

The background of the slide is a blue-tinted aerial photograph of a city skyline. In the foreground, there is a large, modern building with a prominent circular structure on its roof. In the background, the Illinois State Capitol building with its iconic dome is visible. The text "Forgot Password?" is overlaid in white on the left side of the image.

Forgot Password?

STEP 1 of 3

- Go to the **Member Portal** and click **Forgot your password?**

<https://customer.sal.sg>

**SAL ID** Help ?

Please enter the following information to sign up or sign in

**Email**

Email

**Password** [Forgot your password?](#)

Password 👁

Keep me signed-in for next 30 days

**Sign in**

Need a free account? **Sign up now**

STEP 2 of 3

- Complete the verification and **retrieve the code** sent to your email. Once verified, click **Reset Password**

**SAL ID** Help ?

### Reset password

Email

[Verify email](#)

[Reset Password](#)

[Privacy](#) [Terms](#) [Security Advisory](#)

**SAL ID** Help ?

### Reset password

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

Email

Verification Code

[Resend code](#) [Verify code](#)

[Reset Password](#)

[Privacy](#) [Terms](#) [Security Advisory](#)

## STEP 3 of 3

- Set a new password aligned with the security recommendations

- Use at least 8 characters, including
  - Uppercase letters
  - Lowercase letters
  - Numbers
  - Special characters

**SAL ID** Help ?

### Reset password

#### Set password

**Security Recommendations**

Use at least 8 characters, including

- Uppercase letters
- Lowercase letters
- Numbers
- Special characters

Avoid reusing passwords from other sites

**New Password**

.....

**Confirm New Password**

.....

**Continue**

[Privacy](#) [Terms](#) [Security Advisory](#)