Step 1: Visit [www.cipc.co.za](http://www.cipc.co.za) Home and click On-Line transacting
Step 2: Click E-Services
Step 3: Click on PASSWORD RESET
Step 4: Type in your customer code and click on CONTINUE.

Step 5: The following screen will be displayed and you will receive an email and a SMS on your cell phone number which is linked to your customer code registered with CIPC.
Step 6: Click on the link provided in the email received, or copy the link to your web browser, a new web page will open where you will have to enter the One Time Pin (OTP).

Step 7: Enter the One Time Pin (OTP) received in the SMS, the OTP is valid for one use only. It may take several minutes to receive the OTP depending on the service of the cell phone service providers. Click VERIFY to continue.
Step 8: Enter a new password in the space provided. Please note compliance to the password minimum requirements as stipulated on the page.

Step 9: Once the new password has been entered in both the text boxes and accepted, click UPDATE to continue.
Step 10: A message will display confirming that the password has been successfully changed. Now click LOGIN to commence to the Customer Login page to transact with CIPC.