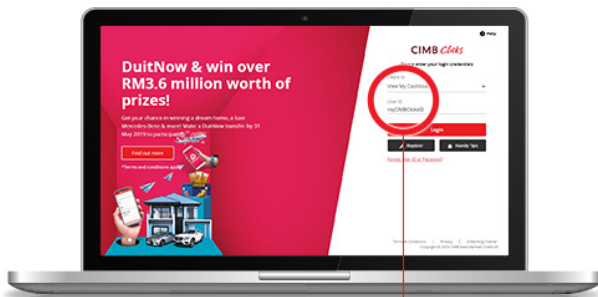


# Password Update FAQ

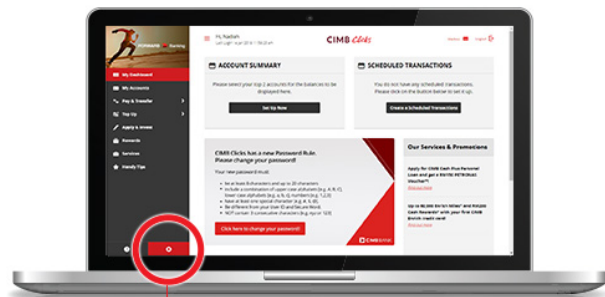
1. I received an Email / SMS / pop up notice on CIMB Clicks asking me to change my password. What should I do? How do I update my password?

You are recommended to login to CIMB Clicks website to update your password. If you are using the CIMB Clicks app or the CIMB EVA app, you can use your mobile browser via desktop view & login to CIMB Clicks. Alternatively, you can use a desktop browser.

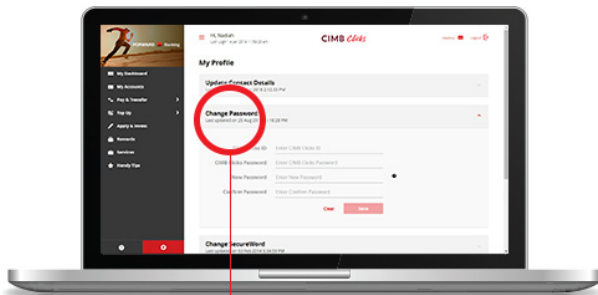
## Update Password from Desktop Browser



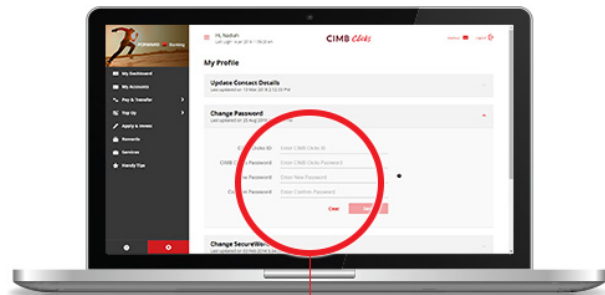
**STEP 1:**  
Log in to CIMB Clicks



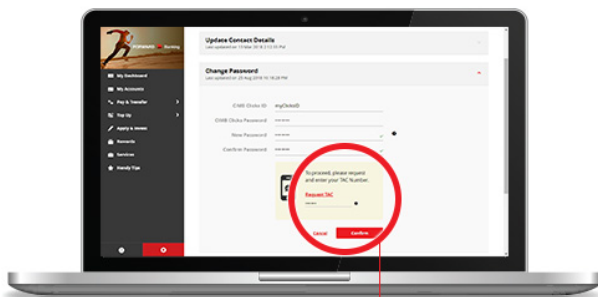
**STEP 2:**  
Go to 'Settings' (gear icon)



**STEP 3:**  
Click 'Change Password'



**STEP 4:**  
Enter the required details & "Save"

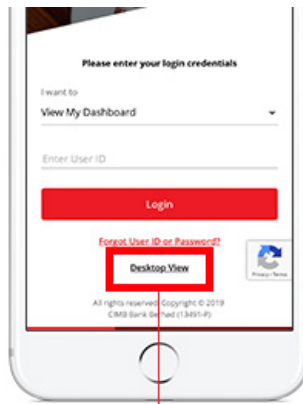


**STEP 5:**  
Request TAC & enter TAC to proceed

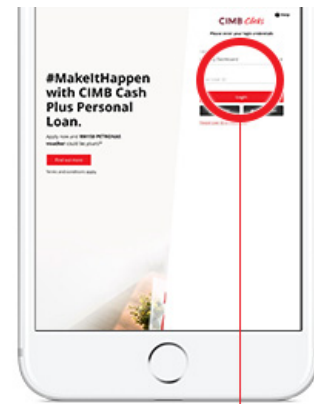
## Update Password from Mobile Browser – Desktop View version



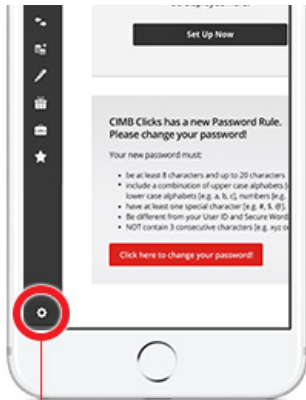
**STEP 1:**  
Go to  
www.cimbclicks.com.my



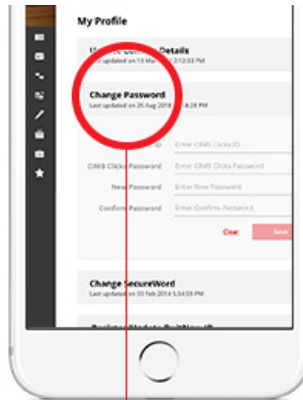
**STEP 2:**  
At the Login page, select  
“Desktop View”



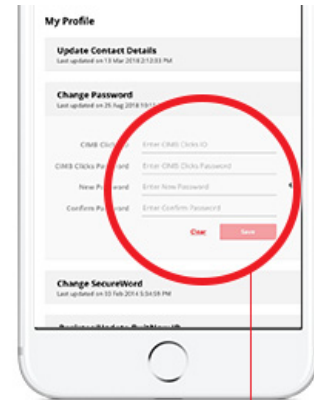
**STEP 3:**  
Login to CIMB Clicks



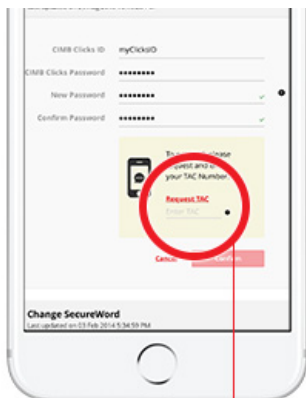
**STEP 4:**  
Go to “Settings”  
(gear icon)



**STEP 5:**  
Click  
“Change Password”



**STEP 6:**  
Enter the required details  
& “Save”



**STEP 7:**  
Request TAC & enter  
TAC to proceed

\* Note: Password only can be updated when you login from the mobile browser with desktop view.

## 2. I receive EDM/SMS/Clicks notifications with links asking me to change my password. Is this genuine communication from CIMB?

You should receive communication from us by our official e-mail [CIMB Malaysia] or an SMS from 62666. You can also help to ensure that you have received authentic communication from CIMB by verifying that the EDM / SMS that you receive from us has genuine links that point you to our website - <https://www.cimbclicks.com.my>.

## 3. Are there any rules I need to follow when I update my password?

Please do ensure your password meets the following criteria:

- Have at least 8 characters long and up to 20 characters.
- Include a combination of upper case alphabets [e.g. A, B, C], lower case alphabets [e.g. a, b, c] and numbers [e.g. 1, 2, 3].
- Include at least one special character [e.g. @, #, \$, %].
- Password must be different from CIMB Clicks User ID and SecureWord.
- Should not contain 3 consecutive characters [e.g. xyz or 123].
- Cannot be the same as last 3 passwords.

## 4. By when do I need to change my password?

We encourage you to change your password within 3 days from logging in to CIMB Clicks or the date/period as stipulated to avoid any disruption to your online banking activities.

## 5. What happens if I do not login?

You would still be able to login to CIMB Clicks. However, we strongly encourage you to change your password within 3 days once you log into CIMB Clicks to avoid any disruption to your online banking activities.

## 6. Why do I need to change my password? I have already been using this password for so long and I am comfortable with it.

We have upgraded and strengthened our password policy. As part of this exercise, we require our customers to change their password as per our new fortified password requirements. This will help create a safer and more secured online banking experience for you.

## 7. Will my CIMB Clicks login get suspended if I do not change my password?

No, rest assured that your account will not be suspended. However, you will need to change your password within 3 days from logging in to CIMB Clicks or the date/period as stipulated. After this grace period ends, you will be required to change your password in CIMB Clicks web browser or mobile browser- desktop view before you can proceed to view your account or perform any transactions including FPX and ePayment.

## 8. I have recently changed my password but still receive SMS/EDM asking me to update my password. Do I need to update it again?

No, if you have changed your password on or after 18 Nov 2018, kindly disregard the notification.

9. I received the email 2 weeks back but only checked it now. Will I still be able to login to Clicks?

Yes, you will be able to login to CIMB Clicks. Once you login, you would need to change your password within 3 days from logging in to CIMB Clicks or the date/period as stipulated. During the 3 days/period specified, you would be able to check your account or perform any transactions as usual. After the grace period, you will be required to update your password before proceeding to check your account summary or performing any transactions including FPX and ePayment.

10. I keep getting multiple errors when I try to change my password. What should I do?

Please ensure that you are following the rules set for the new password policy. In case you still get errors, please try again later or call the number at the back of your card for assistance.

11. How do I enter special characters and upper case characters?

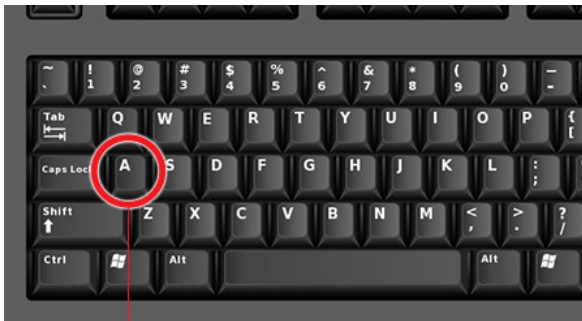
Sure. Please use the guide below:

**Uppercase characters e.g. A, B, C**

**Using PC Keyboard**

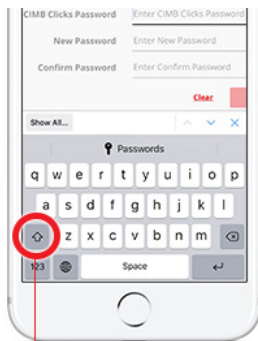


**STEP 1:**  
Hold down "Shift" key

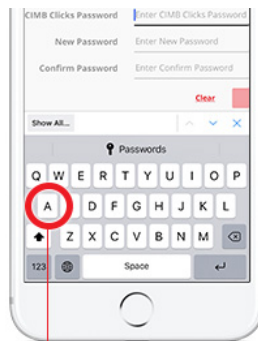


**STEP 2:**  
Press the desired alphabet key

**Using iPhones**

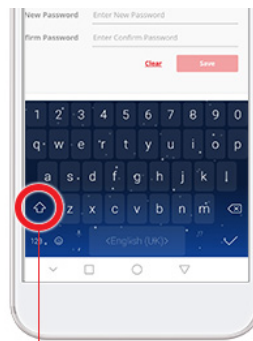


**STEP 1:**  
Tap on "Shift" key (up arrow)

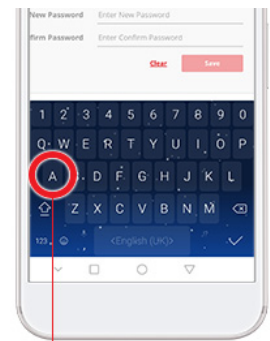


**STEP 2:**  
Tap on desired alphabet key

**Using Android phones**



**STEP 1:**  
Tap on "Shift" key (up arrow)



**STEP 2:**  
Tap on desired alphabet key

**Special characters e.g. @,#,\$,%**

**Using PC Keyboard**

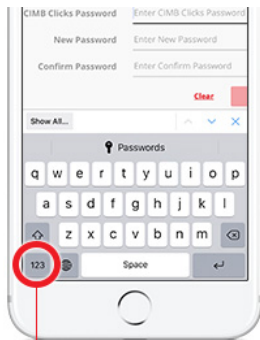


**STEP 1:**  
Hold down "Shift" key

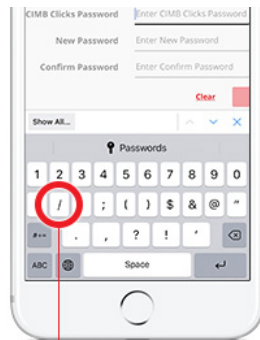


**STEP 2:**  
Press the number key corresponding to the desired special character

**Using iPhones**

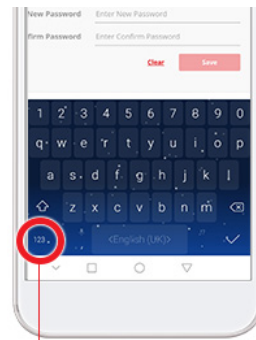


**STEP 1:**  
Tap on "123" key

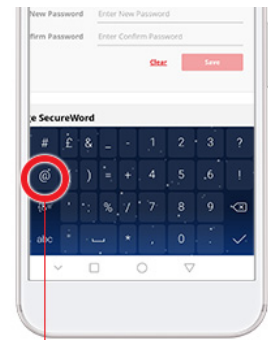


**STEP 2:**  
Tap on desired special character

**Using Android phones**



**STEP 1:**  
Tap on "123" key



**STEP 2:**  
Tap on desired special character

## 12. Why did I not receive any EDM/SMS/Pop up notice in CIMB Clicks?

This is because you may have changed your password on or after 18 Nov 2018 or you are registered CIMB Clicks with your Housing Loan, Structured Product or Unit Trust account. If you are registered CIMB Clicks via these products, you are not required to change password.

## 13. What are the channels that I can use to change password?

You can change password via CIMB Clicks web or mobile browser - desktop view only.

# Soalan Lazim Pembaharuan Kata Laluan

1. Saya menerima E-mel / SMS / Notis Pop Up di CIMB Clicks meminta saya menukar kata laluan. Apa yang perlu saya buat? Bagaimanakah caranya untuk membaharui kata laluan saya?

Anda disyorkan untuk log masuk ke laman web CIMB Clicks untuk membaharui kata laluan anda. Jika anda menggunakan aplikasi CIMB Clicks atau aplikasi CIMB EVA, anda boleh menggunakan versi paparan komputer di pelayar mudah alih dan log masuk ke laman web CIMB Clicks. Secara alternatif, anda boleh menggunakan pelayar komputer.

## Pembaharuan Kata Laluan melalui Pelayar Komputer

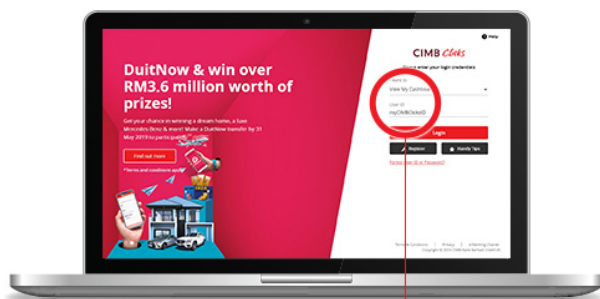
Langkah 1: Log masuk ke CIMB Clicks

Langkah 2: Klik 'Settings' (ikon gear)

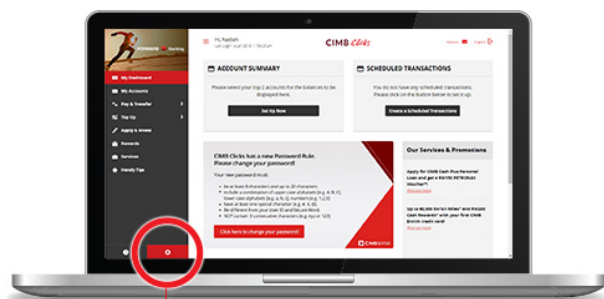
Langkah 3: Klik 'Change Password'

Langkah 4: Masukkan butiran yang diperlukan & "Save"

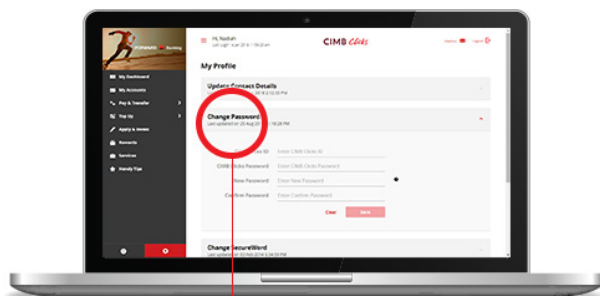
Langkah 5: Minta kod TAC & masukkan kod TAC



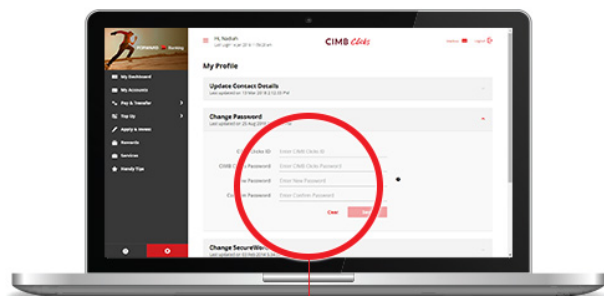
**STEP 1:**  
Log in to CIMB Clicks



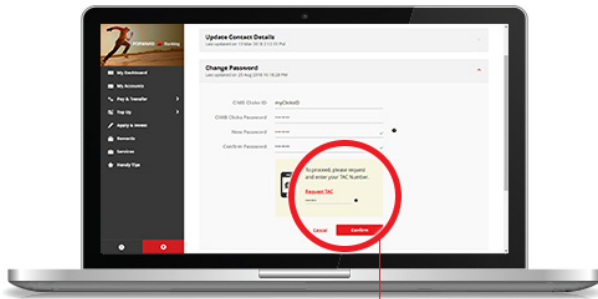
**STEP 2:**  
Go to 'Settings' (gear icon)



**STEP 3:**  
Click 'Change Password'



**STEP 4:**  
Enter the required details & "Save"



**STEP 5:**

Request TAC & enter TAC to proceed

**Pembaharuan Kata Laluan melalui Versi Paparan Komputer di Pelayar Mudah Alih**

Langkah 1: Layari [www.cimbclicks.com.my](http://www.cimbclicks.com.my)

Langkah 2: Pilih “Desktop View” di laman log masuk. “Desktop View” adalah versi paparan komputer

Langkah 3: Log masuk ke CIMB Clicks

Langkah 4: Klik ‘Settings’ (ikon gear)

Langkah 5: Klik ‘Change Password’

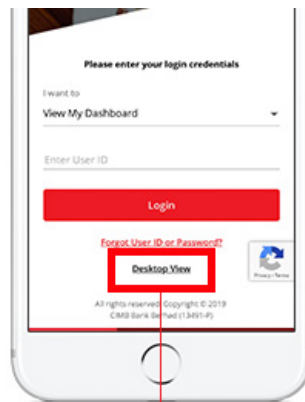
Langkah 6: Masukkan butiran yang diperlukan & “Save”

Langkah 7: Minta kod TAC & masukkan kod TAC



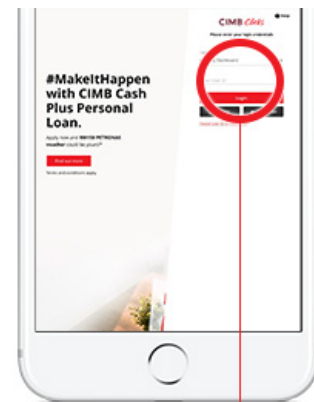
**STEP 1:**

Go to  
[www.cimbclicks.com.my](http://www.cimbclicks.com.my)



**STEP 2:**

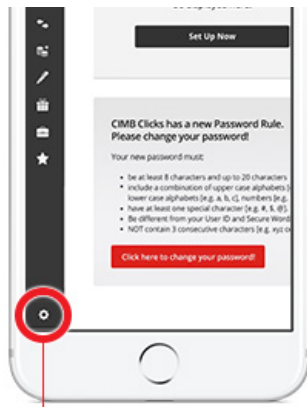
At the Login page, select  
“Desktop View”



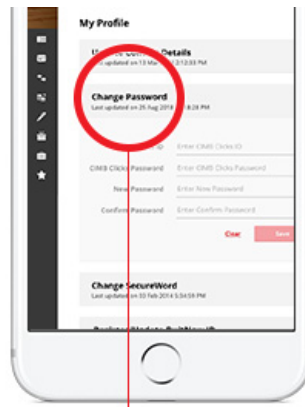
**STEP 3:**

Login to CIMB Clicks

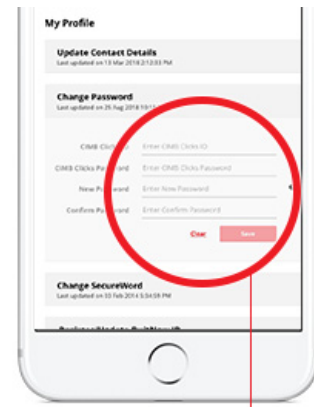




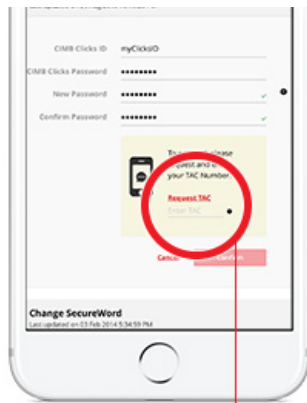
**STEP 4:**  
Go to "Settings"  
(gear icon)



**STEP 5:**  
Click  
"Change Password"



**STEP 6:**  
Enter the required details  
& "Save"



**STEP 7:**  
Request TAC & enter  
TAC to proceed

\* Nota: Kata laluan hanya boleh diperbaharui melalui versi paparan komputer sahaja jika anda menggunakan pelayar mudah alih.

## 2. Saya menerima E-Mel/SMS/Notis Clicks dengan pautan yang menyuruh saya menukar kata laluan. Adakah ini komunikasi tulen daripada CIMB?

Anda sepatutnya menerima komunikasi dari e-mel rasmi [CIMB Malaysia] atau SMS dari 62666. Untuk memastikan anda menerima komunikasi yang sah dari CIMB, E-Mel / SMS yang anda terima dari kami mempunyai pautan sah ke laman web kami <https://www.cimbclicks.com.my>.

### 3. Apakah garis panduan yang perlu saya ikut ketika membaharui kata laluan?

- Mempunyai sekurang-kurangnya 8 hingga 20 abjad huruf-angka yang mengandungi:
  - kombinasi huruf besar [contohnya A,B,C], huruf kecil [contohnya a,b,c] dan nombor [contohnya 1,2,3].
  - minimum satu aksara khas [contohnya @,#,\$,%].
- Pastikan kata laluan tidak sama dengan ID Pengguna CIMB Clicks dan SecureWord.
- Pastikan kata laluan tidak mengandungi abjad huruf-angka berturutan [contohnya xyz atau 123]
- Pastikan kata laluan tidak sama dengan 3 kata laluan lama yang anda pernah gunakan.

### 4. Bilakah saya perlu menukar kata laluan?

Kami mengesyorkan anda untuk menukar kata laluan anda dalam masa 3 hari dari hari anda log masuk ke CIMB Clicks untuk mengelakkan sebarang gangguan ke atas transaksi atas talian anda.

### 5. Apakah yang akan berlaku jika saya tidak log masuk?

Anda masih boleh log masuk ke CIMB Clicks. Walau bagaimanapun, kami menggalakkan anda untuk menukar kata laluan dalam masa 3 hari selepas log masuk ke CIMB Clicks untuk mengelakkan sebarang gangguan ke atas transaksi atas talian anda.

### 6. Mengapakah saya perlu menukar kata laluan saya? Saya sudah lama menggunakan kata laluan ini dan berpuas hati dengannya.

Kami telah menaik taraf dan mengukuhkan polisi kata laluan. Sebagai sebahagian daripada pelaksanaan ini, kami memerlukan pelanggan kami menukar kata laluan mengikut syarat-syarat pengukuhan kata laluan baharu. Ini akan menjamin pengalaman perbankan atas talian yang lebih selamat kepada anda.

### 7. Adakah log masuk CIMB Clicks saya akan disekat jika saya tidak menukar kata laluan saya?

Tidak, akaun anda tidak akan disekat. Walau bagaimanapun, anda harus menukar kata laluan anda dalam masa 3 hari dari hari anda log masuk ke CIMB Clicks atau tarikh yang ditetapkan. Selepas tamat tempoh penangguhan, anda dikehendaki menukar kata laluan anda di laman web CIMB Clicks atau versi paparan komputer di pelayar mudah alih CIMB Clicks sebelum anda boleh meneruskan transaksi penyemakan akaun anda atau transaksi lain termasuk FPX atau ePayment.

### 8. Saya telah menukar kata laluan saya baru-baru ini tetapi saya masih menerima SMS / E-mel meminta saya untuk memperbaharui kata laluan saya. Adakah saya perlu membaharui kata laluan saya semula?

Tidak, sila abaikan notis ini jika anda telah menukar kata laluan anda pada atau selepas 18 Nov 2018.

### 9. Saya menerima e-mel pada 2 minggu lepas tetapi hanya menyemak e-mel sekarang. Adakah saya masih boleh log masuk ke CIMB Clicks?

Ya, anda masih boleh log masuk ke CIMB Clicks. Selepas anda log masuk, anda dikehendaki menukar kata laluan anda dalam tempoh 3 hari atau tarikh yang ditetapkan. Dalam tempoh 3 hari / tempoh yang ditetapkan, anda masih boleh menyemak akaun anda atau melakukan sebarang transaksi atas talian seperti biasa. Selepas tempoh penangguhan, anda dikehendaki menukar kata laluan anda sebelum anda boleh meneruskan transaksi penyemakan akaun anda atau transaksi lain termasuk FPX atau ePayment.

**10. Saya kerap mendapat kod ralat ketika cuba menukar kata laluan saya. Apakah yang perlu saya buat?**

Sila pastikan anda mengikut saranan yang ditetapkan untuk polisi kata laluan baharu. Jika anda masih mendapat kod ralat, sila cuba sebentar lagi atau membuat panggilan di nombor yang tertera di belakang kad anda untuk bantuan selanjutnya.

**11. Macam mana untuk menaip aksara khas dan huruf besar?**

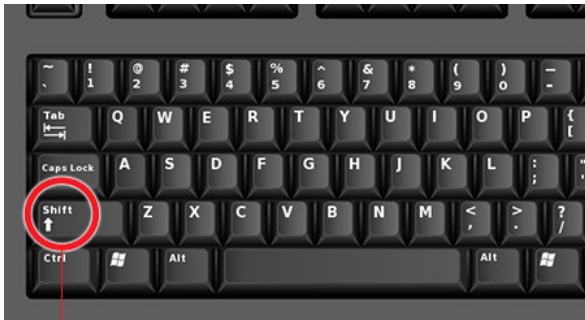
Sila gunakan saranan berikut:

**Huruf besar seperti A,B,C**

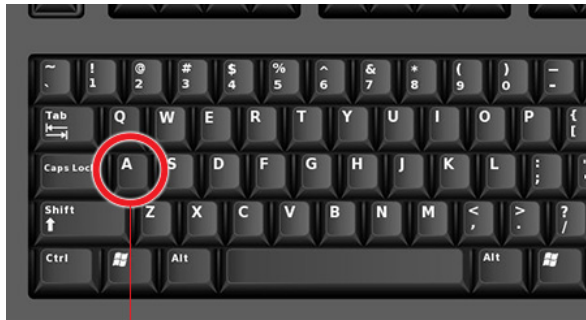
**Menggunakan Papan Kekunci Komputer**

Langkah 1: Tekan kunci "Shift" serentak dengan huruf yang dikehendaki

Langkah 2: Taip huruf yang dikehendaki



**STEP 1:**  
Hold down "Shift" key

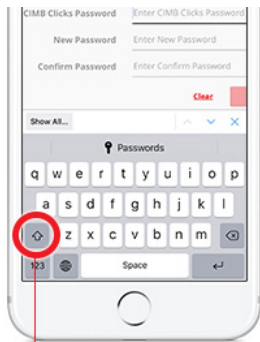


**STEP 2:**  
Press the desired alphabet key

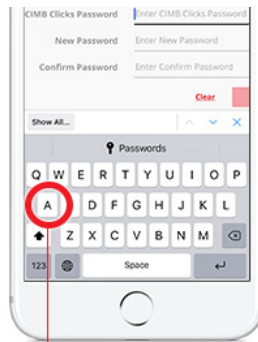
**Menggunakan iPhone**

Langkah 1: Tekan kunci "Shift" (Simbol anak panah ke atas)

Langkah 2: Tekan huruf yang dikehendaki



**STEP 1:**  
Tap on "Shift" key (up arrow)

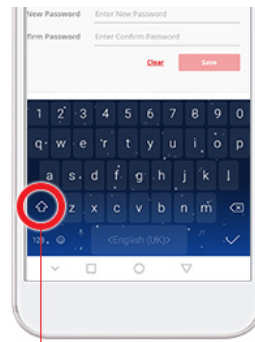


**STEP 2:**  
Tap on desired alphabet key

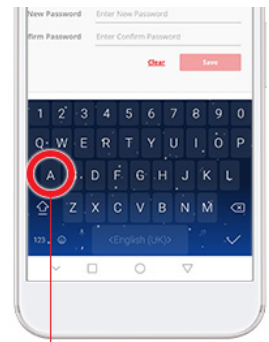
**Menggunakan peranti Android**

Langkah 1: Tekan kunci "Shift" (Simbol anak panah ke atas)

Langkah 2: Tekan huruf yang dikehendaki



**STEP 1:**  
Tap on "Shift" key (up arrow)



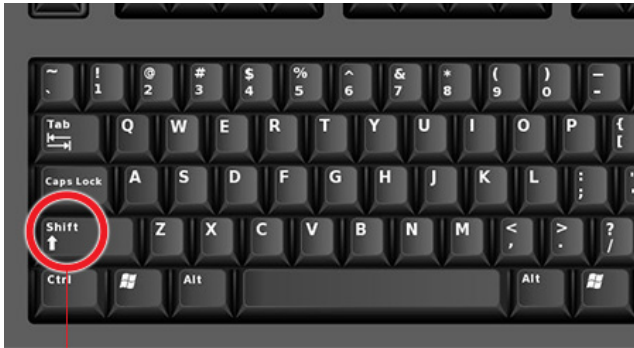
**STEP 2:**  
Tap on desired alphabet key

## Aksara Khas seperti @,#,\$,%

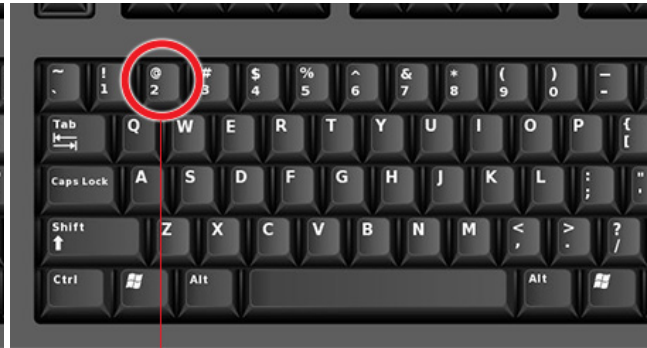
### Menggunakan Papan Kekunci Komputer

Langkah 1: Tekan kunci "Shift" serentak dengan aksara khas yang dikehendaki

Langkah 2: Tekan aksara khas yang dikehendaki. Ia tertera di atas kekunci nombor



**STEP 1:**  
Hold down "Shift" key

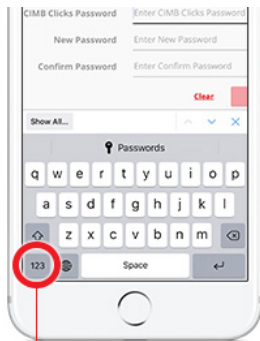


**STEP 2:**  
Press the number key corresponding to the desired special character

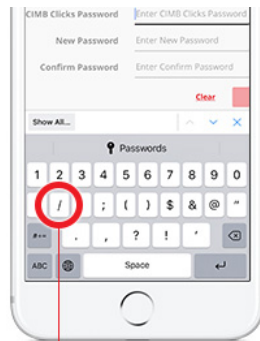
### Menggunakan iPhone

Langkah 1: Tekan kunci "123"

Langkah 2: Tekan aksara khas yang dikehendaki



**STEP 1:**  
Tap on "123" key

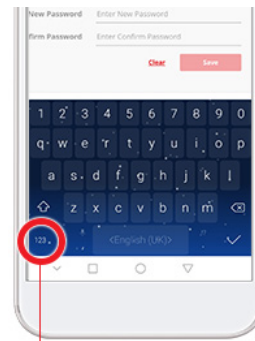


**STEP 2:**  
Tap on desired special character

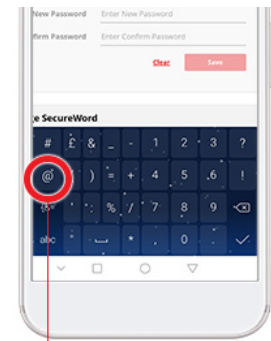
### Menggunakan peranti Android

Langkah 1: Tekan kunci "123"

Langkah 2: Tekan aksara khas yang dikehendaki



**STEP 1:**  
Tap on "123" key



**STEP 2:**  
Tap on desired special character

**12. Mengapakah saya tidak menerima sebarang E-mel / SMS / Notis Pop Up di CIMB Clicks?**

Ini adalah kerana anda mungkin telah menukar kata laluan anda pada atau selepas 18 Nov 2018; atau CIMB Clicks anda sebelum ini didaftarkan dengan produk 'Housing Loan', 'Structured Product' atau 'Unit Trust' anda. Jika pendaftaran CIMB Clicks anda dibuat dengan produk tersebut, anda tidak perlu menukar kata laluan anda.

**13. Apakah saluran yang boleh saya gunakan untuk menukar kata laluan?**

Anda boleh menukar kata laluan melalui laman web atau versi paparan komputer di pelayar mudah alih CIMB Clicks.