



# RETURNING CUSTOMER USER GUIDE

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# FIRST TIME PASSWORD SETUP

Note: If applying for a CGS Identifier for the first time, or not wishing to use Returning Customer functionality, type Requestor and Billing information manually.

Step 1

Click "LOGIN TO YOUR ACCOUNT"



Resources Issuance Trends News

APPLY FOR A NEW IDENTIFIER →

About CGS Identifiers Services & Fees Contact Login

You are currently applying for:  
U.S. Corporate / Government / Debt



RETURNING CUSTOMER?  
LOGIN TO YOUR ACCOUNT →

Step 2

In the Returning Customer Account window, click "Set Password"

Step 3

Enter Email Address, and set a password for the account.

The password must meet the following requirements:  
*Minimum of 8 characters and maximum of 25 characters*  
*Have at least one lowercase letter*  
*Have at least one uppercase letter*  
*Contain at least one number*  
*Have at least one symbol – /!\*@#\$\$%^&\*()\|"}\_[]\|?/<>,. Cannot be the same as one of the previous 5 passwords*

Click **Save Password**.

Step 4

On confirmation of successful password setup, click **OK**.  
User session will remain active on this device/browser until login as a different user is performed or browser cache is cleared

# FORGOT PASSWORD / RESET PASSWORD

If Password for the account is not retrievable or there is a desire to set it to something else.

**Step 1**

Click "LOGIN TO YOUR ACCOUNT"

Resources Issuance Trends News **APPLY FOR A NEW IDENTIFIER**

About CGS Identifiers Services & Fees Contact Login

You are currently applying for:  
**U.S. Corporate / Government / Debt**

RETURNING CUSTOMER?  
**LOGIN TO YOUR ACCOUNT**

**Step 2**

In the Returning Customer Account window, click "Forgot password?"

Returning Customer?

Sign-in to expedite the application process

EMAIL ADDRESS

PASSWORD

**LOGIN**

User Guide **Forgot Password?**

OR

First-Time Signing-in?

**SET PASSWORD**

**Step 3**

Enter Email Address and click **Submit**

Forgot password?

Enter your email address below and your password will be sent to you.

EMAIL ADDRESS

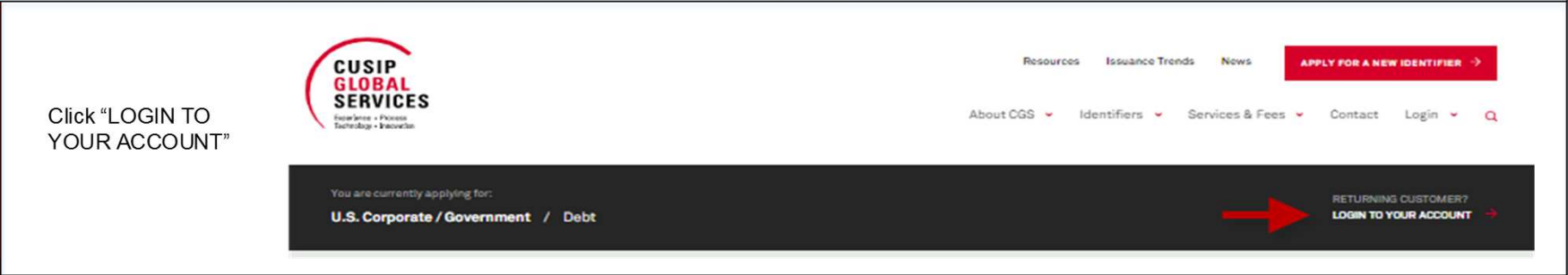
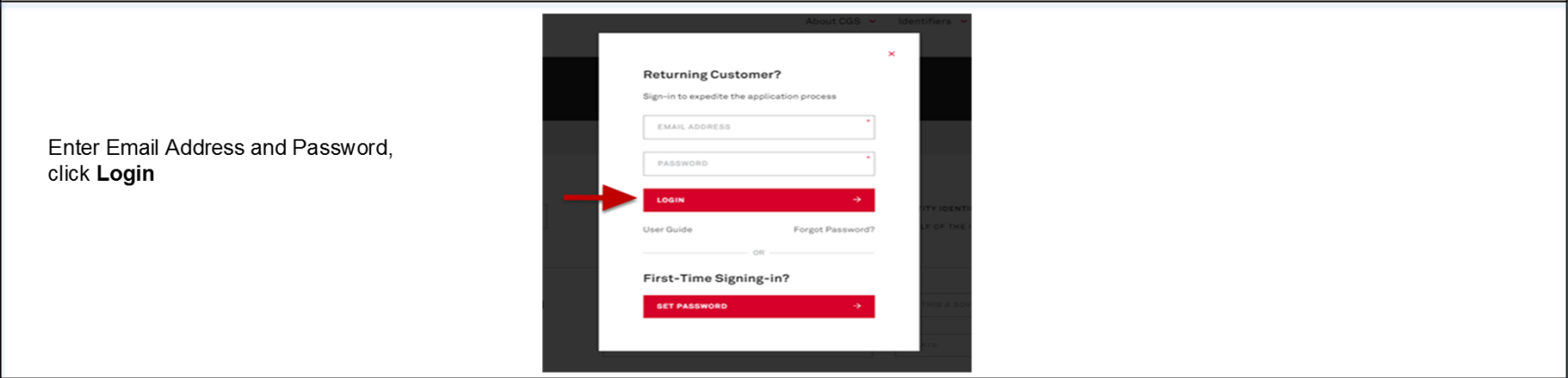
**SUBMIT**

**Step 4**

Check your inbox for an email containing instructions and a link for new password setup

## RETURNING CUSTOMER

If the password has already been set for the account and you are logging in from a new/different device browser.

Step 1	 <p>Click "LOGIN TO YOUR ACCOUNT"</p> <p>The screenshot shows the CUSIP Global Services website header with navigation links: Resources, Issuance Trends, News, and a red button labeled "APPLY FOR A NEW IDENTIFIER". Below the header, there are dropdown menus for "About CGS", "Identifiers", "Services &amp; Fees", "Contact", and "Login". A dark grey banner at the bottom of the header area contains the text "You are currently applying for: U.S. Corporate / Government / Debt" and a red button labeled "RETURNING CUSTOMER? LOGIN TO YOUR ACCOUNT" with a red arrow pointing to it.</p>
Step 2	 <p>Enter Email Address and Password, click <b>Login</b></p> <p>The screenshot shows a modal window titled "Returning Customer?" with a close button (X) in the top right corner. Below the title is the instruction "Sign-in to expedite the application process". There are two input fields: "EMAIL ADDRESS" and "PASSWORD". Below these fields is a red button labeled "LOGIN" with a right-pointing arrow, which is highlighted by a red arrow from the left. Below the "LOGIN" button are links for "User Guide" and "Forgot Password?". Below these links is an "OR" separator. At the bottom of the modal is a section titled "First-Time Signing-in?" with a red button labeled "SET PASSWORD" with a right-pointing arrow.</p>
Step 3	<p>Form will pre-populate with Requestor Account and Billing Account information.</p>
Step 4	<p>User session will remain active on this device/browser, until login as a different user is performed, or browser cache is cleared.</p>
Step 5	<p>In the Billing Account section of the request form, the "Linked Billing Account" drop-down displays available accounts. For a new account, select "Add New" from the drop-down.</p>