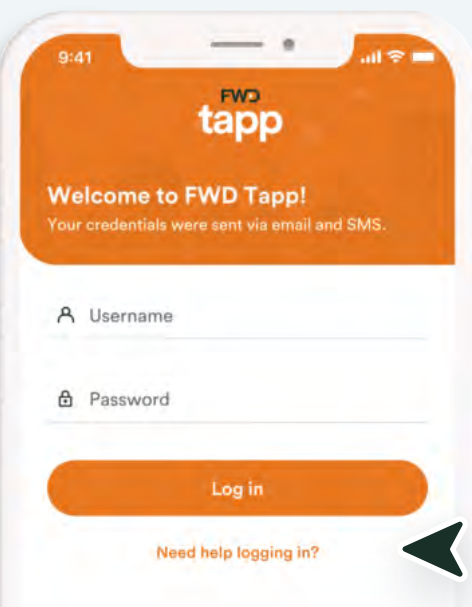


Having trouble logging into FWD Tapp?



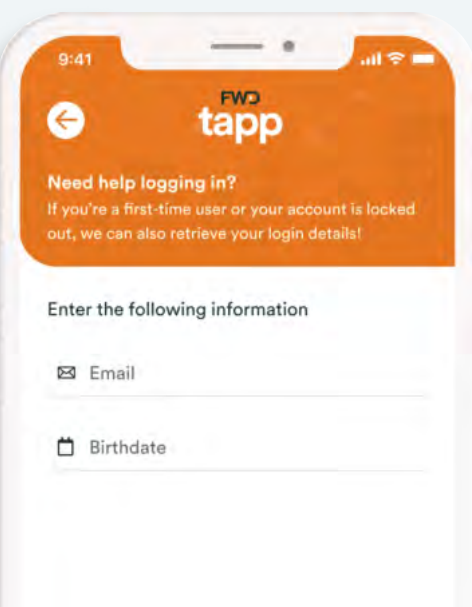
This handy guide can help!

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



Step 1:

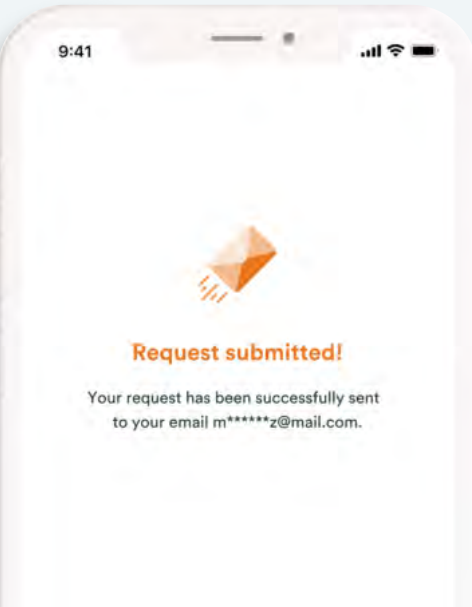
From the log in page, tap on “Need help logging in?”



Step 2:

Input your registered email and birthdate.

If you forgot your registered email, contact us. We'd be glad to help.



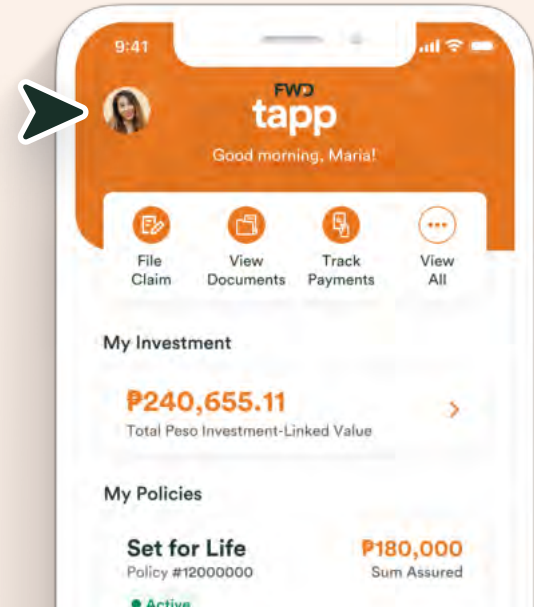
Step 3:

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

Troubleshooting: I want to change my password

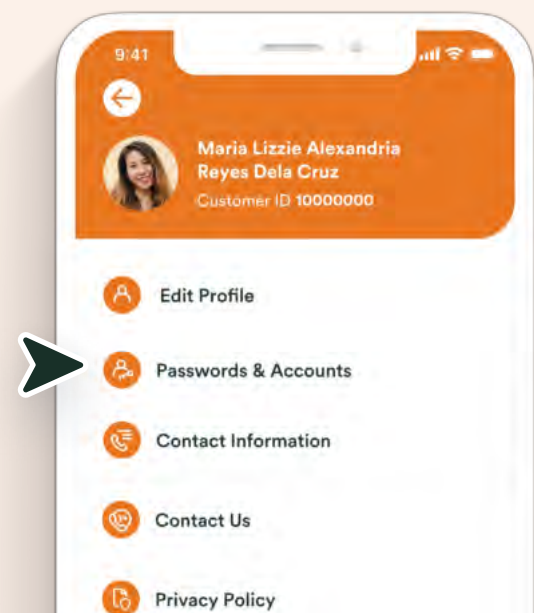
Step 1:

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



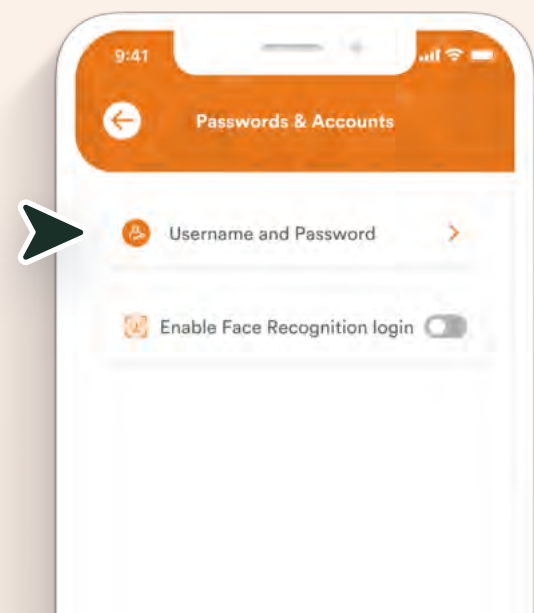
Step 2:

Select “**Passwords & Accounts**”



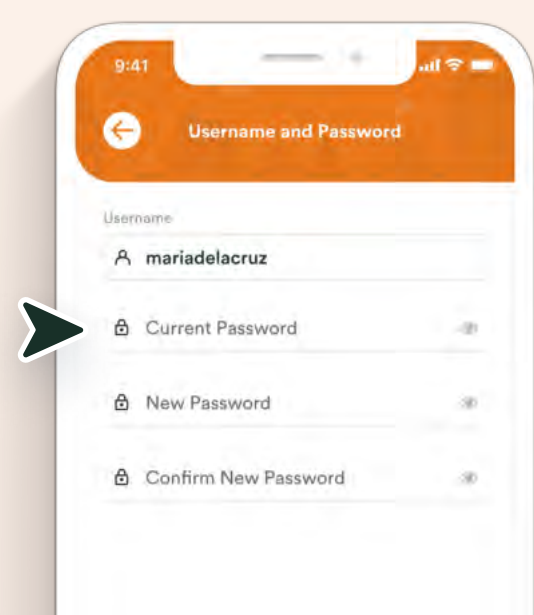
Step 3:

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