



Mizuho Bank (Malaysia) Berhad 201001039768 (923693-H)

**MIZUHO GLOBAL e-BANKING
SUPERUSER PASSWORD RESET / MMPCT OFFLINE TOOL AND
SOFTWARE TOKEN ACTIVATION CODE REQUEST**

* Please complete the form in CAPITAL LETTERS.

A. SUBMITTED BY

Company Name: _____

MGeB UnitCode:

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B. TYPE OF SERVICE REQUEST

(Please tick where applicable)

We hereby request the following for the below SuperUser ID with the service(s) request as follows:

1st SuperUser details	SuperUser Password	SuperUser MMPCT Offline Tool	SuperUser Software Token
Name: _____	<input type="checkbox"/> Initialize New / Unlock Password	<input type="checkbox"/> Initialize New Password	<input type="checkbox"/> Reissuance of Activation Code
User ID: _____		<input type="checkbox"/> MMPC Tool Replacement	<input type="checkbox"/> Force Stop Activation Code
Contact Number: _____			<input type="checkbox"/> Request additional Activation Code
Email Address: _____			

For additions and reissues activation code, the activation code will be sent to the registered email address in Software Token Management menu

Kindly send the the requested service(s) to the above-mentioned SuperUser email address via email notification.

2nd SuperUser details	SuperUser Password	SuperUser MMPCT Offline Tool	SuperUser Software Token
Name: _____	<input type="checkbox"/> Initialize New / Unlock Password	<input type="checkbox"/> Initialize New Password	<input type="checkbox"/> Reissuance of Activation Code
User ID: _____		<input type="checkbox"/> MMPC Tool Replacement	<input type="checkbox"/> Force Stop Activation Code
Contact Number: _____			<input type="checkbox"/> Request additional Activation Code
Email Address: _____			

For additions and reissues activation code, the activation code will be sent to the registered email address in Software Token Management menu

Kindly send the the requested service(s) to the above-mentioned SuperUser email address via email notification.

3rd SuperUser details	SuperUser Password	SuperUser MMPCT Offline Tool	SuperUser Software Token
Name: _____	<input type="checkbox"/> Initialize New / Unlock Password	<input type="checkbox"/> Initialize New Password	<input type="checkbox"/> Reissuance of Activation Code
User ID: _____		<input type="checkbox"/> MMPC Tool Replacement	<input type="checkbox"/> Force Stop Activation Code
Contact Number: _____			<input type="checkbox"/> Request additional Activation Code
Email Address: _____			

For additions and reissues activation code, the activation code will be sent to the registered email address in Software Token Management menu

Kindly send the the requested service(s) to the above-mentioned SuperUser email address via email notification.

D. AUTHORISATION

Authorised Signatories:

Name: _____
Designation: _____

Name: _____
Designation: _____

Name: _____
Designation: _____

(For Bank Use Only)										
Fill in by FSD-GeB										
Approved By:	Made By:	GCIF No. <small>(for MMPCT Offline Tool only)</small>	Signature Verified By:							
	initialize / unlock	<table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>								

Self-Reset Password Guide

To set up for Self-Reset Password, Go to Mizuho Global e-Banking (MGeB) > [Download User's Manual](#) > [Chapter IV Personal Settings](#) and refer below subchapters:

- 1.1 Setting E-mail Address
- 4.2 Setting Security Questions with Answers

Self-reset password can be done **IF** below conditions are met:

- 1 You have already [registered your email address](#) and [set security questions](#)
- 2 Your [ID and OTP is not locked](#)

Steps to Reset Password

- 1 Click [Forgot your password?](#) on the Login Screen.

The image shows a login screen with a world map background. It contains four input fields: 'Unit Code', 'User ID', 'Password', and 'OTP'. Below the fields is a blue 'Login' button. Underneath the 'Login' button, there is a link for 'Security Information' and a link for 'Forgot your password?' which is highlighted with a red box.

- 2 Enter the [Unit Code](#), [User ID](#), and [OTP](#). Then click Next.

User Information

(102470)

Your Security Question will appear on the next page and you will be able to initialize your password.

The image shows a form titled 'User Information' with three input fields: 'Unit Code *', 'User ID *', and 'OTP *'. Below the fields are two buttons: 'Next' (highlighted with a red box) and 'Cancel'.

- 3 Answer all the displayed security questions. Then click Next. The [answer is case-sensitive](#).

Initialize Password

(102471)

The image shows a form titled 'Initialize Password' with two security questions and their corresponding answer fields. The first question is 'What is the title of the movie you first watched?' and the second is 'Where is your most favorite city?'. Below the second question is a 'Next' button (highlighted with a red box) and a 'Back' button.

- 4 Your initialized password will be shown on the screen. Please [note it down](#).

Password Initialized

(102472)

The password has been initialized.
Unit code=XXXXXXXX User ID=SuperU Initialize password=X7288690

Please note your password.

[OK](#)

- 5 You will receive an email to notify that you have reset your password but it will **NOT** contain the initialized password.

If you have [not met the condition](#) to perform the above steps, you may fill in [MIZUHO GLOBAL e-BANKING SUPERUSER PASSWORD RESET / MMPCT OFFLINE TOOL AND SOFTWARE TOKEN ACTIVATION CODE REQUEST FORM](#) and email to mcbm.globaleb@mizuho-cb.com