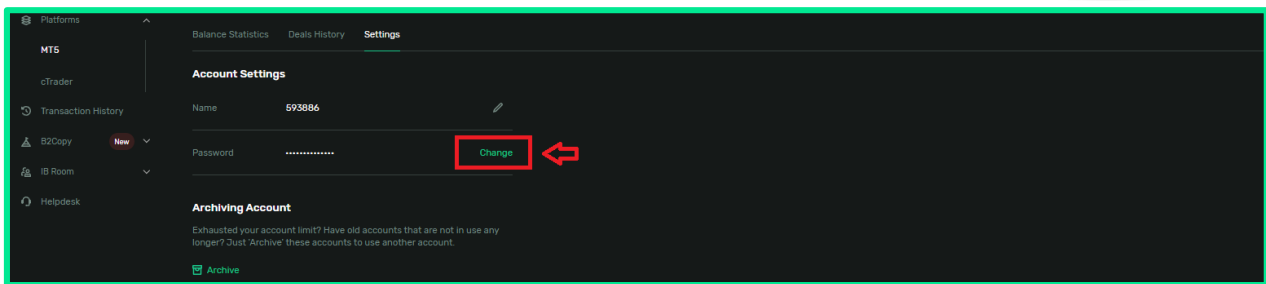


❖ MetaTrader Password Recovery (Forgot Password)

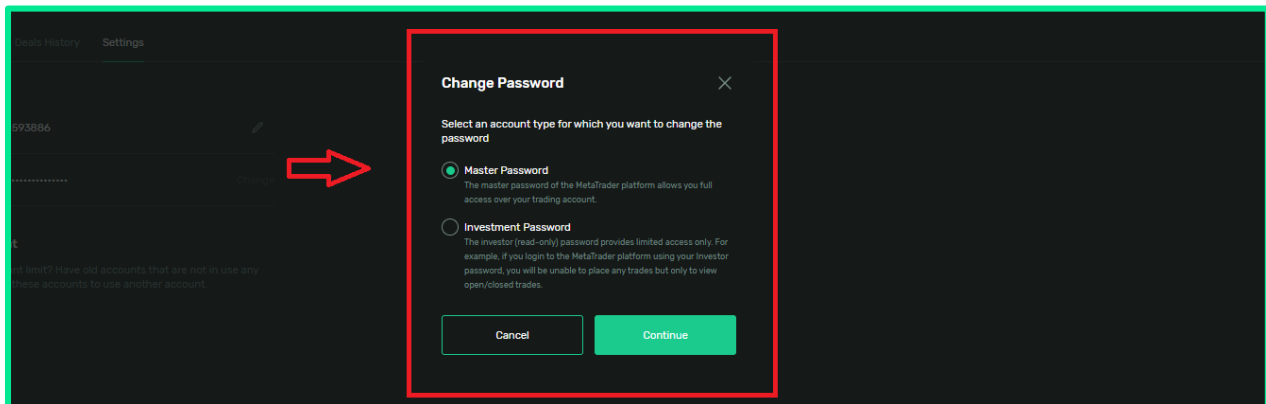
To change your Otet Markets MetaTrader account password, follow these steps:

1. From the left-hand side menu of the dashboard, click on "Platforms" and select the MT5 platform. Click on the account name you want to change the password for to enter its specific page. In this section, click on the "Settings" option. Clicking on this icon will open a page where you can change the account name and password you have set for it.



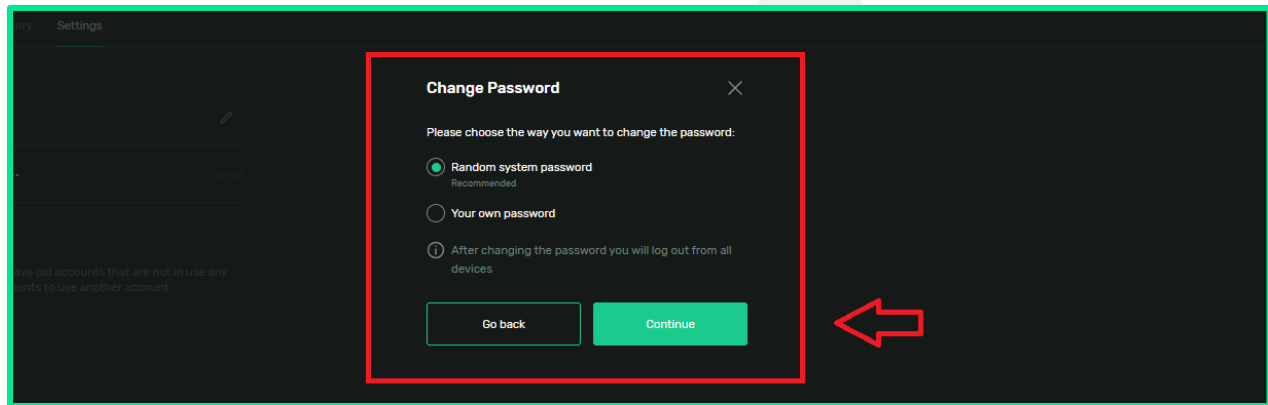
2. To change the password, click on "Change". A new window will open asking which password you want to change:

- (1) Master Password
- (2) Investment Password



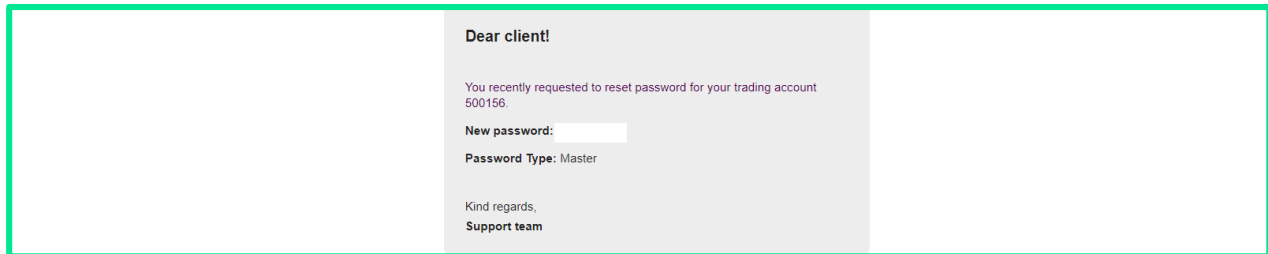
5. If you click on "Master Password" and then "Continue", a new window will open asking you to select the password change method.

- (1) Random System Password
- (2) Your Own Password

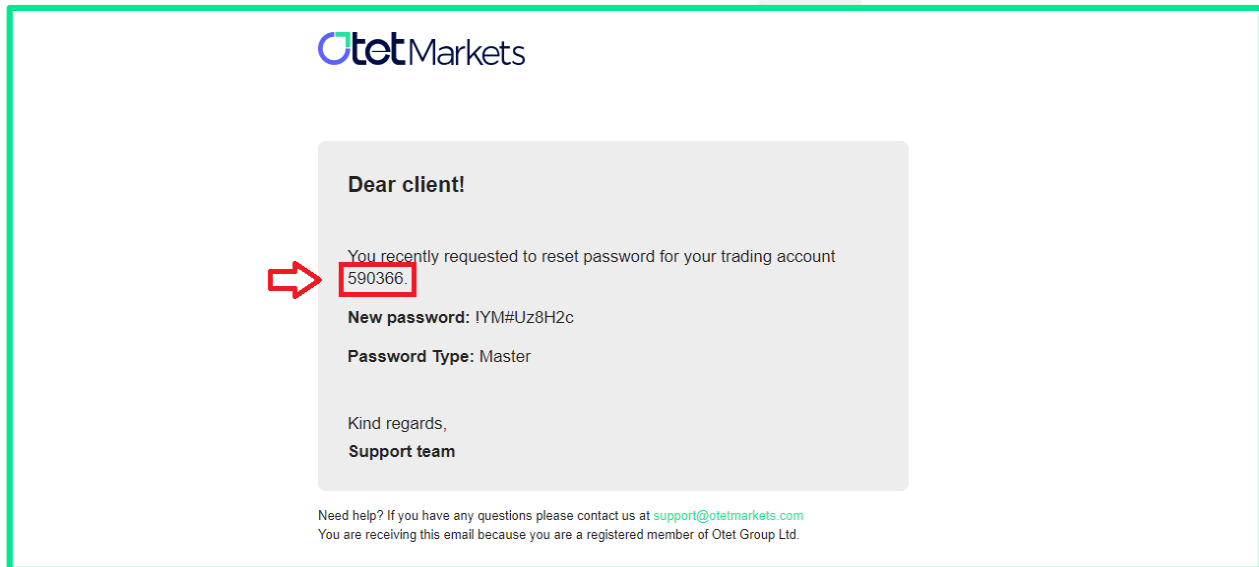


***Note:** If you click on "Investment Password", you will need to follow the exact same steps that we will explain next.

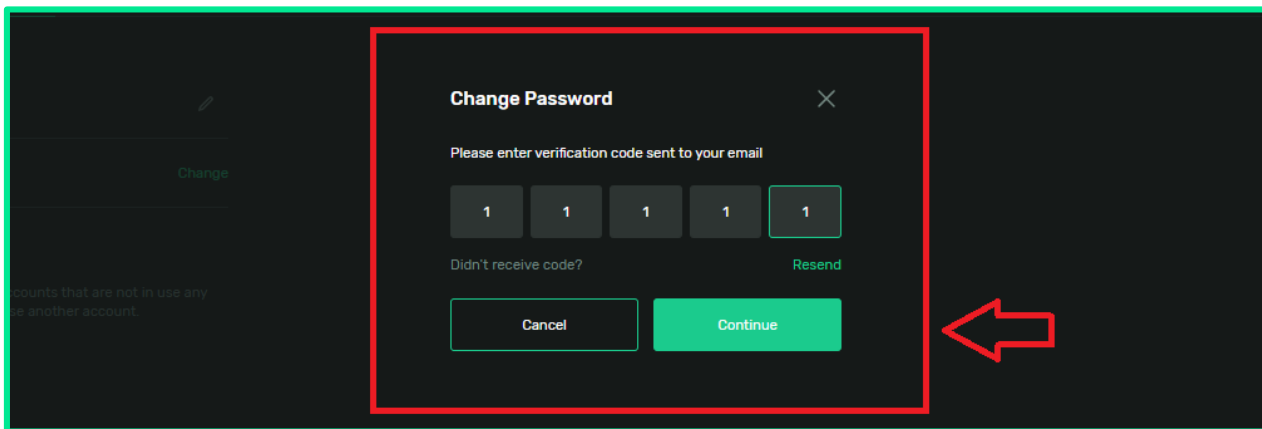
5-1- If you click on "Random System Password", the system will automatically generate a password and send it to your email.



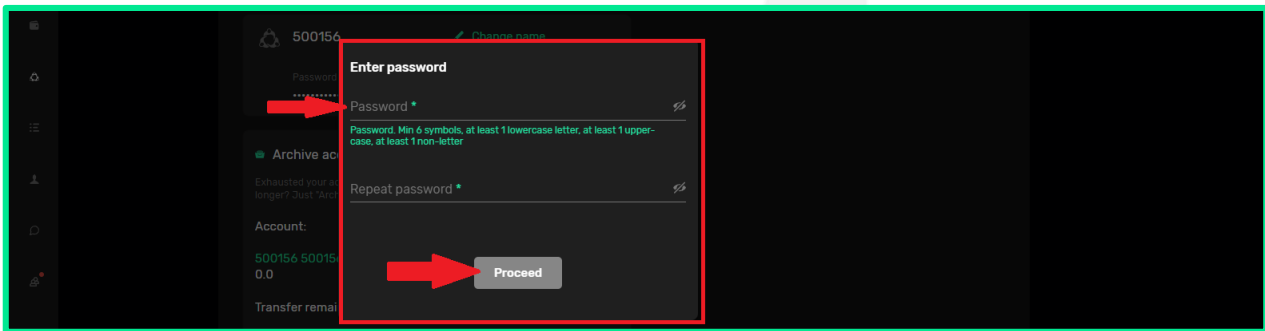
5-2- If you click on "Your Own Password," a window will open asking you for a verification code. This code will be sent to your email address.



6. The email you receive will contain a code. You will need to manually enter this code into the field below to open the password change window. In this window (see image below), enter your new password and then click the "Continue" button.

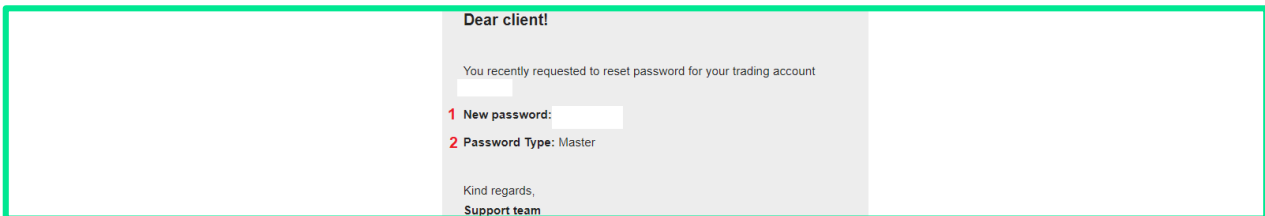


6-1- At this point, a new window will open where you can set your new password and then click "Proceed"



***Note:** Your password must be at least 6 characters long and include at least one uppercase letter, one lowercase letter, a number, and a special character.

6-2- After setting a new password, you will receive an email containing your new password and its type. You can refer to this email in the future if you forget your password again.



Otet Markets' brokerage support unit is ready to assist our valued customers 24/7. If you encounter any challenges or require further information, you can connect with our experts through the online chat available at the bottom of our pages.

“Thank you for entrusting your trades to our brokerage firm”

