<u>FAQ</u>

- 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 <u>https://tpa.sph.com.sg/</u>. Enter username, password and click on the "Sign In" button. Once authenticated, click on the "Send me an email" button.

Connecting to 🗐	
	S
Sign In Username sph_test_agy02	
Password	Get a verification email (8) sph_test_agy02
Keep me signed in	Send a verification email to h***s@gmail.com by clicking on "Send me an email".
Sign in	Send me an email
Unlock account? Help	Back to sign in

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

Verify with your email
(8) sph_test_agyO2
We sent an email to h***s@gmail.com. Click the verification link in your email to continue or enter the code below.
Enter Code
185165
Verify

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

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n My Apps	My Apps	handi.s@gmail.com
Work	() Work	Settings
Add section \oplus		Preferences
A 0	•••	Recent Activity
Notifications (1)	sh addy	Sign out
Add apps	Addy	

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 "Click 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.

Clea	r brows	sing data	
		Basic	Advanced
Time	range	All time	•
	Browsi Clears	ng history history from all synced de	vices
	Cookie Signs y your sy	es and other site data you out of most sites. You ynced data can be cleared	'll stay signed in to your Google Account so
	Cacheo Frees u	d images and files up 112 MB. Some sites ma	ay load more slowly on your next visit.
G	<u>Search</u> Accou	n <u>history</u> and <u>other forms o</u> nt when you're signed in. '	o <mark>f activity</mark> may be saved in your Google You can delete them anytime.

Clear data

Cancel

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.

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_	Sync and save data	Sign In					
	New tab	Ctrl+T					
	New window		Ctrl+N				
	New private window	Ctrl+Shift+P					
	Bookmarks		>				
	History				>		
	Downloads			Ct	rl+J		
	Passwords						
	Add-ons and themes		Ctrl+Shift+A				
	Print			Ct	rl+P		
	Save page as			Ct	rl+S		
	Find in page			Ct	rl+F		
	Zoom	-	100%	+	2		
	Settings						
	More tools				>		
	Help				>		
	Exit		Ct	rl+Shif	t+Q		

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.

