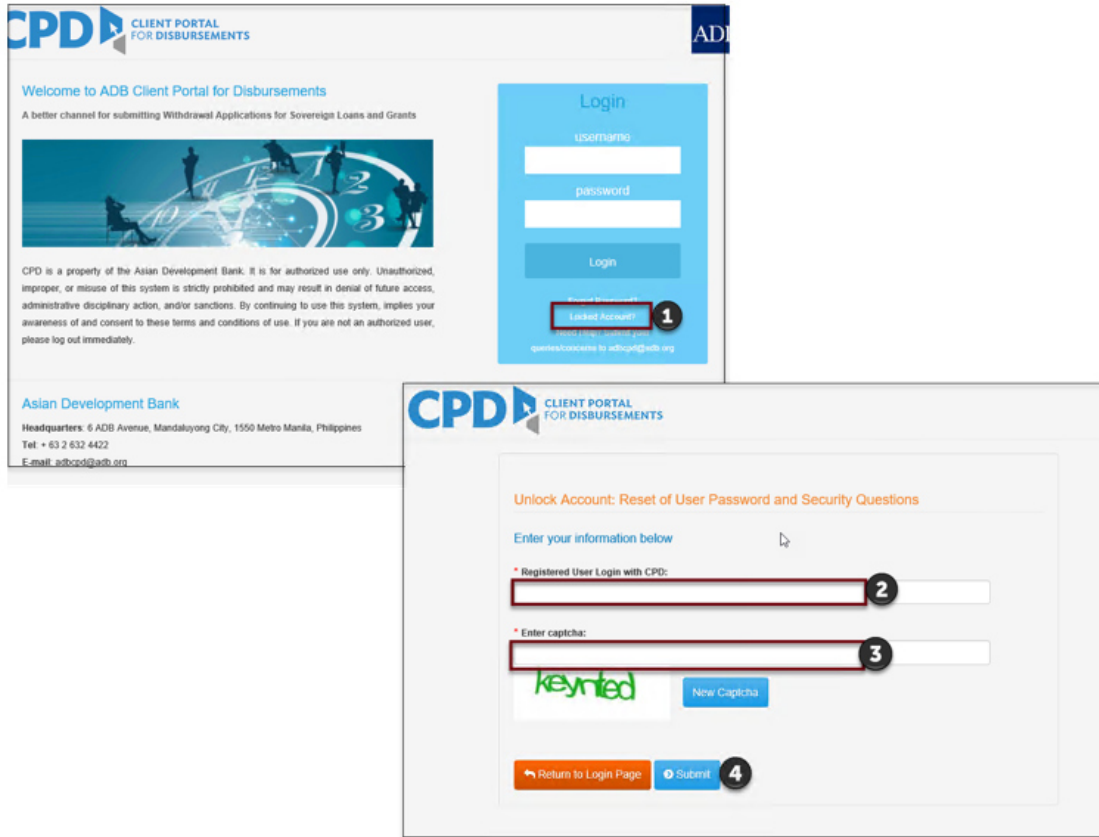


Locked Account



If a CPD user inputs invalid password and reached the maximum attempt to login in CPD, the account will be locked.

1. Click on the [[Locked Account?](#)] link after accessing <https://cpd.adb.org>
2. In the [Registered User Login with CPD] text box, input the CPD username. This is the email address of the CPD user.
3. In the [Enter Captcha] text box, input the captcha shown on screen. Make sure that the characters are typed in correctly, else click [New Captcha] to generate a new one.
4. Click [Submit].
5. CPD will send a reactivation link to the registered e-mail address within 10–15 minutes. Click the reactivation link provided in the email, and follow the instructions to reset password. Refer to **Activating the Client Portal for Disbursements Account** section, page 2 in **Client Portal for Disbursement QRG – 3 touch** under **CPD References** for the steps.