

## Consolidated e-Service Forget Login Name / Forget Login Password – Steps to Retrieve Login Name or Login Password

Customers can obtain the required information from the link below:

<https://portal.sywg-online.com/index>



申萬宏源證券(香港)有限公司  
Shenwan Hongyuan Securities (H.K.) Limited

繁 | 簡 | EN

CE Number: AAC927

### CONSOLIDATED e-SERVICE

網上綜合戶口服務

First time login to Consolidated e-Service?  
Please click [here](#) to Set Up Password

## Login

Login Name

Password

[Forget Login Name](#) | [Forget Login Password](#)

### 申萬策略投資基金

接通中國優勢 全面盡享潛力

HKD ¥

**重要訊息：**  
為減低客戶網上交易帳戶被非法登入和引起金錢損失的威脅，Go.Portal 用戶請定時更改登入帳戶密碼。如有疑問，請即聯絡客戶服務或技術支援跟進。謝謝。

**Important Notes:**  
To reduce the threat of unauthorized access of user login ID, and suffering from financial loss, Go.Portal users are highly recommended to update login password in a regular basis.

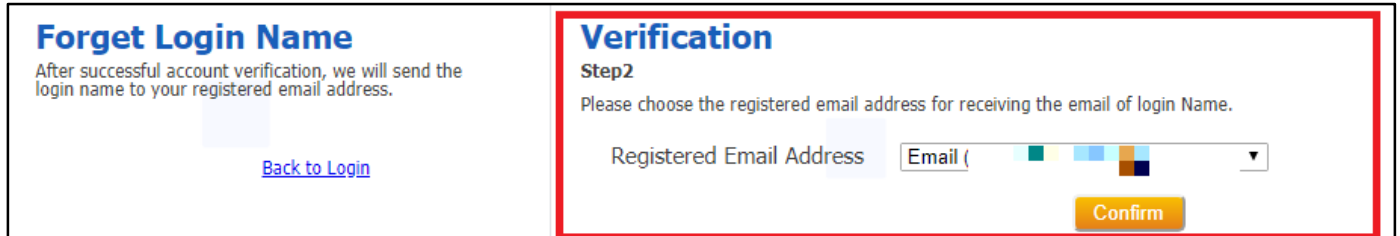
**Forget Login Name**

Step 1: Authentication


Please fill in Identity Number, Date of Birth, Registered Email Address and Verification Code.




Step 2: After successful verification, please choose the registered email address for receiving Login Name.



Step 3: Confirm your registered email address and you will receive the following email:


<p><b>Forget Login Name</b></p> <p>After successful account verification, we will send the login name to your registered email address.</p> <p><a href="#">Back to Login</a></p>	<p><b>Verification</b></p> <p>Step3</p> <p>Your Login Name has been sent to your registered email address : </p> <p><a href="#">Confirm</a></p>
--	--

Shenwan Hongyuan - Login Information for Internet Trading Platform 收件箱 ☆

 **Shenwan Hongyuan** 下午 3:03 发给我

Dear Customer,

Your login name(s) for the internet trading platform:



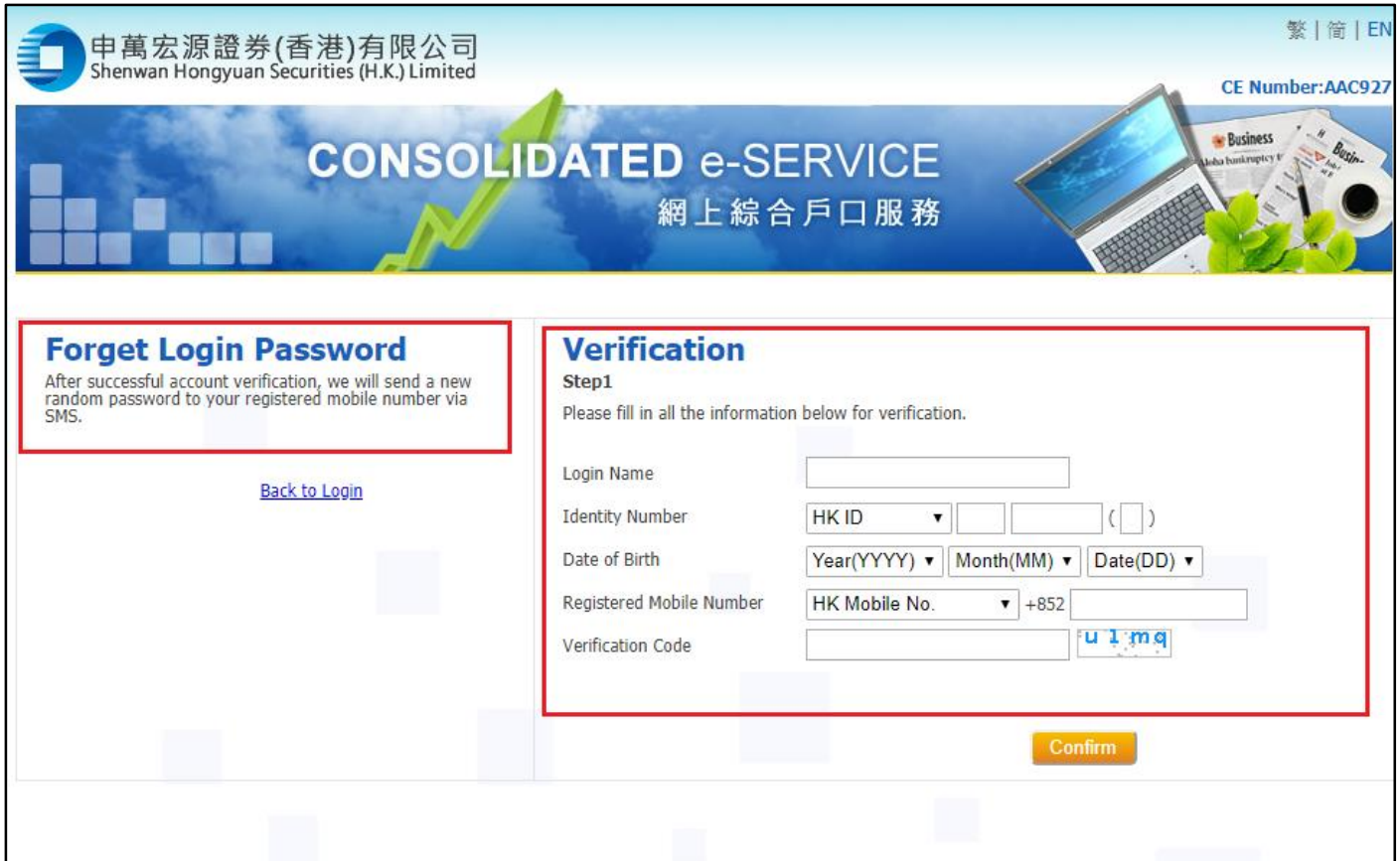
Please note that this email address is used for sending out correspondence only. Should you have any queries, please do not hesitate to contact your Account Executive or Customer Service (Tel: [\(852\)-22508298](tel:(852)22508298) or E-mail: [customer.service@swwhyhk.com](mailto:customer.service@swwhyhk.com)).

Yours faithfully,  
Shenwan Hongyuan Securities (H.K.) Limited

**Forget Password**

Step 1: Authentication

Please fill in Identity Number, Date of Birth, Registered Email Address and Verification Code.



申萬宏源證券(香港)有限公司  
Shenwan Hongyuan Securities (H.K.) Limited

繁 | 簡 | EN  
CE Number: AAC927

**CONSOLIDATED e-SERVICE**  
網上綜合戶口服務

**Forget Login Password**  
After successful account verification, we will send a new random password to your registered mobile number via SMS.  
[Back to Login](#)

**Verification Step1**  
Please fill in all the information below for verification.

Login Name

Identity Number  HK ID   (  )

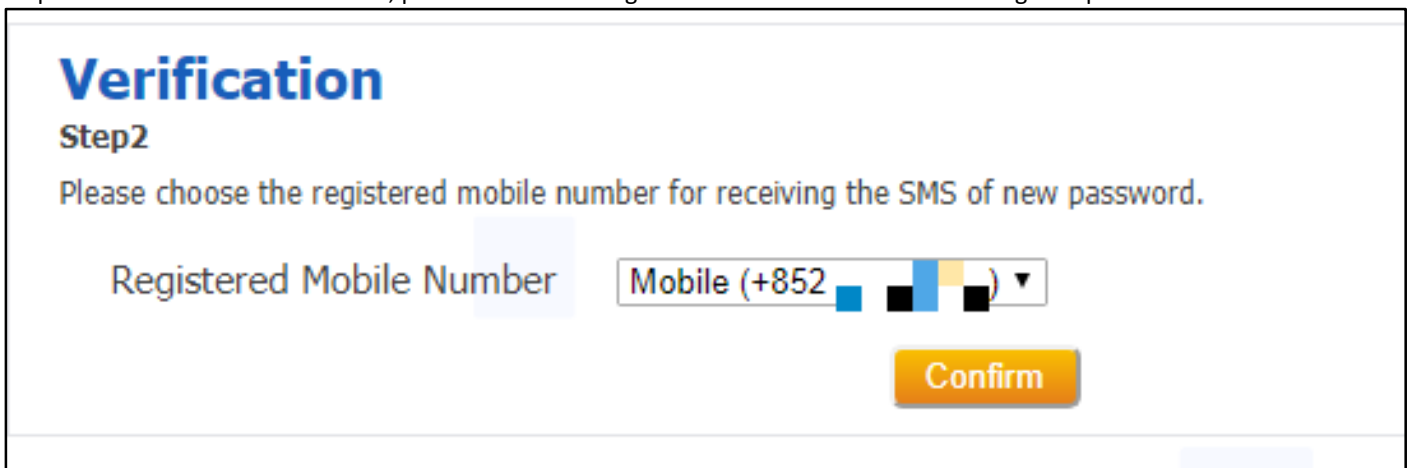
Date of Birth  Year(YYYY)  Month(MM)  Date(DD)

Registered Mobile Number  HK Mobile No.  +852

Verification Code

**Confirm**

Step 2: After successful verification, please choose the registered mobile number for receiving new password in SMS.



**Verification Step2**  
Please choose the registered mobile number for receiving the SMS of new password.

Registered Mobile Number  Mobile (+852)

**Confirm**

Step 3: Confirm your registered mobile number and you will receive your new password in SMS.

<h3>Forget Login Password</h3> <p>After successful account verification, we will send a new random password to your registered mobile number via SMS.</p> <p><a href="#">Back to Login</a></p>	<h3>Verification</h3> <p>Step3</p> <p>Your new password has been sent via SMS to your registered mobile number : +852</p> <p><a href="#">Confirm</a></p>
--	--

今天 下午 3:05

【SWHYHK】 Your new login password for internet trading platform is [REDACTED]