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.