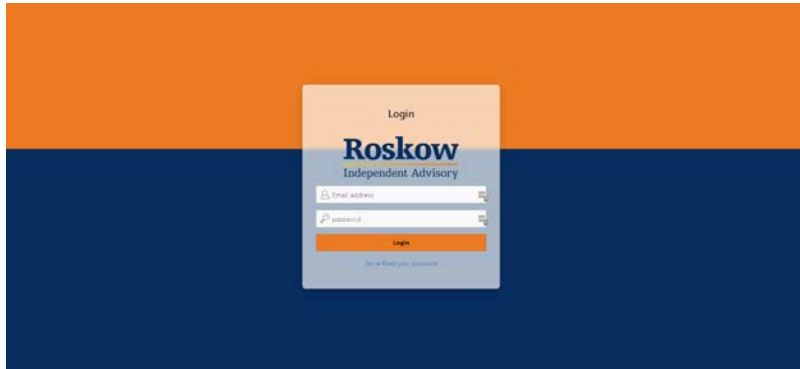


# Login in to the Client Hub (first time includes password reset and MFA)

**Step 1:** Navigate to the following website and you see the following page:

[https://portal.plutosoft.com.au/ords/f?p=200:111:0:::P111\\_SGI:584](https://portal.plutosoft.com.au/ords/f?p=200:111:0:::P111_SGI:584)

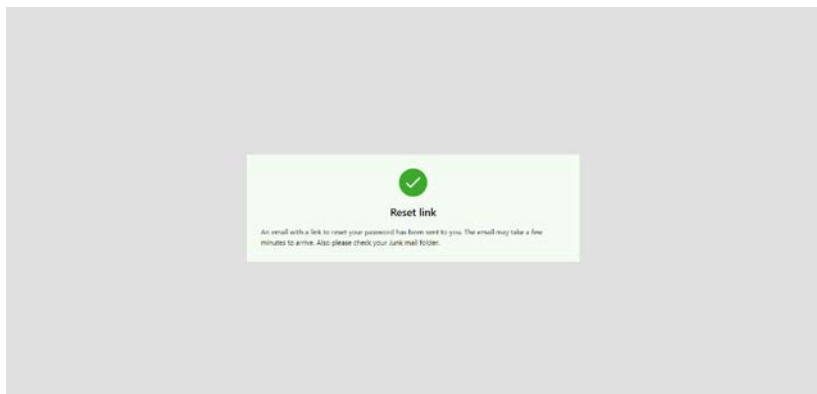


**Step 2:** Please reset your password by clicking on the “Set or Reset your password” link below the Login button. You will be navigated to the following screen to enter your username. Enter you email address as username and click Submit.



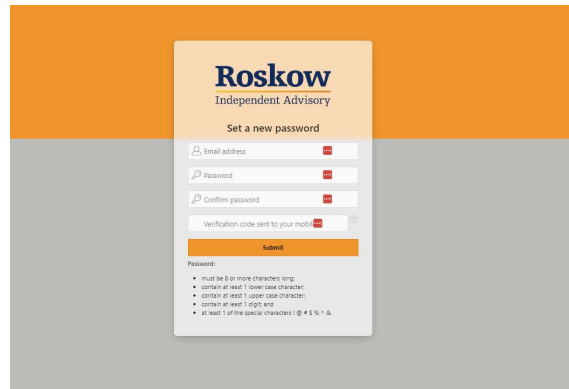
You will receive this notification on screen.

**Step 3:** Login to your email account and follow the prompts to reset your password by clicking on the link provided in the email. You will have 15 minutes or the link will expire and you will need to repeat Step 2 above. **You will also receive a text message with a code which you will need in the next step.**



#### Step 4: Set a new password

Clicking on the link in your email will take you to this screen where you can create a new password. Please ensure the password is secure meeting the criteria listed and store the password in a safe place.

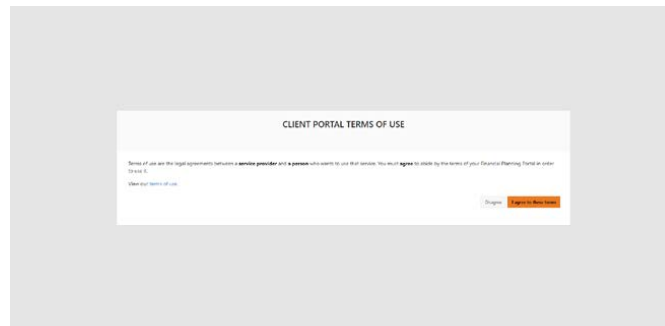


The screenshot shows a web form titled "Roskow Independent Advisory" with the sub-heading "Set a new password". The form includes fields for "Email address", "Password", and "Confirm password", each with a red error icon. Below these is a "Verification code sent to your mobile" field. A "Submit" button is located below the verification code field. At the bottom, a "Passwords:" section lists the following requirements:

- must be 8 or more characters long
- contain at least 1 lower case character
- contain at least 1 upper case character
- contain at least 1 digit and
- at least 1 of the special characters ( @ # \$ % ^ & )

#### Step 5: Login to your account with new password.

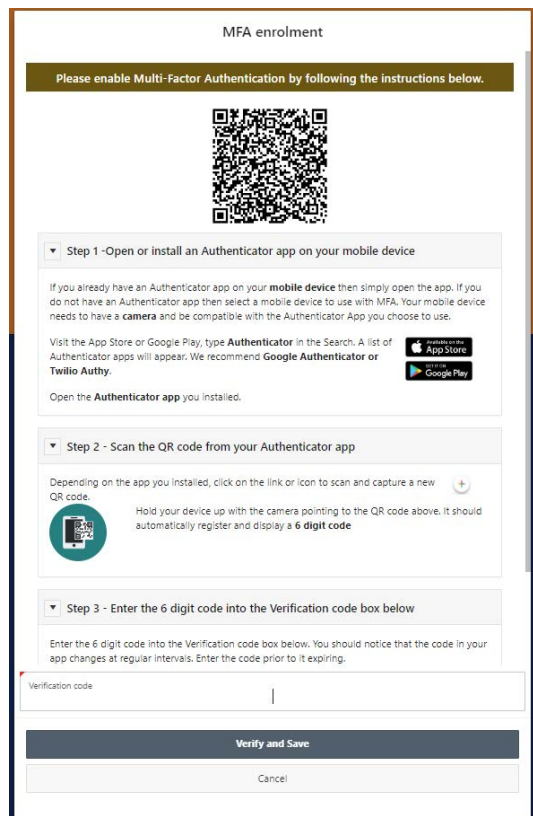
You will see the following "Client Portal Terms of Use" the first time you login. Please click the "I agree to these terms" button.



The screenshot shows a page titled "CLIENT PORTAL TERMS OF USE". The text on the page is small but includes a "I agree to these terms" button at the bottom right.

#### Step 6: Multi factor Authentication (MFA)

As an added layer of security you will need to enable MFA to continue. Please follow the 3 steps as on screen.




The screenshot shows a page titled "MFA enrolment" with the instruction "Please enable Multi-Factor Authentication by following the instructions below." A QR code is displayed in the center. Below the QR code are three steps:

- Step 1 - Open or install an Authenticator app on your mobile device**


If you already have an Authenticator app on your **mobile device** then simply open the app. If you do not have an Authenticator app then select a mobile device to use with MFA. Your mobile device needs to have a **camera** and be compatible with the Authenticator App you choose to use.

Visit the App Store or Google Play, type **Authenticator** in the Search. A list of Authenticator apps will appear. We recommend **Google Authenticator** or **Twilio Authy**.



Open the **Authenticator app** you installed.
- Step 2 - Scan the QR code from your Authenticator app**

Depending on the app you installed, click on the link or icon to scan and capture a new QR code.



Hold your device up with the camera pointing to the QR code above. It should automatically register and display a **6 digit code**
- Step 3 - Enter the 6 digit code into the Verification code box below**

Enter the 6 digit code into the Verification code box below. You should notice that the code in your app changes at regular intervals. Enter the code prior to it expiring.

Below the steps is a "Verification code" input field, a "Verify and Save" button, and a "Cancel" button.

**Congratulations – you have now logged in to the Client Hub.**