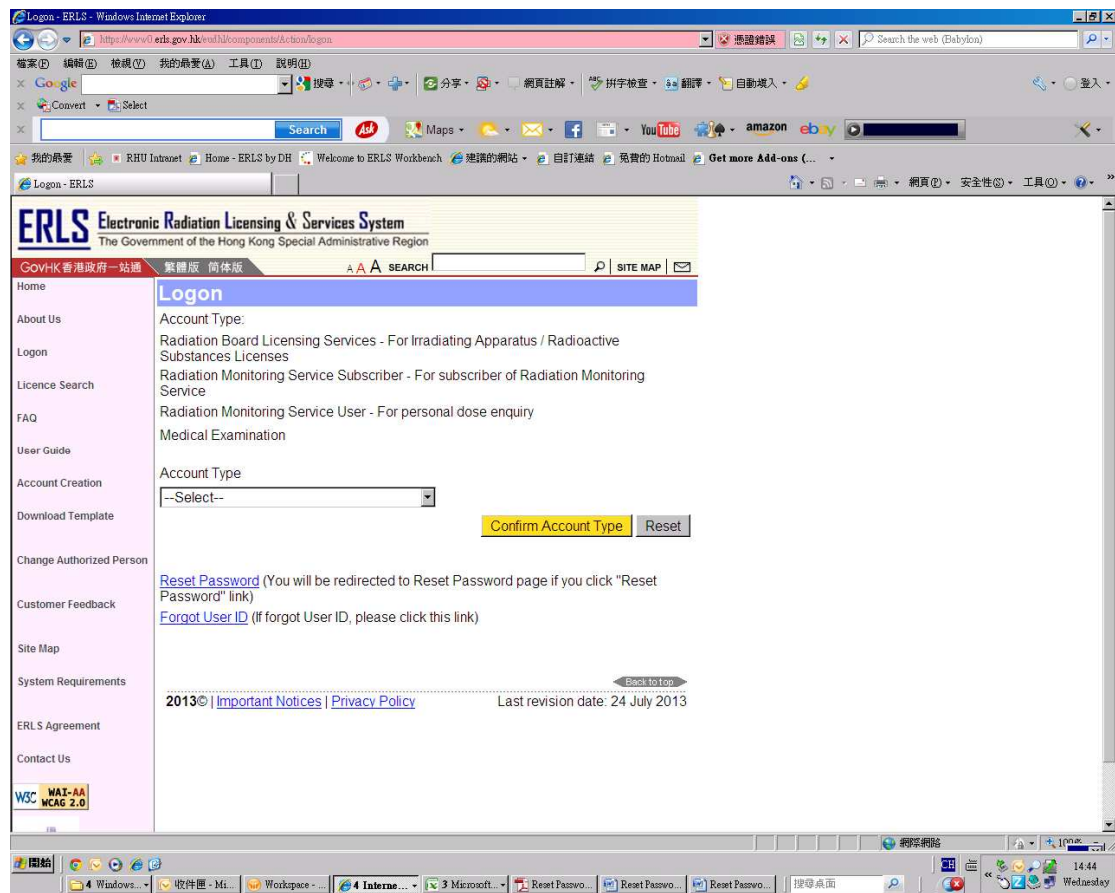


## User Guide Reset Password

If you have forgotten your passwords, you can press the “Reset Password” link at the “Logon” webpage.



## User Guide

### Reset Password

Choose the Account Type at the following screen, type in your User ID. and HKID (if you have), or Other Identity No. (only if you do not have HKID), and the code shown in the page for verification.

Reset Password - ERLS - Windows Internet Explorer

Account Type \* **Radiation Board Licensing Services**

User ID \* ap -

HKID \*  ( )

Other Identity No.

Type the code shown:

Try a new code Change to audio code

Submit Reset

Forgot User ID (If forgot User ID, please click this link)

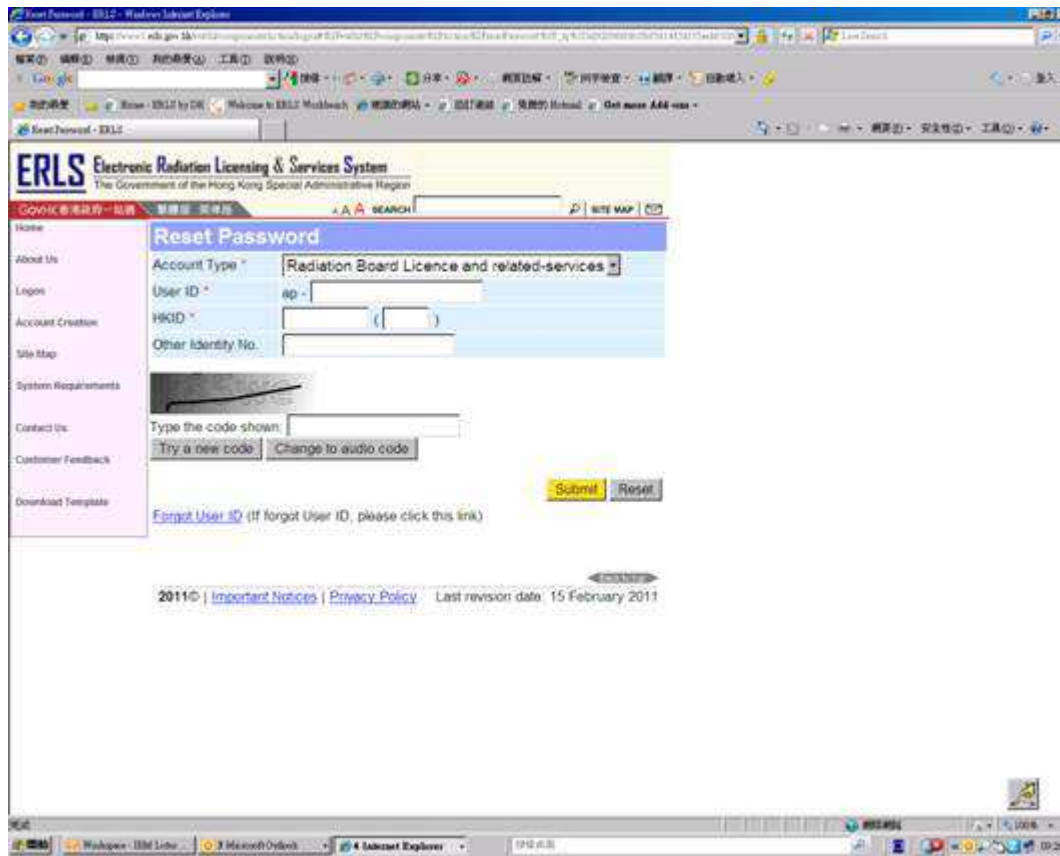
2012© | [Important Notices](#) | [Privacy Policy](#) Last revision date: 20 July 2012

Press the “Submit” button when you have finished.

An email containing a new password will be sent to you. You can then log into the system using your User ID with the new password in the email. If the account requires dual password, the second password will be your identification document number (HKID / passport, etc.) as recorded in our system. Please enter ALL the letter(s) and digits but without the bracket. e.g. A1234567 for HKID card no. A123456(7).

## User Guide Reset Password

If you have forgotten your User ID, you can press the “Forgot User ID” link



The screenshot shows the ERLS (Electronic Radiation Licensing & Services System) website. The page title is "Reset Password". The account type is set to "Radiation Board Licence and related-services". The User ID field contains "sp" followed by a text input field. The HKID field contains a text input field with a dropdown arrow. The Other Identity No. field contains a text input field. Below the input fields is a CAPTCHA image and a text input field for "Type the code shown". There are two buttons: "Try a new code" and "Change to audio code". At the bottom of the form are "Submit" and "Reset" buttons. A link "Forgot User ID (if forgot User ID, please click this link)" is located below the form. The footer contains the year "2011", links for "Important Notices" and "Privacy Policy", and the text "Last revision date: 15 February 2011".

ERLS Electronic Radiation Licensing & Services System  
The Government of the Hong Kong Special Administrative Region

Reset Password

Account Type \* Radiation Board Licence and related-services

User ID \* sp -

HKID \*

Other Identity No.

Type the code shown:

[Try a new code](#) [Change to audio code](#)

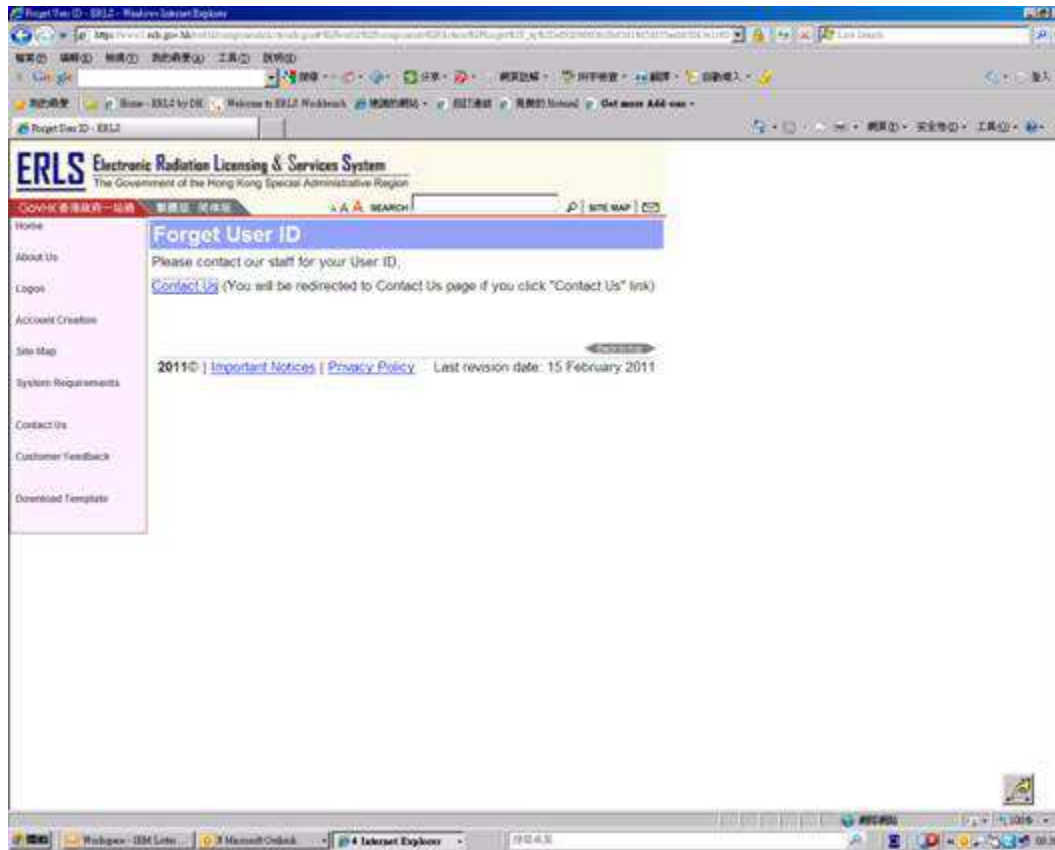
[Submit](#) [Reset](#)

[Forgot User ID \(if forgot User ID, please click this link\)](#)

2011 | [Important Notices](#) | [Privacy Policy](#) | Last revision date: 15 February 2011

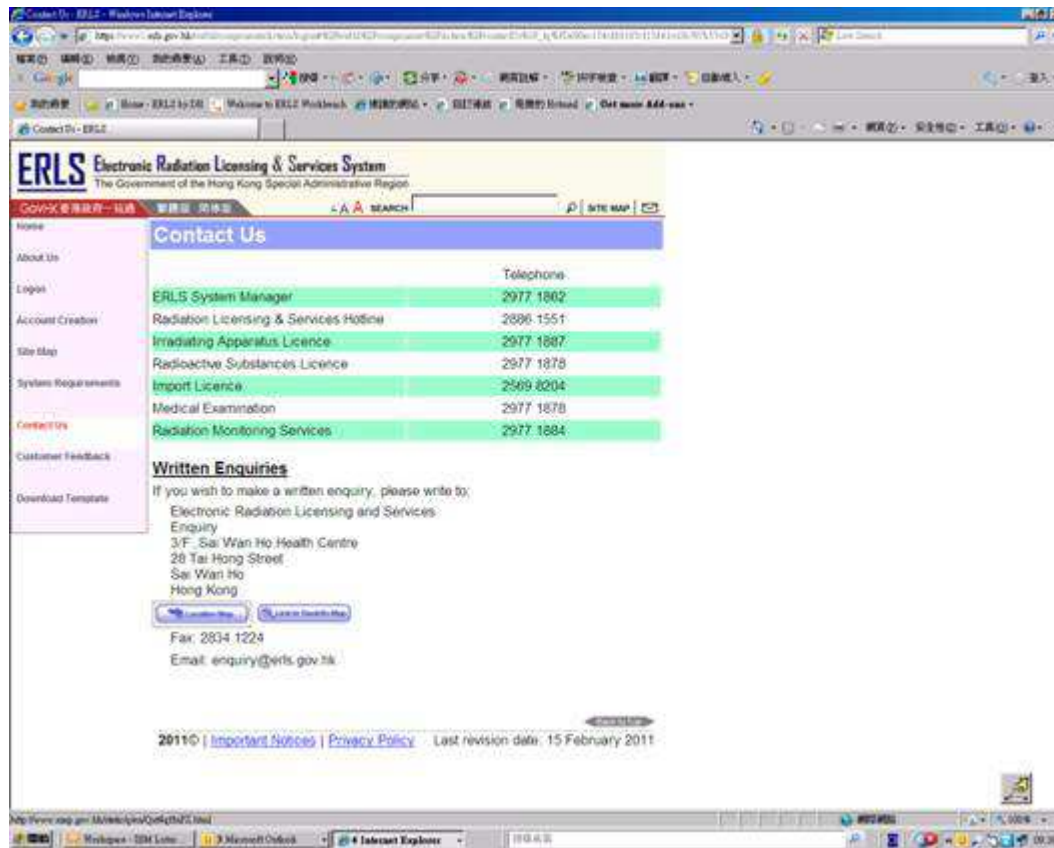
## User Guide Reset Password

Press the link of “Contact Us”



## User Guide Reset Password

You can call the System Manager to obtain your User ID.



Your personal information may be required by the System Manager for verification of your identity before disclosing your User ID.

Thank you for reading this User Guide.

END