



Republic of the Philippines
SOCIAL SECURITY SYSTEM

HOW TO SELF- RESET MY.SSS PASSWORD

A GUIDE ON HOW TO
RESET YOUR MY.SSS
MEMBER ACCOUNT
PASSWORD

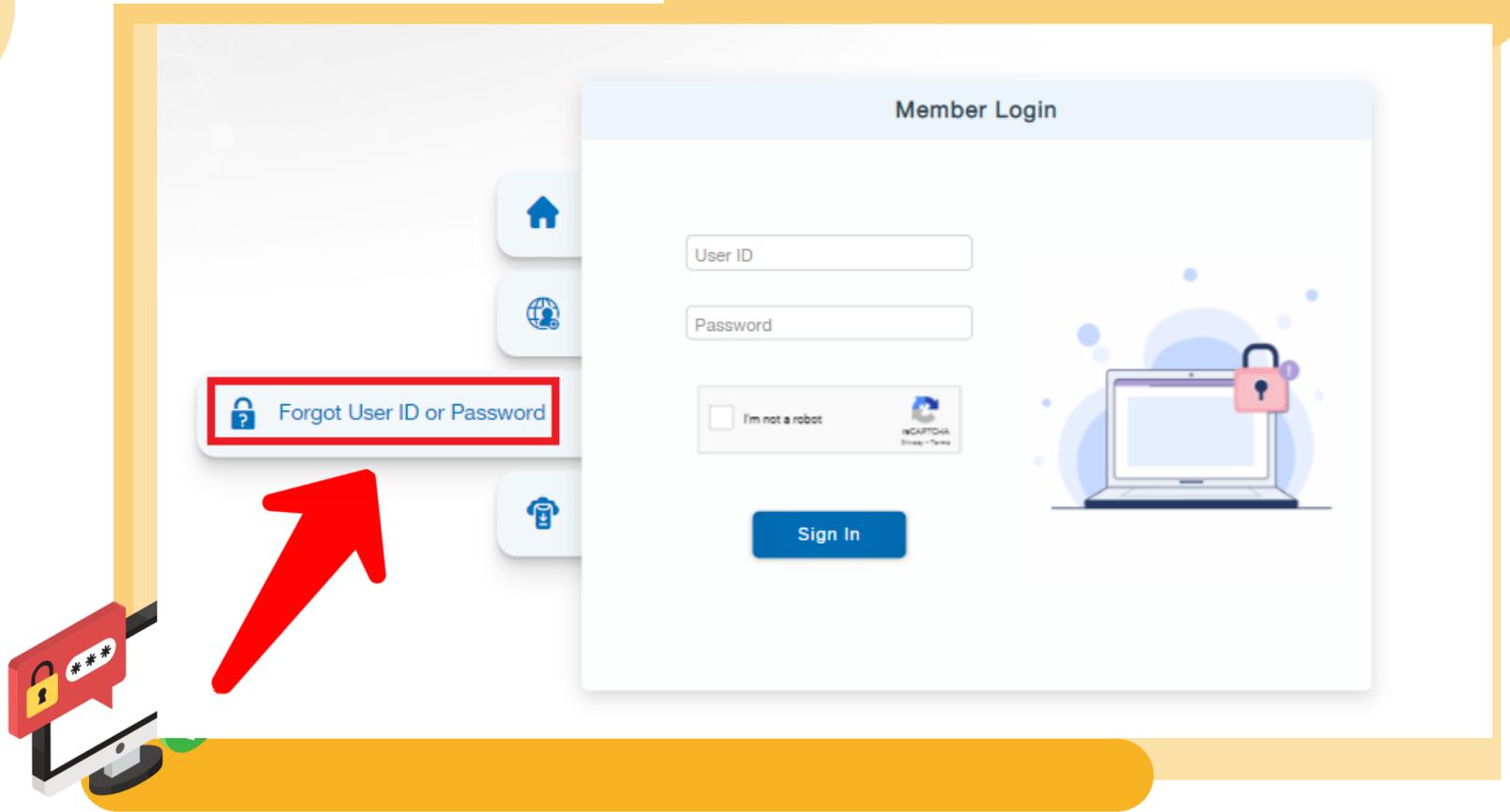


1



GO TO www.sss.gov.ph, ANSWER THE CAPTCHA,
AND CLICK “MEMBER” UNDER “PORTALS”

2



CLICK "FORGOT USER ID OR PASSWORD?"



YOU WILL BE PROVIDED TWO OPTIONS TO RETRIEVE YOUR USER ID / PASSWORD.

4



OPTION 1: REGISTERED EMAIL ADDRESS

4.1

OPTION 1: REGISTERED EMAIL ADDRESS

The screenshot shows a web form titled "Forgot User ID / Password" with a close button (X) in the top right corner. The form contains the following elements:

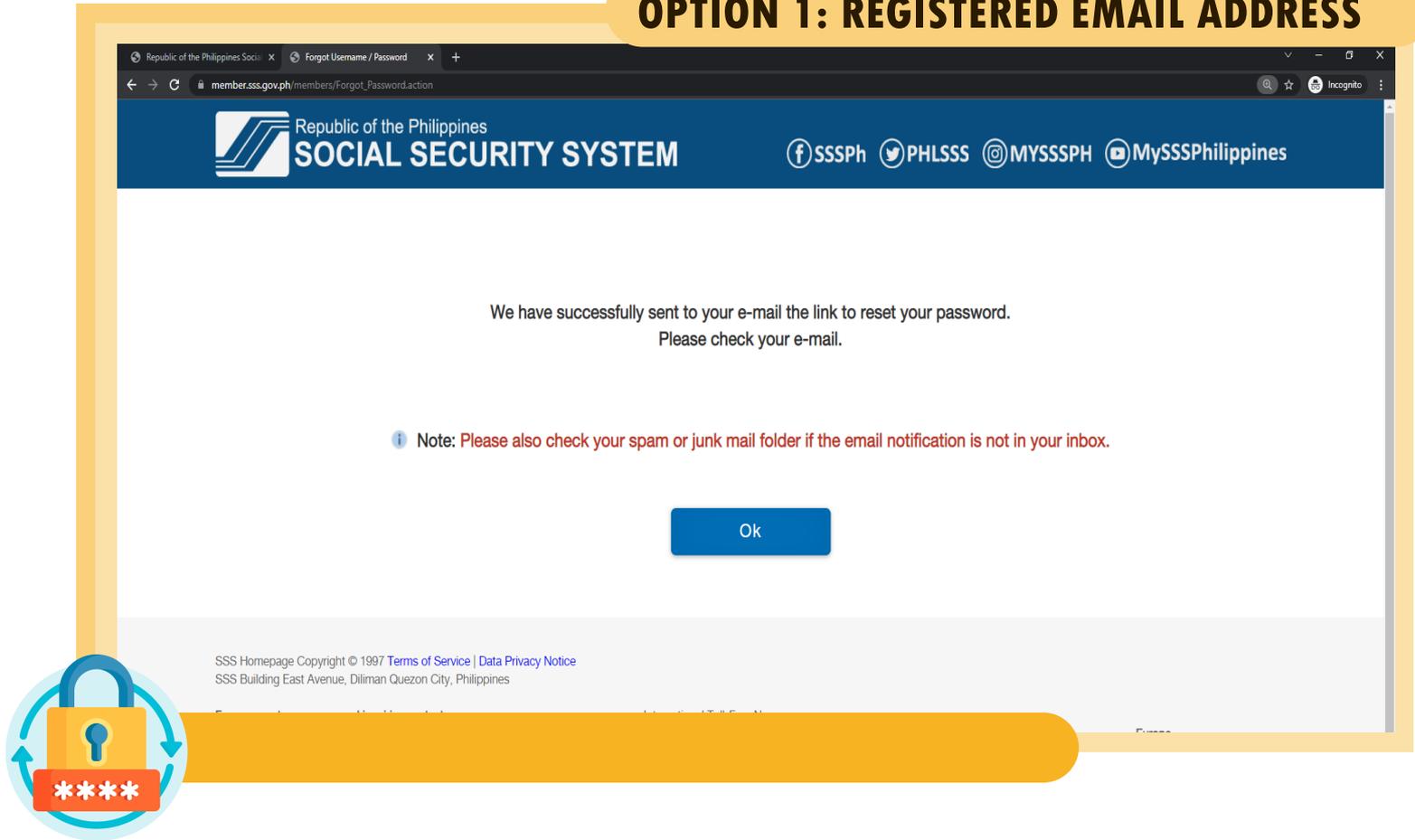
- Instructional text: "Enter your CRN / SS Number and the CAPTCHA. We will send a link to your registered email to reset your password."
- A text input field labeled "CRN / SS Number:" which is highlighted with a red rectangular box.
- A CAPTCHA image showing the word "meat" in a distorted font, also highlighted with a red rectangular box. A red arrow points from the word "CAPTCHA" to this box.
- A text input field labeled "Enter the code as it is shown:" located below the CAPTCHA image.
- A blue "Submit" button, with a red arrow pointing to it from below.
- Footer text: "This field helps prevent automated access." and "Login | Not Registered?".

In the bottom left corner of the slide, there is a circular icon containing a padlock and a password field with four asterisks (***) inside.

ENCODE THE CRN / SS NUMBER, ENTER CAPTCHA AND CLICK "SUBMIT".

4.2

OPTION 1: REGISTERED EMAIL ADDRESS



YOU WILL RECEIVE AN EMAIL CONTAINING THE LINK TO SELF-RESET YOUR PASSWORD. CLICK “OK” AND CHECK YOUR EMAIL ADDRESS.

4.3

OPTION 1: REGISTERED EMAIL ADDRESS



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Dear Ms./Mr. [REDACTED]

You recently requested to reset your password for your My.SSS Member account.

[Click here](#) to reset your password.

Ensure to provide a strong and secure password by using a mix of letters (uppercase and lowercase) and numbers and do not use your personal information.

PLEASE PROTECT YOUR ACCOUNT INFORMATION. You assume full responsibility for maintaining the confidentiality of your User ID and Password and for all transactions made using your My.SSS account.

The SSS shall not be held liable for any activities arising from access or use of your account, whether such access or use was with or without authority granted by you as account holder.

Please be reminded also to log out from your account at the end of each session.

If you believe that an unauthorized person has accessed your account, please reset your password right away and call SSS Hotline at 1455 or email fid@sss.gov.ph. This password reset is only valid for the next 120 hours.

This is a system-generated e-mail. Please do not reply.

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CLICK “CLICK HERE” AND YOU WILL BE DIRECTED TO THE PASSWORD RESETTING PAGE.

4.4

OPTION 1: REGISTERED EMAIL ADDRESS

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Resetting Password

Length must be 8-20 alpha-numeric characters. First character must be alphabetic. No special characters and must be different from the User ID. (Ex. JDCruz08)

User ID:

• Preferred Password:

• Confirm Preferred Password:

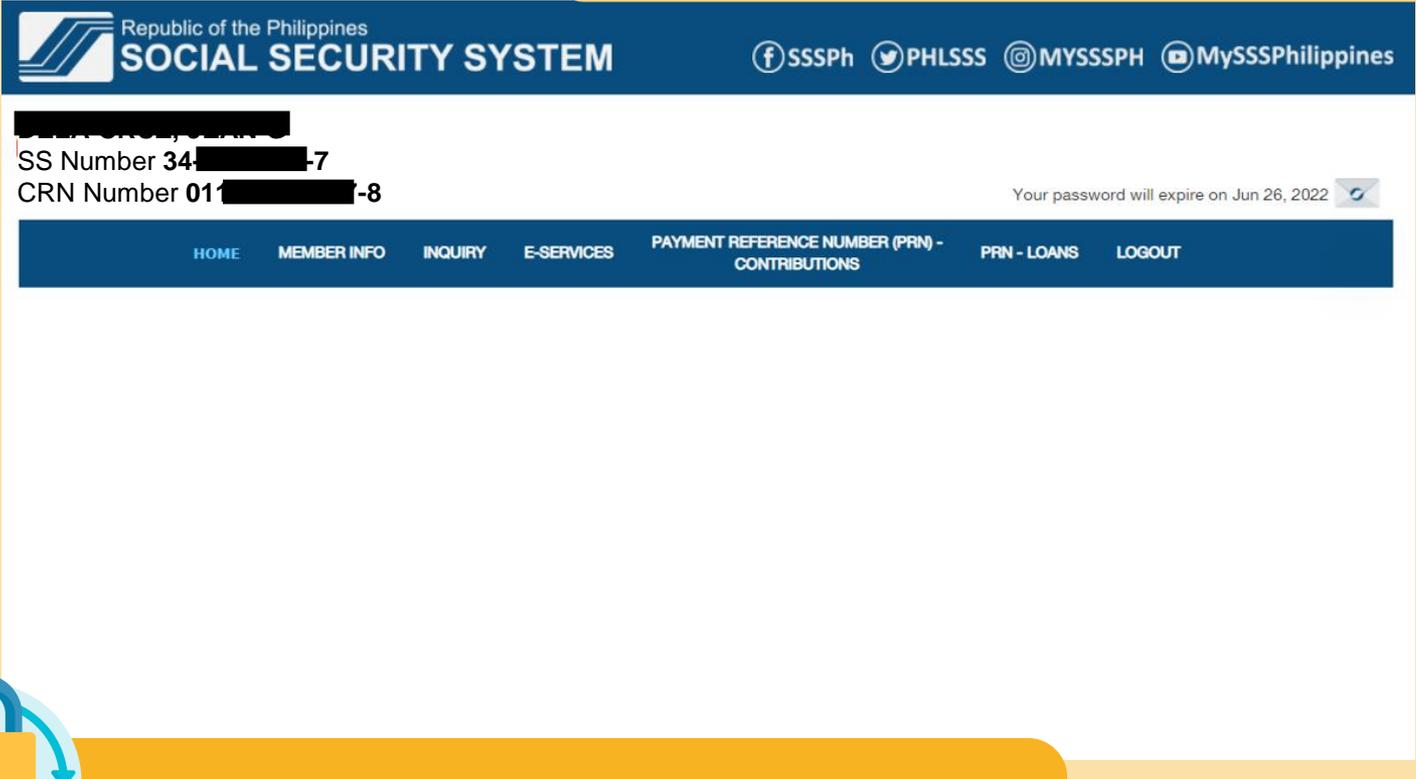
PASSWORD FORMAT →



ENCODE THE USER ID, PREFERRED PASSWORD AND CONFIRM PREFERRED PASSWORD, THEN CLICK “SUBMIT”.

4.4

OPTION 1: REGISTERED EMAIL ADDRESS



The screenshot displays the My.SSS member account dashboard. At the top, the header includes the Republic of the Philippines logo and the text "SOCIAL SECURITY SYSTEM". To the right of the header are social media icons for Facebook (SSSPH), Twitter (PHLSSS), Instagram (MYSSSPH), and YouTube (MySSSPHilippines). Below the header, the user's profile information is shown, including the SS Number (34-██████-7) and CRN Number (01-██████-8). A notification indicates that the password will expire on Jun 26, 2022. A navigation menu is located below the profile information, with links for HOME, MEMBER INFO, INQUIRY, E-SERVICES, PAYMENT REFERENCE NUMBER (PRN) - CONTRIBUTIONS, PRN - LOANS, and LOGOUT. A blue padlock icon with a red password field containing four asterisks is overlaid on the bottom left of the screenshot.

AFTER SUCCESSFULLY RESETTING YOUR PASSWORD, YOU WILL BE DIRECTED TO YOUR MY.SSS MEMBER ACCOUNT.

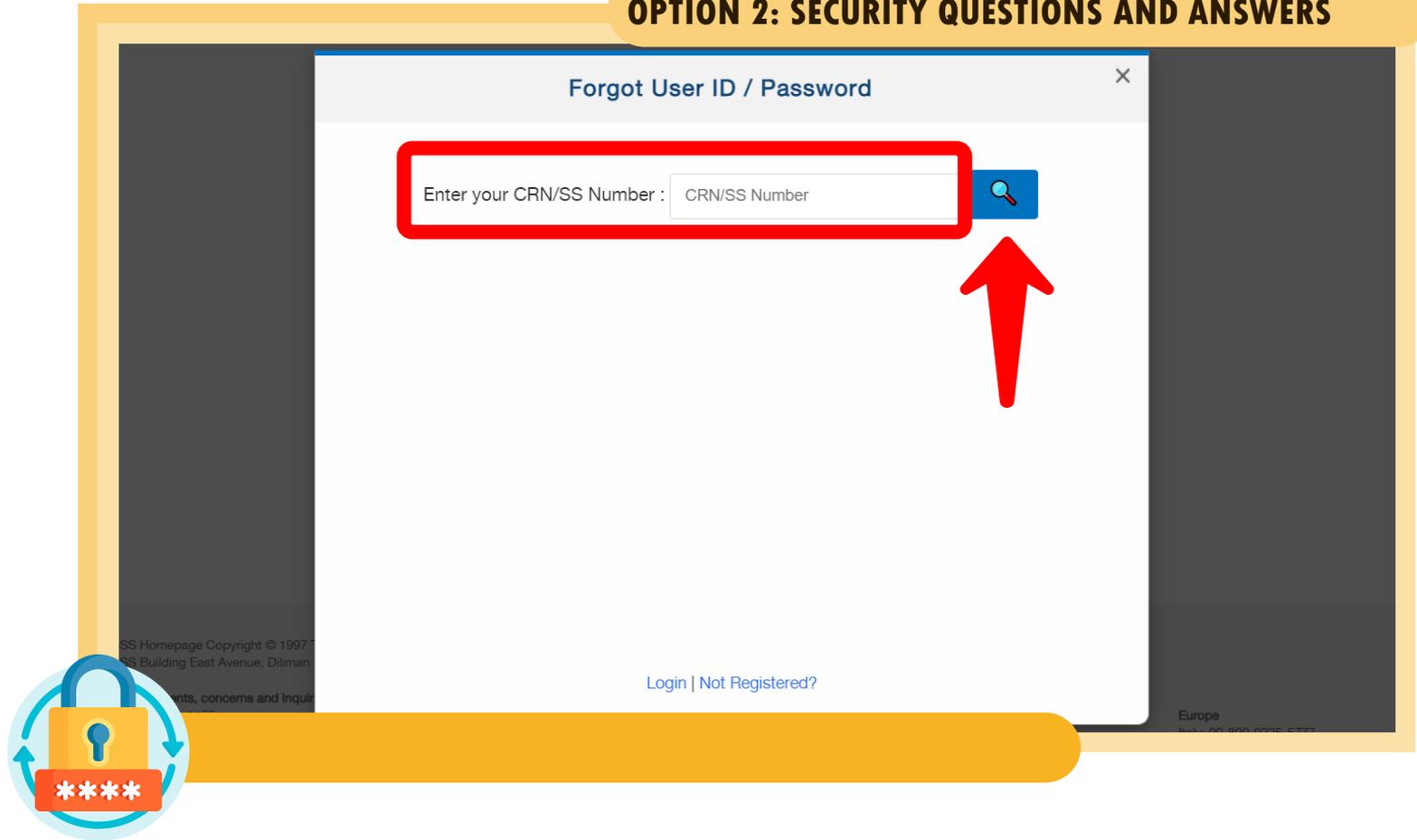


OPTION 2: SECURITY QUESTIONS AND ANSWERS

Note: If you have not yet provided your Security Questions and Answers, your My.SSS account will automatically prompt you to set up your Security Questions and Answers upon log-in.

5.1

OPTION 2: SECURITY QUESTIONS AND ANSWERS



ENCODE THE CRN / SS NUMBER AND CLICK THE SEARCH BUTTON.

5.2

OPTION 2: SECURITY QUESTIONS AND ANSWERS

The screenshot shows a web form titled "Forgot User ID / Password". At the top, there is a search bar labeled "Enter your CRN/SS Number:" with a magnifying glass icon. Below this, a red box highlights a section with the text "Please supply answers to your security questions below." followed by two questions: "What is the nickname of your mother?" and "What are the last six digits of your driver's license?". Each question has an "Answer here" input field. Below the questions, another red box highlights a CAPTCHA box containing the text "I'm not a robot" and a reCAPTCHA logo. A red arrow points from the CAPTCHA box to a blue "Submit" button. At the bottom of the form, there are links for "Login | Not Registered?".



ENTER THE ANSWERS TO YOUR SECURITY QUESTIONS, CLICK THE BOX BEFORE "I'M NOT A ROBOT", THEN, CLICK "SUBMIT".

5.3

OPTION 2: SECURITY QUESTIONS AND ANSWERS

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Resetting Password

Length must be 8-20 alpha-numeric characters. First character must be alphabetic. No special characters and must be different from the User ID. (Ex. JDCruz08)

User ID:

• Preferred Password:

• Confirm Preferred Password:

PASSWORD FORMAT →



ENTER YOUR USER ID AND PREFERRED PASSWORD, RE-ENTER YOUR PREFERRED PASSWORD, THEN CLICK “SUBMIT”.

5.4

OPTION 2: SECURITY QUESTIONS AND ANSWERS

The screenshot displays the My.SSS member account interface. At the top, the header includes the Republic of the Philippines logo and the text 'SOCIAL SECURITY SYSTEM'. Social media icons for Facebook (SSSPH), Twitter (PHLSSS), Instagram (MYSSSPH), and YouTube (MySSSPHilippines) are visible. The user's profile information shows a partially redacted name, SS Number 34-7, and CRN Number 01-8. A notification states 'Your password will expire on Jun 26, 2022'. A navigation menu at the bottom contains links for HOME, MEMBER INFO, INQUIRY, E-SERVICES, PAYMENT REFERENCE NUMBER (PRN) - CONTRIBUTIONS, PRN - LOANS, and LOGOUT. A blue padlock icon with a red password field containing four asterisks is overlaid on the bottom left of the screenshot.

AFTER SUCCESSFULLY RESETTING YOUR PASSWORD, YOU WILL BE DIRECTED TO YOUR MY.SSS MEMBER ACCOUNT



**THANK YOU FOR USING THE
SSS WEBSITE!**



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