



# ELECTRONIC BUSINESS PERMIT AND LICENSING SYSTEM



City Government of San Fernando, La Union

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## User Manual: How to use eBPLS

### I. Introductions

The **Electronic Business Permits and Licensing System (eBPLS)** of City Government of San Fernando City, La Union enables businesses to apply for business permits and pay online. This guide will help users access to navigate the basic features.

### II. Requirements

1. A device with internet access (computer, tablet, or smartphone)
2. A web browser (Google Chrome, Firefox, Brave, etc.)
3. Internet connection

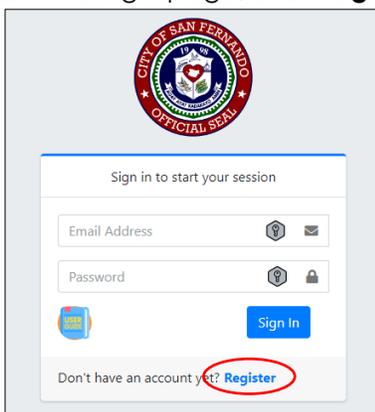
### III. How to access

1. Open your preferred web browser
2. In the address bar Enter the URL **ebpls.sanfernandocity.gov.ph** and press Enter

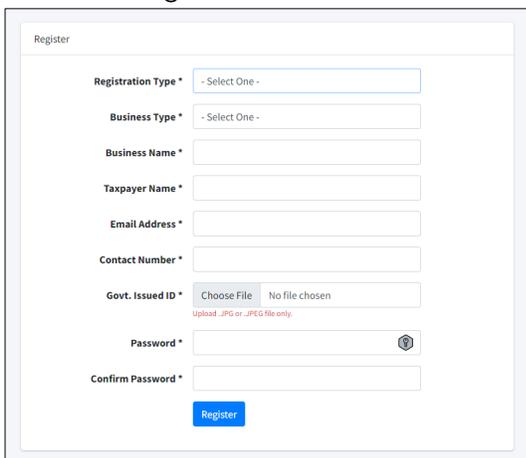


### IV. How to register

1. On the login page, click **Register** link located below of the login form.



2. Fill out the registration form.

A screenshot of the registration form. The form is titled "Register" and contains the following fields: "Registration Type" (dropdown menu), "Business Type" (dropdown menu), "Business Name" (text input), "Taxpayer Name" (text input), "Email Address" (text input), "Contact Number" (text input), "Govt. Issued ID" (file upload button with "No file chosen" text and a note "Upload .JPG or .JPEG file only."), "Password" (text input with a visibility icon), and "Confirm Password" (text input). A blue "Register" button is located at the bottom of the form.

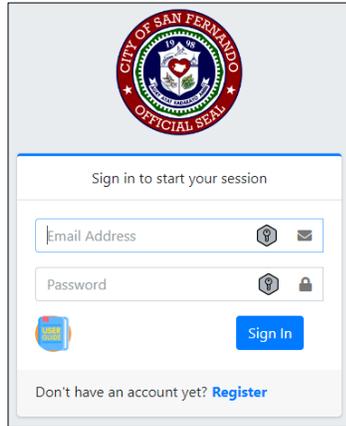
- **Registration Type**
  - **New Business:** Choose this if you are registering a new business for the first time.
  - **Renewal:** Select this if you are renewing an existing business permit record.
- **Business Type**
  - Sole Proprietorship
  - Partnership
  - Corporation
  - Cooperative
- **Business Name** - Enter the **name of your business** as registered or as it will appear on your permits.
- **Taxpayer Name** - Input the full **name of the taxpayer** or owner of the business. Ensure that the name matches the government-issued ID.
- **Email Address** - Provide a valid and active **email address**. This will be used for communication, confirmation of your registration, and updates regarding your application.
- **Contact Number** - Enter your **mobile number** or **landline**. Make sure the number is active for any follow-up or verification purposes.
- **Government Issued ID** - Choose the type of government-issued ID you will upload for identity verification. Accepted types include:
  - Driver's License
  - Passport
  - National ID
  - SSS/GSIS
- Click the **Upload** button to attach a scanned copy or photo of your government-issued ID. The file must be in **.JPG** or **.JPEG** format, and ensure it is clear and legible.
- **Password** - Create a strong password for your account. It must be at least 8 characters long and include:
  - At least one uppercase letter (A-Z)
  - At least one lowercase letter (a-z)
  - At least one number (0-9)
  - Include a special character (e.g., !, #, \$, etc.)
- **Confirm Password** - Re-enter the password you just created to ensure there are no mistakes. Both passwords must match exactly.

3. After confirming the details, click the **Submit** button to complete your registration.

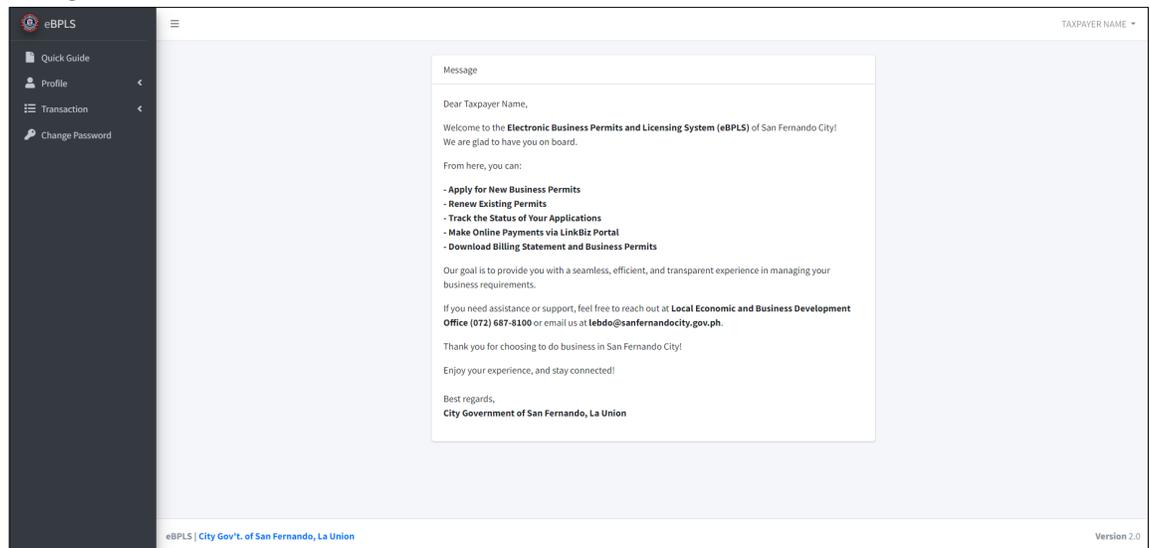
## V. How to Login

If you already have an account

1. Enter **Username** and **Password**
2. Click **Sign In** button



## VI. Navigation



1. **Quick Guide** - offers a simple and concise walkthrough on how to use the eBPLS portal. If you're new to the system, we recommend starting here to understand the core features and processes for submitting applications and managing your business permits.
2. **Profile** - section allows you to view and update important details about yourself and your business.
  - o **Taxpayer Information:**  
View or update your personal information such as your name, address, and other contact details. Ensure your details are accurate to avoid any issues with your applications.
  - o **Business Information:**  
Here, you can manage your registered business details, including business

name, address, and other pertinent data. This information is used for all your applications.

- **Line of Business:**  
Specify and manage the type of business activities your company is involved in. You can add or update the line of business that will reflect in your business permit application.
- **Business Industry:**  
Choose the industry sector your business belongs to, such as retail, food service, construction, etc. This classification is important for accurate processing of permits.

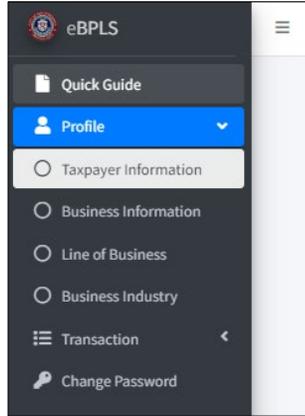
3. **Transactions** - section is where you can submit new applications, check the status of ongoing applications, and manage your online payments.

- **Submit Application:**  
To apply for a new business permit or renew an existing one, select this option. You will be guided through the application form where you must provide the required business details, upload necessary documents, and submit your application for processing.
- **Application Status:** you can track the progress of your application.  
The statuses may include:
  - **Pending Review:** Your application is awaiting review by the city's business permits office.
  - **For Payment:** Your application has been reviewed and is awaiting payment.
  - **Approved:** Your permit has been approved and is ready for download or printing.
  - **Rejected:** Your application has been declined, and you may need to make corrections or provide additional information.
- **Online Payments:** This section allows you view your current and previous payments of your business permits

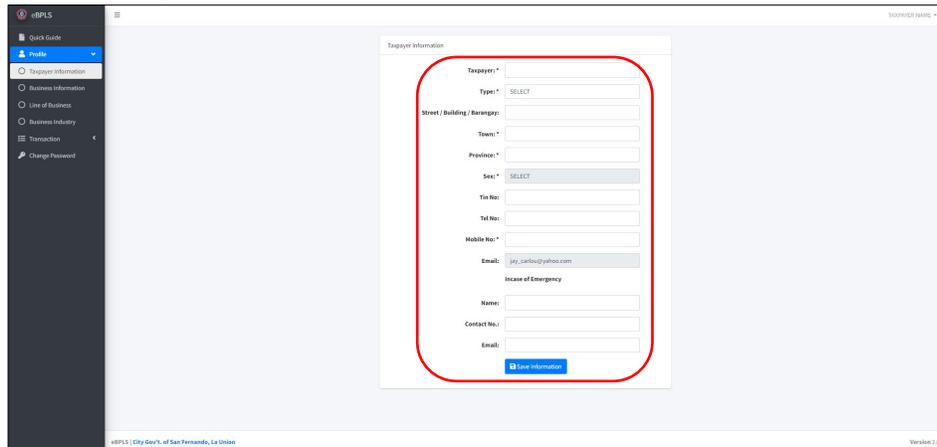
4. **Change Password:** If the user needs to update your login credentials, the Change Password option allows you to securely update your password. We recommend changing your password periodically and ensuring it follows security best practices (e.g., a strong combination of letters, numbers, and special characters).

## VII. Taxpayer Information

1. Navigate to Taxpayer Information: From the main menu, click on **Profile** and select **Taxpayer Information**.



2. Fill-in the required fields



- **Taxpayer** – sender owner full name or name of corporation as it appears on your government-issued ID or any certification. This is a required field.
- **Type** – Select your **taxpayer type** from the drop-down menu. Choose the appropriate category that applies to your business. This could be one of the following:
  - Individual
  - Corporation
  - Partnerships
  - Cooperative
- **Town** – taxpayer **town** (municipality or city)
- **Province** – taxpayer province
- **Sex** – Male or Female
- **TIN No.** - If applicable, enter **Tax Identification Number (TIN)**. This is not a required field, but it's important for tax purposes if available.
- **Tel No.** – Landline Number
- **Mobile No.** – This is a required field, as it will be used for official communications and verifications. Make sure to enter a valid and active number.

- **Email** – Provide **email address**. This field allows you to receive important notifications, updates, and communication from the business permits office. This field is optional but recommended.

#### In case of Emergency contact details

- **Name** – Enter the **name** of the person to be contacted in case of an emergency. This could be a relative or business associate.
  - **Contact No.** – Provide the **contact number** of your emergency contact. Make sure this is an active and reliable number.
  - **Email** – provide the **email address** of your emergency contact for additional communication methods.
3. Once all required fields are filled out, review the information for accuracy. When you are satisfied, click the **Save** button at the bottom of the form to update your taxpayer information.

### VIII. Business Information

1. From the Profile menu, select Business Information. This section contains 3 forms: Basic Business Information, Other Information and Form if Business is rented.
2. Fill-in the required fields

#### Business Information

- **SSS No.** – **Social Security System (SSS) number**. This is a required field for tracking your business's SSS registration.
- **Business TIN No.** – **Business Tax Identification Number (TIN)**. This number is necessary for tax-related transactions and compliance.
- **Type of Business** - Select the type of business entity you operate, such as:
  - Sole Proprietorship
  - Partnership
  - Corporation
  - Cooperative
- **DTI/SEC/CDA Registration No** – **DTI (Department of Trade and Industry), SEC (Securities and Exchange Commission), or CDA (Cooperative Development Authority)** registration number, depending on the type of business entity.
- **Registration Date** – Provide the **date** your business was officially registered (optional but recommended for record purposes).

- **Government Incentive?** – Indicate if your business receives any **government incentives** by selecting **Yes** or **No**. If **Yes**, proceed to the next field.
- **Specify Government Incentive** – If you answered **Yes** to the previous question, specify the **type of government incentive** your business is receiving (e.g., tax holidays, fiscal incentives).
- **Business Year Started** – Provide the official **business name or corporation name** as registered with these DTI/SEC/CDA. This is a required field.
- **Trade Name / Franchise** – Enter the **trade name** or **franchise name** of your business. This may differ from your registered business name if applicable.
- **President / Treasurer** – For corporations, provide the full name of the **President** or **Treasurer** of the company. This is required to identify key officers of the business.
- **Declared Capital** – Input the **declared capital** of your business, which refers to the amount of capital invested and registered with the regulatory agencies.
- **Revised Capital** – If your capital has been revised or updated, enter the new **revised capital** (optional).

### Other Information Form

- **Address** – Enter the full **address** of your business. This should include the street name, building number, and other details necessary to locate your business premises.
- **Barangay** – where the business is located
- **Telephone** – **landline number** for your business if available (optional).
- **Mobile No** – Enter your **business's mobile number**. This is required for communication purposes.
- **Business Area (sqm.)** – Input the **size of the business premises** in square meters (sqm). This information is required for determining applicable taxes and permits.
- **Total Male Employees** – Provide the total number of **male employees** working in your business (optional).
- **Total Female Employees** – Provide the total number of **female employees** working in your business (optional).

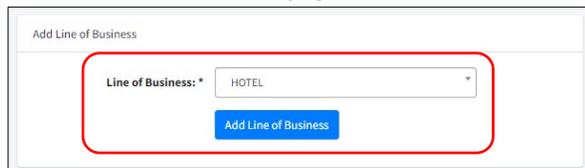
- **Employees Residing w/n CSFLU** - Input the total number of employees who reside within the jurisdiction of San Fernando City, La Union (CSFLU) (optional but recommended for local employment tracking).

**Other Information Form**

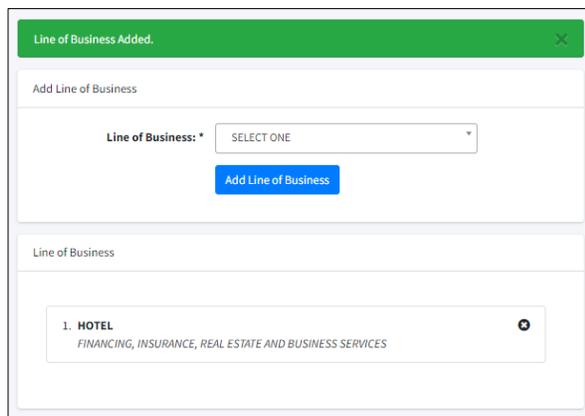
- **Lessor's Full** – Enter the full name of the **lessor (property owner)** who is renting the premises to your business.
  - **Address** – Provide the **address** of the lessor (landlord), including street and city details.
  - **Contact No.** – Input the lessor's **contact number** for any necessary communication related to the rental property.
  - **Email Address** – Provide the lessor's **email address** (optional, but recommended for formal communication).
  - **Monthly Rental** – Enter the **monthly rental amount** you are paying for the business premises.
3. Once you have completed all required fields, carefully review the information to ensure accuracy. After reviewing, click the **Save Business Information** button at the bottom of the page to submit your business details.

**IX. Line of Business**

1. To navigate, from the **Profile** menu, click **Line of Business**.
2. In the **Line of Business** field, enter the specific business activity or industry your business is involved in (eg. General Services, Hotel, etc.)



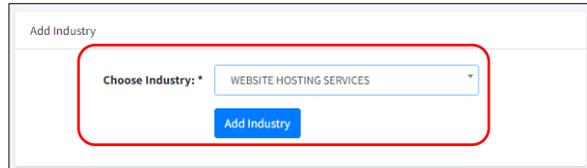
3. In the **Line of Business** field, enter the specific business activity your business is involved in.



4. After saving, the newly added **Line of Business** will automatically appear in the table below the form, reflecting the details you entered.
5. To remove a line of business, simply click the **"X" button**.

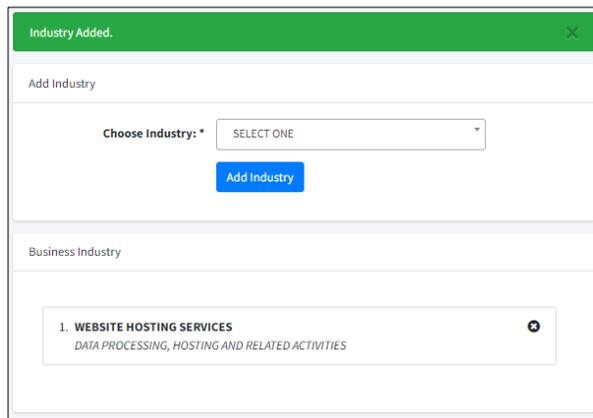
**X. Business Industry**

1. To navigate, from the **Profile** menu, click **Business Industry**.
2. In the **Choose Industry** field, enter the specific industry your business is involved in (eg. Event Hosting Services, Website Hosting Services, etc.)



The screenshot shows a form titled "Add Industry". It features a dropdown menu labeled "Choose Industry: \*" with "WEBSITE HOSTING SERVICES" selected. Below the dropdown is a blue "Add Industry" button. A red rectangular box highlights the dropdown menu and the button.

3. In the **Line of Business** field, enter the specific business activity or industry your business is involved in.



The screenshot shows a form titled "Business Industry". At the top, there is a green notification bar that says "Industry Added.". Below this is the "Add Industry" section, which includes a dropdown menu labeled "Choose Industry: \*" with "SELECT ONE" selected, and a blue "Add Industry" button. Below the "Add Industry" section is a table with one entry: "1. WEBSITE HOSTING SERVICES" with the subtext "DATA PROCESSING, HOSTING AND RELATED ACTIVITIES". There is a small "X" icon in the top right corner of the table entry.

4. After saving, the newly added **Business Industry** will automatically appear in the table below the form, reflecting the details you entered.
5. To remove, simply click the **"X" button**.

## XI. Submit Application (NEW BUSINESS)

1. To navigate, From the **Transaction** menu, click on **Submit Application**.
2. Fill Out the Application Details Form

Application Details

Current Year : 2024

Application Type : \* NEW APPLICATION

Capitalization per Line of Business

HOTEL : \*

Upload .JPG or .JPEG file only.

DTI / SEC / CDA Registration : \* Choose File No file chosen

Occupancy Permit : \* Choose File No file chosen

Contract of Lease (if lessee) : Choose File No file chosen

Zoning Clearance : \* Choose File No file chosen

CCTV Compliance : \* Choose File No file chosen

Other Req. Peculiar to Business : Choose File No file chosen

Save Application

- o **Current Year** (Auto Fill-up)
- o **Application Type** (Auto Fill-up)
- o **Capitalization per Line of Business** – Enter the **capitalization** amount for your business line. This refers to the total declared capital investment for your business. This is a required field.

*Upload the necessary documents for your application. All files should be in **JPG or JPEG** format.*

- o **DTI / SEC / CDA Registration** – Upload a picture of business registration document issued by **DTI, SEC, or CDA**.
- o **Occupancy** – Picture copy of valid Occupancy Permit issued by the Engineering Office of the City Government.
- o **Contract of Lease** (if lessee) – If you are renting your business premises, upload a picture of your **Contract of Lease**.
- o **Zoning Clearance** – Upload the **Zoning Clearance** picture, confirming that your business location complies with local zoning laws from City Planning Offices.
- o **CCTV Compliance** – upload a picture copy of **CCTV Compliance Certificate** from Office for Public Safety.
- o **Other Requirements Peculiar to Business** – If your business has specific requirements based on its nature (e.g., environmental permits, health permits), upload the relevant picture documents here.

3. Review the information you've entered to ensure its accuracy.
4. Click the **Save Application** button to submit your new business application.  
Note: All saved application can be viewed on **Application Status**

## XII. Submit Application (RENEWAL)

1. To navigate, From the **Transaction** menu, click on **Submit Application**.
2. Fill Out the Application Details Form

Application Details

Current or Previous Year : 2024

Application Type : \* RENEWAL

Line of Business Gross Sales

HOTEL : \* Essential Gross Sales Amount Non-Essential Gross Sales Amount

Upload .JPG or .JPEG file only.

Working Permit : \* Choose File No file chosen

Sworn Declaration of Gross or Income Tax Return : \* Choose File No file chosen

Save Application

- o **Current Year** (Auto Fill-up)
- o **Application Type** (Auto Fill-up)
- o **Line of Business Gross Sales** – Enter Essential Gross and/or Non-Essential Gross Sales Amount

*Upload the necessary documents for your application. All files should be in **JPG or JPEG** format.*

- o **Working Permit** – Photo of Working Permit IDs of the Workers (in Group)
- o **Sworn Declaration of Gross or Income Tax Return** – Photo of the document.

3. Review the information you've entered to ensure its accuracy.
4. Click the **Save Application** button to submit your new business application.  
Note: All saved application can be viewed on **Application Status**

**XIII. Application Status**

1. To navigate, From the **Transaction** menu, click on **Application Status**.
2. All saved application will be displayed on this form.

Application Status

**Date:** 10/02/2024  
**Application:** Year 2024  
**Transaction Type:** New  
**Status:** Application Submitted

Cancel Transaction

Note: Cancellation can only be done before the review of the application, just click **Cancel Transaction** button to cancel.

**Status:**

- **Application Submitted** – the application is on deck for approval
- **For Approval** – the application if for approval of LEBDO and Treasury Office
- **For Assessment** – the application is currently for assessment of Treasury, BFP and other offices.

3. Once application assessment is done, click **Billing Statement** button to generate.

Application Status

**Date:** 01/05/2023  
**Application:** Year 2023  
**Transaction Type:** Renewal  
**Status:** Print Billing Statement

**Note:** You may also proceed to Office of the City Treasurer for on-site payment.

Billing Statement
Pay Online via LBP

REPUBLIC OF THE PHILIPPINES  
**CITY OF SAN FERNANDO LA UNION**  
 Office of the City Treasurer

Page 1

**BILLING STATEMENT**

Owner Name: JUAN'S DELA CRUZ  
 Trade Name: TEST2  
 Business Address: 1234

Year	Qtr	Business Line	Description	Due Date	Fee/Tax	Surcharge	Interest	Total
2022	1	HOTEL	BUSINESS PLATE FEE	2022-04-11	150.00	0.00	0.00	150.00
2022	1	HOTEL	BROY CLEARANCE (BUSINESS)	2022-01-20	5,000.00	0.00	0.00	5,000.00
2022	1	HOTEL	Other Fees	2022-05-17	0.00	0.00	0.00	0.00
2023	1	HOTEL	STICKER FEE	2023-02-28	30.00	7.50	12.00	49.50
2023	1	HOTEL	BUSINESS TAX	2023-10-20	13.75	3.44	3.30	20.49
2023	1	HOTEL	COMPROMISE PENALTY		1,000.00	0.00	0.00	1,000.00
2023	1	HOTEL	SANITARY PERMIT FEE	2023-02-28	500.00	125.00	200.00	825.00
2023	1	HOTEL	BUSINESS TAX	2023-07-20	13.75	3.44	4.13	21.32
2023	1	HOTEL	MAYOR'S PERMIT FEE	2023-02-28	50.00	12.50	20.00	82.50
2023	1	HOTEL	BUSINESS TAX	2023-04-20	13.75	3.44	4.85	22.14
2023	1	HOTEL	GARBAGE FEE	2023-02-28	105.00	26.25	42.00	173.25
2023	1	HOTEL	BUSINESS TAX		13.75	3.44	5.50	22.69
<b>TOTALS</b>					<b>6,890.00</b>	<b>185.01</b>	<b>291.88</b>	<b>7,366.89</b>

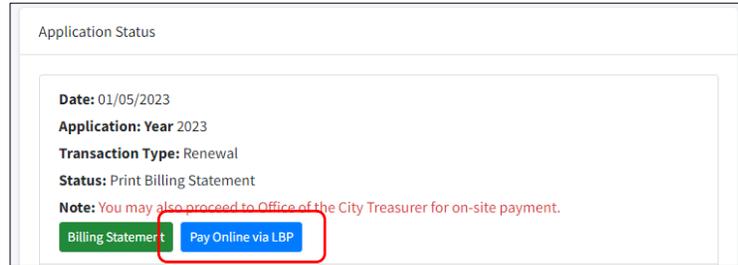
Payment Schedule:	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
<b>Amount:</b>	<b>7,366.89</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

Date: 10/02/2024 07:14:50 AM  
 Printed By: JUAN'S DELA CRUZ  
 System Generated: eBPLS City of San Fernando, La Union

Remarks: Please reprint your billing statement on the 21st of each month to ensure your current bill is up to date.

#### XIV. Online Payment via LinkBiz Portal

1. To navigate, From the **Transaction** menu, click on **Application Status**.
2. Click on the **"Pay Online via LBP"** button.

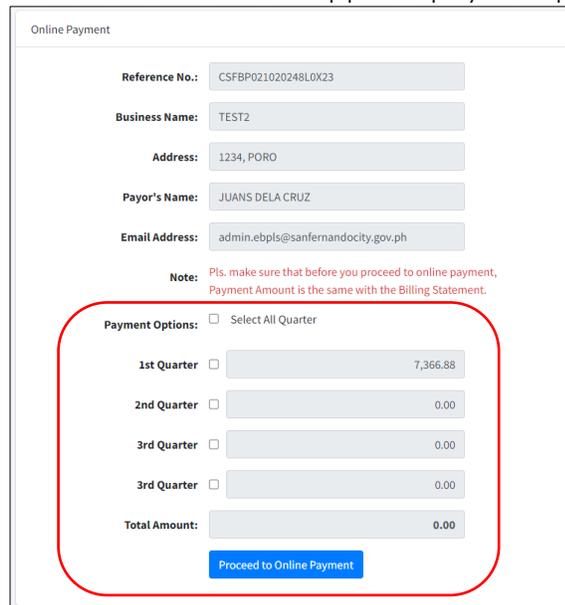


Application Status

**Date:** 01/05/2023  
**Application: Year** 2023  
**Transaction Type:** Renewal  
**Status:** Print Billing Statement  
**Note:** You may also proceed to Office of the City Treasurer for on-site payment.

[Billing Statement](#) [Pay Online via LBP](#)

3. User can **Select All Quarter** for full payment or select per quarter for staggered payments. Then click **Proceed to Online Payment** button. This will redirect you to the Land Bank of the Philippines' payment portal.



Online Payment

**Reference No.:** CSFBP021020248L0X23  
**Business Name:** TEST2  
**Address:** 1234, PORO  
**Payor's Name:** JUANS DELA CRUZ  
**Email Address:** admin.ebpls@sanfernandocity.gov.ph

**Note:** Pls. make sure that before you proceed to online payment, Payment Amount is the same with the Billing Statement.

**Payment Options:**  Select All Quarter

<b>1st Quarter</b>	<input type="checkbox"/>	7,366.88
<b>2nd Quarter</b>	<input type="checkbox"/>	0.00
<b>3rd Quarter</b>	<input type="checkbox"/>	0.00
<b>3rd Quarter</b>	<input type="checkbox"/>	0.00
<b>Total Amount:</b>		0.00

[Proceed to Online Payment](#)

4. Select Your Payment Method, and fill-up necessary requirement such as **Payment Mode, Landbank Account Number, Captcha Challenge, Terms and Conditions** then click **Continue** button to proceed payment.

**CITY GOVERNMENT OF SAN FERNANDO LA UNION BUSINESS PERMIT FEE**

Fields with \* (asterisk) are required/mandatory.

**Payment Details**

Amount : \* 7366.38

Reference Number : \* CSFBP021020248LOX23

Business Name : \* TEST2

Address : \* 1234, PORO

Payors Name : \* JUANS DELA CRUZ

Email Address : \* admin.abpls@sanfernando

Payment Period : \* Full Payment

Payment Mode: LANDBANK/OFBank ATM Card

LANDBANK/OFBank Account Number : \* 0000000000

**Captcha Challenge**



Enter the captcha challenge

**Terms and Conditions**

I certify that I am at least 18 years old and have read, understood and agreed to the [Terms and Conditions](#).

**! Please review payment details above before clicking Continue.**

5. Enter **One-Time-Password** and **ATM Pin** then click **Submit** button to continue payment.

**CITY GOVERNMENT OF SAN FERNANDO LA UNION BUSINESS PERMIT FEE**

**Payment Details**

Reference Number CSFBP08102024P8U611

Business Name TEST2

Address 1234, PORO

Payors Name Juans Dela Cruz

Email Address admin.abpls@sanfernandochy.gov.ph

Payment Period Full Payment

Amount PHP 2.65

LBP Fee PHP 7.00

**TOTAL AMOUNT PHP 9.65**

**To authorize this transaction, please enter your One-Time-Password (OTP) sent through your registered Mobile Number/Email Address and your JAI, then click your PIN on the PIN pad**

Account Number \*\*\*\*\*6541

Email j\*\*\*\*\*u@yahoo.com

Mobile \*\*\*\*\*1271

One-Time-Password

21 seconds to resend OTP

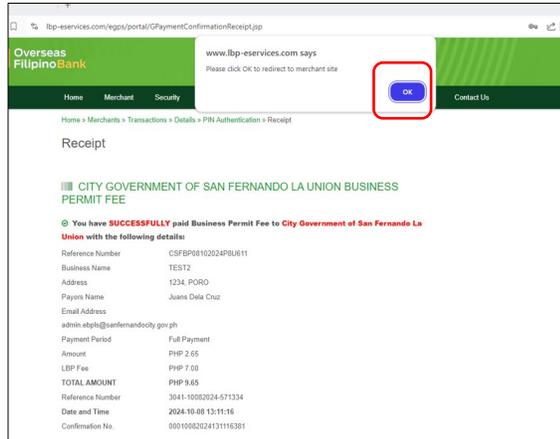
JAI 0

**How to find your JAI**

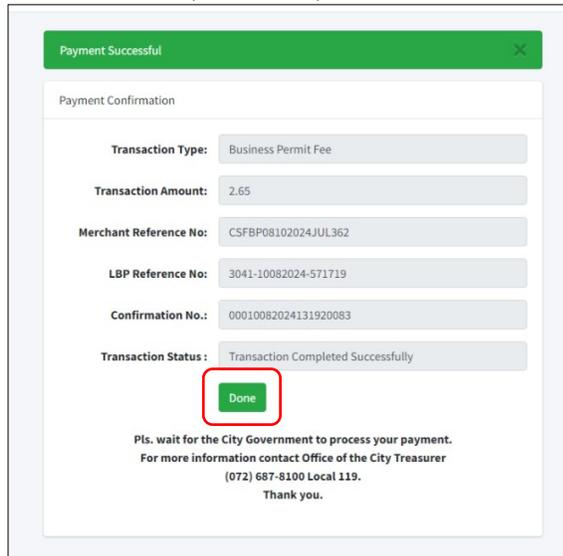
 To locate your Account Number & Joint Account Indicator (JAI) in your ATM Card, [click here](#).



6. Ok button to return to eBPLS.



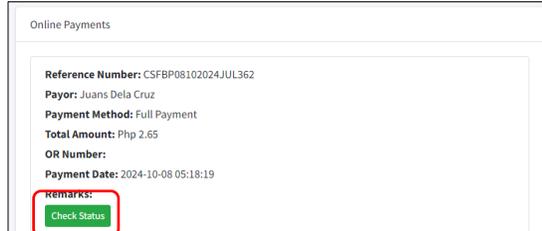
7. Once payment is successful Payment Confirmation will be displayed. Click **Done** button to complete the process.



## XV. Checking of Payments

**Note:** This module can be used to verify payment status in case of an error in the Linkbiz portal. It will check whether the payment was successful or not.

1. To navigate, From the **Transaction** menu, click on **Online Payments**.
2. Choose payment, click **Check Status** button.

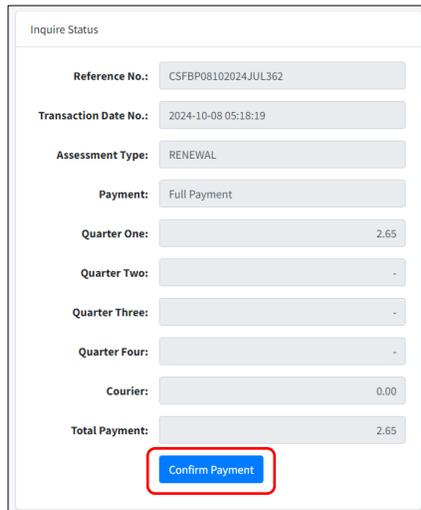


Online Payments

Reference Number: CSFBP08102024JUL362  
Payor: Juans Dela Cruz  
Payment Method: Full Payment  
Total Amount: Php 2.65  
OR Number:  
Payment Date: 2024-10-08 05:18:19

Remarks:  
**Check Status**

3. Check all details, then click **Confirm Payment** button.

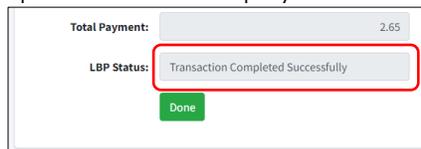


Inquire Status

Reference No.: CSFBP08102024JUL362  
Transaction Date No.: 2024-10-08 05:18:19  
Assessment Type: RENEWAL  
Payment: Full Payment  
Quarter One: 2.65  
Quarter Two: -  
Quarter Three: -  
Quarter Four: -  
Courier: 0.00  
Total Payment: 2.65

**Confirm Payment**

4. Once LBP Status is **Transaction Completed Successfully** click **Done** button to update the online payment and it will redirect back to Online Payments Modules.

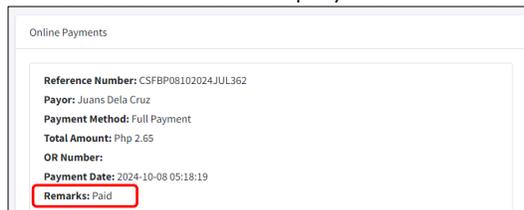


Total Payment: 2.65  
LBP Status: **Transaction Completed Successfully**

**Done**

Note: If payment is not successful user can remove transaction on the list by clicking Remove from list button.

5. Remarks for the online payment will be changed from blank to Paid.



Online Payments

Reference Number: CSFBP08102024JUL362  
Payor: Juans Dela Cruz  
Payment Method: Full Payment  
Total Amount: Php 2.65  
OR Number:  
Payment Date: 2024-10-08 05:18:19  
Remarks: **Paid**

6. On the **Application Status**, online payment button will be disabled. Treasury office will process the payment online payment.



The screenshot shows a status box with the following text: "Status: Print Billing Statement" and "Note: Office of the City Treasurer is processing your online payment." Below the note is a blue button labeled "Pay Online (Disabled)" which is highlighted with a red rectangle.

**XVI. Print Business Permits**

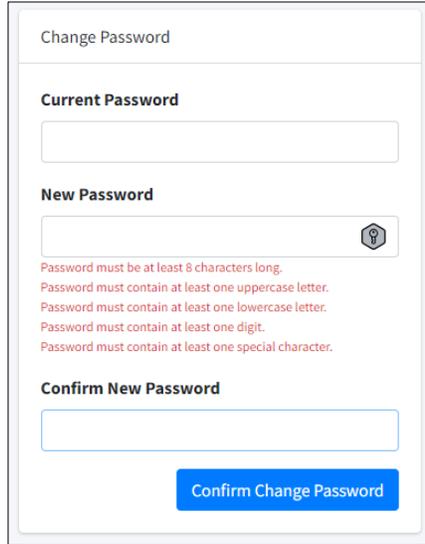
1. To navigate, From the **Transaction** menu, click on **Application Status**.
2. Click on the **"Print Business Permit"** button and it will generate the Business Permit.



The screenshot shows a formal permit document. At the top, it reads "REPUBLIC OF THE PHILIPPINES PROVINCE OF LA UNION CITY OF SAN FERNANDO OFFICE OF THE CITY MAYOR". The title is "PERMIT TO ENGAGE IN BUSINESS". It includes a "RENEWAL PN:" field. The main body contains a statement: "Pursuant to the provisions of the City Tax Code of 1993 of the City of San Fernando, La Union, this BUSINESS PERMIT is hereby GRANTED to operate the specified business below, with the following particulars:" followed by fields for BUSINESS NAME, NAME OF PERMITEE, RESIDENTIAL ADDRESS, BUSINESS ADDRESS, LINE OF BUSINESS, SERVICE PROVIDER, SSS NO., and T.I.N. NO. At the bottom, it lists "Issued Date: 2024-01-24", "Expiration Date: 2024-12-31", "Printed By:", and "System Generated Document" with a timestamp "2024-10-02 07:43:13".

**XVII. Change Password**

1. Click on **Change Password** to access the password management section.



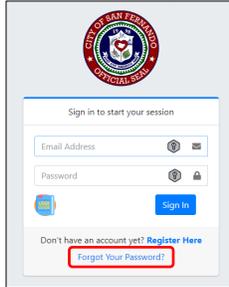
The screenshot shows a "Change Password" form. It has three input fields: "Current Password", "New Password", and "Confirm New Password". The "New Password" field has a strength indicator icon and a list of requirements: "Password must be at least 8 characters long.", "Password must contain at least one uppercase letter.", "Password must contain at least one lowercase letter.", "Password must contain at least one digit.", and "Password must contain at least one special character." A blue "Confirm Change Password" button is at the bottom.

2. In the first field, enter your **current password**. This step is required to verify your identity before updating the password.
3. In the **New Password** field, enter your new password. Make sure it meets the following security requirements:
  - **At least 8 characters long.**
  - Contains **at least one uppercase letter** (e.g., A, B, C).

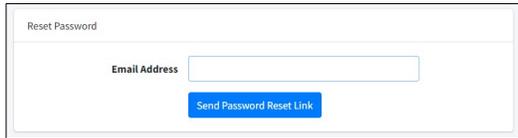
- Contains **at least one lowercase letter** (e.g., a, b, c).
  - Contains **at least one digit** (e.g., 0-9).
  - Contains **at least one special character** (e.g., !, @, #, \$, %, etc.).
4. In the **Confirm Password** field, re-enter the new password you have chosen. Ensure that the password exactly matches the one you entered in the previous step.
  5. Once you've entered and confirmed your new password, click the **Confirm Change Password** button.

## XVIII. Forgot Password

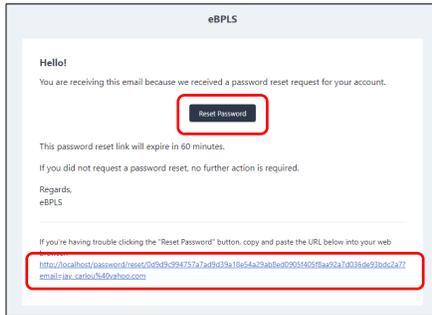
1. Go to the Login Page and click on the "Forgot Password?" link.



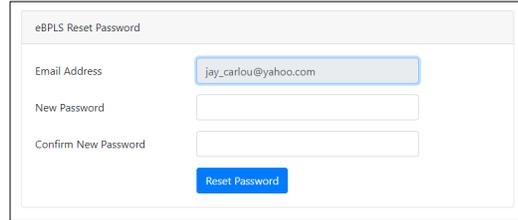
2. On the next screen, enter the email address associated with your account.



3. Open your inbox and look for an email with the subject line "Reset Your Password."
4. In the email, click the link provided. This will take you to a secure page where you can create a new password.



5. On the password reset page, enter your new password and confirm new password. Make sure it's something secure but easy for you to remember.



The screenshot shows a web form titled "eBPLS Reset Password". It contains three input fields: "Email Address" with the value "jay\_carlou@yahoo.com", "New Password", and "Confirm New Password". A blue "Reset Password" button is located below the input fields.

- **At least 8 characters long.**
  - Contains **at least one uppercase letter** (e.g., A, B, C).
  - Contains **at least one lowercase letter** (e.g., a, b, c).
  - Contains **at least one digit** (e.g., 0-9).
  - Contains **at least one special character** (e.g., !, @, #, \$, %, etc.).
6. Once your password is successfully reset, return to the login page and log in with your new credentials.