

How to reset / retrieve your online account (MEMBER ACCOUNT)



How to reset / retrieve your online account (Member Account) ?

1

Visit the SSS website:
<https://member.sss.gov.ph/>

2

Click the Link: “Forgot Password”

A screenshot of the "My.SSS" login interface. At the top is the "My.SSS" logo. Below it, the text "Sign-in to your account." is displayed. There are two input fields: "User ID" and "Password". A red arrow points to a blue link labeled "Forgot Password?" located to the right of the "Password" field. Below the input fields is a dark blue "Sign In" button. Further down, there are links for "No account yet? Create now" and "Explore the Citizen's Charter". At the bottom center is a small blue house icon, and at the bottom right is a "Privacy • Terms" link with a circular icon.

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Select “Member”



**Sa SSS,
Sigurado
ang bukas.**

**SOCIAL
SECURITY
SYSTEM**

My.SSS

Forgot User ID / Password

Please select an account on which you want to change password.

Member → Employer →

Back to Login

How to reset / retrieve your online account (Member Account) ?

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Choose between “Multi-factor authentication” and “Security Questions” and click “Next”



Forgot User ID / Password

1 Option
Choose an
Option

2 Account
Details &
Verification
Enter Account
Details

3 Password
Nominate
Password

4 Completed
Change
Password

Options

Choose one of the options below

Multi-factor
Authentication



Security
Questions

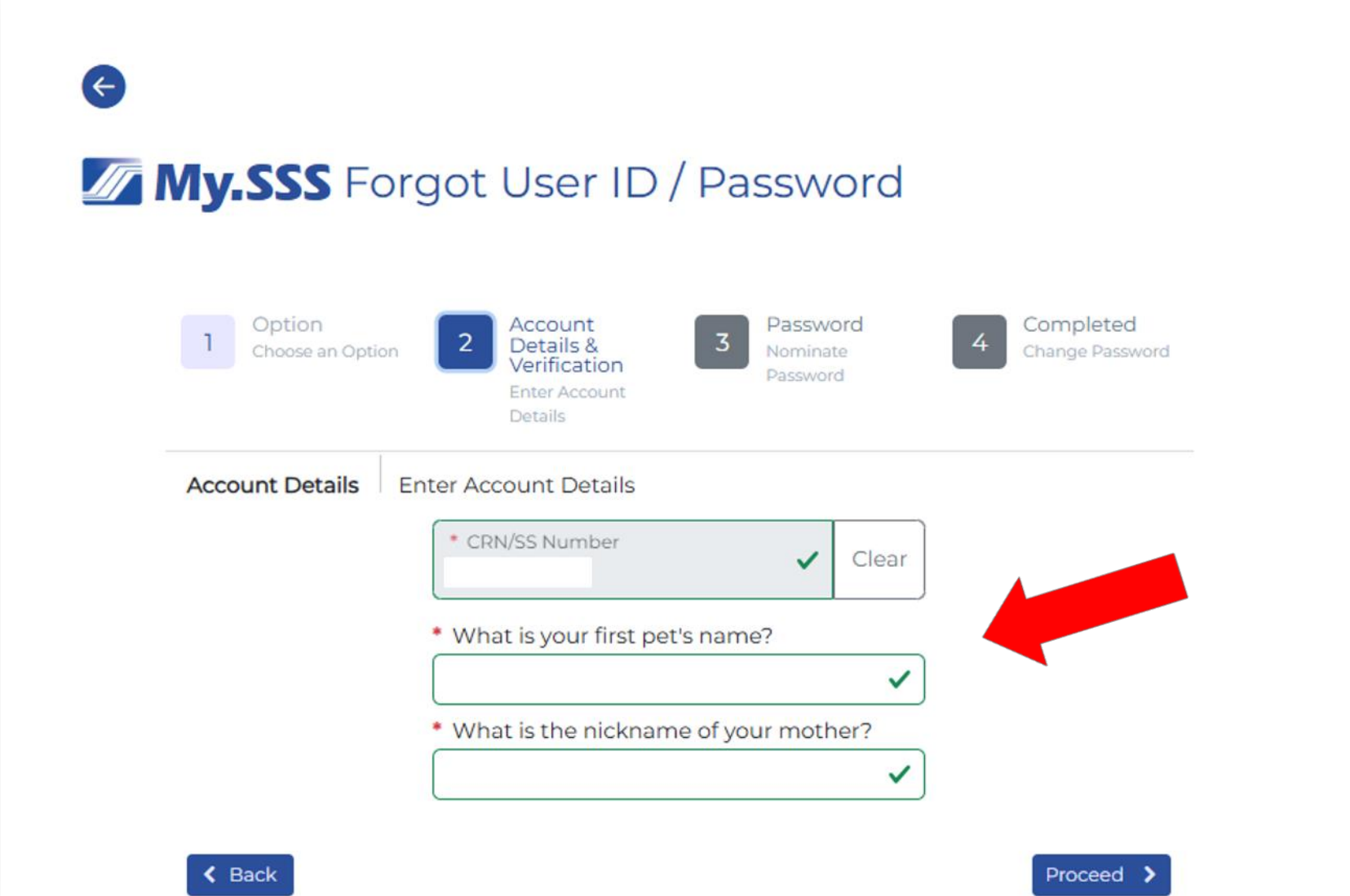


Next >

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Enter your CRN/SS Number and answer security questions



The screenshot shows the 'My.SSS' login page for 'Forgot User ID / Password'. It features a progress bar with four steps: 1. Option Choose an Option, 2. Account Details & Verification (highlighted), 3. Password Nominate Password, and 4. Completed Change Password. Below the progress bar, the 'Account Details' section is active, showing three input fields: 'CRN/SS Number' (with a 'Clear' button), 'What is your first pet's name?', and 'What is the nickname of your mother?'. Each field has a green checkmark indicating successful input. A large red arrow points to the 'Proceed' button at the bottom right. A 'Back' button is located at the bottom left.

←

My.SSS Forgot User ID / Password

1 Option Choose an Option 2 Account Details & Verification Enter Account Details 3 Password Nominate Password 4 Completed Change Password

Account Details | Enter Account Details

* CRN/SS Number ✓ Clear

* What is your first pet's name? ✓

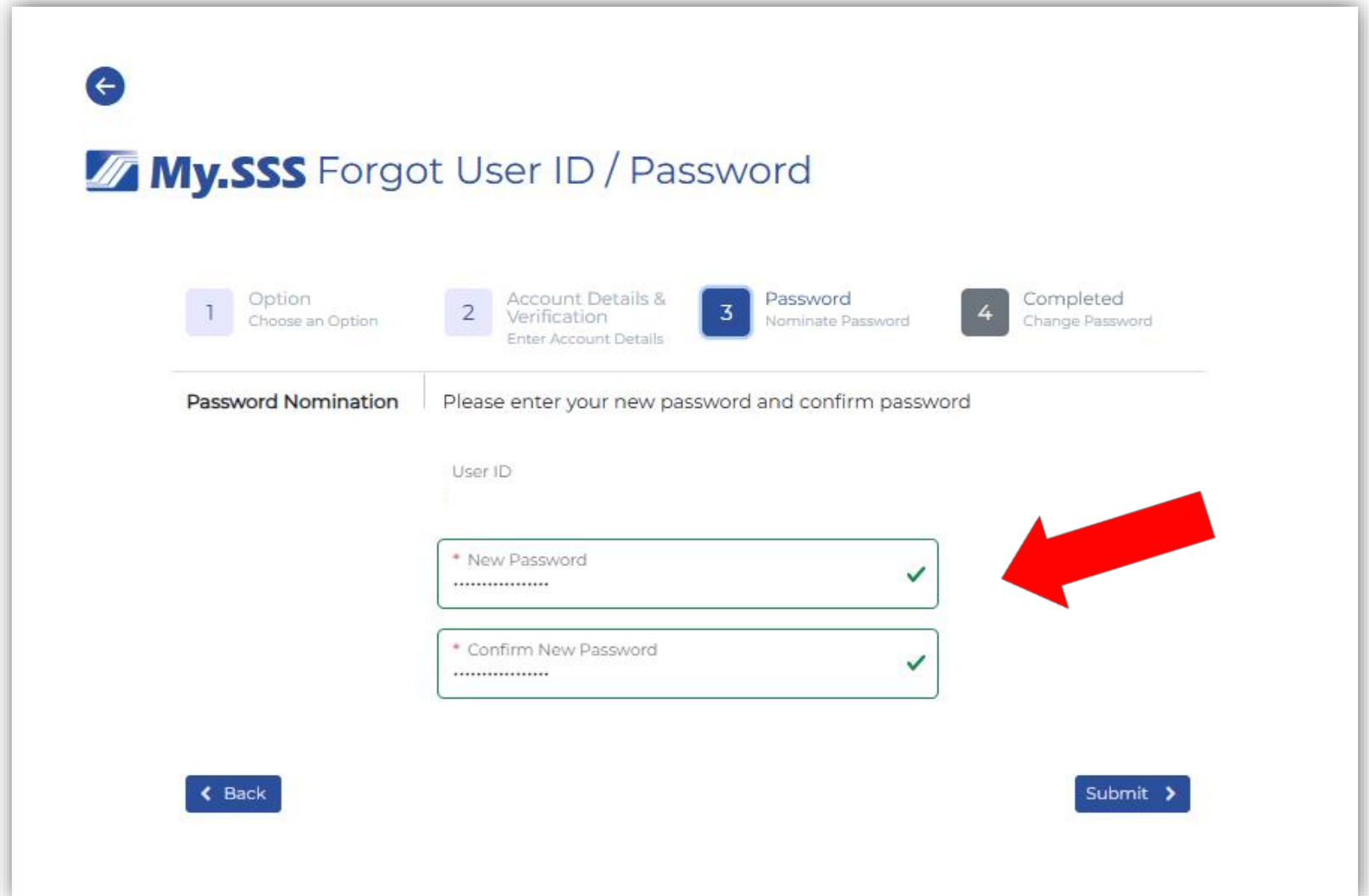
* What is the nickname of your mother? ✓

← Back Proceed →

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5

Set your new password
and click “Submit”



The screenshot shows the 'My.SSS Forgot User ID / Password' interface. At the top left is a back arrow icon. The title 'My.SSS Forgot User ID / Password' is displayed. Below the title is a progress bar with four steps: 1. Option (Choose an Option), 2. Account Details & Verification (Enter Account Details), 3. Password (Nominate Password), and 4. Completed (Change Password). Step 3 is currently active. The main section is titled 'Password Nomination' and contains the instruction 'Please enter your new password and confirm password'. There is a 'User ID' label with a dotted line below it. Below that are two password input fields: 'New Password' and 'Confirm New Password'. Both fields have green checkmarks on the right side, indicating they are valid. A large red arrow points to the 'New Password' field. At the bottom left is a '< Back' button, and at the bottom right is a 'Submit >' button.

←

My.SSS Forgot User ID / Password

1 Option
Choose an Option

2 Account Details & Verification
Enter Account Details

3 Password
Nominate Password

4 Completed
Change Password

Password Nomination | Please enter your new password and confirm password

User ID

* New Password ✓

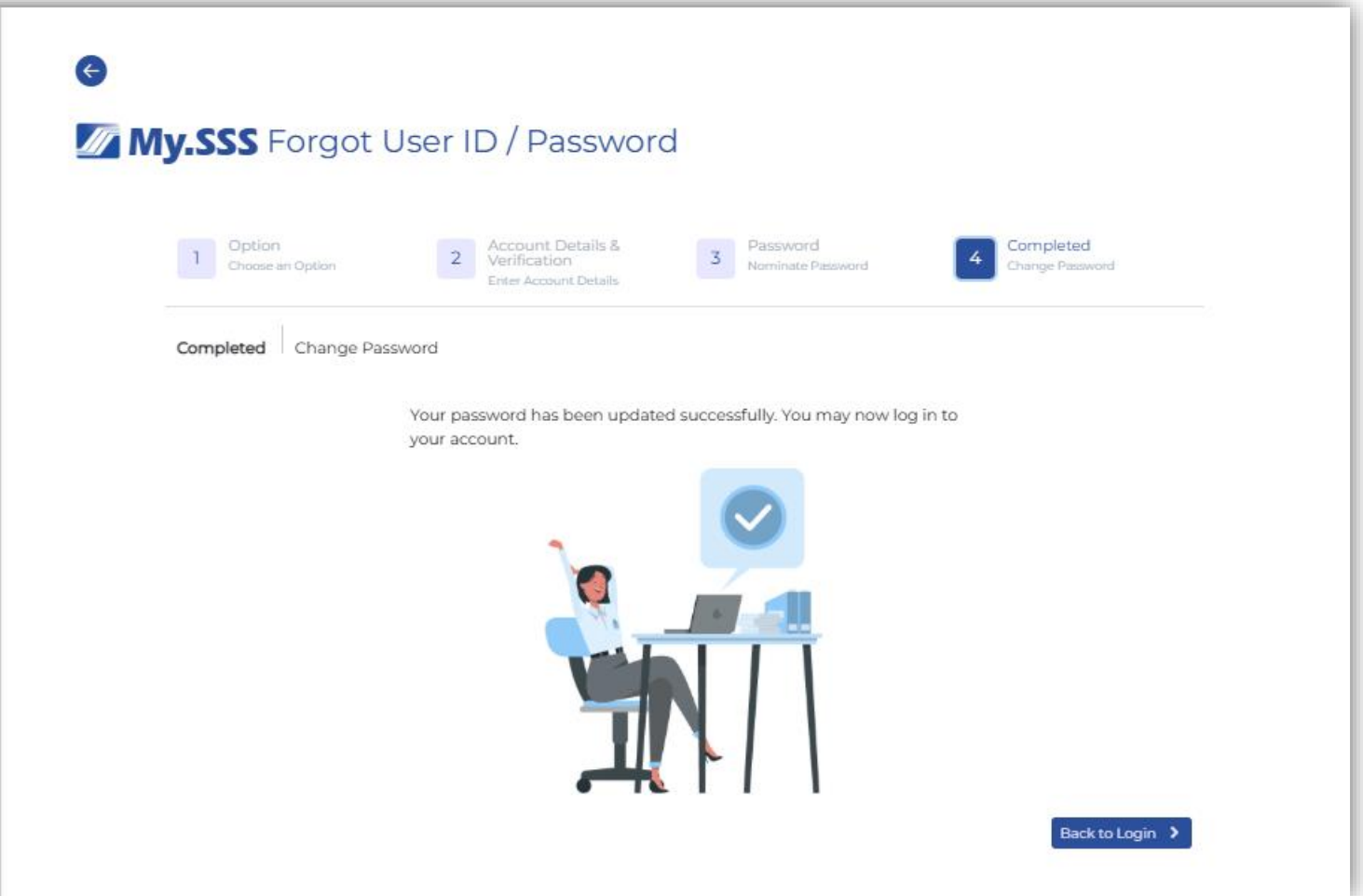

* Confirm New Password ✓

< Back

Submit >

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6 You can now log in to your **My.SSS** account.



The screenshot displays the 'My.SSS' 'Forgot User ID / Password' interface. At the top, a back arrow is visible. The title 'My.SSS Forgot User ID / Password' is prominently displayed. Below the title, a progress bar indicates four steps: 1. Option (Choose an Option), 2. Account Details & Verification (Enter Account Details), 3. Password (Nominate Password), and 4. Completed (Change Password). The 'Completed' step is highlighted. Below the progress bar, the text 'Completed | Change Password' is shown. A message states: 'Your password has been updated successfully. You may now log in to your account.' An illustration of a person celebrating at a desk with a checkmark icon is positioned below the message. A 'Back to Login' button with a right arrow is located at the bottom right.

What will I do if I can no longer access my email address and have a new email account?

Send an email-request for account resetting using your own and new/active email address to:

oneserviceassistance@sss.gov.ph

Provide your 10-digit SS number, complete name and date of birth in your email and attach copies of your SS/UMID card or any 2 valid ids bearing your photo and signature.

THANK YOU



YOUR
DICTIONARY