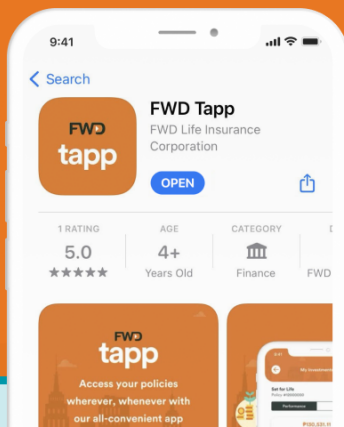


Having trouble logging into FWD Tapp?



This handy guide can help!



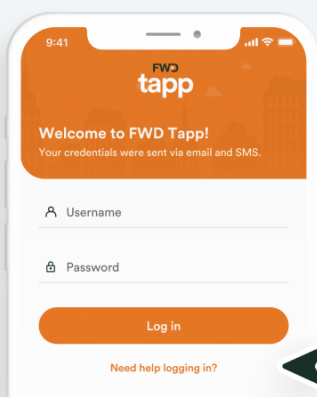
REMINDER

Make sure your **FWD Tapp** is updated to the latest version

No FWD Tapp, yet? Download now

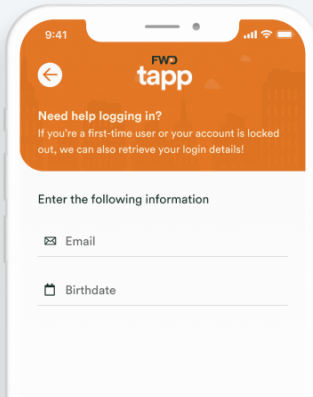


I don't know my username and/or password, my account was locked out



Step 1:

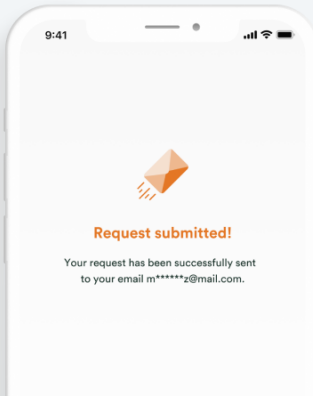
From the log in page, tap on
“Need help logging in?”



Step 2:

Input your registered email and birthdate.

If you forgot your registered email, **Contact Us**.



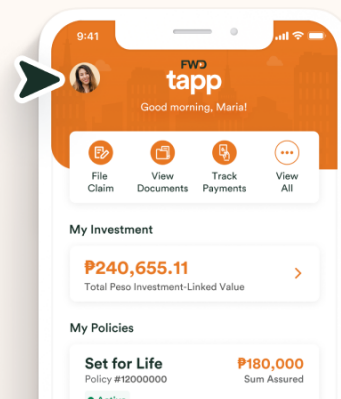
Step 3:

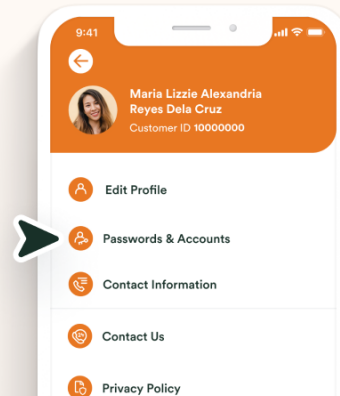
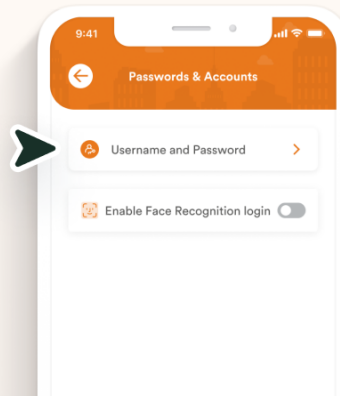
Your credentials will be sent to your email and you should be able to login again.

Troubleshooting: I want to change my password

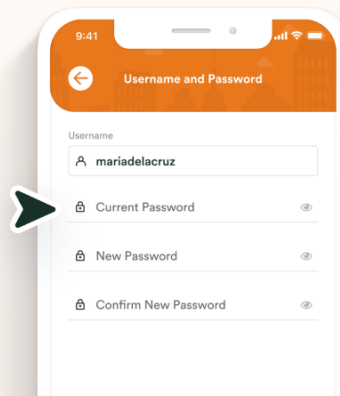
Step 1:

You can find the option to change password in your **account settings**



Step 2:Select **“Passwords & Accounts”****Step 3:**Select **“Username and Password”****Step 4:**

Change your password and log out of FWD Tapp. Try logging back in with your new password to validate. All good? Great!

**We're here for you, 24/7.**

Chat with us at
fwd.com.ph



Email us at
customerconnect.ph@fwd.com



Call our Customer Connect at
+(632) 8888 8388