

INVESTOR360°®: RESETTING YOUR PASSWORD

If you forget your password, you can easily reset it by following these instructions:

1. Go to www.investor360.com and click the **Forgot Your Password?** link.



The image shows the Investor360 login page. At the top left is the Investor360 logo. Below it is a white login box with two input fields: "Login ID:" and "Password:". A green "LOG IN" button is positioned below the password field. At the bottom right of the login box, there are two links: "Forgot Your Login ID?" and "Forgot Your Password?". The "Forgot Your Password?" link is highlighted with a red rectangular border.

2. Enter your Login ID and click **Next**.



The image shows the Investor360 password reset page. At the top left is the Investor360 logo. Below it is a white box titled "Reset Your Password". Under the title, it says "Enter your login ID and click Next." There is a single input field labeled "Login ID:". Below the input field are two green buttons: "CANCEL" and "NEXT".

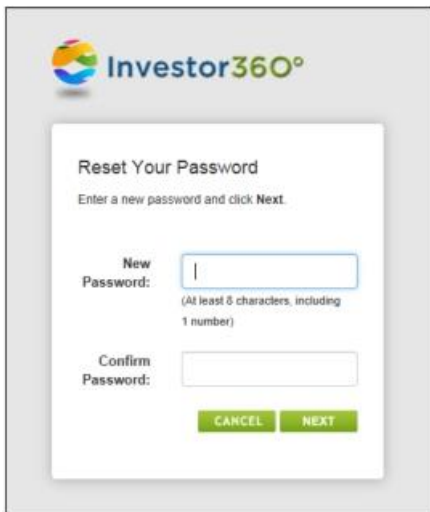
3. Answer your security questions and click **Next**. Remember that answers are *not* case sensitive.

Please note: If you can't remember the answers to your security questions, contact your advisor for help with setting up a new "one-time" password. Follow the steps in the "First-time user" section of the Logging In to Investor360° guide to log in with the new temporary password.



The screenshot shows the Investor360° logo at the top left. Below it, the heading "Reset Your Password" is centered. Underneath, the instruction "Answer the following secret questions and click Next." is displayed. There are two secret questions, each with a text input field. The first question is "City of birth?" with a label "Secret Question #1:" to its left. The second question is "Dream vacation spot?" with a label "Secret Question #2:" to its left. At the bottom of the form, there are two green buttons: "CANCEL" and "NEXT".

4. Create a new password and click **Next**. Remember that passwords must be eight characters long and contain at least one number.



The screenshot shows the Investor360° logo at the top left. Below it, the heading "Reset Your Password" is centered. Underneath, the instruction "Enter a new password and click Next." is displayed. There are two password fields. The first is labeled "New Password:" and has a text input field. Below this field, the requirement "(At least 8 characters, including 1 number)" is shown. The second field is labeled "Confirm Password:" and has a text input field. At the bottom of the form, there are two green buttons: "CANCEL" and "NEXT".

5. Your password is now reset. To log in to Investor360° in the future, simply enter the login ID given to you by your advisor and the new password that you created.