



KWSP
EPF

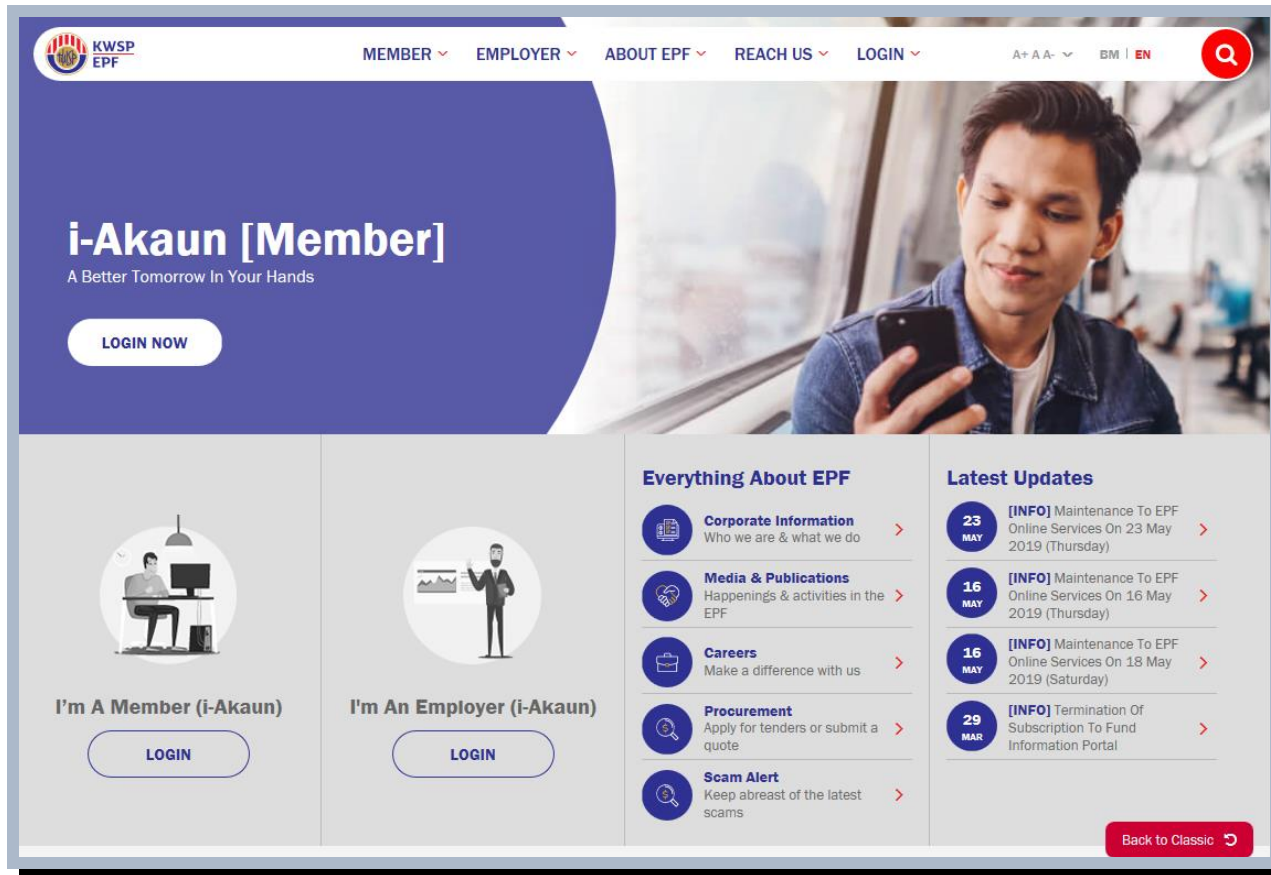
QUICK GUIDE:
FORGOTTEN USER ID / PASSWORD

i-AKAUN (MEMBER)



INTRODUCTION

Before using the Forgotten User ID / Password function, members are required to register their mobile numbers to receive TAC. Registration can be done at any EPF Kiosk or Counter.



1

Go to

<http://www.kwsp.gov.my>

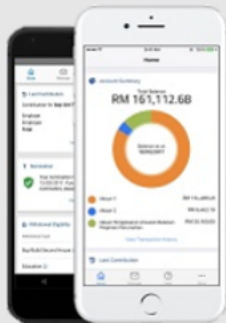
Employees Provident Fund – Forgotten User ID / Password

The screenshot shows the KWSP EPF website. The top navigation bar includes the logo, 'MEMBER', 'EMPLOYER', 'ABOUT EPF', 'REACH US', and 'LOGIN'. A red circle highlights the number '2' next to the 'MEMBER (I-AKAUN)' link. Below the navigation bar, there are sections for 'I'm A Member (i-Akaun)' and 'I'm An Employer (i-Akaun)', each with a 'LOGIN' button. To the right, there are sections for 'Everything About EPF' and 'Latest Updates'.

2 Choose Login to **Member (i-Akaun)**

Welcome to i-Akaun (Member)

Download the i-Akaun mobile application today.



Experience the all-new i-Akaun mobile application for faster and easier access to your EPF account anytime and anywhere.



3



i-Akaun (Member)

USER ID

[Forgot User ID/Password?](#)
[First Time Login Guide](#)

Next

3

Click on **Forgot User ID / Password?**

The screenshot shows the 'Forgot User ID/Password' form on the KWSP EPF website. The form is titled 'Forgot User ID/Password' and is located on the right side of the page. On the left side, there is a navigation menu with links for 'Login', 'First Time Login Guide', 'Forgotten your password', 'FAQ', and 'Contact Us'. The form itself contains the following elements:

- A radio button selection for 'Please help, I have forgotten my:' with options: 'User ID Only', 'Password Only', and 'User ID and Password'. A pink circle with the number '4' is around this selection.
- Input fields for 'Member ID No.*' and 'EPF No.*'. The 'Member ID No.*' field is pre-filled with '000000 - 00 - 0000 (?)'. A pink circle with the number '5' is around the 'Member ID No.*' label.
- An 'OR' separator.
- An input field for 'TAC*' with a 'Request TAC' button. A pink circle with the number '6' is around the 'Request TAC' button.
- A note: 'Note : Please ensure you have pre-registered your mobile number at any EPF Kiosk or Counter before requesting for TAC'.
- 'Clear' and 'Next' buttons.
- A red asterisk note: '* Mandatory Field'.

4 Choose either one (User ID Only / Password Only / User ID and Password)

5 Enter Member ID No.
Or EPF No.

6 Click on Request TAC to get the TAC number

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7 Verify the mobile number that has been registered for receiving TAC and click **Confirm**

The screenshot shows the KWSP EPF website interface. At the top left is the KWSP EPF logo. At the top right, it says 'EPF Contact Management Centre 03-8922 6000 EN | BM'. On the left side, there is a navigation menu with links: Login, First Time Login Guide, **Forgotten your password?**, FAQ, and Contact Us. The main content area is titled 'Forgot User ID/Password'. It contains a form with the following elements:

- A heading: 'Forgot User ID/Password'
- A section: 'Please help, I have forgotten my:' with three radio button options:
 - User ID Only
 - Password Only
 - User ID and Password
- A text input field: 'Please enter your Member ID No. / EPF No.'

A modal window titled 'TAC Request' is overlaid on the page. It contains the following information:

- Header: 'TAC Request'
- Section: 'TAC Request'
- Text: 'TAC request will be sent to your registered mobile number : XXXXXX4220'
- Text: 'Date Time : 26-07-2019:10:14:19'
- A button labeled 'Close'.

At the bottom of the page, there are social media icons (Facebook, Twitter, LinkedIn, YouTube) and a footer with the following text: 'Terms and Conditions | Privacy Policy | FAQ | Client Charter | Online Security Tips Copyright Reserved. © 2012 | www.kwsp.gov.my Official EPF website | Best viewed with Internet Explorer 11 and above, Mozilla Firefox and Chrome Employees Provident Fund, EPF Building, Jalan Raja Laut, 50350 Kuala Lumpur enquiry.kwsp.gov.my'

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Notice that TAC will be sent to the registered mobile number will be displayed. Click **Close** to proceed

KWSP EPF

Login

First Time Login Guide

Forgotten your password?

FAQ

Contact Us

Forgot User ID/Password

Please help, I have forgotten my: User ID Only
 Password Only
 User ID and Password

Please enter your Member ID No. / EPF No.

Member ID No.* : 000000 - 00 - 0000 (?)

OR

EPF No.* : xxxxxx (?)

9 TAC* : ●●●●●● Request TAC

Note : Please ensure you have pre-registered your mobile number at any EPF Kiosk or Counter before requesting for TAC

Clear Next

* Mandatory Field

9 Enter the **TAC Number** (6 digit) received via SMS. Click **Next**

Employees Provident Fund – Forgotten User ID / Password

KWSP EPF EPF Contact Management Centre 03-8922 6000 EN | BM

→ Login
→ First Time Login Guide
→ **Forgotten your password?**
→ FAQ
→ Contact Us

Forgot User ID/Password

Forgot Password: Enter the information below to reset your password

User ID* : **10**

New Password* :

Confirm Password* :

11

* Mandatory Field

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Official EPF website | Best viewed with Internet Explorer 11 and above, Mozilla Firefox and Chrome
Employees Provident Fund, EPF Building, Jalan Raja Laut, 50350 Kuala Lumpur enquiry.kwsp.gov.my

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Create **New Password** and key in again to confirm (8 - 20 alphanumeric characters.
Example: password123)

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Click **Submit**

KWSP EPF

EPF Contact Management Centre 03-8922 6000 EN | BM

- Login
- First Time Login Guide
- **Forgotten your password?**
- FAQ
- Contact Us

Forgot User ID/Password

Forgot Password Acknowledgement

Your new password has been updated. Please [click here](#) to login.

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Successful update screen will be displayed

Members can proceed to log in to use i-Akaun