

# PETUNJUK TEKNIS

## *RECOVERY* dan *RESET PASSWORD* *E-MAIL BPOM*

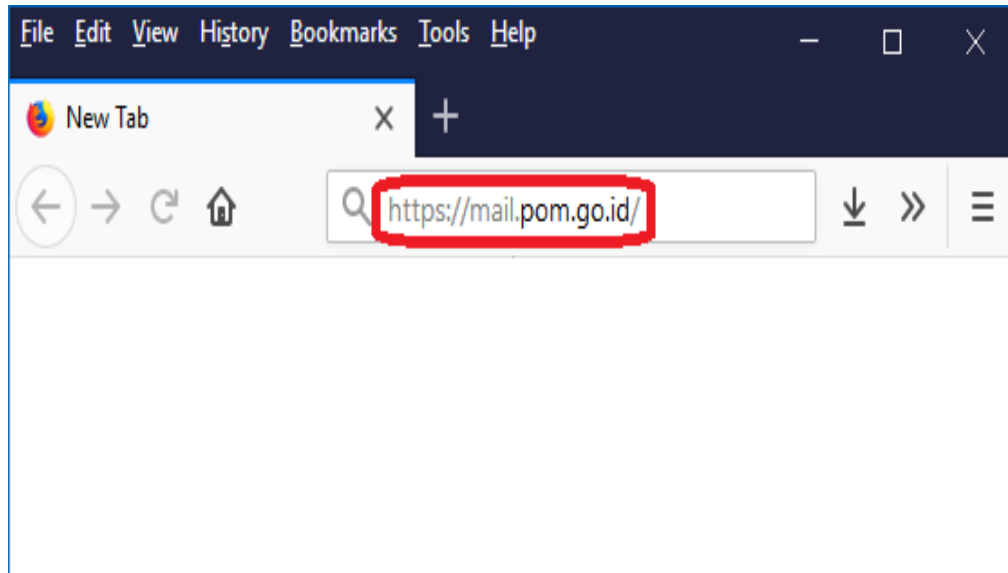


The screenshot shows a login page with a blue background. In the top left corner is the Zimbra logo with the text "zimbra" and "A SYNACOR PRODUCT" below it. In the top right corner is the BPOM logo. Below the logos are two white input fields: "Username:" and "Password:". To the right of the "Password:" field is a checkbox labeled "Stay signed in" and a "Sign In" button. Below these fields is a horizontal line. Under the line, there is a "Version:" label, a dropdown menu showing "Default", and a "What's This?" link.

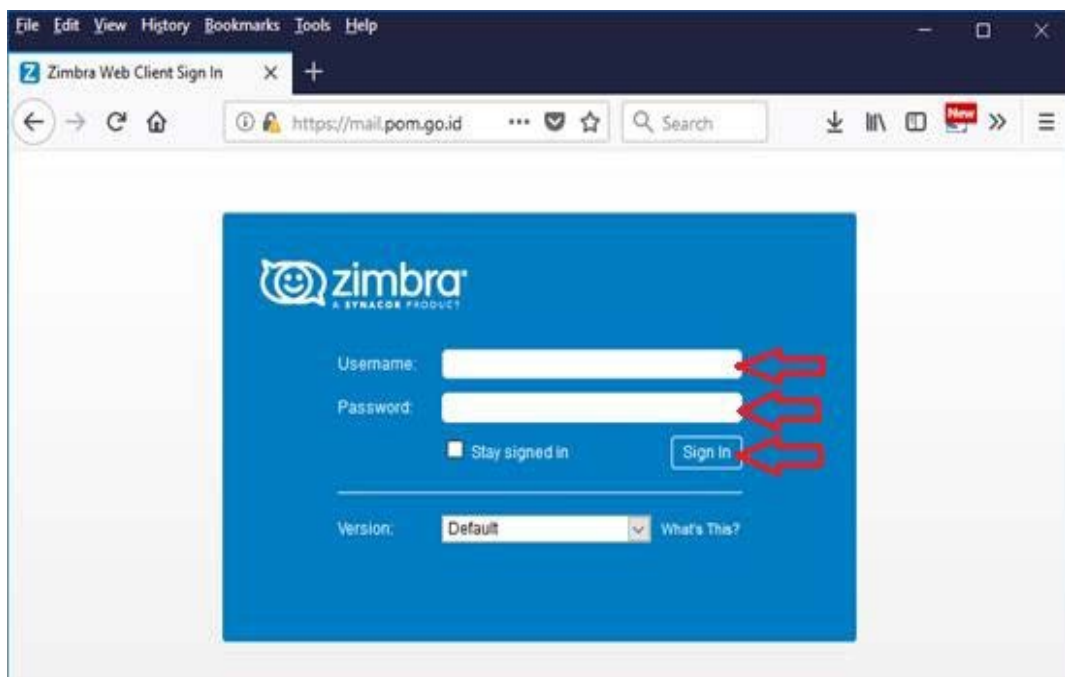
Pusat Data dan Informasi Obat dan Makanan  
Badan Pengawas Obat dan  
Makanan Jakarta  
2021

## Petunjuk Teknis *Recovery* dan *Reset Password E-mail BPOM*

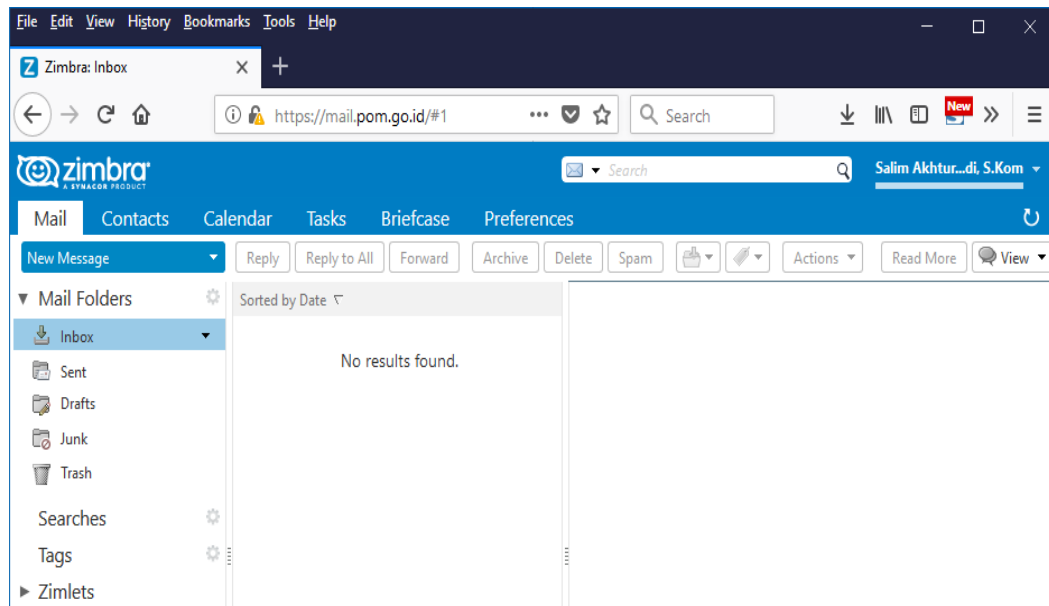
1. Buka *browser* (Mozilla Firefox, Google Chrome, Internet Explorer) dan masukan URL : <https://mail.pom.go.id>.



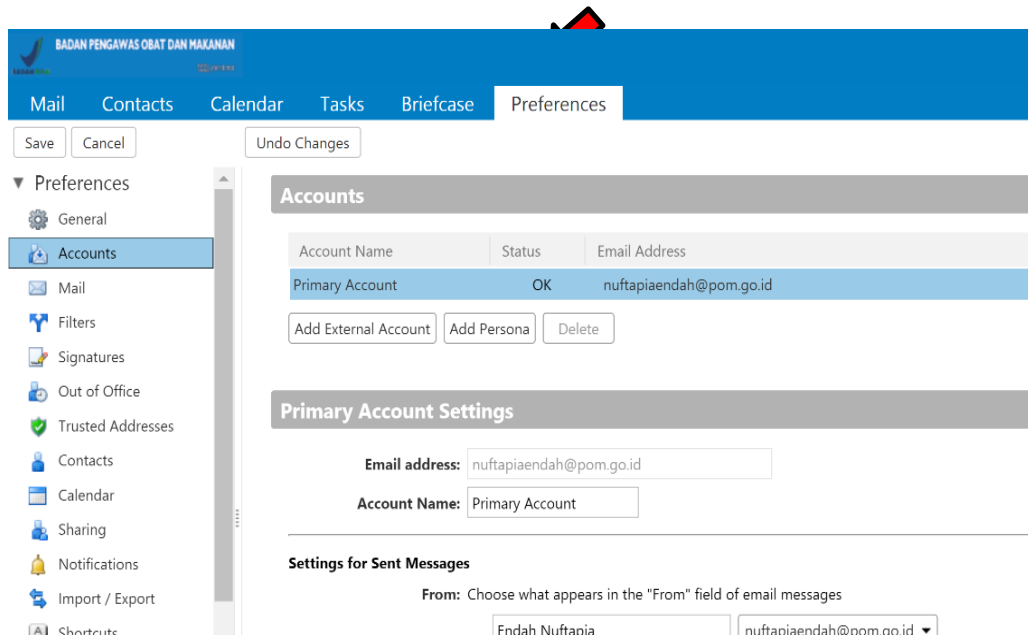
2. Setelah halaman *login e-mail* terbuka, masukan *username* dan *password* lalu klik "*Sign In*".



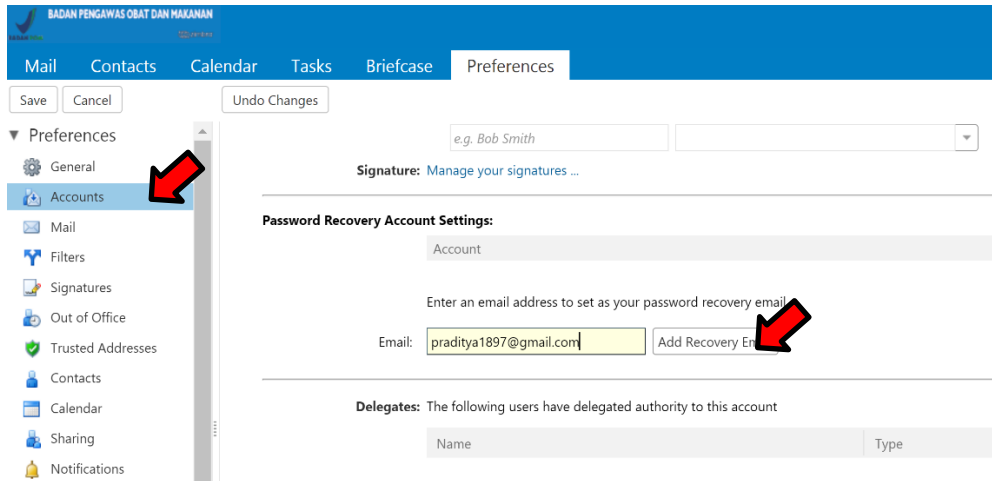
3. Setelah berhasil *login e-mail*, tampilan *e-mail* akan seperti berikut.



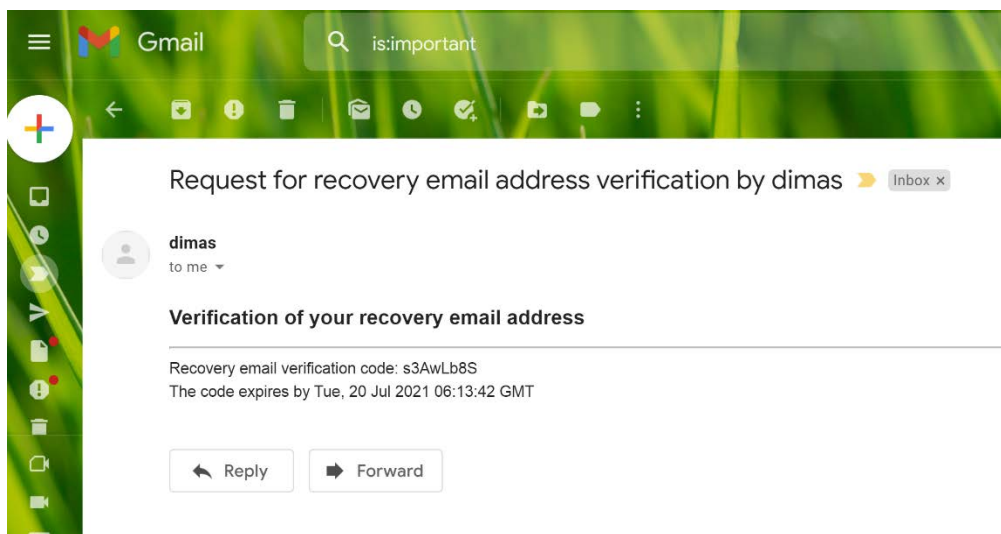
4. Klik tab "*Preferences*" pada tampilan layar *e-mail*



5. Klik kolom “Accounts” pada tampilan layar *e-mail*, lalu lengkapi akun *e-mail* selain dari akun *e-mail* Badan POM (Misal: @gmail.com, @yahoo.com, @hotmail.com, dsb) pada kolom “Password Recovery Account” dan submit untuk mendapatkan kode verifikasi pada *e-mail* pribadi.



6. Buka akun *e-mail* yang sudah di masukkan kedalam kolom *e-mail recovery* di langkah nomor 5 dan periksa pesan masuk, catat kode verifikasinya.



7. Kembali ke akun *e-mail* BPOM, lengkapi data kode verifikasi yang telah diterima lalu *“Verify Code”*.

BADAN PENGAWAS OBAT DAN MAKANAN

Mail Contacts Calendar Tasks Briefcase Preferences

Save Cancel Undo Changes

▼ Preferences

- General
- Accounts
- Mail
- Filters
- Signatures
- Out of Office
- Trusted Addresses
- Contacts
- Calendar
- Sharing
- Notifications
- Import / Export
- Shortcuts

e.g. Bob Smith

Signature: Manage your signatures ...

**Password Recovery Account Settings:**

Account  
praditya1897@gmail.com

We have sent an email with a validation code to confirm your recovery email address. This code is the associated button to validate this email address.

Don't see the email in your Inbox? Check your Junk folder. If you still don't see it, click the 'Resend requested email.'

Enter Code: s3AwLb8S **Verify Code**

Options: Reset Recovery Email Resend Code

**Delegates:** The following users have delegated authority to this account

Name	Type
------	------

8. Apabila langkah yang dilakukan sudah benar, maka status yang tertera pada akun *e-mail* bpom akan berubah menjadi *“Email Verified”*

BADAN PENGAWAS OBAT DAN MAKANAN

Mail Contacts Calendar Tasks Briefcase Preferences

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▼ Preferences

- General
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- Signatures
- Out of Office
- Trusted Addresses
- Contacts
- Calendar
- Sharing
- Notifications
- Import / Export
- Shortcuts

e.g. Bob Smith

Signature: Manage your signatures ...

**Password Recovery Account Settings:**

Account	Status
praditya1897@gmail.com	Email Verified

We have validated your recovery email address. You can choose to delete this address by clicking on the reset button below.

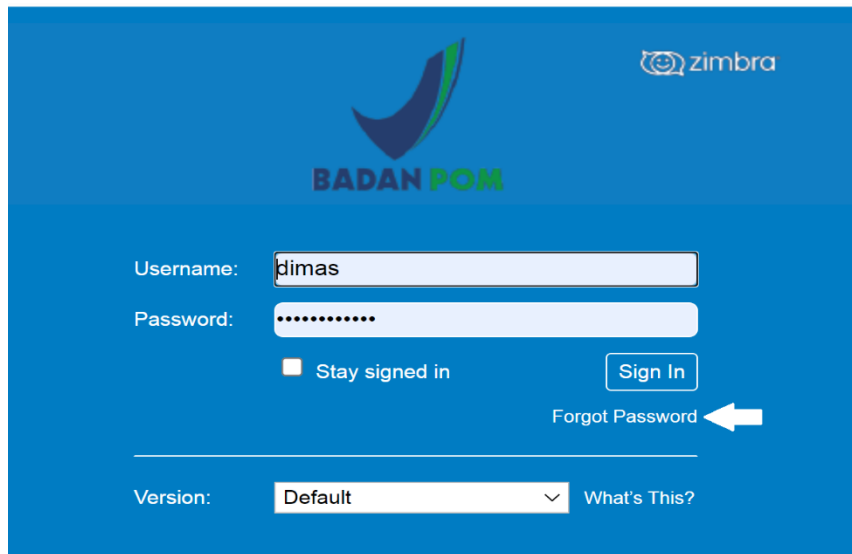
Options: Reset Recovery Email

**Delegates:** The following users have delegated authority to this account

Name	Type
------	------

No results found.

9. Silakan *logout* akun *e-mail* untuk mencoba fitur "*Forgot password*" yang disediakan. Klik "*Forgot Password*" pada menu.



Username:

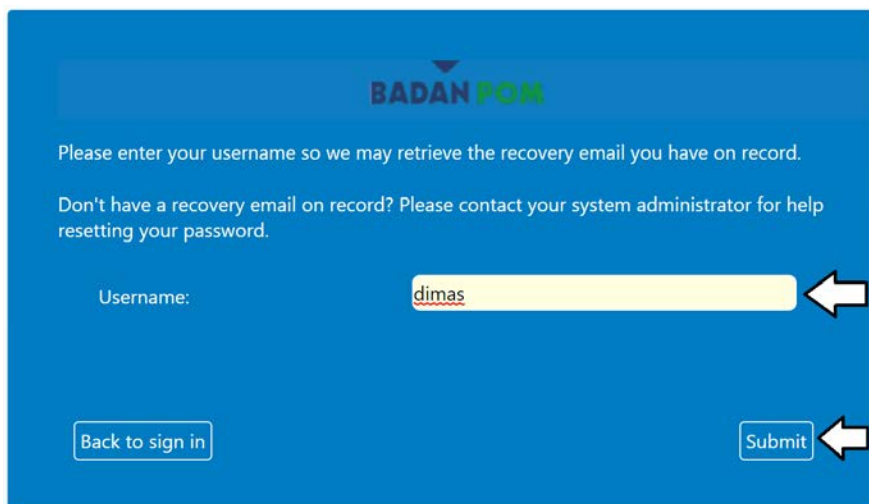
Password:

Stay signed in

[Forgot Password](#) ←

Version:  What's This?

10. Isi data lengkap "*username*" akun pengguna, lalu tekan "*submit*"



**BADAN POM**

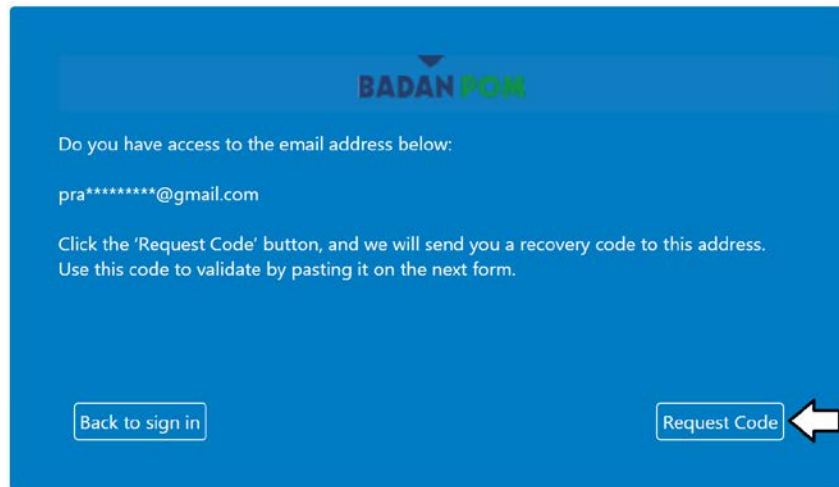
Please enter your username so we may retrieve the recovery email you have on record.

Don't have a recovery email on record? Please contact your system administrator for help resetting your password.

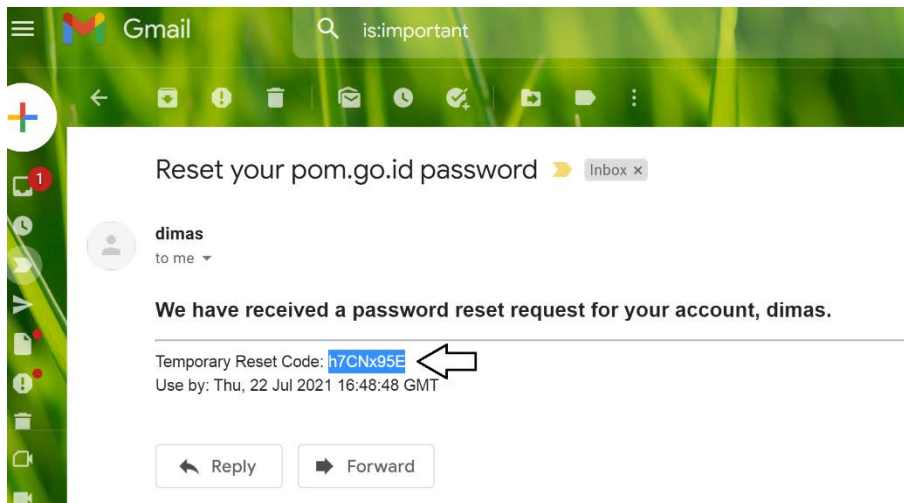
Username:  ←

←

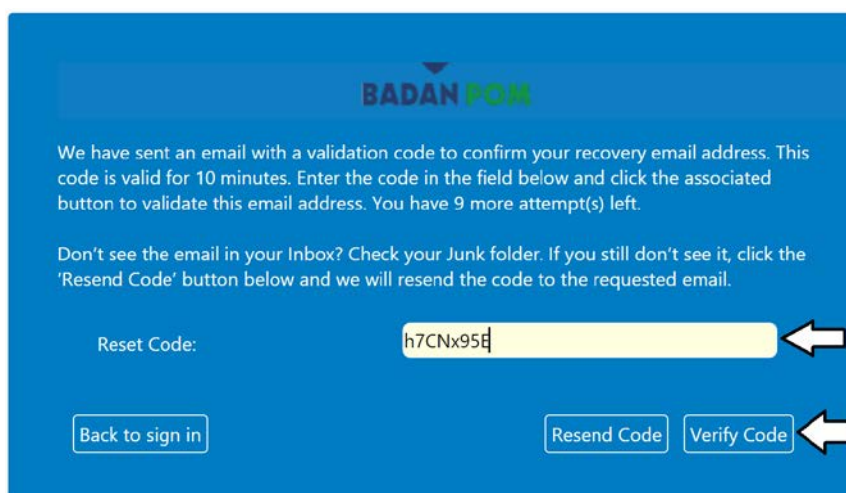
11. Klik “Request Code” agar sistem mengirimkan kode akses *reset password* ke *e-mail* pengguna.



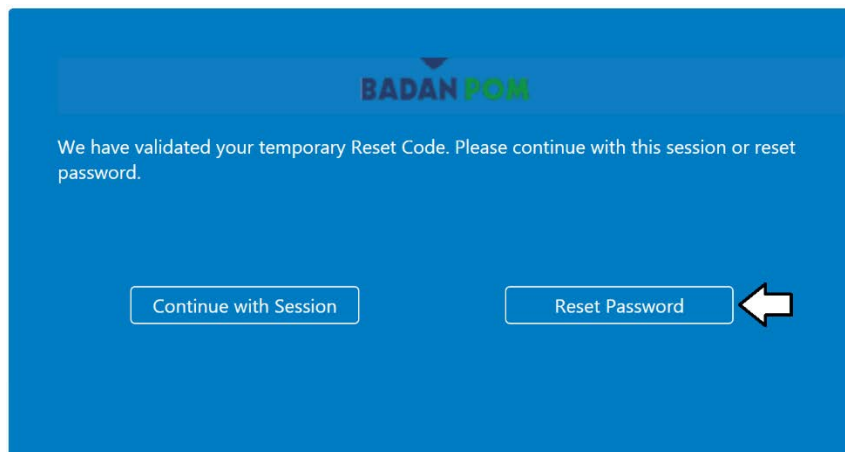
12. Buka *e-mail* dan catat kode *reset* yang telah dikirim oleh sistem.



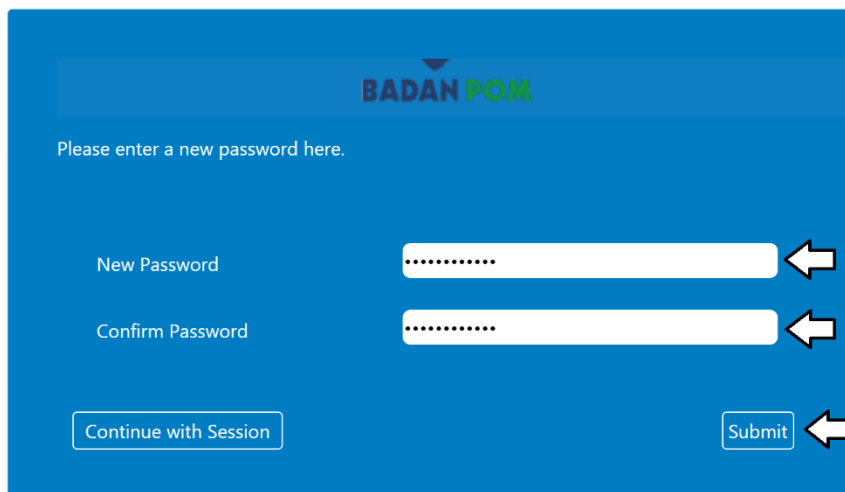
13. Isi kolom “Reset Code” dengan kode yang telah diterima, lalu klik “Verify Code”



14. Klik “Reset Password” untuk lanjut ke tahap berikutnya.



15. Lengkapi kolom “New Password” dan “Confirm Password”, lalu klik “Submit”.



16. Apabila Langkah telah sesuai, akan tertera pada layar aplikasi bahwa pengguna telah melakukan *reset password* dengan benar.

