



Guideline for Company Secretaries, Authorized Users of Listed Companies and Media/Stockbroker Firms

Mandatory Password Reset Process in the Listed Company Portal

Purpose

As part of Colombo Stock Exchange (CSE) ongoing commitment to strengthening information security and protecting user accounts, and in line with the Information Security Policy of the CSE, all existing passwords in the Listed Company Portal will expire in the future and the **effective date of expiry** will be communicated in due course.

Following this change, all Company Secretaries and Authorized Users of Listed Companies will be required to reset their passwords prior to accessing the portal.

This guideline outlines the steps required to complete the password reset process, along with the associated security requirements in accordance with the CSE Password Policy.

Password Reset Instructions

Step 1: Access the Listed Company Portal

Navigate to the Listed Company Portal login page and enter your username and existing password.

Listed Companies Web Portal

Login

Login

Username *

test_test1

Password *

☐ Remember Me

Login

[Forgot Password?](#)

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Step 2: Email Verification

Upon login, the system will notify you that your password has expired and must be changed before you can proceed.

Listed Companies Web Portal

Login

Email Verification

⚠ Your password has expired or you are a new user. Please verify your email address to proceed with setting a new password.

OTP has been emailed to your registered email address: **te*****@test.lk**

If you do not receive the OTP, please check your spam folder. If you have not received the OTP after **2 minutes**, please contact the **TMS Team** to validate and update your email address. Upon successful validation by TMS Team, an OTP will be sent to proceed with the password reset process.

Enter OTP *

OTP is valid for 2 minutes.

Verify OTP

Resend OTP in **109s**

[← Back to Login](#)

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Step 3: Email Verification OTP

Depending on the system configuration, a One-Time Password (OTP) will be received to your registered email address.

[EXTERNAL] Email Verification OTP - CSE CMT [Summarize this email](#)

 colombostockexchange@gmail.com

WARNING: This email originated from outside of the organization. Please do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear **test**,

You have requested an OTP to verify your email address and reset your password.

Your One-Time Password (OTP) is:

6 6 5 0 7 2

This OTP is valid for **2 minutes**.

If you did not request this OTP, please contact your system administrator immediately. Do not share this OTP with anyone.

Regards,
CSE Support Team

Reply

Forward



***Users with Invalid or Inaccessible Registered Email Addresses**

If your registered email address is no longer valid or you are unable to access the registered email account, you will not be able to receive the OTP required to reset your password.

In such instances:

1. Relevant parties should Complete the **Email Address update Form** (which is annexed).
2. In relation to **Company Secretaries, Authorized Users of Listed Companies**, Submit the completed form via email to the **TMS Division (tms@cse.lk)**.
3. In relation to **Media/Stockbroker Firms**, Submit the completed form via email to the **Marketing Division (prabudya@cse.lk and Shanika@cse.lk)**.
4. The TMS Division and Marketing Division will verify the request and update the registered email address where applicable.
5. Upon successful verification and updating of the registered email address, users are required to initiate the password reset process again from the beginning.
6. New OTP will be sent to the updated email address, allowing the user to complete the password reset process.

Please ensure that all the required information in the form is completed accurately to avoid delays in processing.

Step 4: Create a new Password and confirm the new Password

Enter a new password that meets the portal's password requirements.

Listed Companies Web Portal

Login

Password Expired

⚠ Your password has expired or you are new user. You must set a new password to continue.

Username:

Current Password:

New Password:

- Minimum 12 characters
- At least one uppercase letter (A-Z)
- At least one lowercase letter (a-z)
- At least one digit (0-9)
- At least one special character (!@#\$%^&*~ etc.)
- Must not match your last 5 passwords

Confirm Password:

Change Password

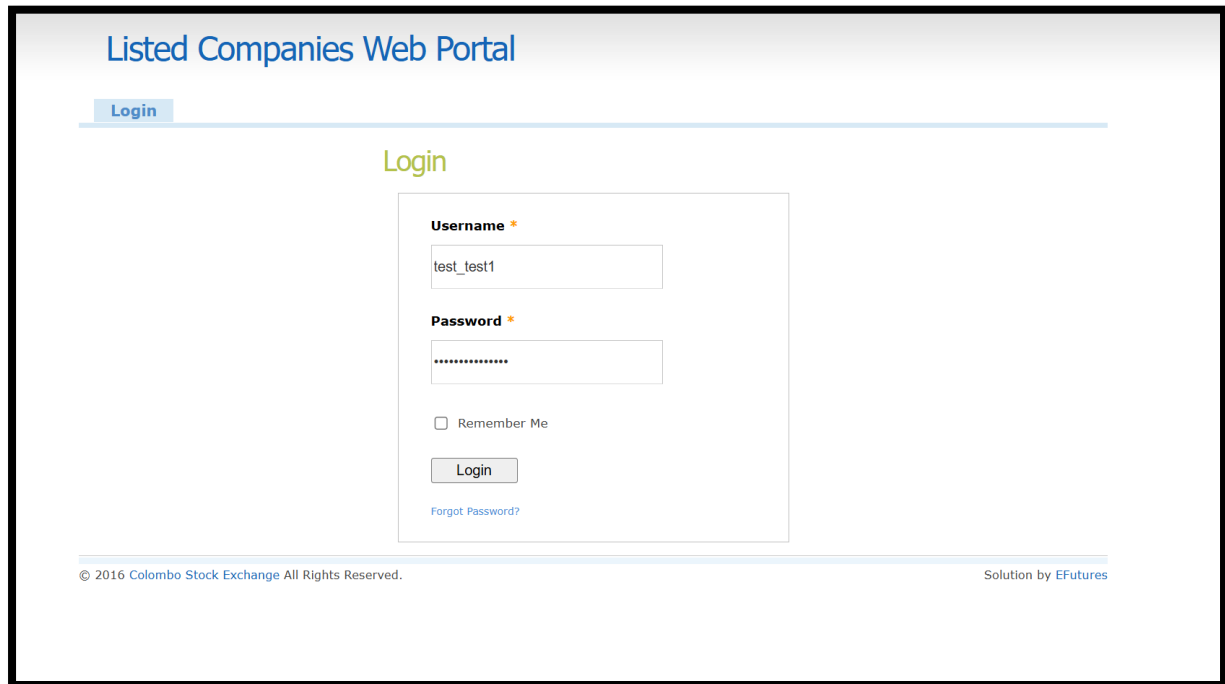
[← Back to Login](#)

Step 5: Login with Your New Password

Once the password change is successful:

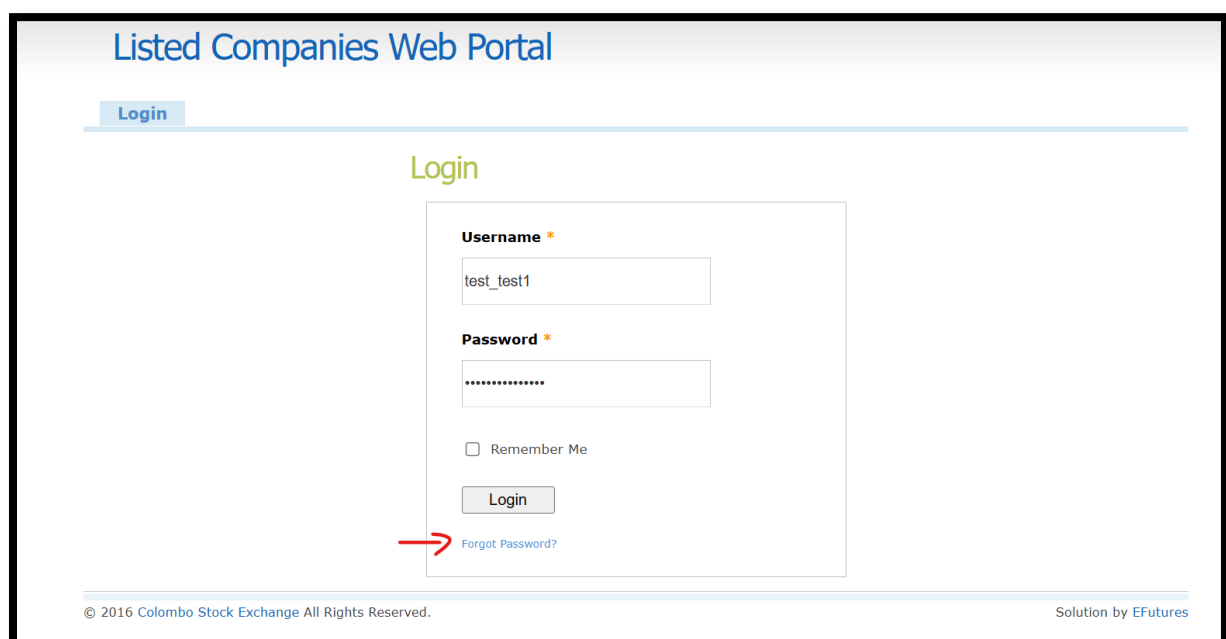
1. Return to the login page.
2. Enter your username.
3. Enter your newly created password.
4. Click **Login**.

You will then be granted access to the Listed Company Portal.



***In the event of a forgotten password, users should follow the process outlined below.**

Step 1: Access the Listed Company Portal





Step 2: Click on 'Forgot Password' to proceed. The system will display the following window

The screenshot shows the 'Listed Companies Web Portal' interface. At the top, there is a 'Login' button. Below it, a 'Forgot Password' section contains a green confirmation message: '✓ If that account exists, a reset link has been sent to the registered email.' Below this message is a text input field labeled 'Username or Email:' and a blue 'Send Reset Link' button. A link labeled 'Back to Login' is positioned below the button. At the bottom of the page, the footer text reads '© 2016 Colombo Stock Exchange All Rights Reserved.' and 'Solution by EFutures'.

Step 3: A password reset link will be automatically issued to the email address registered in the Listed Company Portal

The screenshot shows an email interface with the title '[EXTERNAL] Password Reset Request - test_test1'. The sender is 'colombostockexchange@gmail.com'. A yellow warning banner states: 'WARNING: This email originated from outside of the organization. Please do not click links or open attachments unless you recognize the sender and know the content is safe.' The email body addresses 'test' and states: 'We received a request to reset the password for your account: test_test1. Request Time: 25 Jun 2026 12:19:47 PM. Please click the link below to reset your password:'. A blue 'Reset My Password' button is provided. Below the button, it says 'Or copy and paste this link into your browser:' followed by a redacted link. A note indicates 'This link will expire in 1 hour(s)'. The footer includes a disclaimer: 'If you did not request a password reset, please ignore this email. Your password will remain unchanged. Do not share this link with anyone.' and is signed off by 'Regards, CSE Support Team'. At the bottom, there are 'Reply' and 'Forward' buttons.



Step 4: Create a new Password and confirm the new Password

Listed Companies Web Portal

Login

Reset Password

New Password:

- Minimum 12 characters
- At least one uppercase letter (A-Z)
- At least one lowercase letter (a-z)
- At least one digit (0-9)
- At least one special character (@%*~&" etc.)
- Must not match your last 5 passwords

Confirm Password:

Reset Password

[← Back to Login](#)

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