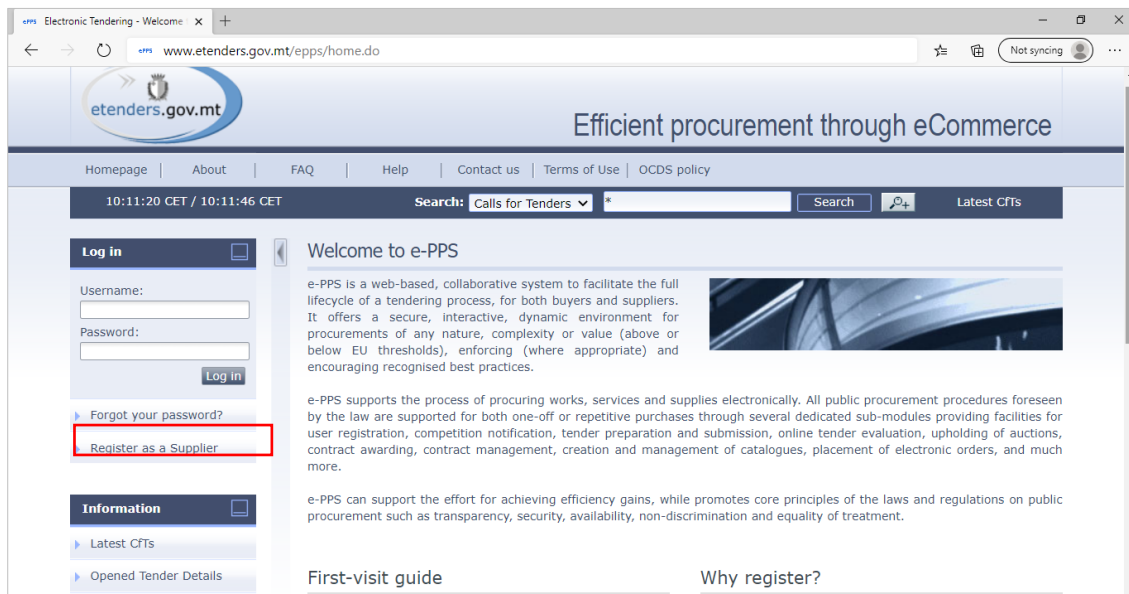


e-PPS Password Reset Guidelines

This helpfile details the process that needs to be followed to reset the user password and regain access to the Electronic Public Procurement System (e-PPS). This will be especially useful to all e-id user accounts after the account migration that will happen on the 8th of February, where they will have to reset their password to regain access to the (e-PPS).

The first step is to access the homepage of www.etenders.gov.mt as shown in **Figure 1** and click on the [Forgot your password?](#) link.

Figure 1



You will then be redirected to the page, see **Figure 2**, from where the reset process begins. From here, you will need to input your Username and click the Send button (e-id users will receive their username/s via email on the 8th of February, the format of the username be as follows **0123456m@1234**). If the username entered is correct, you will be notified that further instructions will be sent to your registered email address, as shown in **Figure 3**. Users are reminded to also check the spam/junk folder since the automated email might be redirected to this folder.

Figure 2

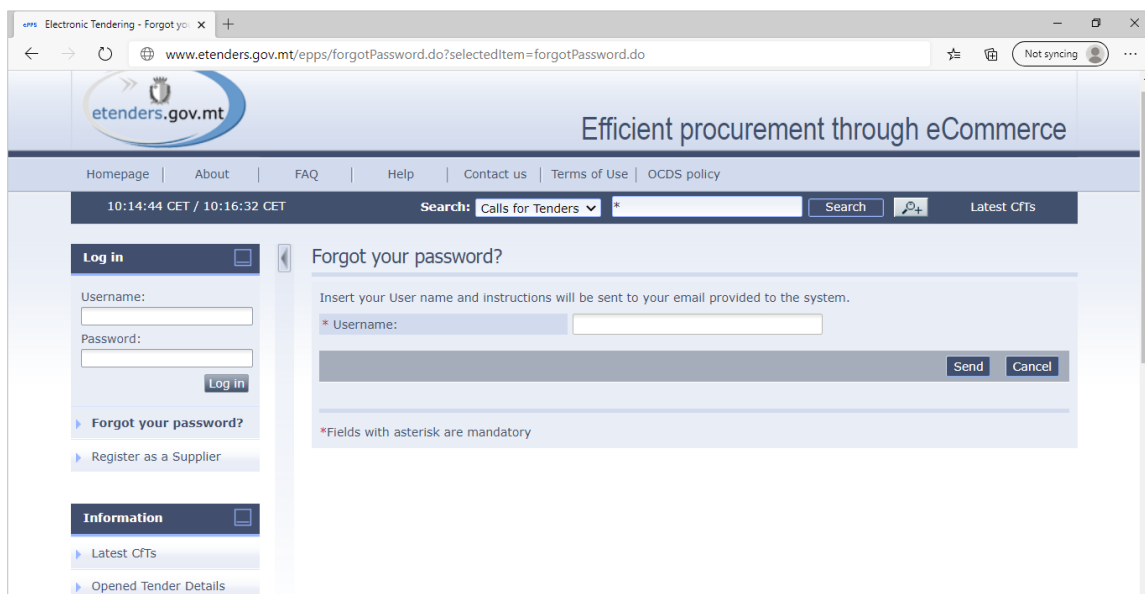


Figure 3



If your user account is deactivated (locked), the automated email containing further instructions will not be sent. Therefore, you need to contact the Department of Contracts' IT Unit on: (+356) 21220212 or email: etenders@gov.mt to unlock your account and assist in the reset password process.

The automated email message, presented in Figure 4, contains a link that will direct you to the page from where you will be able to reset your password. It should be noted that this link is valid for fifteen (15) minutes only. If for some reason the password is not reset within fifteen (15) minutes, a user can start over the process again.

Figure 4

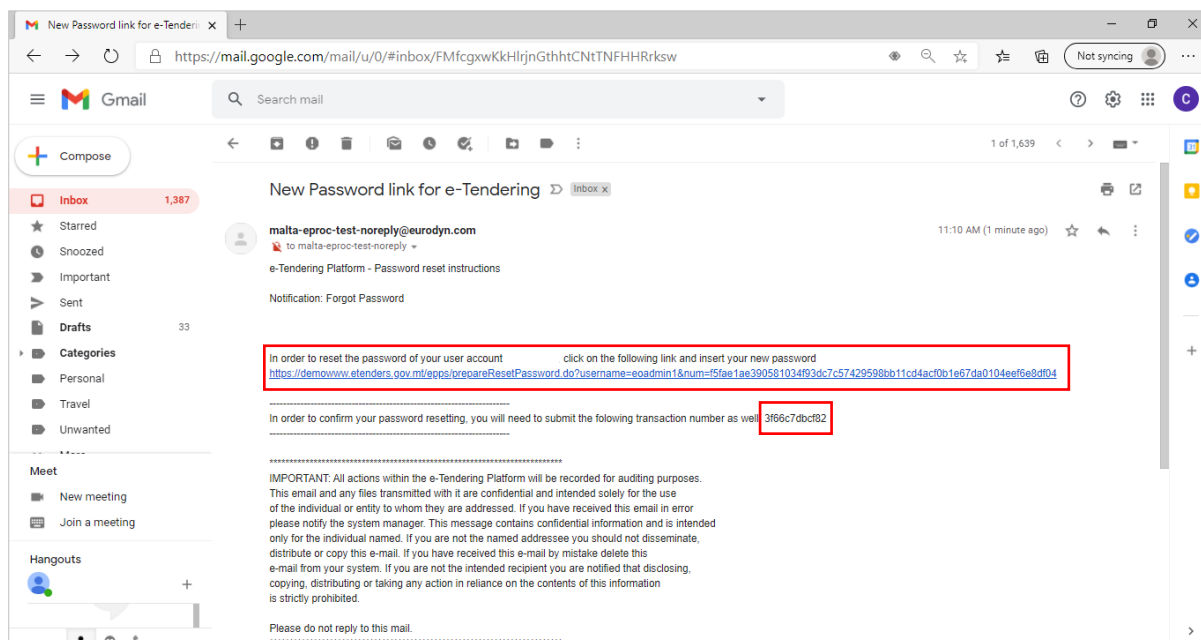
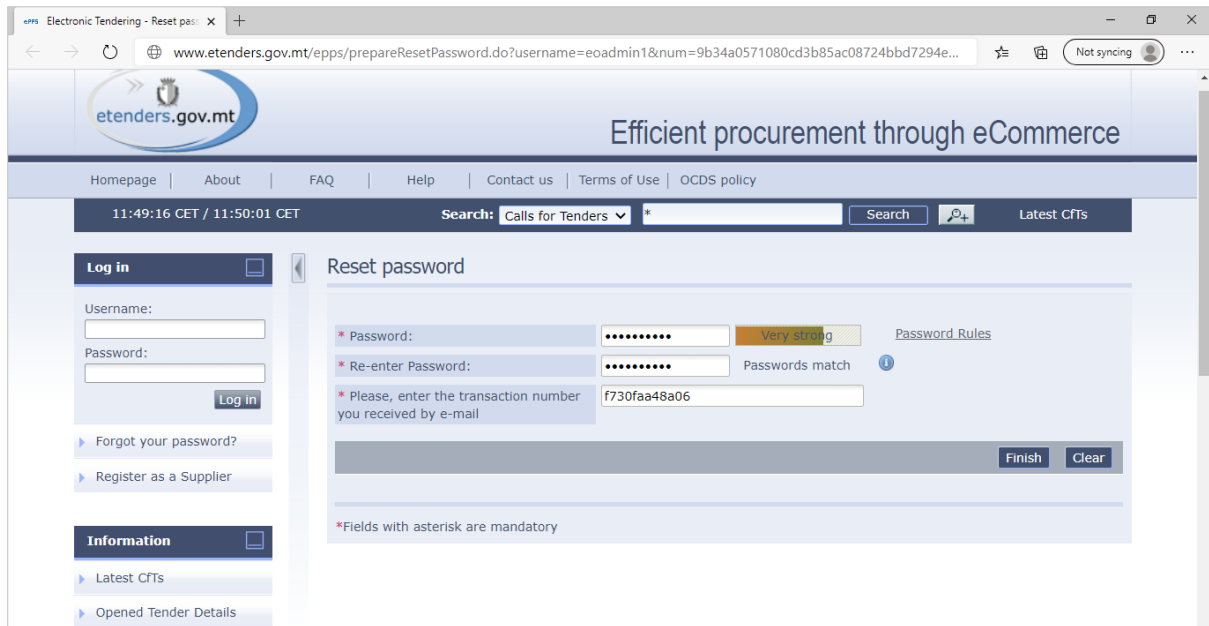


Figure 5, found below these instructions, refers to the page you will be redirected to when you click on the link. In the same page, you will also need to input the unique transaction number (highlighted in Figure 4) that is provided in the automated email message. Click the **Password Rules** link, see Figure 5, to check the allowed characters that may be used for the new password. Furthermore, when users click on the **i** button beneath the **Password Rules** link, they will find a password hint for easier password resetting.

It is of utmost importance that the password is set to **Very strong** in order to access all the features of the system. Users are recommended to select letters and numbers and at least one of these special characters ! \$ @ # | only. Click the **Finish** button to complete the reset password process.

Figure 5



The system will notify you that the password has been successfully changed, as specified in Figure 6. You can now log in with your username and new password.

Figure 6

