

Connection

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Sign in - Step 1

Step 1 - Username and Password

Navigate to [CIGP's E-Platform](#) to agree to the terms and conditions and enter the username and password provided to you by CIGP and click **SIGN IN**.

Click on *Forgot your password?* to reset your password if needed.



Terms and Conditions of CIGP's E-Platform

CIGP's online platform ("E-Platform") is for informational purposes only and therefore, the information and descriptions contained in it may contain errors and omissions. For full and accurate disclosure, please refer to the official account statement.

CIGP shall use its best endeavours to update the information contained in the E-Platform regularly, however neither CIGP nor its associates shall be liable for any loss, cost, expense or other liability arising from any delay in updating the information nor for any errors nor omissions in any specific information included in the E-Platform. The platform user / client shall bear full responsibility for monitoring the account information. CIGP's E-Platform and its content are not an offer or solicitation in any jurisdiction where CIGP is not authorized to do business or where such offer or solicitation would be contrary to the local laws and regulations of that specific jurisdiction.

Please note the [following link](#) to the Terms and Conditions associated to the use of CIGP's E-Platform. By ticking the box below, you irrevocably accept, confirm and agree to be bound by these Terms and Conditions.

Please also note the [following link](#) to important information on how to protect your CIGP's E-Platform account.

☐ **By checking this box, you agree to CIGP's Terms and Conditions**

[Forgot your password?](#)

SIGN IN

CIGP STAFF SIGN IN

Sign in - Step 2

Step 2 - TOTP

After inputting your username and password in step 1, you will need to input a one-time password (OTP) from your 2FA-registered device to continue with the sign in process.

Refer to [this page](#) if you need to register or re-register your 2FA device

1. Open the authenticator app on your registered device and locate the entry for **CIGP E-Platform**



CIGP E-Platform

██████████@██████████.mail.com



Authenticator



Passwords



Payments



Addresses



Verified IDs



Example: Microsoft Authenticator

2. Input the code in the E-Platform login page and press *Verify*
Do not input any space character.

The screenshot shows the CIGP login page. At the top, there is a logo consisting of a yellow circle with a white 'C' inside, followed by the text 'CIGP'. Below the logo, the text 'Please provide the following details.' is displayed. A prompt asks the user to 'Enter the verification code from your authenticator app.' Below this prompt is a text input field containing the code '8773'. To the right of the input field are two buttons: 'Verify' (in orange) and 'Cancel' (in white). At the bottom, there is a footer with the text 'Please refer to the [documentation](#) or contact it-support@cigp.com if you have trouble logging in.' and a copyright notice '© 2024 CIGP'.

Sign in - Video Tutorial

Refer to the video below, available on Youtube or for [download](#), to obtain detailed instructions on

- how to navigate to CIGP's E-Platform;
- how to use Authenticator app code for login; and
- how to login.

https://www.youtube.com/embed/_KNdyJjI1qI

2FA Method Registration

Access to CIGP's E-Platform is protected by **time-based one-time password (TOTP)** 2-factor authentication (2FA).

On your first connection, you will be required to register your mobile device to provide one-time passwords to login successfully.


Register your mobile device

The instructions below describe the registration process with Microsoft Authenticator. However the system is also compatible with other "Authenticator" apps available in your app store such as *Google Authenticator* or *LastPass Authenticator*.


After entering the username and password provided by CIGP, you will be redirected to the 2FA device registration page.

Follow the link provided to install the Microsoft Authenticator app if you haven't already and scan the QR code with the app to register your account.

[← Cancel](#)

 **CIGP**

Download the Microsoft Authenticator using the download links for iOS and Android or use any other authenticator app of your choice.



Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment.

Scan the QR code

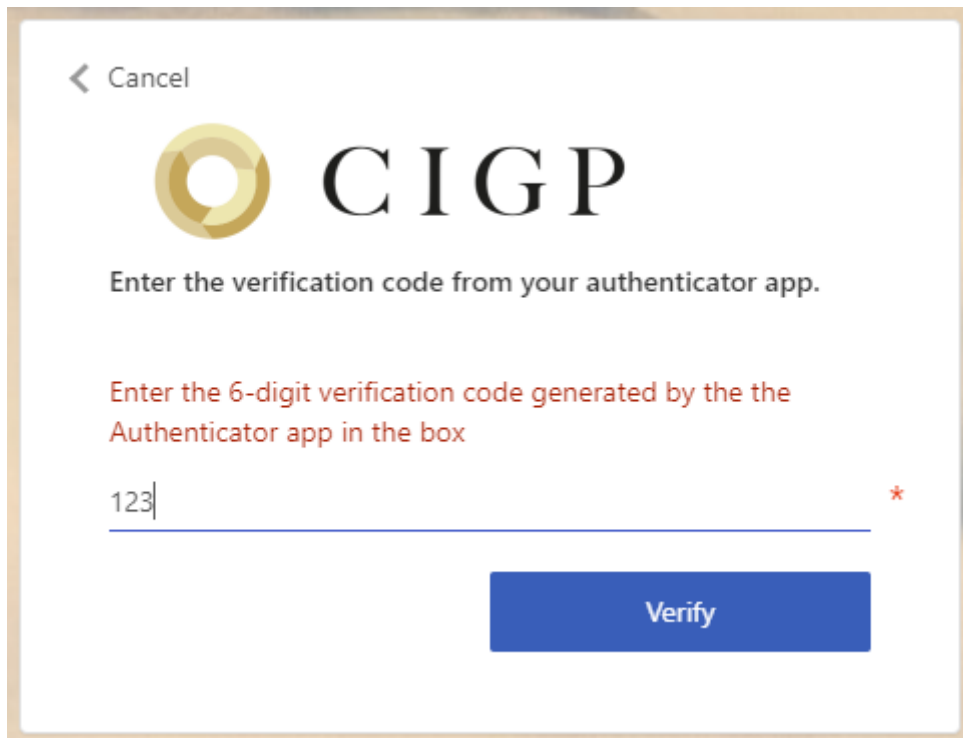
Using your app scan this QR code and click "Continue"




[Can't scan? Try this](#)
[Still having trouble?](#)

Continue

Once this is done, you will be redirected to a new page to input the 6 digits TOTP.

A screenshot of a mobile application interface for CIGP. At the top left is a back arrow and the word "Cancel". In the center is the CIGP logo, which consists of a yellow circular icon with a white center and the letters "CIGP" in a large, black, serif font. Below the logo, the text "Enter the verification code from your authenticator app." is displayed. Further down, a red instruction reads "Enter the 6-digit verification code generated by the the Authenticator app in the box". Below this is a text input field containing "123" and a red asterisk to its right. At the bottom center is a blue button with the word "Verify" in white text.

< Cancel

 CIGP

Enter the verification code from your authenticator app.

Enter the 6-digit verification code generated by the the Authenticator app in the box

123 *

Verify

Register a new mobile device

Please contact your CIGP Relationship Manager if you wish to register a new device for 2FA.

Your Relationship Manager will let you know when you can attempt to log in again and restart the registration process with your new device.

2FA Method Registration - Video Tutorial

Refer to the video below, available on Youtube or for [download](#), to obtain detailed instructions on

- how to install an authenticator app on your mobile;
- how to navigate to CIGP's E-Platform; and
- how to register the authenticator app for first time use.

<https://www.youtube.com/embed/8qsHDETG8ZQ>

Reset Password

Follow the steps below to reset your password. You will need to have access to your email address and registered 2FA device.

1. Click on *Forgot your password?*.

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☐ **By checking this box, you agree to CIGP's Terms and Conditions**

Email Address

Password

[Forgot your password?](#)

SIGN IN

CIGP STAFF SIGN IN

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2. Enter your registred email address and press *Send verification code*.



Please provide the following details.

Send verification code

Continue

Cancel

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3. A six digits verification code will be sent to your email address. Enter the code in the field and click *Verify code*.



Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.



Verification Code

Verify code

Send new code

Continue

Cancel

Please refer to the [documentation](#) or contact it-support@cigp.com if you have trouble logging in.

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4. Click *Continue*.



Please provide the following details.

E-mail address verified. You can now continue.

[Redacted email address]

Continue

Cancel

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5. Enter the code from your 2FA authenticator app and click *Verify*.



Please provide the following details.

Enter the verification code from your authenticator app.

Enter your code

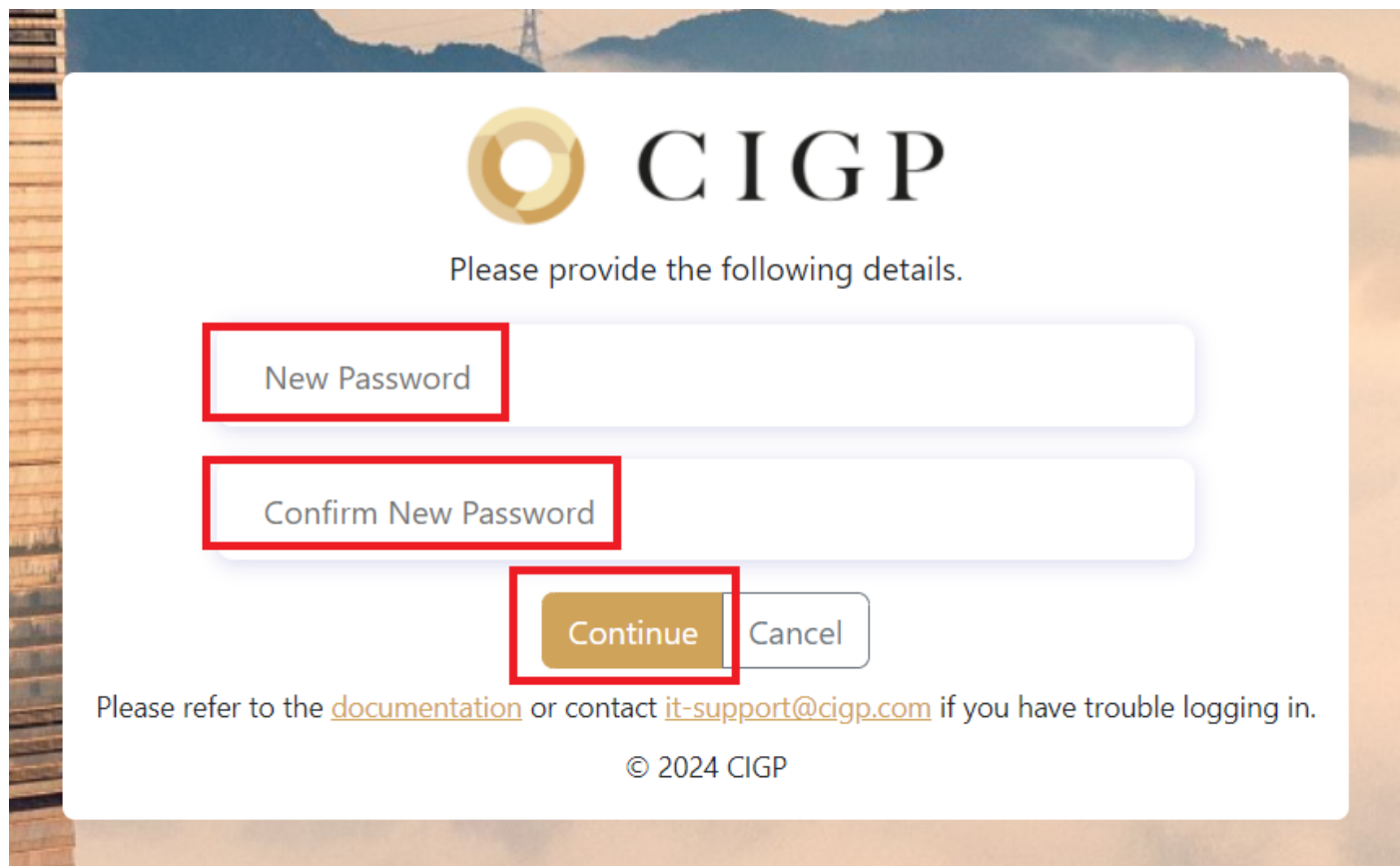
Verify

Cancel


Please refer to the [documentation](#) or contact it-support@cigp.com if you have trouble logging in.

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6. Enter your new password, confirm it and press *Continue*. You will be redirected to the login page.



The screenshot shows a web form for resetting a password. At the top is the CIGP logo, which consists of a yellow circular icon with a white center and the letters 'CIGP' in a serif font. Below the logo is the text 'Please provide the following details.' There are two input fields: the first is labeled 'New Password' and the second is labeled 'Confirm New Password'. Both fields are highlighted with red rectangular boxes. Below these fields are two buttons: a gold button labeled 'Continue' and a white button with a grey border labeled 'Cancel'. The 'Continue' button is also highlighted with a red rectangular box. At the bottom of the form, there is a line of text: 'Please refer to the [documentation](#) or contact it-support@cigp.com if you have trouble logging in.' and a copyright notice '© 2024 CIGP'.

 **CIGP**

Please provide the following details.

Please refer to the [documentation](#) or contact it-support@cigp.com if you have trouble logging in.

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7. User your new password to log in.