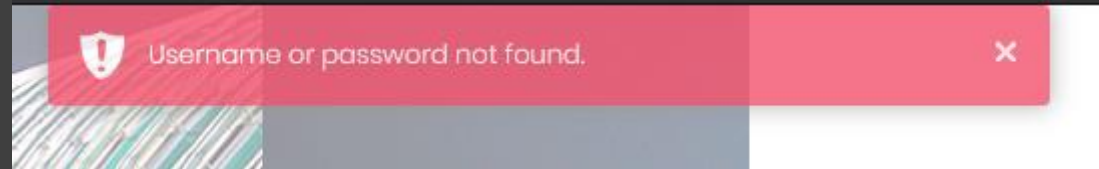


Q&A for MyBEM System

---

# Issues on Login

# Error 1: Username or password not found



This error occurred due to

- Sign in using incorrect login ID or password..
- Sign in before confirming your account

## Solution

### Step 1

- Please navigate to <https://engineer.org.my>
- Click on the **“Request for Confirmation Email”**
- Input your IC number and the system will send a confirmation email
- Click on the link provided to verify your account

### Step 2

- Please navigate to <https://engineer.org.my>
- Click on the **“Reset Password”**
- Input your IC number and the system will send a confirmation email
- Use the password given to login

**Do not login using your  
Reg. No & old  
password anymore.  
Use your IC No.**

# Error 2: Your email has been confirmed. Please log in.



This error occurred due to

- Sign in using incorrect login or password

## Solution

### Step 1

- Please navigate to <https://engineer.org.my>
- Click on the “Reset Password”
- Input for IC number and the system will send a confirmation email
- Use the password given to login

**Do not login using your  
Reg. No & old  
password anymore.  
Use your IC No.**

# Error 3: Did not receive any email

Error occurred due to:

## 1. Email was mark as spam or junk

### Solution

- Search for MyBEM email at [mybem@bem.org.my](mailto:mybem@bem.org.my)
- Please check your spam folder or junk mail for MyBEM email
- White list our email for further communication

## 2. Incorrect email

### Solution

- Please email to [mybem@bem.org.my](mailto:mybem@bem.org.my) and request to change your email. Use the following template:

**Dear Admin,**

**I would like to change my email to the one below:**

**Name :**

**IC :**

**Registration Type :**

**Registration number:**

**New Email :**

## 3. Your Company Block Email from [mybem@bem.org.my](mailto:mybem@bem.org.my)

### Solution

- Please use your personal email instead of office email.
- Email to [mybem@bem.org.my](mailto:mybem@bem.org.my) and request to change your email. Use the following template:

**Dear Admin,**

**I would like to change my email to the one below:**

**Name :**

**IC :**

**Registration Type :**

**Registration number:**

**New Email :**