

#51 Password Reset for Manulife Account

| Submitted | Received via | Requester | | | |
|-----------------------|---------------|----------------------------------|----------|---------|-----------------|
| May 13, 2025 at 13:58 | Web Form | Ivan McBae <ivan.mcbae@roco.com> | | | |
| Status category | Ticket status | Type | Priority | Group | Assignee |
| Solved | Solved | Task | Low | Support | Aleeza Tabassum |

Topic

Order

Aleeza Tabassum May 13, 2025 at 13:58

Customer reached out through Slack to report login issues with Manulife account. Hence performing password reset for the user

Aleeza Tabassum May 13, 2025 at 14:08

Subject: Password Reset for Manulife Account

Dear Ivan,

Thank you for contacting Roco and seeking assistance with resetting your Manulife account password. We're happy to help!

We've reset your password, and your new one-time password is: TempPass123

To access your account, please follow these steps:

1. Log in to your Manulife account using the one-time password provided above.
2. You will be prompted to enter the one-time password correctly.
3. After entering the one-time password, you will be asked to reset your password to a new one, following our password protocol.

Important:

The one-time password will expire in 15 minutes. Please reset your password within this timeframe to avoid any inconvenience.

If you have any further questions or concerns, please don't hesitate to contact us or raise a ticket through our website. We're here to help!

Thank you for choosing Manulife, and we look forward to serving you better.

Best regards,
Aleeza Tabassum
Roco IT Support Team

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