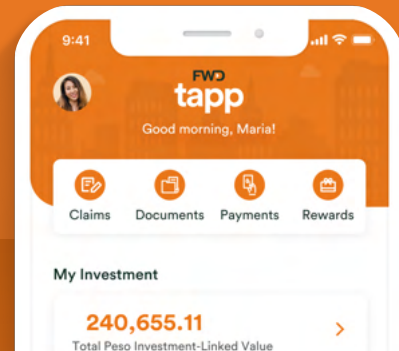
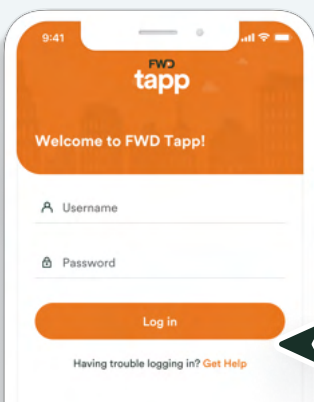


Having trouble logging into FWD Tapp?



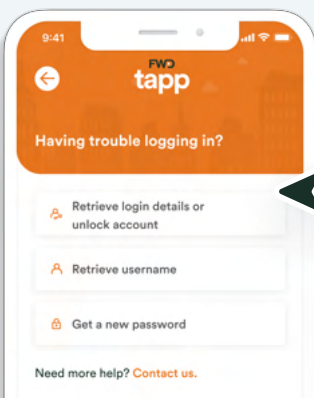
This handy guide can help!

I don't know both my username and password or my account was locked



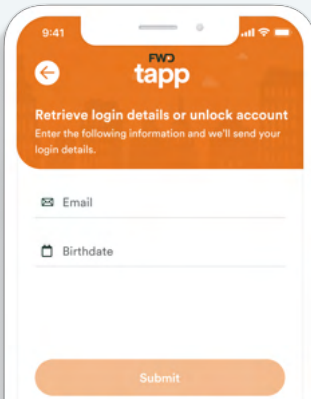
Step 1:

From the log in page, tap on **"Get Help"**



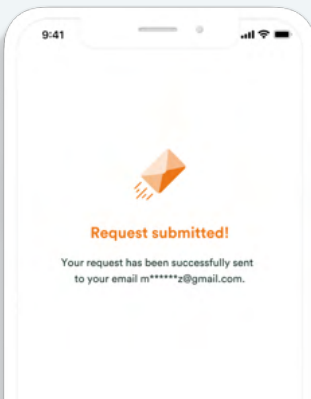
Step 2:

Select **"Retrieve login details or unlock account"**



Step 3:

Input your registered email and birthdate.



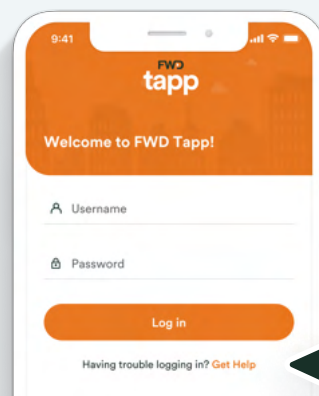
Step 4:

You should receive your log in credentials in your registered email address

I don't know both my password

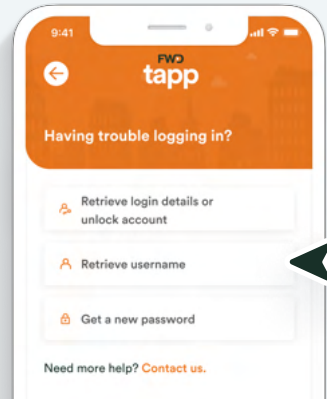
Step 1:

From the log in page,
tap on **“Get Help”**



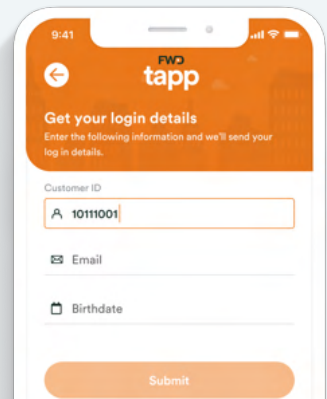
Step 2:

Select “Retrieve username”



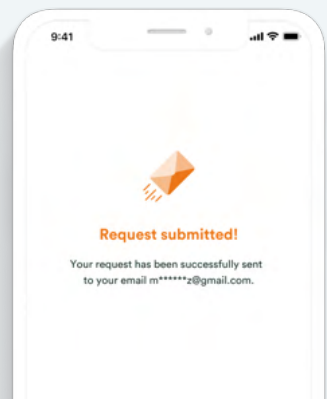
Step 3:

Input your registered email and birthdate.

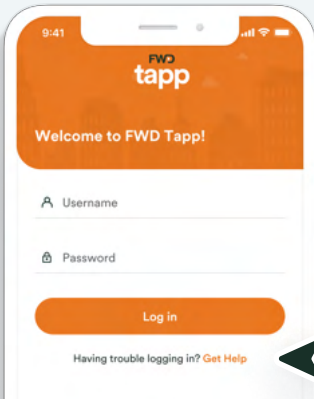


Step 4:

You should receive your username in your registered email address.

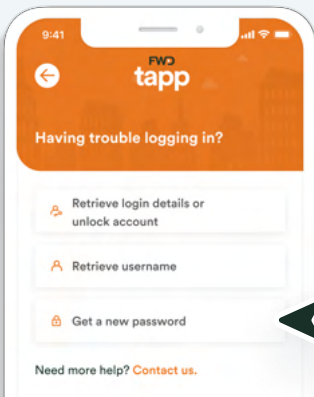


I want to change my password



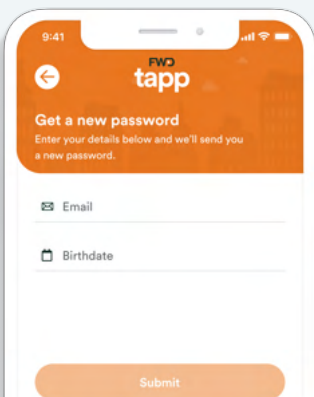
Step 1:

From the log in page,
tap on **“Get Help”**



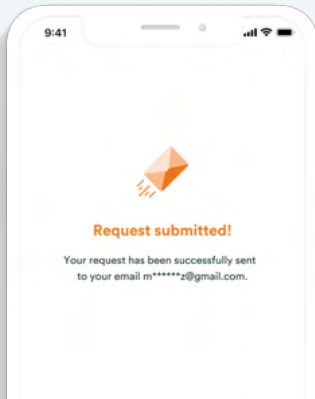
Step 2:

Select **“Get a new password”**



Step 3:

Input your registered email and
birthdate.



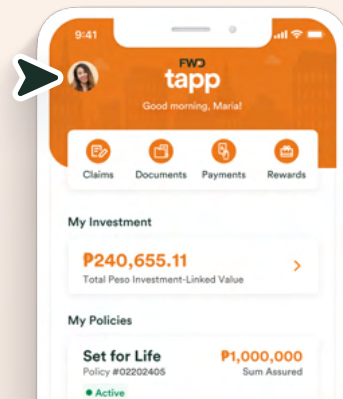
Step 4:

You should receive your username in your registered email address.

Troubleshooting: I want to change my password

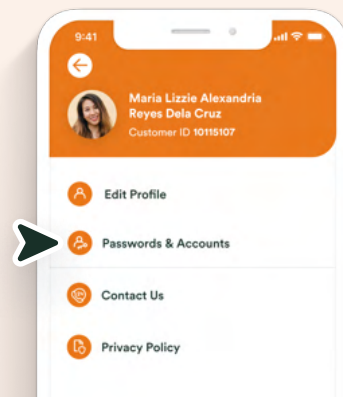
Step 1:

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



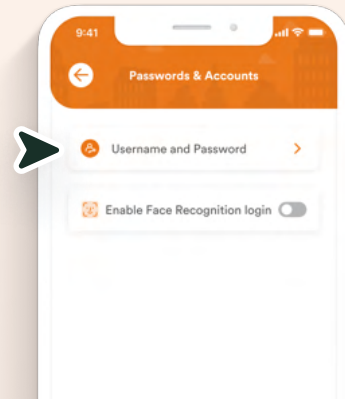
Step 2:

Select **“Passwords & Accounts”**



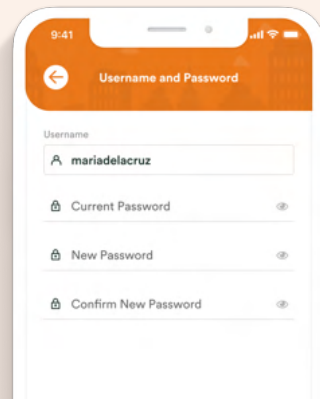
Step 3:

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