal. From the Top page, scroll down to To Do – Detail section located in the middle of the page. Click on the number indicated under Waiting for Approval of Password Reset.

Slide 15



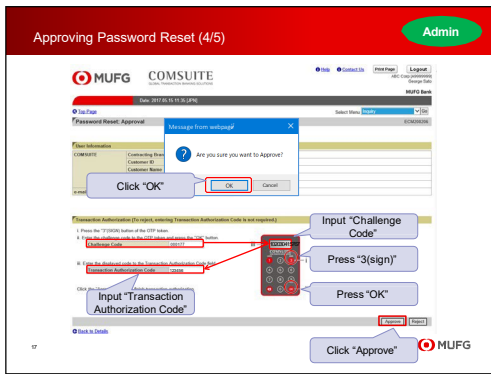
List of users who you can approve for password reset will be shown on the page. Select COMSUITE User ID of which you want to approve.

Slide 16



Confirm the applied information and click Approve/Reject button.

Slide 17



For security, transaction authorization using OTP Token is required to finish approval. Please follow the instruction below.

Please use your own OTP Token.

First, press the “3” button from the OTP Token device. Second, enter the challenge code shown on this screen to the OTP Token device and press OK.

Third, a 6-digits transaction authorization code will be displayed on the OTP Token device.

Then enter the transaction authorization code to Transaction Authorization Code field on the screen.

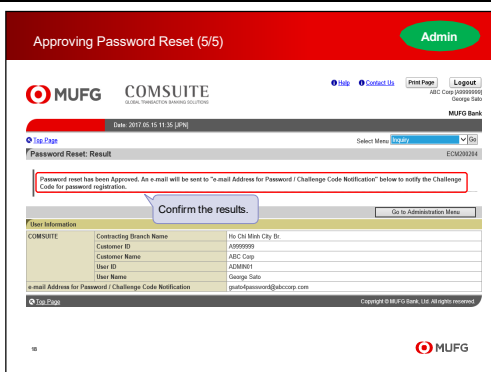
To approve the applied Password Reset, click the Approve button.

To reject the applied Password Reset, click the Reject button.

Once you click on either Approve or Reject button, a message dialogue will pop up with the following message.

- If Approve button is clicked : Do you want to Approve?
  - If Reject button is clicked : Do you want to Reject?
- Confirm the message dialogue and click the OK button.

Slide 18

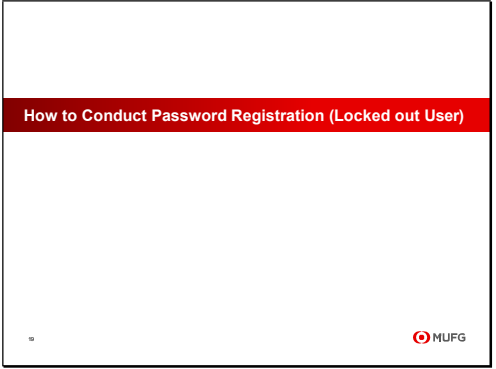
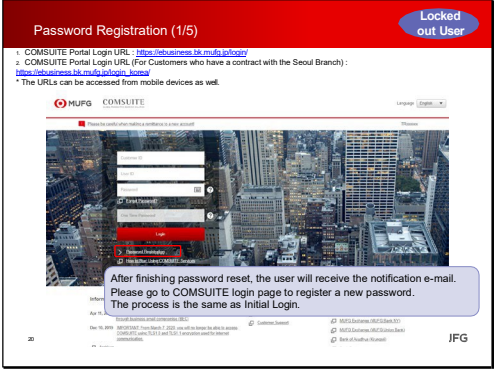
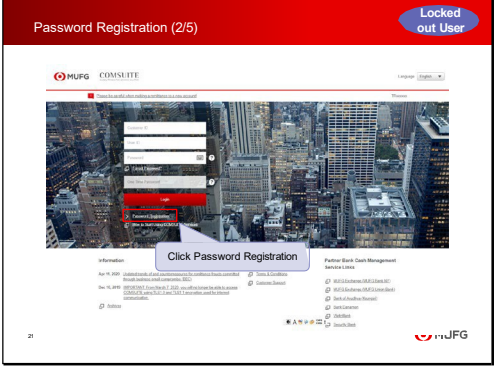


Password Reset has been approved.

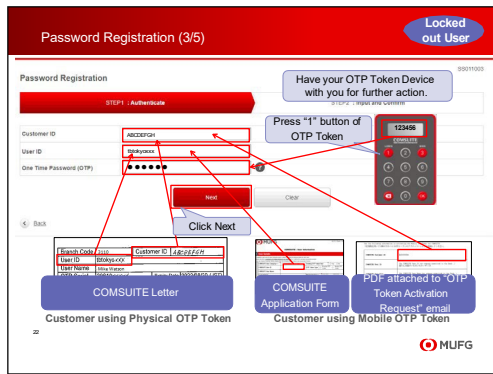
Once it is approved, an automatic email notification will be sent to the locked out user.

Now proceed to register new password.



<p>Slide 19</p>	 <p>How to Conduct Password Registration (Locked out User)</p> <p>MUFG</p>	<p>This section of the course explains how to register new password after Password Reset has been approved.</p>
<p>Slide 20</p>	 <p>Locked out User</p> <p>1. COMSUIITE Portal Login URL: <a href="https://ebusiness.bk.mufg.jp/login/">https://ebusiness.bk.mufg.jp/login/</a> 2. COMSUIITE Portal Login URL (For Customers who have a contract with the Seoul Branch): <a href="https://ebusiness.bk.mufg.jp/login_korea/">https://ebusiness.bk.mufg.jp/login_korea/</a> * The URLs can be accessed from mobile devices as well.</p> <p>After finishing password reset, the user will receive the notification e-mail. Please go to COMSUIITE login page to register a new password. The process is the same as Initial Login.</p> <p>MUFG COMSUIITE</p> <p>Information: Apr 19, 2019... Partner Bank Cash Management Service Lines: JFG</p>	<p>After finishing password reset, the locked out user will receive the notification e-mail.</p> <p>Please go to COMSUIITE login page to register a new password.</p> <p>Please access COMSUIITE login page from the following URL;</p> <ol style="list-style-type: none"> <li>1. COMSUIITE Portal Login URL : <a href="https://ebusiness.bk.mufg.jp/login/">https://ebusiness.bk.mufg.jp/login/</a></li> <li>2. COMSUIITE Portal Login URL(For Customers who have a contract with the Seoul Branch): <a href="https://ebusiness.bk.mufg.jp/login_korea/">https://ebusiness.bk.mufg.jp/login_korea/</a></li> </ol> <p>The URL link in 2 will not be included on the page linked under 1. Please access directly from 2 if your contracting branch is Seoul.</p>
<p>Slide 21</p>	 <p>Locked out User</p> <p>Click Password Registration</p> <p>MUFG COMSUIITE</p> <p>Information: Apr 19, 2019... Partner Bank Cash Management Service Lines: JFG</p>	<p>On this screen, click Password Registration link. (In case it is the first-time login or login after resetting password, Password Registration is necessary.)</p>

Slide 22



First, confirm your Customer ID and User ID, and then enter in the Customer ID field and User ID field your login information.

- Customer using Physical OTP Token: check from the COMSUITE Letter included in the OTP Token Envelope.
- Customer using Mobile OTP Token: check from the PDF attached to "OTP Token Activation Request" email and application form.

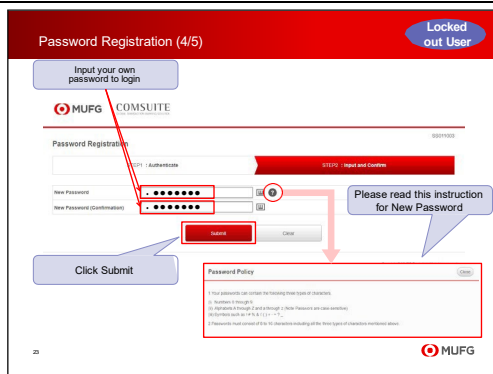
(The Customer ID and User ID also be checked by the Administrator of your company. Please refer to FAQ.)

Second, press the "1" button from the OTP Token device. One-time password will be shown on the OTP Token device.

Third, enter the one-time password that is shown on the device in the One Time Password (OTP) field on the screen.

Click Next to proceed to the next screen.

Slide 23



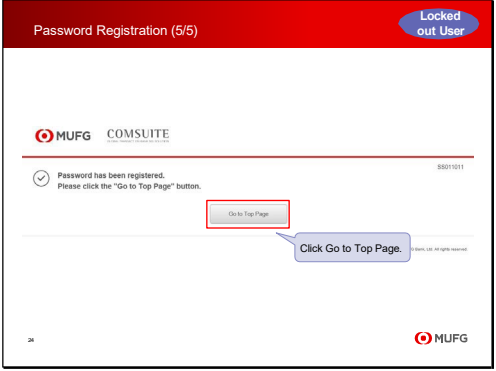
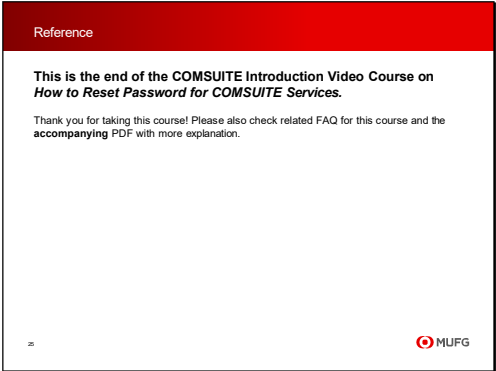
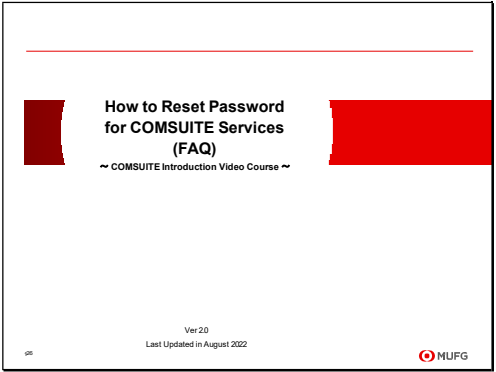
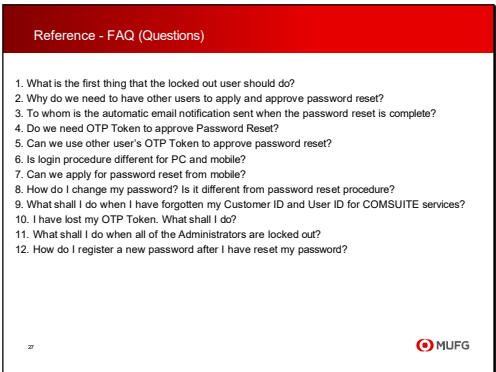
On STEP 2: Input and Confirm screen, please set your new password and click Submit button.

Make sure your password meet the following criteria (also referable directly on the screen).

1. Your passwords can contain the following three types of characters.

- (i) Numbers 0 through 9
- (ii) Alphabets A through Z and a through z (Note Passwords are case-sensitive)
- (iii) Symbols such as ! # % & ' ( ) + - = ? \_

2. Passwords must consist of 8 to 16 characters including all the three types of characters mentioned above.

<p>Slide 24</p>		<p>When you reach this screen, it means your password has been successfully registered.</p> <p>Click “Go to Top Page” to proceed to COMSUI TE Portal.</p>
<p>Slide 25</p>		
<p>Slide 26</p>		<p><b>&lt;FAQ&gt;</b></p> <p>Thank you for taking this COMSUI TE Introduction Video Course on How to Reset Password for COMSUI TE Services.</p> <p>After learning this course, please use the FAQ to test your understanding of the course contents. Please feel free to go back if you need to review some of topics.</p>
<p>Slide 27</p>		

Slide 28

Reference - FAQ (Answers)

**1. What is the first thing that the locked out user should do?**

Password Reset must be applied by user or administrator other than the locked out user. Please request other user / administrator to apply for Password Reset on behalf of the locked out user.

User who has been asked to apply for password reset should proceed with the following steps:

1. After login to COMSUITE Portal, click Administration from the Top page.
2. Click Password Reset under User Profile.
3. Select COMSUITE User ID of the locked out user.
4. Confirm if the selected user is the correct user that you want to reset the password for and click Apply button.

**2. Why do we need to have other users to apply and approve password reset?**

As our service provides services such as account inquiry and payments for corporate customer, it is our responsibility to have strong security measures to prevent financial frauds. Thus, actions that involve the use of confidential information (such as password reset) shall be treated with high security, requiring other users and administrators to apply and approve.

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Slide 29

Reference - FAQ (Answers)

**3. To whom is the automatic email notification sent when the password reset is complete?**

It is sent to a user who have forgotten their password and had their password reset. \*Please refer to FAQ#12 on how to register new password after password reset.

**4. Do we need OTP Token to approve Password Reset?**

OTP Token is required for the Administrator to approve password reset. Approval using OTP Token can be done in the following process.

1. Press "3" button from the OTP Token device.
2. Enter the challenge code shown on this screen to the OTP Token device and press OK.
3. A 6-digits transaction authorization code will be displayed on the OTP Token device.
4. Enter the transaction authorization code to Transaction Authorization Code field on the screen.

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		<p>Approval using OTP Token can be done in the following process.</p> <ul style="list-style-type: none"> <li>• Press “3” button from the OTP Token device.</li> <li>• Enter the challenge code shown on this screen to the OTP Token device and press OK.</li> <li>• A 6-digits transaction authorization code will be displayed on the OTP Token device.</li> <li>• Enter the transaction authorization code to Transaction Authorization Code field on the screen.</li> </ul>
<p>Slide 30</p>	<div data-bbox="261 725 754 1093" style="border: 1px solid black; padding: 5px;"> <p style="background-color: red; color: white; text-align: center; margin: 0;">Reference - FAQ (Answers)</p> <p><b>5. Can we use other user's OTP Token to approve password reset?</b> No, the approver needs to use their own OTP Token. (OTP Token is linked to each user in terms of security) <small>*In case you have lost your OTP Token, please contact MUFG Bank Helpdesk for OTP Token Loss which is indicated in the customer support page of the login page. (Please refer to FAQ #10 for more details.)</small></p> <p><b>6. Is login procedure different for PC and mobile?</b> The user can login to COMSUITE Portal from PC or mobile with a same login procedure. Please note that access to mobile inquiry pages are limited to users who have contract with GCMS Plus.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p><small>PC Login page</small></p>  </div> <div style="text-align: center;"> <p><small>Mobile Login page</small></p>  </div> </div> <p style="text-align: right; margin-top: 5px;"></p> </div>	<p><b>5. Can we use other user's OTP Token to approve password reset?</b> No, the approver needs to use their own OTP Token. (OTP Token is linked to each user in terms of security)  *In case you have lost your OTP Token, please contact MUFG Bank Helpdesk for OTP Token Loss which is indicated in the customer support page of the login page. (Please refer to FAQ #10 for more details.)</p> <p><b>6. Is login procedure different for PC and mobile?</b> The user can login to COMSUITE Portal from PC or mobile with a same login procedure. Please note that access to mobile inquiry pages are limited to users who have contract with GCMS Plus. *Mobile access for other COMSUITE services will be considered in the further phases.</p>

Slide 31

**Reference - FAQ (Answers)**

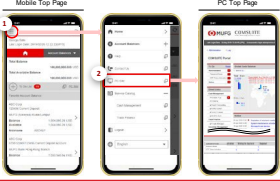
**7. Can we apply for password reset from mobile?**


Applying for and approving password reset can only be done from PC site. If you are using your mobile, you can move to the PC site from the PC site link.

- Access to mobile inquiry pages are limited to users who have contract with GCMS Plus.
- Mobile Approval functions are planned in the further enhancements.

PC site can be accessed from your mobile devices with following procedure.

1. Login to Mobile Top page and Tap Hamburger menu
2. Select PC site



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**7. Can we apply for password reset from mobile?**

Applying for and approving password reset can only be done from PC site. If you are using your mobile, you can move to the PC site from the PC site link.

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PC site can be accessed from your mobile devices with following procedure.

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Slide 32

**Reference - FAQ (Answers)**

**8. How do I change my password? Is it different from password reset procedure?**

Password change and password reset is different.  
Password change can be done by yourself and does not need approval, if you are able to login to COMSUITE Portal.

Password change can be done with the following steps:


1. Click Administration of COMSUITE Portal Top page
2. Select Password Change under My Profile
3. Enter your current login password in Current Password
4. Enter you new login password in New Password and New Password (confirmation) and click Change
5. Confirm the status and click OK

**9. What shall I do when I have forgotten my Customer ID and User ID for COMSUITE services?**

For Customers using Physical OTP Token: check from the COMSUITE Letter included in the OTP Token Envelope.  
For Customers using Mobile OTP Token: check from the PDF attached to "OTP Token Activation Request" email and application form.  
If you don't already have the documents above with you, please ask your Administrator of your company to check.

The Administrator can check Customer ID and User ID with the following steps:

1. Click Administration of COMSUITE Portal Top page
2. Select Inquiry under User Profile
3. Search the user with his/her user name

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**8. How do I change my password? Is it different from password reset procedure?**

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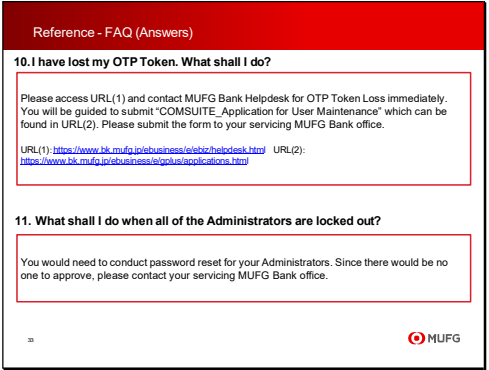
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- Click Administration of COMSUITE Porta Top page
- Select Password Change under My Profile
- Enter your current login password in Current Password
- Enter you new login password in New Password and New Password (confirmation) and click Change
- Confirm the status and click OK

**9. What shall I do when I have forgotten my Customer ID and User ID for COMSUITE services?**

For Customers using Physical OTP Token: check from the COMSUITE Letter included in the OTP Token Envelope.

For Customers using Mobile OTP Token: check from the PDF attached to "OTP Token Activation Request" email

		<p>and application form.</p> <p>If you don't already have the documents above with you, please ask your Administrator of your company to check.</p> <p>The Administrator can check Customer ID and User ID with the following steps:</p> <ul style="list-style-type: none"> <li>• Click Administration of COMSUIITE Portal Top page</li> <li>• Select Inquiry under User Profile</li> <li>• Search the user with the user name</li> </ul>
<p>Slide 33</p>		<p><b>10. I have lost my OTP Token. What shall I do?</b></p> <p>Please access URL(1) and contact MUFG Bank Helpdesk for OTP Token Loss immediately.</p> <p>You will be guided to submit “COMSUIITE_Application for User Maintenance” which can be found in URL(2).</p> <p>Please submit the form to your servicing MUFG Bank office.</p> <p>URL(1):  <a href="https://www.bk.mufg.jp/ebusiness/e/ebiz/helpdesk.html">https://www.bk.mufg.jp/ebusiness/e/ebiz/helpdesk.html</a>          URL(2):  <a href="https://www.bk.mufg.jp/ebusiness/e/gplus/applications.html">https://www.bk.mufg.jp/ebusiness/e/gplus/applications.html</a></p> <p><b>11. What shall I do when all of the Administrators are locked out?</b></p> <p>You would need to conduct password reset for your Administrators. Since there would be no one to approve, please contact your servicing MUFG Bank office.</p>

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Reference - FAQ (Answers)

**12. How do I register a new password after I have reset my password?**

After you have received Notification of Password Reset email, register your new password from Password Registration of the login page.

If you have not received such email, please check if you have followed the following password reset procedure correctly.

**Password Reset Flow**

- Apply password reset**
  - Please check if password reset is successfully completed.
  - Go to To Do - Detail section of COMSUIITE Portal/ Top page. Click the number for Password Reset - Waiting for Approval to check if the password reset is successfully applied.
- Approve password reset**
  - Please check if password reset application is rejected.
  - Go to To Do - Detail section of COMSUIITE Portal/ Top page. Click the number for Password Reset - Rejected to check if the password reset is rejected.
- Register new password**
  - Please check if your email address is registered correctly to COMSUIITE.
  - Please check if the email is in your spam folder.
  - If you have accidently deleted the email, please register your new password from COMSUIITE Portal login page. You do not need to apply for password reset again.

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## 12. How do I register a new password after I have reset my password?

After you have received Notification of Password Reset email, register your new password from Password Registration of the login page.

If you have not received such email, please check if you have followed the following password reset procedure correctly.



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  - For foreign currency deposits, being a product based on the local law of the applicable country for account opening, there is a possibility for a change in the receivable amount of the deposit interest or a limit in drawing amount due to change in local law, regulation, etc. The Bank could suspend to provide foreign currency deposit service for a certain period of time.
  - It depends on each country whether the foreign currency deposit is within the scope of the local deposit insurance or not. In case of Japan, in which the account is opened, deposit insurance is not applicable.
  - The treatment of tax imposed on the interest of the foreign currency deposit also depends on the country for opening accounts.
  - The applicable deposit rate or commission fee cannot be provided due to differences in country, currency, and transaction scale.
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Contact: Japanese Bankers Association

Phone: 0570-017109 or 03-5252-3772

Mon.-Fri. 9:00-17:00 (except Holidays, 12/31-1/3 etc.)

Note that petitioner / procurator communicates in Japanese, governing law for contracts and legal actions to be disputed are based on Japanese laws, and as is customary in Japan.

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