ADB ASIAN DEVELOPMENT BANK

How to Reset your APEX password

ADB APEX

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ADB APEX

Introduction

Use this Quick Reference Guide (QRG) if you supply goods or services to ADB and have forgotten the password for your existing ADB Procurement and Expert Engagement System (APEX) account.

You will need access to the email address you used to create your APEX account. ADB sends the reset link to that address. If you can no longer access it, see **If the reset does not work** on page 5.

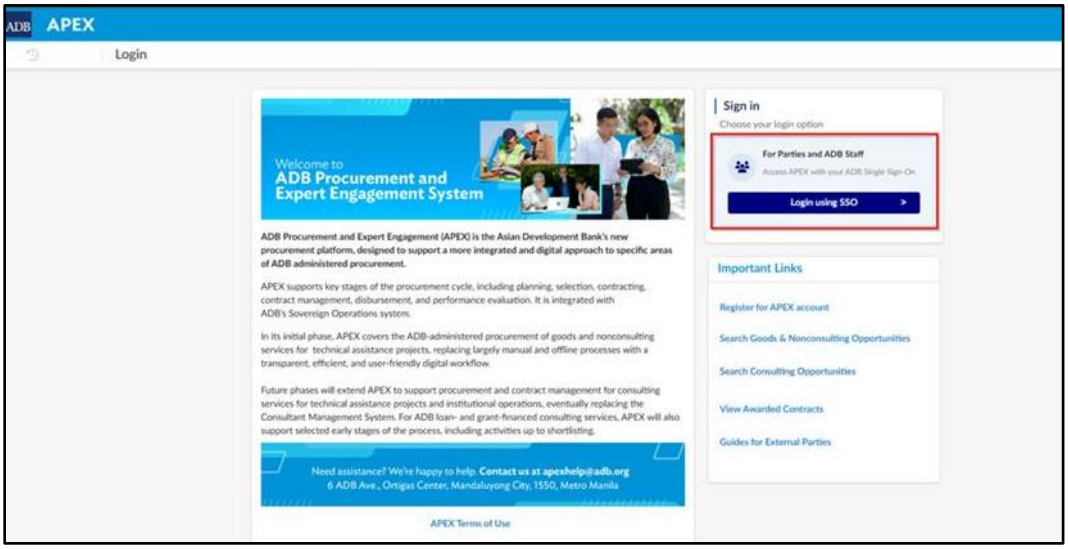
If you are signing in for the first time, follow the instructions in your registration credentials email to change your temporary password.

User Roles Involved

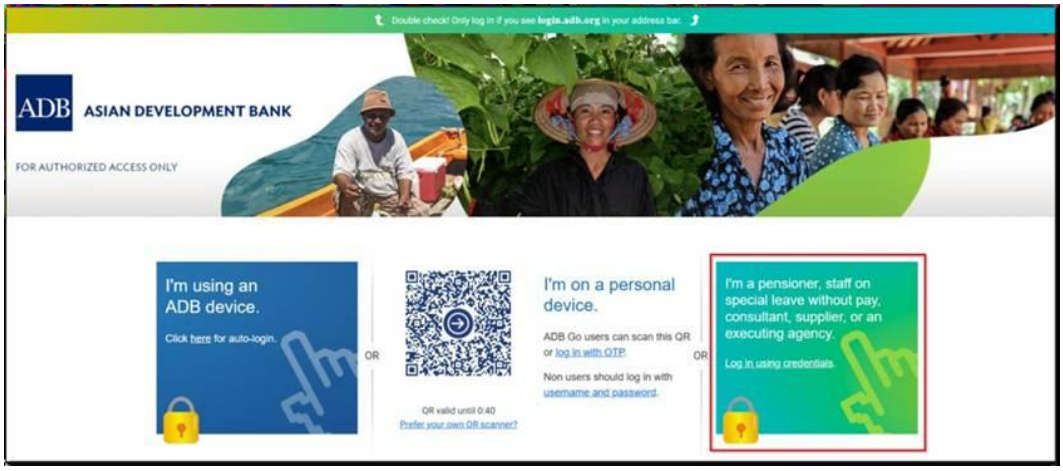
User Role	Description
Party	You are a goods supplier or service provider with a registered APEX account.

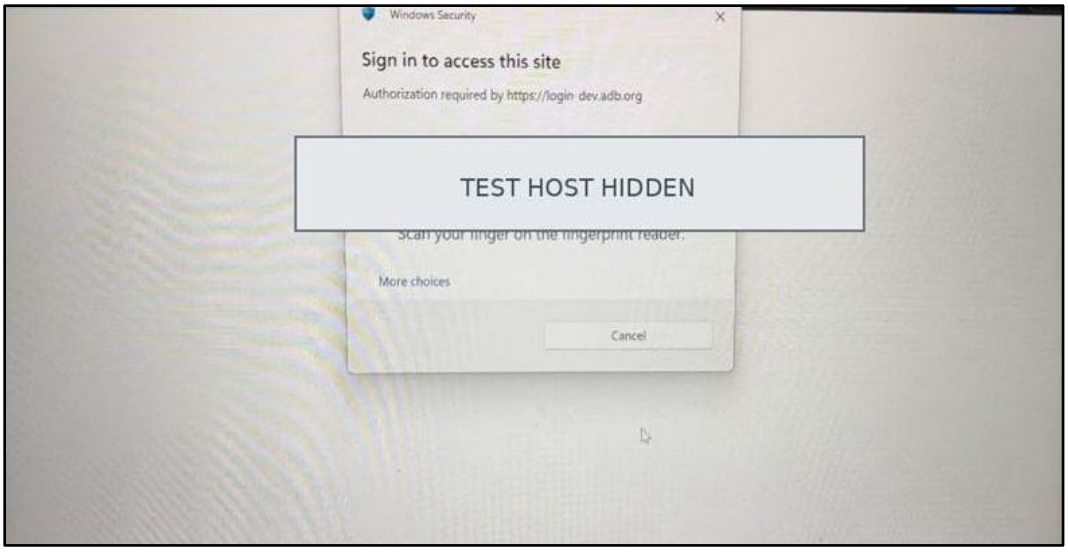
Reset your APEX password

1. Open the APEX portal and click **Login using SSO**. If another account is already signed in, open the portal in a new InPrivate or Incognito window.



2. Click **Log in using credentials**. If an unexpected Windows Security prompt appears, click Cancel and return to the APEX sign-in page. Keep your credentials out of the pop-up.

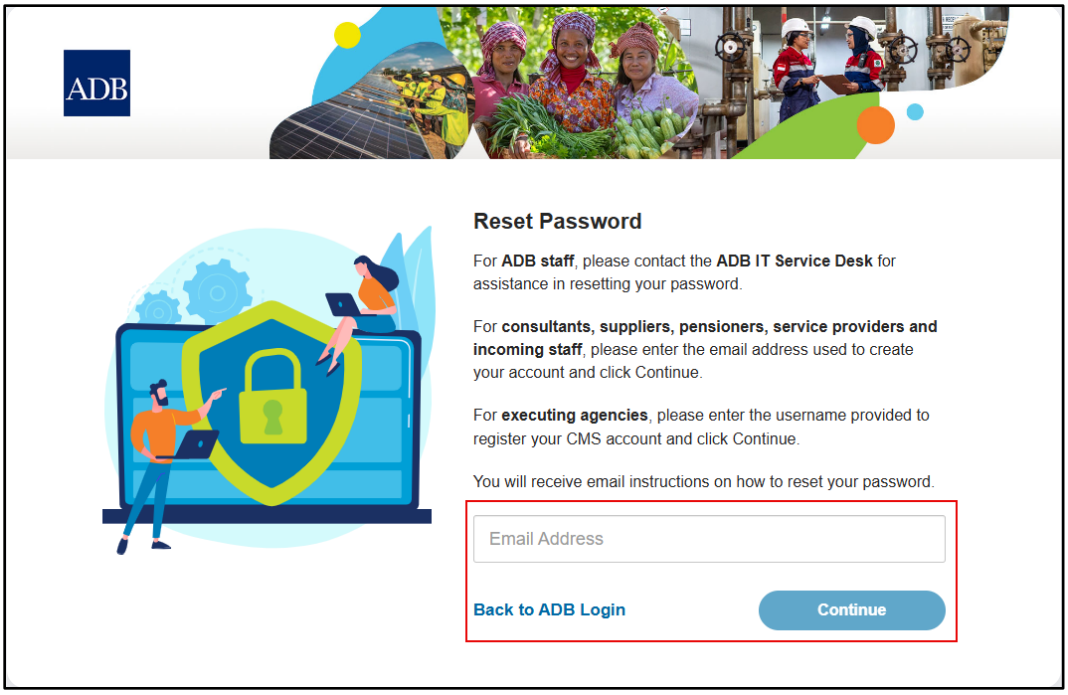




3. On the credentials page, click '**Forgot password?**'.



4. Enter the email address you used to create your APEX account. Click **Continue**.

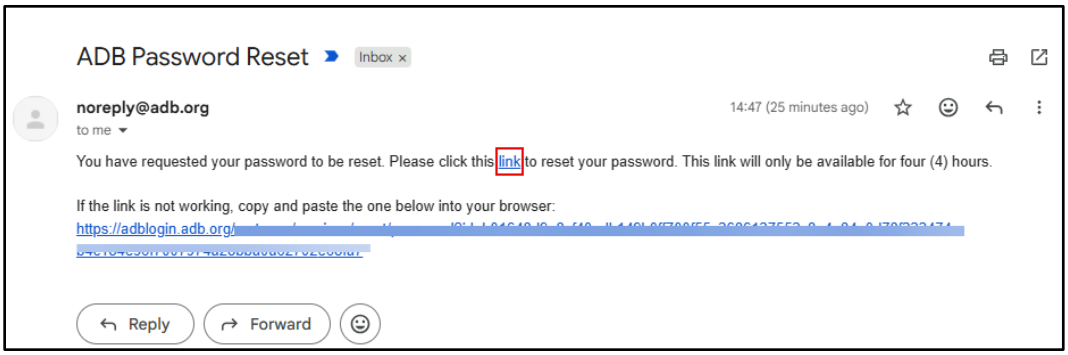


5. Look for confirmation on the screen that reset instructions were emailed.



6. In your registered mailbox, look for email from **noreply@adb.org** with the subject **ADB Password Reset**. Check Junk or Spam if you do not see it.

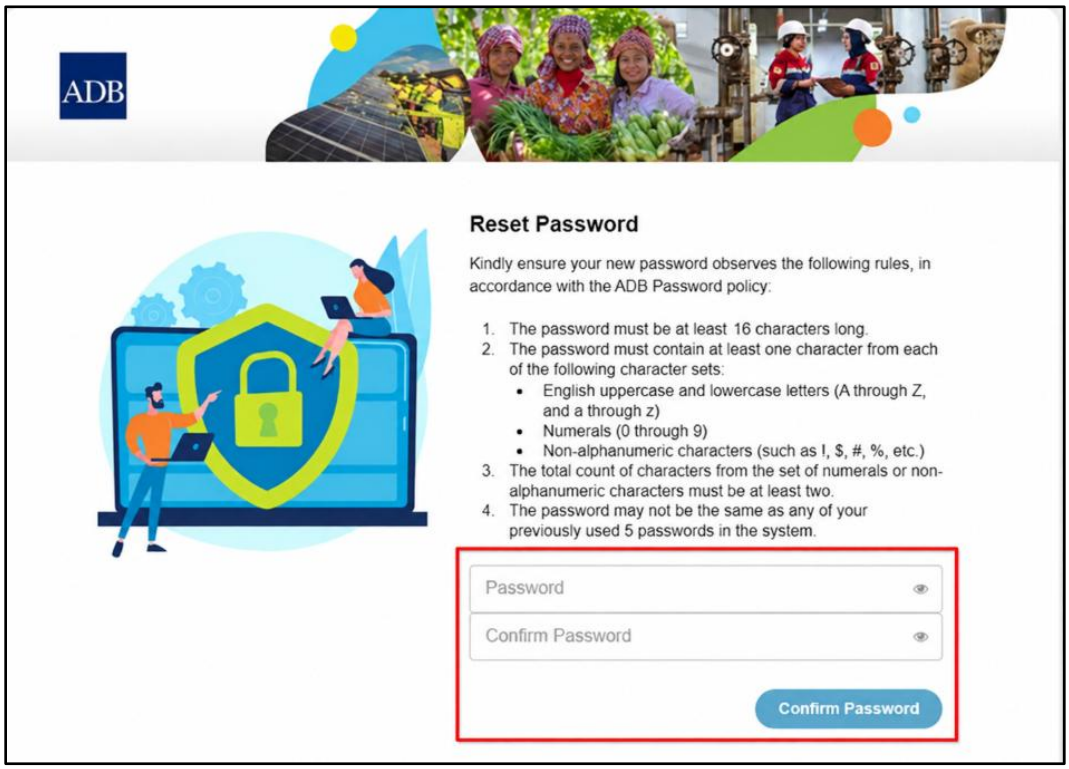
7. Open the email and use the reset link within **four hours**. If the link has expired or does not open, return to **Forgot password?** and request a new email. Do not forward or share the link.



8. Enter and confirm your new password, then click Confirm Password on the reset form. Follow the password rules shown on your screen.

Password requirements

- Use **at least 16 characters**.
- Include uppercase and lowercase English letters, a numeral (0–9), and a non-alphanumeric character such as '!', '$', '#' or '%'.
- Include at least **two characters in total** from the numeral and non-alphanumeric sets combined.
- Choose a password different from your last **five** passwords.



9. Return to the APEX portal and sign in with your new password. A successful sign-in confirms the reset.

If the reset does not work

What happened	What you can do
The reset email did not arrive.	Check that you used your registered email address and look in Junk or Spam. If the email is still missing, contact APEX Help Team.
You cannot access your registered email.	Contact the APEX Help Team for account recovery. **When you contact APEX Help**, include your account type, username or registered email, organization, APEX page, date and time, browser, and exact error message.
The reset link expired or will not open.	Return to **Forgot password?** and request a new email. Use the new link within four hours. Keep the link private, including when you contact support.
The new password was rejected.	Check the rules on your screen, including the 16-character minimum. If the password is still rejected, capture the exact error message and contact APEX Help Team.
Your account is locked or blocked.	Stop trying to sign in and contact APEX Help Team for assistance.
Your password works, but sign-in still fails.	For a one-time password, authenticator, ADB Go or QR issue, use the Login and MFA guidance. For access or account-status issues, contact APEX Help Team.