



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



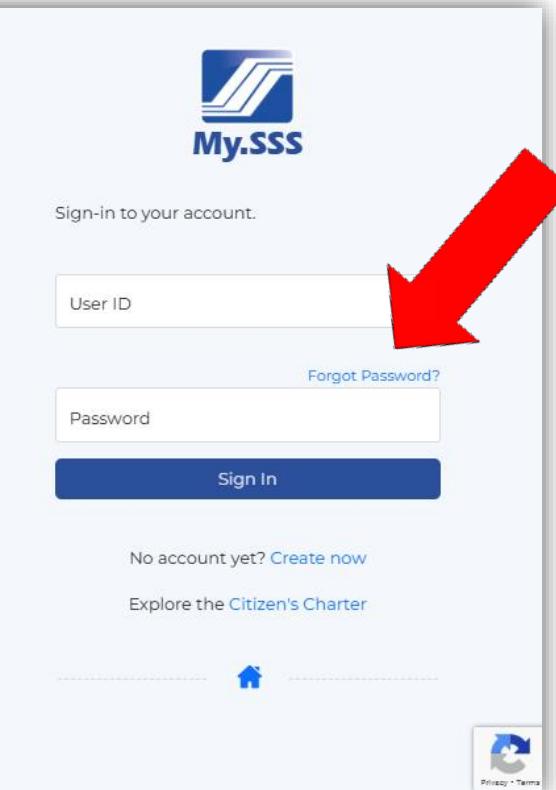
How to reset / retrieve your online account (Member Account) ?

1

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

2

Click the Link: “Forgot Password”



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

3 Select “Member”



Forgot User ID / Password

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

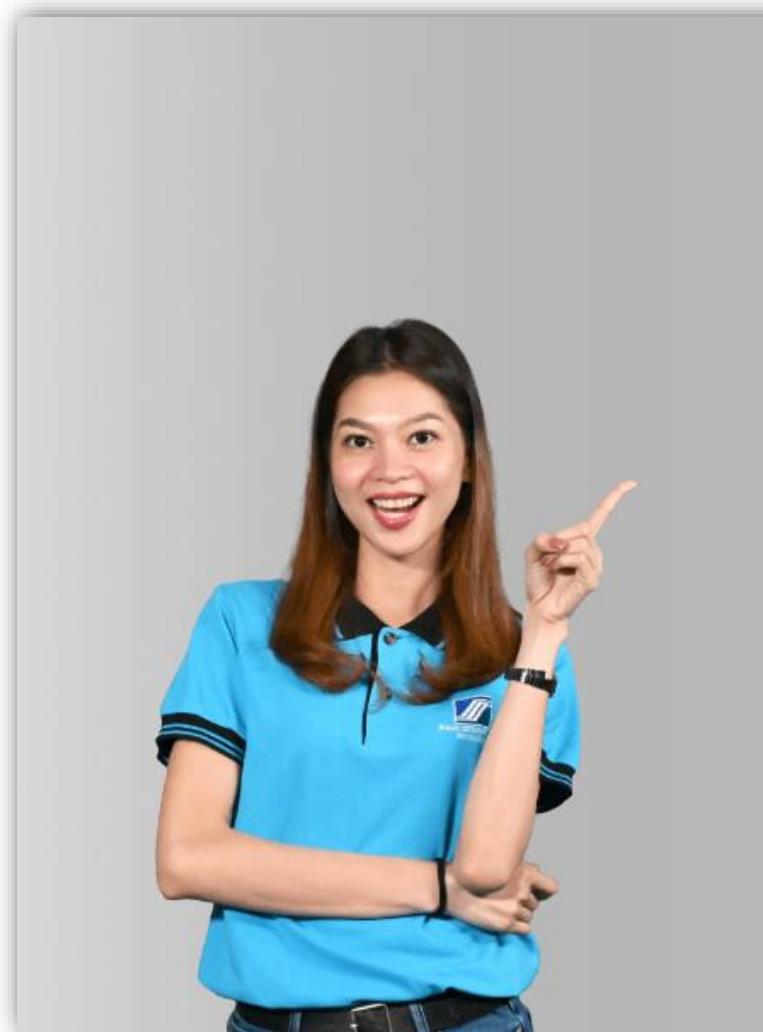


[Back to Login](#)

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

4

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



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

Options Choose one of the options below

Multi-factor Authentication Security Questions

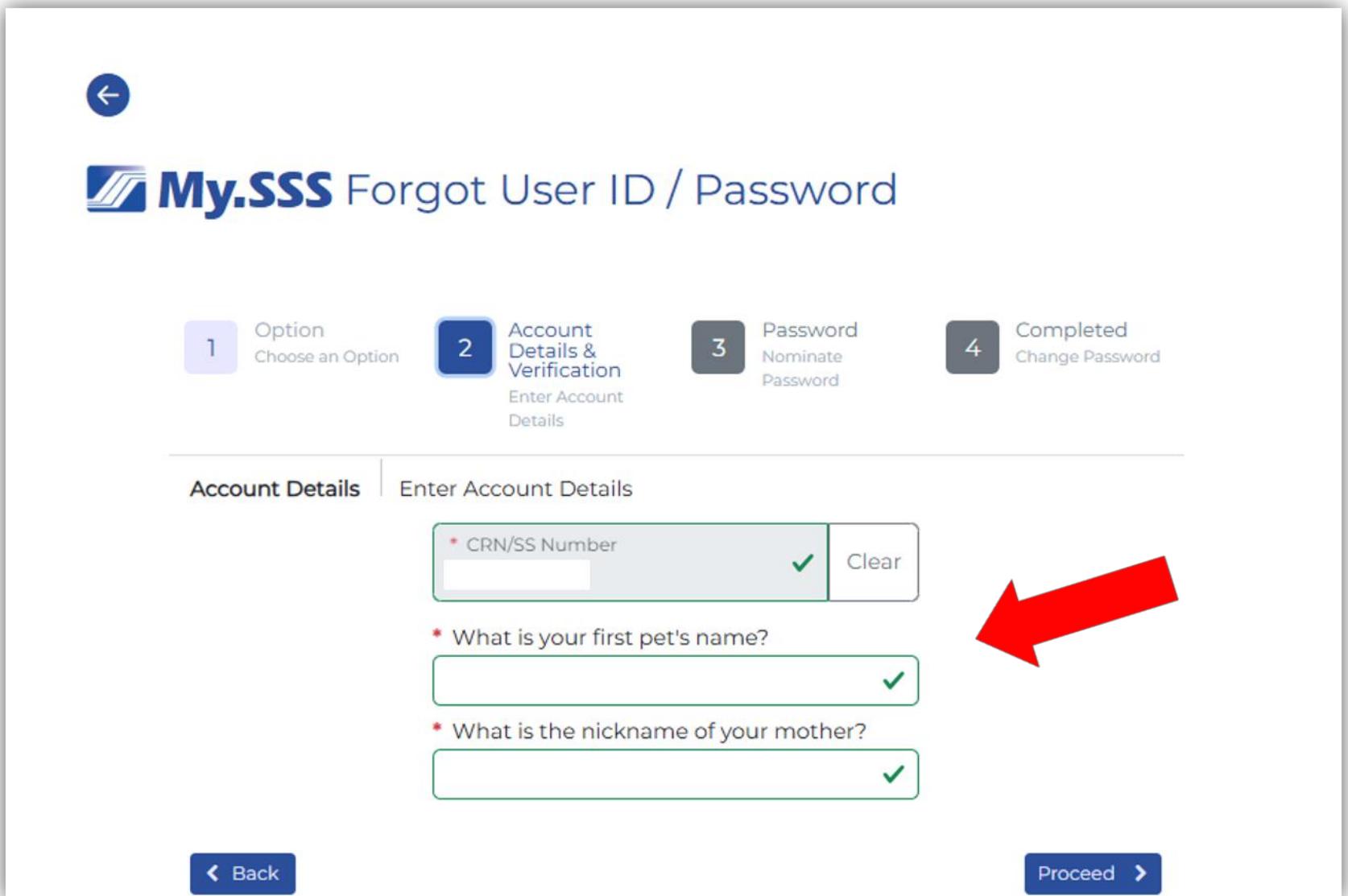
Next >

A red arrow points to the "Security Questions" option on the screen.

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

5

Enter your CRN/SS
Number and answer
security questions



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? ✓

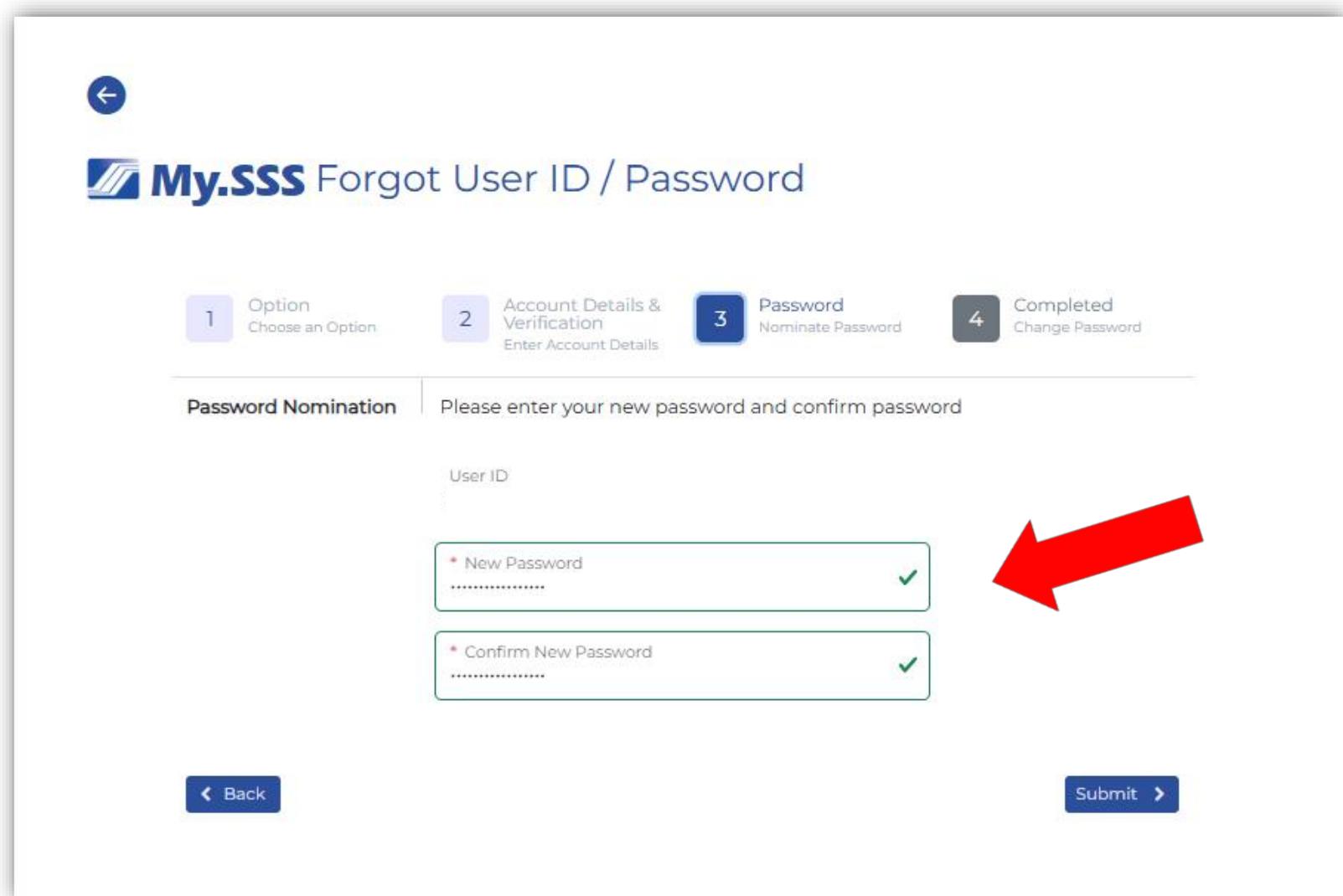
Back Proceed >

A red arrow points to the second security question field: "What is your first pet's name?"

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

5

**Set your new password
and click “Submit”**



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 ➔

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

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



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

Completed | Change Password

Your password has been updated successfully. You may now log in to your account.



[Back to Login](#)

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:

onlineserviceassistance@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

