



MIZUHO GLOBAL e-BANKING (MGeB) SUPERUSER MAINTENANCE REQUEST

Mizuho Bank (Malaysia) Berhad 201001039768 (923693-H)

A. REQUESTOR DETAILS

Company Name: _____ Unit Code:

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Request Date: _____

B. MGEb SUPERUSER RELATED REQUEST

(Please fill in & tick where applicable) *For addition and reissuance of activation code(s), the code(s) will be sent to the registered email address in Software Token Management menu*

1st Superuser details

Name: _____

User ID: _____

Contact Number: _____

Email Address: _____

Password	Software Token
<input type="checkbox"/> Initialize New / Unlock Password	<input type="checkbox"/> Reissue Activation Code
	<input type="checkbox"/> Force Stop Activation Code
	<input type="checkbox"/> Add New Activation Code

2nd Superuser details

Name: _____

User ID: _____

Contact Number: _____

Email Address: _____

Password	Software Token
<input type="checkbox"/> Initialize New / Unlock Password	<input type="checkbox"/> Reissue Activation Code
	<input type="checkbox"/> Force Stop Activation Code
	<input type="checkbox"/> Add New Activation Code

3rd Superuser details

Name: _____

User ID: _____

Contact Number: _____

Email Address: _____

Password	Software Token
<input type="checkbox"/> Initialize New / Unlock Password	<input type="checkbox"/> Reissue Activation Code
	<input type="checkbox"/> Force Stop Activation Code
	<input type="checkbox"/> Add New Activation Code

C. MIZUHO GENERATOR TOOL (MGT) OFFLINE TOOL RELATED REQUEST

(Please tick where applicable)

MGT Superuser details

Name: _____

User ID: _____

Contact Number: _____

Email Address: _____

MGT Offline Tool	
<input type="checkbox"/> Initialize New Password	<input type="checkbox"/> MGT Tool Replacement

For Bank Use Only						
GCIF No.						

D. AUTHORISATION

Authorised Signatories:

1)	2)	3)
Name: _____	Name: _____	Name: _____
Designation: _____	Designation: _____	Designation: _____

For Bank Use Only - Fill in by TBD-CS

Callback Details	
Date:	
Time:	
PIC Ext. No.:	
Cust. Tel. No.:	
Confirmed with:	

Action			
Approved By:	Performed By:	Callback Confirmation By:	Signature Verified By:
	Initialize / Unlock		

Self-Reset Password Guide

To set up for Self-Reset Password, Go to Mizuho Global e-Banking (MGeB) > [Download User's Manual](#) > [Chapter IV Personal Settings](#) and refer below subchapters:

- 1.1 Setting E-mail Address
- 4.2 Setting Security Questions with Answers

Self-reset password can be done **IF** below conditions are met:

- 1 You have already [registered your email address](#) and [set security questions](#)
- 2 Your [ID and OTP is not locked](#)

Steps to Reset Password

- 1 Click [Forgot your password?](#) on the Login Screen.

Unit Code
User ID
Password
OTP

Login
Security Information
[Forgot your password?](#)

- 2 Enter the [Unit Code](#), [User ID](#), and [OTP](#). Then click Next.

User Information

(102470)

Your Security Question will appear on the next page and you will be able to initialize your password.

Unit Code *
User ID *
OTP *

Next Cancel

- 3 Answer all the displayed security questions. Then click Next. The [answer is case-sensitive](#).

Initialize Password

(102471)

Security Question What is the title of the movie you first watched?
Answer *
Security Question Where is your most favorite city?
Answer *

Next Back

- 4 Your initialized password will be shown on the screen. Please [note it down](#).

Password Initialized

(102472)

The password has been initialized.
Unit code=XXXXXXXX User ID=SuperU Initialize password=X7288690

Please note your password.

OK

- 5 You will receive an email to notify that you have reset your password but it will **NOT** contain the initialized password.

If you have [not met the condition](#) to perform the above steps, you may fill in [MIZUHO GLOBAL e-BANKING SUPERUSER PASSWORD RESET / MMPCT OFFLINE TOOL AND SOFTWARE TOKEN ACTIVATION CODE REQUEST FORM](#) and email to mcbm.globaleb@mizuho-cb.com