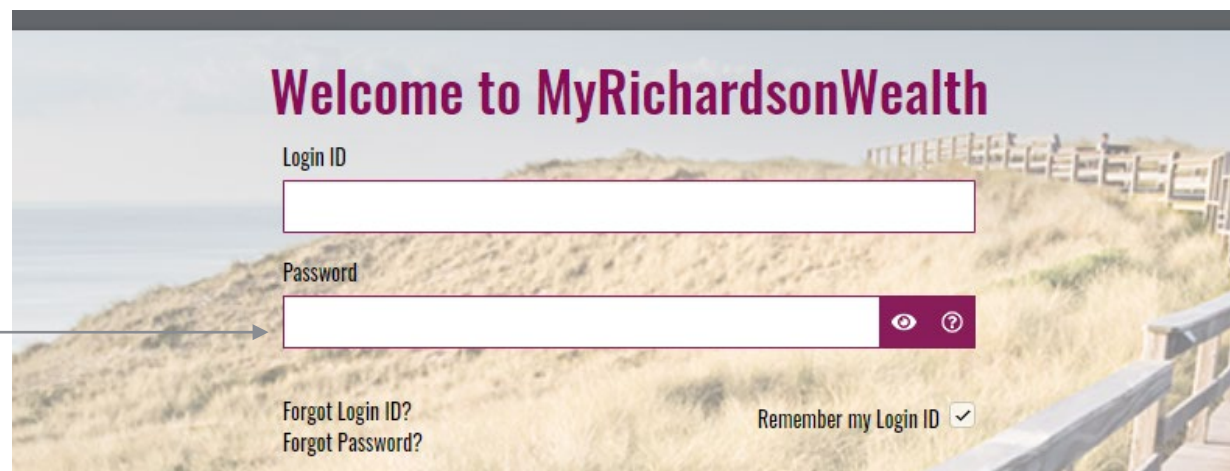


Quick Reference Card – Resetting Your Password

Step 1 – Where to Start

Go to MyRichardsonWealth via <https://my.richardsonwealth.com/>
Click **Forgot Password?**

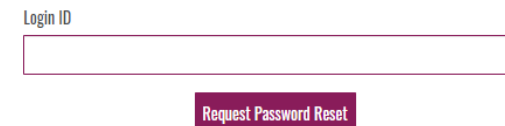
You will be directed to a **Forgot Password?** proceed to step 2.



Step 2 – Request Password Reset

Enter in your Login ID into the box and click on **Request Password Reset**.
An email will be sent to the email address that is associated to your Login ID.

FORGOT PASSWORD?




Tip: If you do not see the email in your inbox, check your spam/junk folder. Please contact your Investment Advisor for additional assistance.

Quick Reference Card – Resetting Your Password

Step 3 – Email instructions

Click on the link **Click Here**.

The link in the email will be valid for **12 hours**. If you do not complete your request in this timeframe, a new password reset request will need to be requested.



Hello JANE DEMO

A request has been received to reset your password to MyRichardsonWealth. To reset your password, click on the link below.

Click Here

This request will expire in 12 hours. If you did not make this request, a password request is still required and must be completed prior to your next login.

Thank You
Richardson Wealth


This email communication is confidential. If you are not the intended recipient, please forward this email to Privacy@richardsonwealth.com.

Step 4 – Additional Authentication

ADDITIONAL AUTHENTICATION

The Additional Authentication feature provides enhanced identity verification when accessing the MyRichardsonWealth. This security feature is accessible via two methods: by using mobile authentication or by using the security questions you created as part of your profile during your enrollment. For mobile authentication, the application called "Authy" will need to be installed on your mobile device, and can be found in the mobile app store for iPhone and Android devices. Please select one (1) of the following security features to continue with your request.


You are required to complete an additional layer of security by selecting one of the four options.



Send a Code



Call Me



Token



Security Question

Quick Reference Card – Resetting Your Password

Step 4a – Select One Additional Verification Method

ADDITIONAL AUTHENTICATION



Send a Code



Enter Code

Back Verify

Send a Code, you will receive an instant message to your mobile number. Enter the code into the **Enter Code** box.

Click **Verify**

ADDITIONAL AUTHENTICATION



Call Me



A call has been made to your device. Once you receive the call, follow the instructions to obtain the code and enter the code below. This code will expire after 60 minutes.

Enter Code

Back Verify

Call Me, you will receive a call and be provided with a code. Enter the code into the **Enter Code** box.

Click **Verify**

Quick Reference Card – Resetting Your Password

Step 4b – Select One Additional Verification Method

ADDITIONAL AUTHENTICATION



Security Question

What was the name of the street that I grew up on?

Answer



Back

Verify

Security Question, you will be presented with a question. Enter the answer to the security question into the **Enter Answer** box. Note: answers are case sensitive

Click **Verify**



Tip: Click the eyeball icon to review your answer before clicking the **Verify** box.

ADDITIONAL AUTHENTICATION



Token

In order to receive your secured token, you must first download the "Authy" app onto your mobile device. You must log into your "Authy" app to receive your token.

Enter Code

Back

Verify

Token, you will receive a Token in the Authy app. Enter that Token into the **Enter Code** box.

Click **Verify**

To download the free "Authy" app visit <https://authy.com/download/>. The Authy app must be downloaded in advance to use this verification option.

Quick Reference Card – Resetting Your Password

Step 5 – Resetting Your Password

Once authentication is completed, you will be directed to a new screen to create a new password.

Enter the new password. Re-enter to validate a match.

Click **Reset Password** after you've created your new password. You will be brought back to the Login in page.

RESET PASSWORD?

New Password

Re-Enter Password

Strength :

Passwords are case-sensitive and must be a minimum of 8 characters. A strong password should be used.

Strong passwords use the following combinations:

- Both uppercase and lowercase characters
- Numbers
- Special characters (such as @, #, \$, %, etc.)
- Longer in length

An example of a strong password is a passphrase such as I earned straight A's in school.

Reset Password



Tip: Remember passwords are case-sensitive and spaces and special characters are recognized as a character in your password.

It is recommended you choose a strong password to increase the security of your account. The strength bar will display the strength of the password entered.

Click the eyeball icon to review your password entry.

Quick Reference Card – Resetting Your Password

Step 6 – Login with Your New Password

After you have created your new password. You will be returned to the login page.

Enter your login ID and your new password.

Click **Log In**.

ENROLLMENT SUPPORT

Welcome to MyRichardsonWealth

Login ID

Password

Forgot Login ID?
Forgot Password?

Remember my Login ID ☒

By logging in, you agree to the [MyRichardsonWealth Terms and Conditions](#) and our [Privacy Agreement](#).

Log In

If you completed these steps and continue to experience issues accessing MyRichardsonWealth, please contact your Investment Advisor or send a message to the MyRichardsonWealth Support using the Support link.