Frequently Ask Questions (FAQ)

Part I: Login Related Questions

Q1: How do I login to xBridge portal?

A1: *After you have registered your company with Rexbridge Sdn Bhd, you will receive an email on the registered email, default password, and xBridge B2B portal link. And you may login immediately using the given login details.*

Q2: In the email which one is my user id?

A2: *Registered email address is your user id or login account. The reason we use registered email address as login account is because you will be able to reset your password in the event of not able to recall your password.*

Q3: Why I did not receive email on login details after Registration?

A3: *Please check your email inbox and search for email subject: xridge B2B Login Details. You may also need to check the spam folder. If you still not able to find the email please contact our xBridge Support team:*

Email: support@xbridge.my

Mobile: **+6017-745-1185/+6017-715-9340**

Q4: What is the meaning of "Using existing password" in the login details email?

A4: *This means you have already registered at our xBridge portal previously so our portal will not assign a new password (this is for your convenient), with that you may use your current password to login.*

Q5: Why we only receive one email notification for login details while two names are given in the xBridge Registration form?

A5: *Login account is created based on unique email address not name. If two names are given and with same email address we are only able to create one login account.*

However you may send your request to add in new login account any time as per needed shall long it is kept in 5 login accounts.

Q6: Why I keep getting the message "You are Not Authorized!" after I entered email address and password.

A6: If this is your 1st time login please follow the registered email address and password as per the login details email. If you still not able to login please contact our Xbidge support team.

If this is the subsequent login please *double confirm the registered email address and password is entered correctly. If you can't recall the password you may click on Forgot Password (below the Sign In button) and refer to the Toolbars – FAQ & Manual Guide – Manual Guide Info with title: Forgot Password page 1-7 on step by step to reset new password.*

Q7: Do I need to change the default password after 1st login? How do I change?

A7: *Yes it is recommended to change the default password after your 1st login. You may refer to the Toolbars – FAQ & Manual Guide – Manal Guide Info with the title User Login Guide page 6-8 on step by step to change your desire password.*

Q8: What should I do after my 1st successful login?

A8: xBridge Portal Terms of Use and Retailer Terms and Conditions will be pop up. Please read through and click "I AGREE" to accept or otherwise click "Cancel" to proceed to portal main screen. It is important that you read thru and understand both Terms before acceptance. You may also print or download a copy of both Terms in pdf format.

Q9: What should I do next after I proceed to portal main screen in my 1st successful login?

A9: *You may then go to Toolbars – FAQ & Manual Guide – Manual Guide Info to download all User Guide and get yourself familiar with the portal.* xBridge support will update the Manual Guide from time to time to ensure all User Guides have latest and up to date details and steps.

Q10: How do I reset password as I can't recall my last password?

A10: *You may refer to the Toolbars – FAQ & Manual Guide – Manual Guide Info with the title: Forgot Password Guide page 1-7 on step by step to reset new password.*

Q11: Is it possible to have multiple user login using 1 registered email?

A11: *1 registered email per login only. If in case the same email address is login at the same time, the last login will supersede the first one and this means the first login will experience screen idle and system not responding, all the incomplete transactions will not be saved.*

Q12: Can I change the registered email address to a new email address as the PIC is no longer available? Any limits to changes made?

A12: *Yes you may do so by amending xBridge Registration form for Part II then forward a copy to support@xbridge.my. There is no limit on changes shall long it is kept to 5 login account.*

Q13: Can I add more than 5 login accounts? What is the process? Any charges?

A13: *Yes you may top up another 5 login account with RM100. Please complete and submit the xBridge Registration form to support@xbridge.my and our xBridge support will process accordingly.*

Q14: Can I set registered email address to view and access selected outlets instead of All outlets?

A14: *Yes, please send your request to xBridge support team include details on selected email address, outlets, and our xBridge support team will amend accordingly.*

Q15: Can I login using one registered email address to view more than one retailer transactions?

A15: *Yes you may view more than one retailer transactions provided you have registered. Please refer to Toolbars – FAQ & Manual Guide – Manual Guide Info with title: Useful User Information page 2-3 on how to switch between retailers transactions.*

Please send your request to our xBridge support team if you required access to more than one retailer and we will process accordingly.