



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

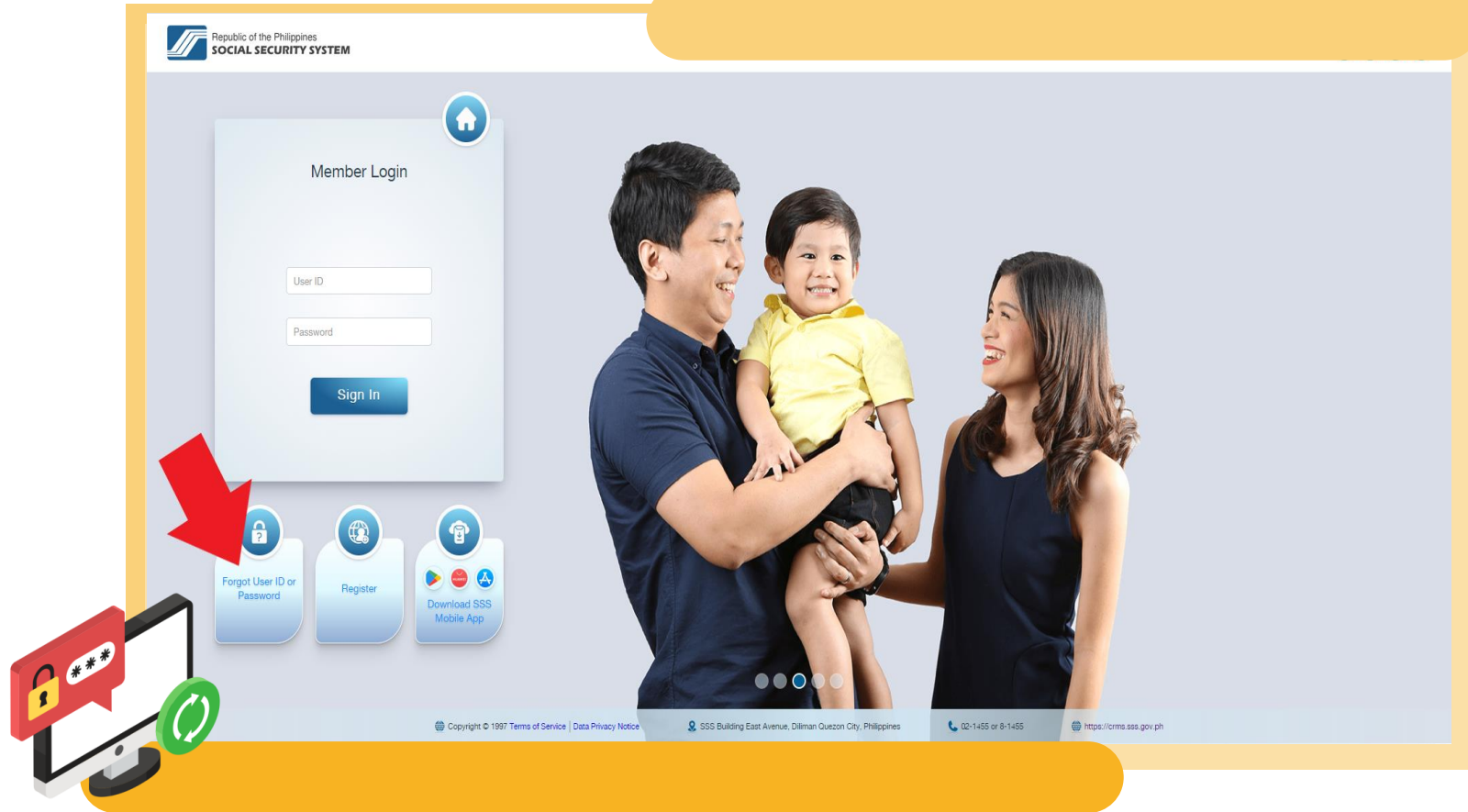
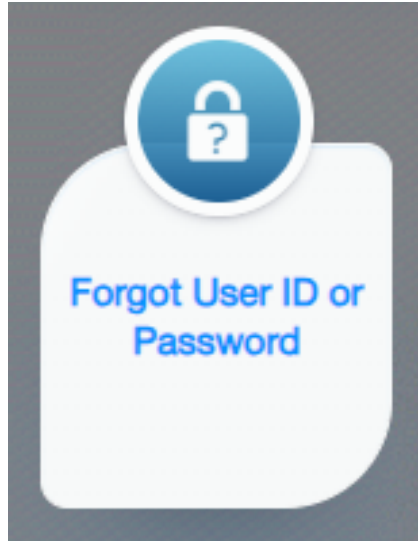


1

The screenshot shows the homepage of the Social Security System (SSS) of the Philippines. At the top, there is a navigation bar with the SSS logo, the text 'Republic of the Philippines SOCIAL SECURITY SYSTEM', and social media links for Facebook (f), Twitter (t), and MySPPH (@MYSSSPH and @MySSSPHilippines). The main navigation menu includes 'ABOUT SSS', 'MEMBERSHIP & COVERAGE', 'NEWS', 'LAWS & CIRCULARS', and 'PROCUREMENT'. The central banner features the SSS logo and the text 'SERBISYONG MAPAGKAKATIWALAAN, PROTEKSYONG MAAASAHAN' with a '66' anniversary logo. To the right, a 'Portals' dropdown menu is open, showing four options: 'MEMBER', 'EMPLOYER', 'COVERAGE & COLLECTION PARTNER / CONTRIBUTION SUBSIDY PROVIDER', and 'SMALL BUSINESS WAGE SUBSIDY PROGRAM'. A red arrow points to the 'MEMBER' button. Below the banner, there are four dark blue boxes with white text: 'USSAPTAYO PORTAL' with a 'Get in Touch With Us' button, 'APPLY FOR AN SS NUMBER ONLINE' with an 'Apply Now' button, 'APPLY FOR A CSP ID NUMBER ONLINE' with an 'Apply Now' button, and 'HOW TO REGISTER TO MY.SSS' with a 'Read more' button. At the bottom, there is a 'VIEW MORE NEWS UPDATE' link and a 'Privacy Terms' icon.

GO TO WWW.SSS.GOV.PH THEN CLICK
“MEMBER” UNDER “PORTALS”

2

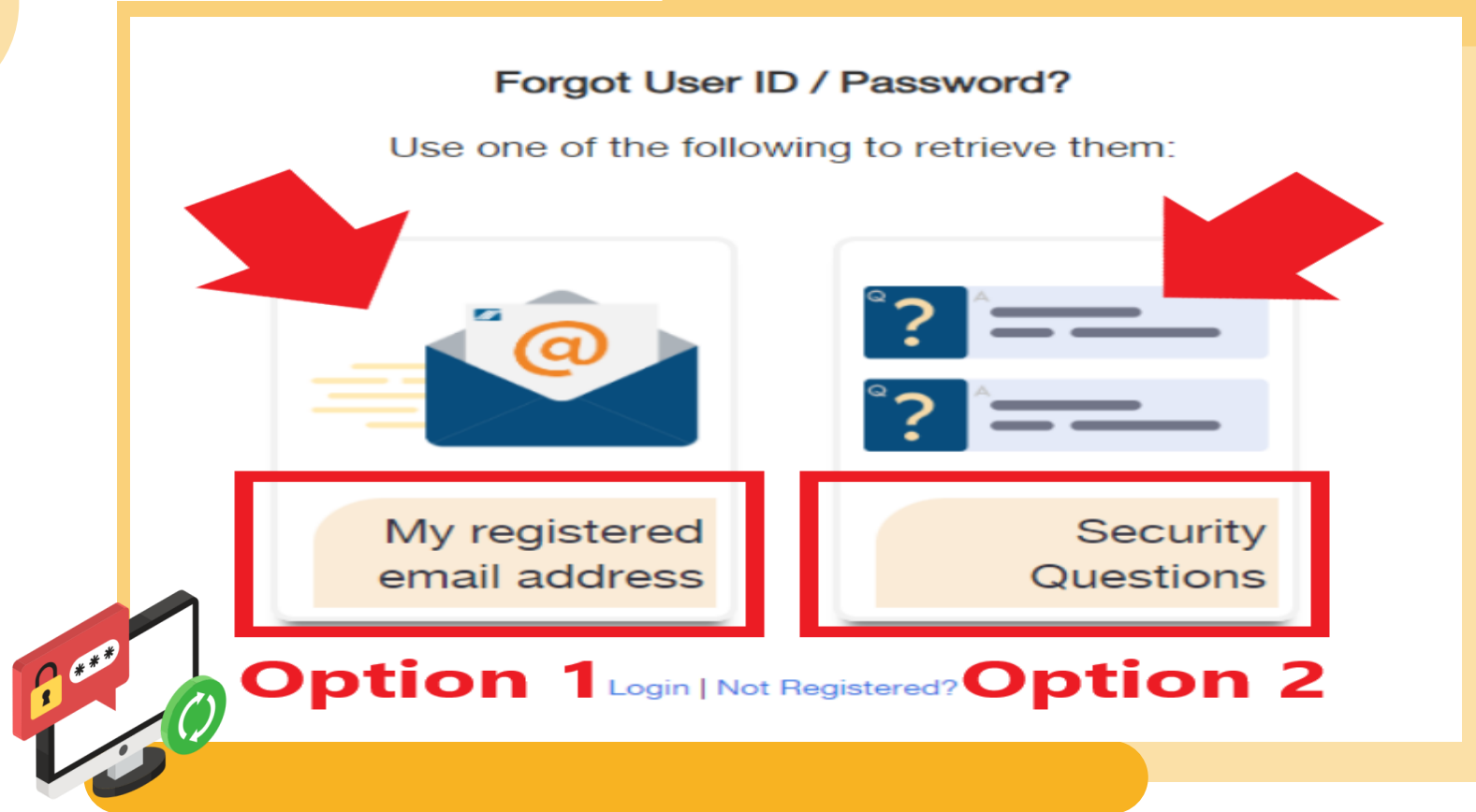


CLICK "FORGOT USER ID OR PASSWORD"

3

Forgot User ID / Password?

Use one of the following to retrieve them:



Option 1 Login | Not Registered? **Option 2**

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



OPTION 1: REGISTERED EMAIL ADDRESS

4.1

OPTION 1: REGISTERED EMAIL ADDRESS

Forgot User ID / Password [X]

Enter your CRN / SS Number and the CAPTCHA.
We will send a link to your registered email to reset your password.

CRN / SS Number:

memory

Enter the code as it is shown:

This field helps prevent automated access.



[Login | Not Registered?](#)



ENCODE THE CRN / SS NUMBER WITHOUT DASH (-) OR SPACES IN BETWEEN, ENTER THE CODE AND CLICK "SUBMIT".

4.2

OPTION 1: REGISTERED EMAIL ADDRESS

We have successfully sent to 15*****ae@gmail.com the link to reset your password.
Please check your e-mail.

i Note: Please also check your spam or junk mail folder if the email notification is not in your inbox.



YOU WILL RECEIVE AN E-MAIL WITH A LINK TO SELF-RESET YOUR
PASSWORD. CLICK "OK" AND CHECK YOUR EMAIL ADDRESS.

4.3

OPTION 1: REGISTERED EMAIL ADDRESS

Reset Request

Some content in this message has been blocked because the sender isn't in your Safe senders list. [I trust content from sssweb.notifications295690@sss.gov.ph.](#) | [Show blocked content](#)

Retention: Never Delete (default folder)

SSSWeb.notifications295690@sss.gov.ph
To: Mon 8/7/2023 11:28 AM

Republic of the Philippines
SOCIAL SECURITY SYSTEM

Dear Ms./Mr. L,

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

[Click here](#) to reset your password. This password reset is only valid for the next 120 hours.

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 by clicking Change Password under Member Info menu and call SSS Hotline at 1455 or email fid@sss.gov.ph.

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

Click here




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

4.4

OPTION 1: REGISTERED EMAIL ADDRESS

Resetting Password



PLEASE READ

i Password guidelines:


- at least 8 alpha-numeric characters
- with at least 1 numeric and 1 upper case and 1 lower case letter
- must not contain special characters

For example: JDCruz08

User ID:

* Preferred Password:

* Confirm Preferred Password:



Submit Cancel



ENCODE PREFERRED PASSWORD THEN CLICK “SUBMIT”.

4.5

OPTION 1: REGISTERED EMAIL ADDRESS



YOU WILL BE DIRECTED TO THE MY.SSS MEMBER HOMEPAGE.



OPTION 2: SECURITY QUESTIONS

5.1

OPTION 2: SECURITY QUESTIONS



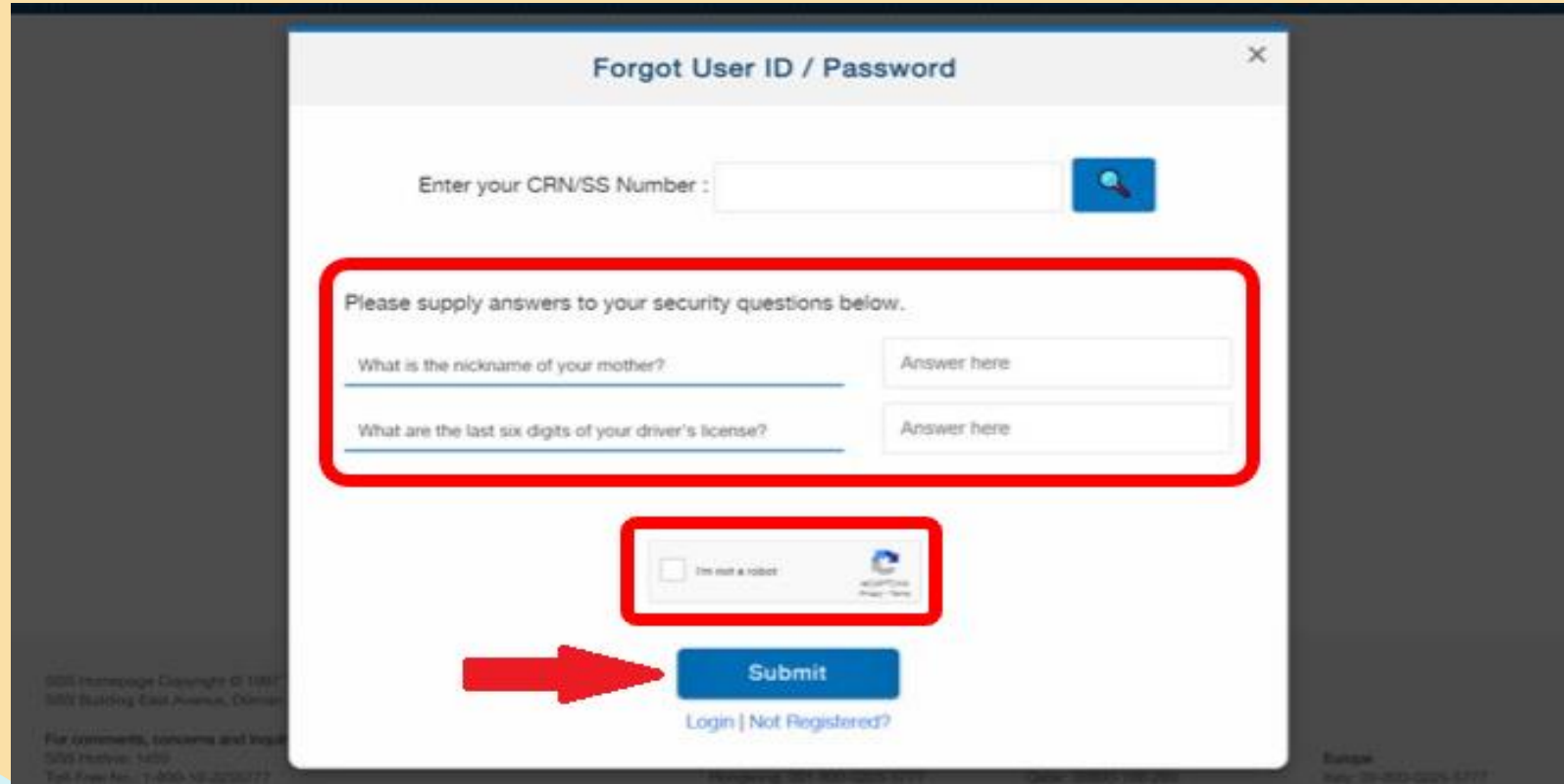
The screenshot shows a web browser window titled "Forgot User ID / Password". The main content area contains the text "Enter your CRN/SS Number" followed by a text input field labeled "CRN/SS Number". To the right of the input field is a blue search button with a magnifying glass icon. A red rectangular box highlights the input field and the search button, and a red arrow points upwards to the search button. At the bottom of the form, there are links for "Login" and "Not Registered?".



ENCODE THE CRN / SS NUMBER WITHOUT DASH (-) OR SPACES IN BETWEEN AND CLICK THE SEARCH BUTTON.

5.2

OPTION 2: SECURITY QUESTIONS



The screenshot shows a web form titled "Forgot User ID / Password". At the top, there is a text input field labeled "Enter your CRN/SS Number :" with a magnifying glass icon to its right. Below this, a red rectangular box highlights a section containing the instruction "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 a corresponding "Answer here" text input field. Below the security questions, another red rectangular box highlights a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo. A red arrow points from the bottom left towards a blue "Submit" button. Below the "Submit" button, there are links for "Login" and "Not Registered?".



ENCODE THE ANSWERS TO THE SECURITY QUESTIONS,
CLICK "I'M NOT A ROBOT" AND "SUBMIT".

5.3

OPTION 2: SECURITY QUESTIONS

PLEASE READ

- i** Password guidelines:
- at least 8 alpha-numeric characters
 - with at least 1 numeric and 1 upper case and 1 lower case letter
 - must not contain special characters

For example: JDCruz08

User ID:

• Preferred Password:

• Confirm Preferred Password:

Submit

Cancel



ENCODE PREFERRED PASSWORD THEN CLICK “SUBMIT”.

5.4

OPTION 2: SECURITY QUESTIONS

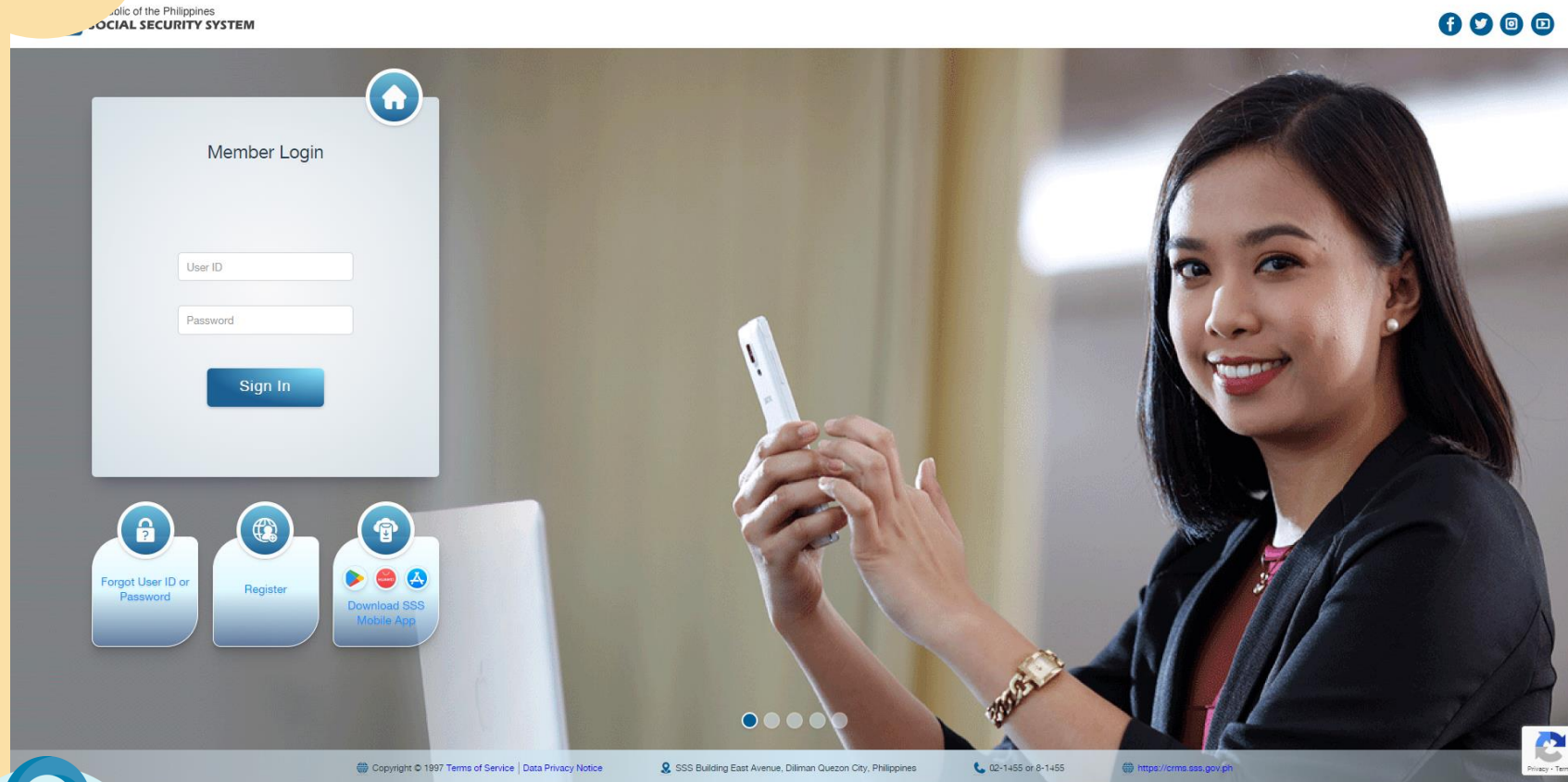
You have successfully reset your password. You can now login to your account.



THIS WILL BE DISPLAYED AFTER SUCCESSFUL PASSWORD RESET.
CLICK "OK"

5.5

OPTION 2: SECURITY QUESTIONS



YOU WILL BE DIRECTED TO MY.SSS MEMBER LOGIN PAGE.



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



Republic of the Philippines
SOCIAL SECURITY SYSTEM

