

FAQ

1. [How to change the password in OKTA ?](#)
2. [How to clear the cache in Chrome browser ?](#)
3. [How to clear the cache in Firefox browser ?](#)

Steps to change the password in OKTA :

1. Go to <https://tpa.sph.com.sg/>. Enter username, password and click on the “Sign In” button. Once authenticated, click on the “Send me an email” button.

Connecting to

sph
MEDIA

Sign In

Username
sph_test_agy02

Password

Keep me signed in

Sign in

[Forgot password?](#)
[Unlock account?](#)
[Help](#)

sph
MEDIA

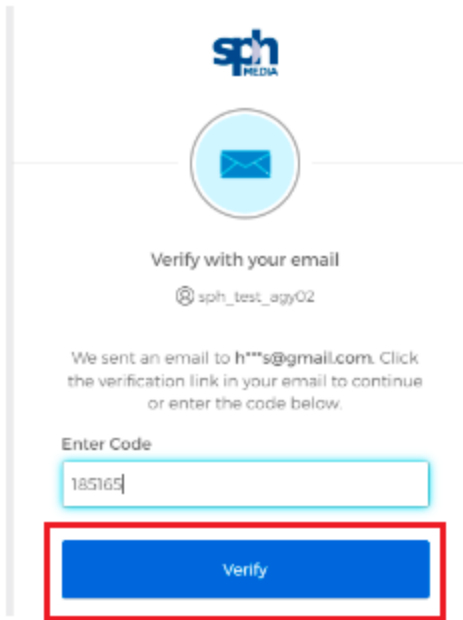
Get a verification email
@ sph_test_agy02

Send a verification email to h***s@gmail.com
by clicking on "Send me an email".

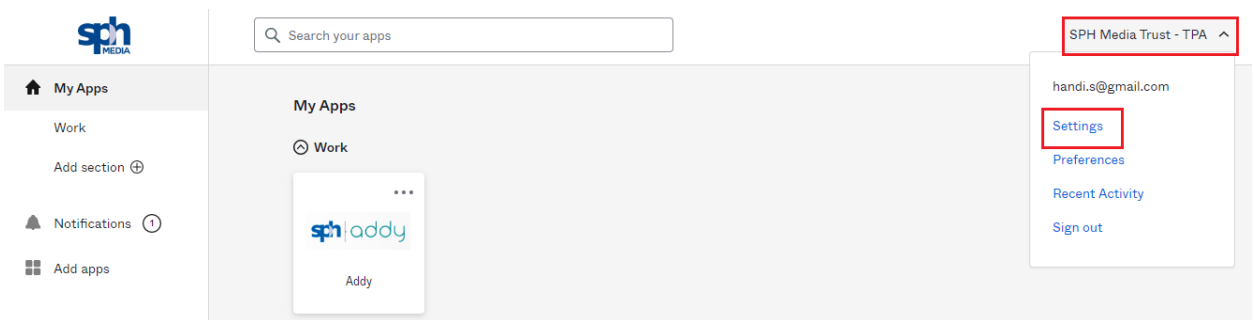
Send me an email

[Back to sign in](#)

2. Enter the verification code received in your registered email address and click the “Verify” button.



3. Click on the top right dropdown and go to the “Settings” option.



4. Go to the “Change Password” Section and enter the current and new password to change and click on the “Change Password” button.

Change Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords

Current password

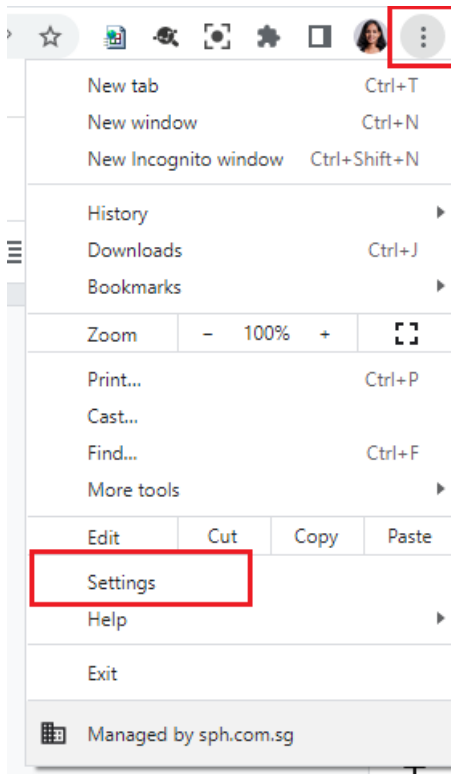
New password

Confirm new password

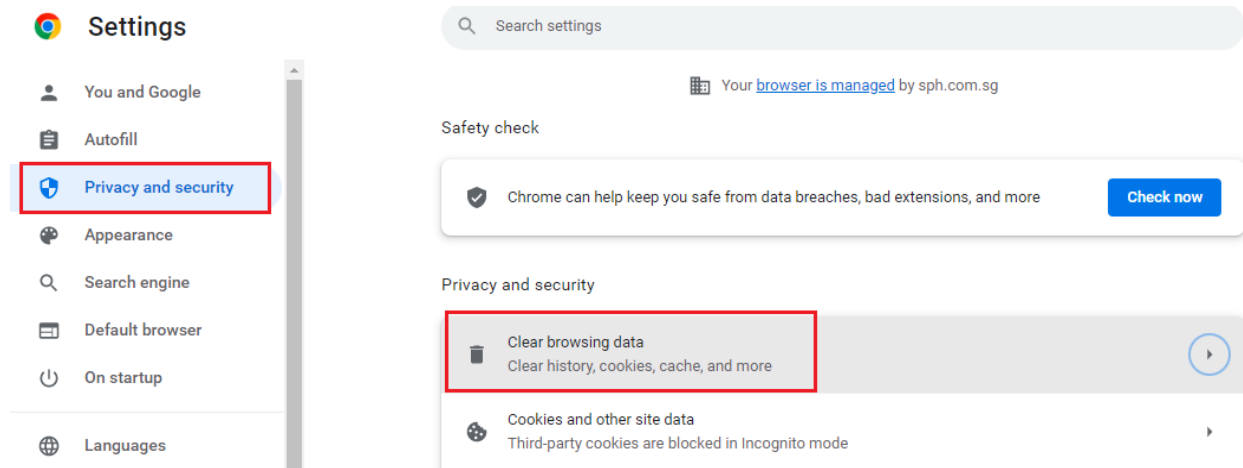
Change Password

Steps to clear the cache in Chrome :

1. Click the menu button in the top right corner (three dots) and click on the “Settings” option.



2. In the Settings page, select the “Privacy and security” option from the left menu bar. And click on the “Clear browsing data” option.



3. Check only the “Cached Images and files” option in the opened popup and click on the “Clear Data” button to clear the chrome browser cache.

Clear browsing data


Basic Advanced

Time range All time ▼

Browsing history
Clears history from all synced devices

Cookies and other site data
Signs you out of most sites. You'll stay signed in to your Google Account so your synced data can be cleared.

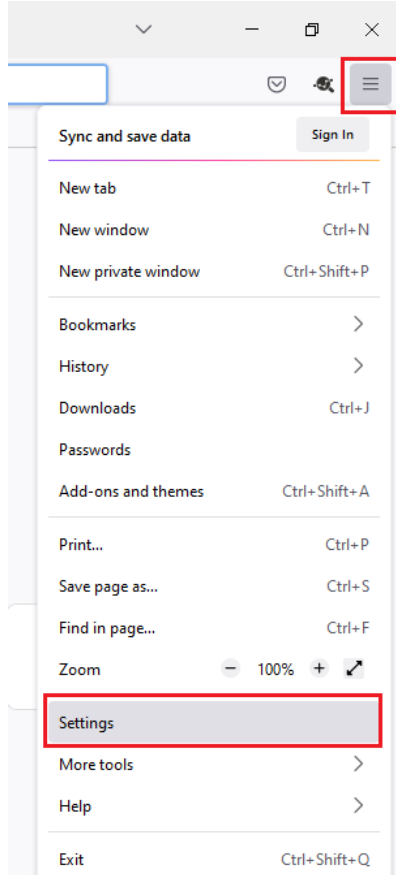
Cached images and files
Frees up 112 MB. Some sites may load more slowly on your next visit.

 [Search history](#) and [other forms of activity](#) may be saved in your Google Account when you're signed in. You can delete them anytime.

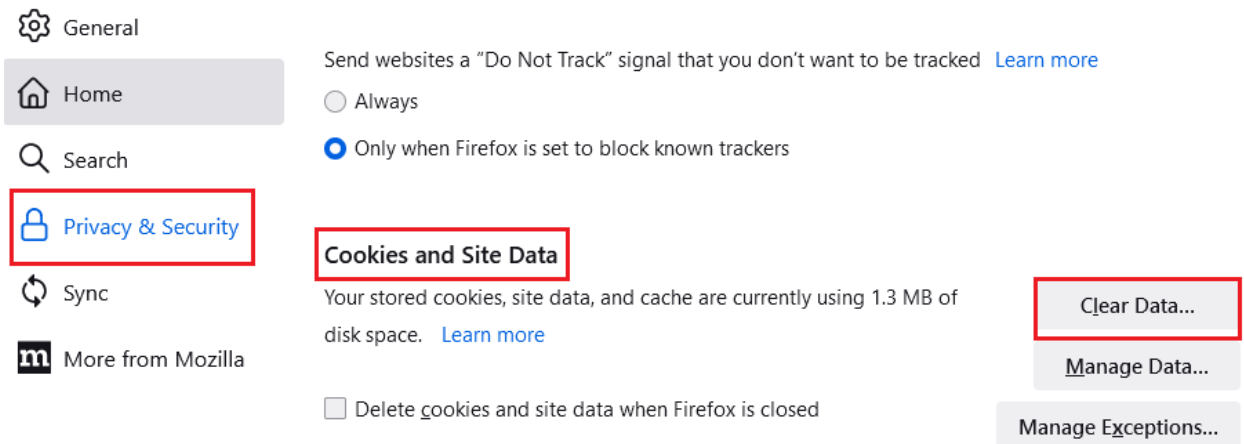
Cancel **Clear data**

Steps to clear the cache in Firefox :

1. Click the menu button in the top right corner (three lines) and click on the “Settings” option.



2. In the Settings page, select the “Privacy and security” option from the left menu bar. Scroll down to the “Cookies and Site Data” section and click on the “Clear Data” button.



3. Check only the “Cached Web Content” option in the opened popup and click on “Clear” button to clear the firefox browser cache.

