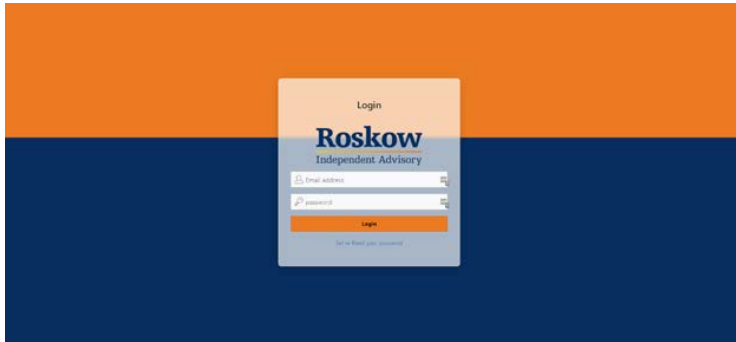


Login in to the Client Hub (first time includes password reset and MFA)

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

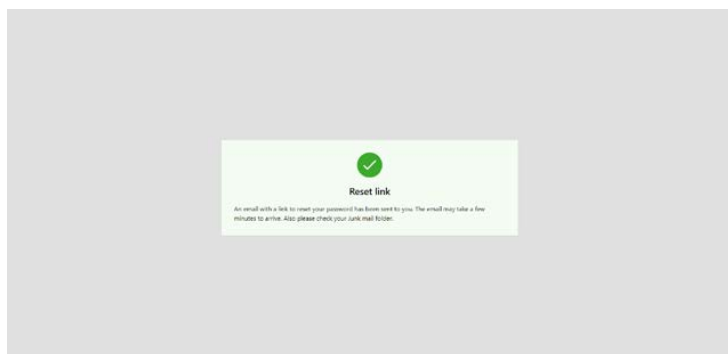


Step 2: Please reset your password by clicking on the “Set or Reset your password” link below the Login button. You will be navigated to the following screen to enter your username. Enter you email address as username and click Submit.



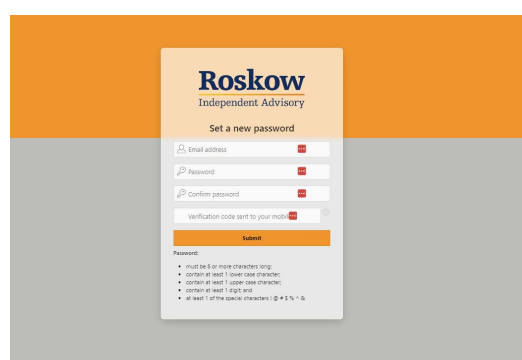
You will receive this notification on screen.

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.**



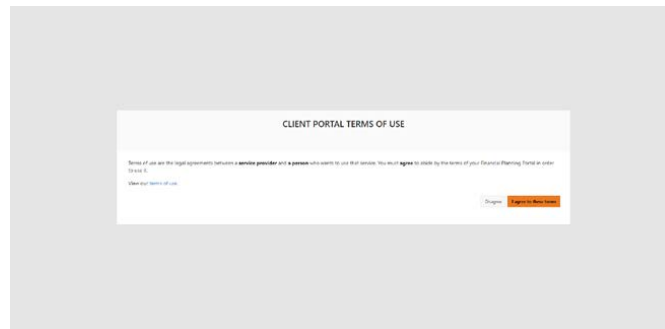
Step 4: Set a new password

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.



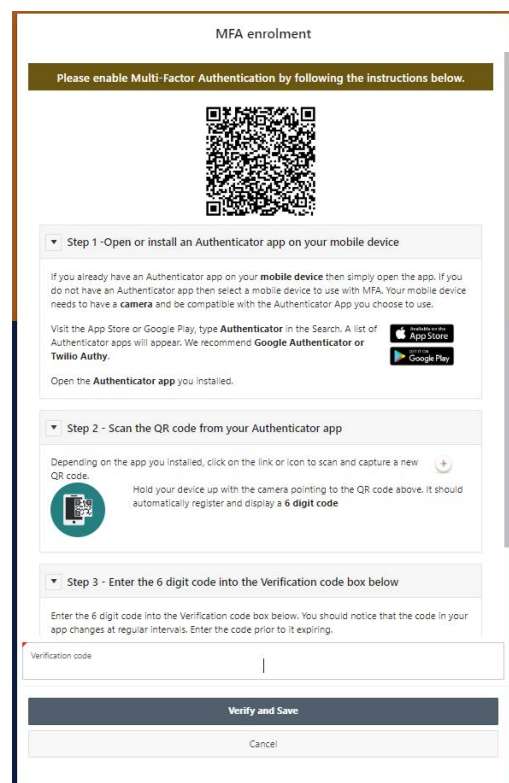
Step 5: Login to your account with new password.

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



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.



Security Notice

All data is stored on an Oracle database in Sydney using the industry best practice in security and encryption. Communication between your browser and Plutosoft is encrypted via a 256-bit Advanced Encryption Standard (AES) which is the same encryption standard used by banks and the military. Roskow staff login to Plutosoft via Multifactor Authentication which requires them to unlock their phone, obtain a randomly generated code, and input in addition to their password.

We have been advised by cyber security experts that our infrastructure is secure however, it is very important to emphasise that **the easiest way now for someone to gain access to your information is by obtaining your password.** For this reason, we strongly encourage clients be vigilant and critically assess all communications they receive. **You should never provide your password to Client Hub to anyone else. No staff member of Roskow will ask for your username or password and you will never be contacted by anyone from Plutosoft seeking to assist you to reset your password.**

If you forget your password, it can be reset in the link below the login box. If you believe your password has been compromised, please contact our office immediately. We recommend setting a secure password which uses a minimum of 12 digits and includes numbers, uppercase and lowercase letters and symbols.

We take the security of you information very seriously. If there is anything we can assist you with, please contact our office or your financial advisor via your preferred contact method.