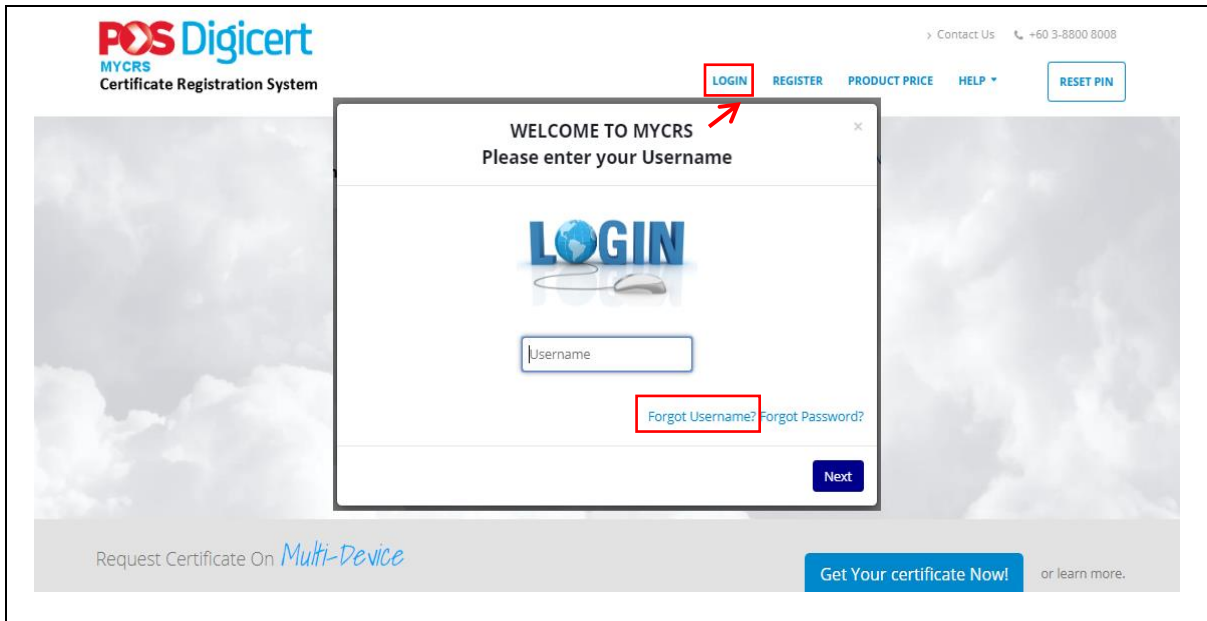
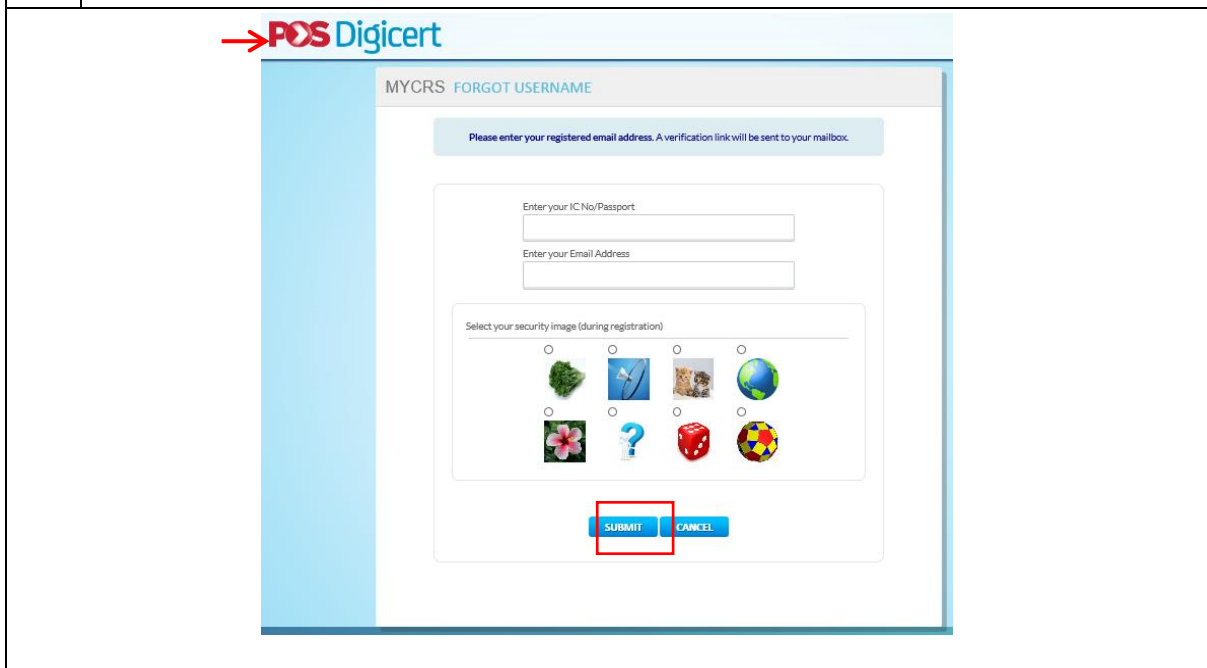


Forgot Username

This section will guide you on how to request “Forgot Username?” from MYCRS website.



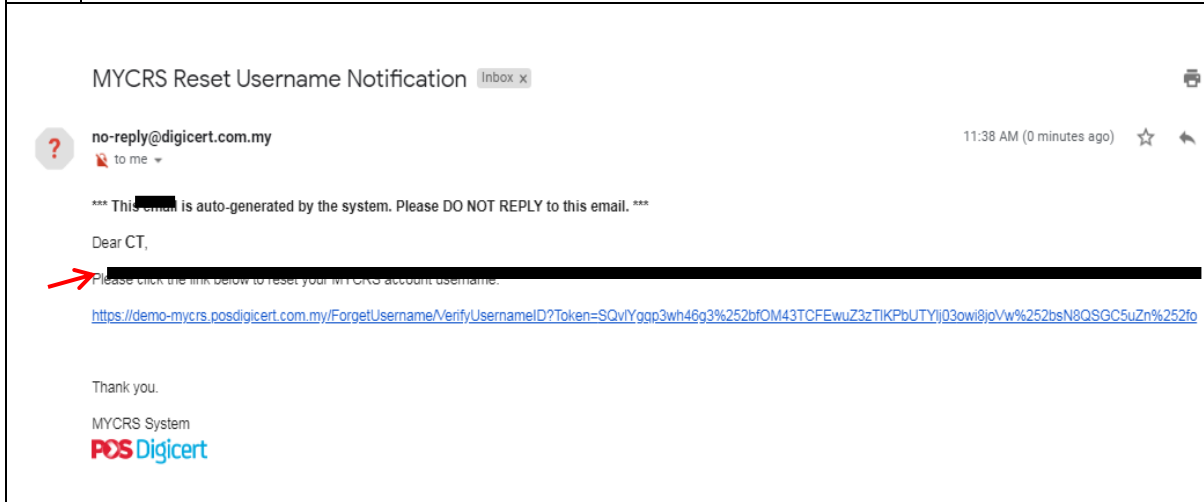
1. At MYCRS page, click on **LOGIN** menu and you will be directed to MYCRS login page. Then, click on **Forgot Username?** link.



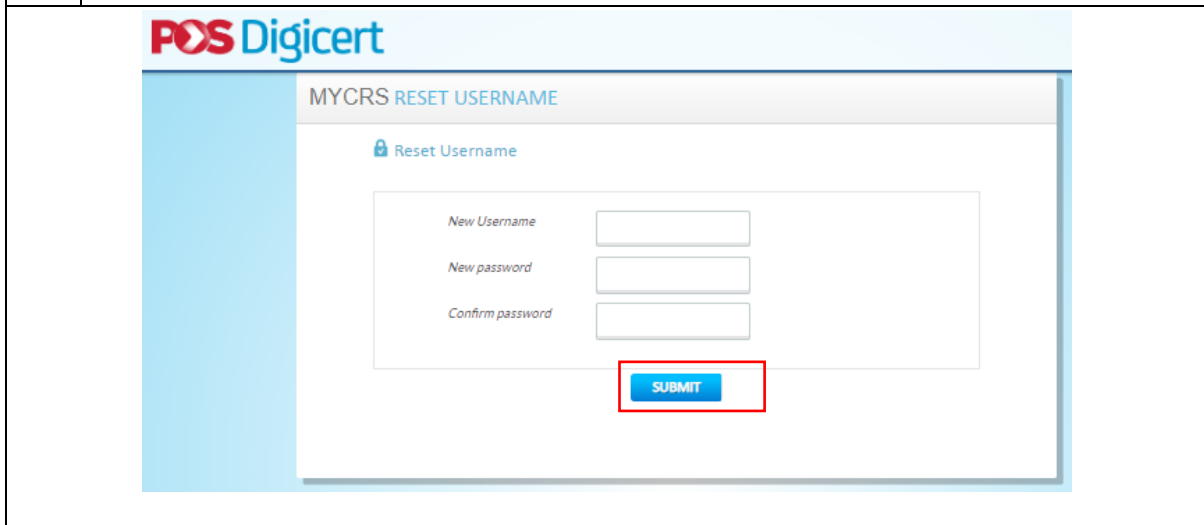
2. Fill in the information accordingly and click on **SUBMIT** button. MYCRS will display message “Confirm request for forgot username?”. Click on **CONFIRM** button.

Then, MYCRS will display message “Reset Username link has been sent to registered email successfully”. Click on **OK** button.

To return to MYCRS page, click on **POS Digicert** icon.



3. MYCRS will send “MYCRS Reset Username Notification” email notification to your registered email. Open the email and click on the URL link to reset your username and password.



4. Fill in the information accordingly and click on **SUBMIT** button. MYCRS will display message “Confirm all fields are correct?”. Click on **CONFIRM** button.

Then, MYCRS will display message “New Username and Password successfully updated”. Click on **OK** button and you may login to MYCRS website using your new username and password.