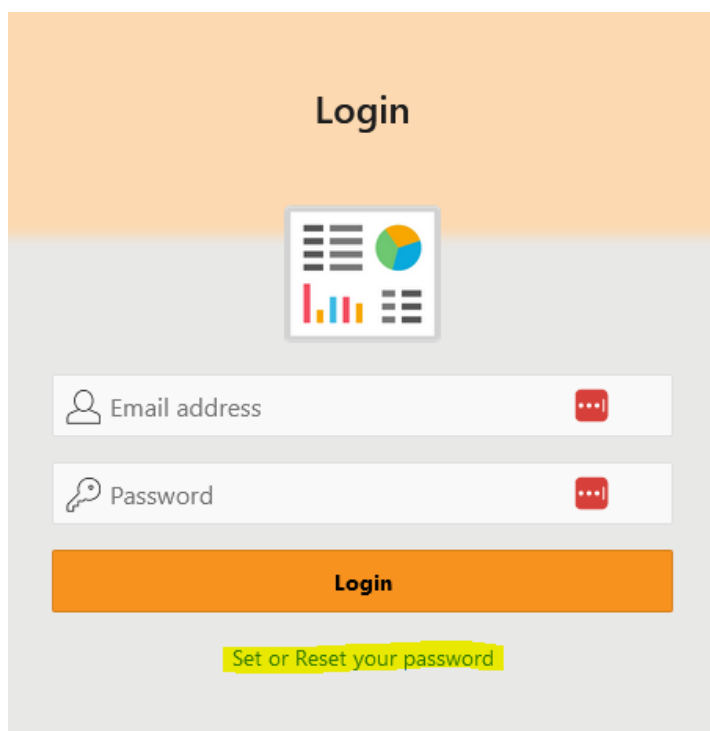


# Welcome to Client Hub

1. The email you have received should have a link. Upon clicking this link, you will be taken to a page like the image below. Click on “Set or Reset your password”



Login

Email address

Password

Login

[Set or Reset your password](#)

2. It can take up to 10 minutes to arrive, but you will receive an email like the email below. If you do not, please check your “Junk” and “Spam” folders. If you are still unable to locate it, please contact our office. When you receive it, click “Reset Now”.

youradviser@plutosoft.com.au

to

Dear Jon

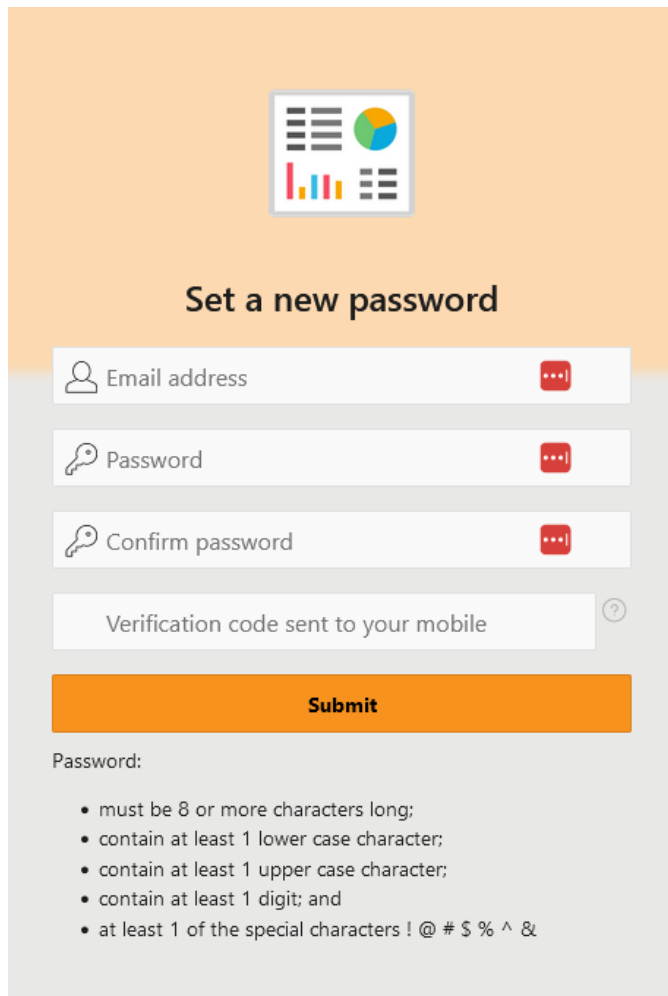
We received a request to reset the password for your financial advice hub. This link will expire in 1 hour.

[Reset Now](#)

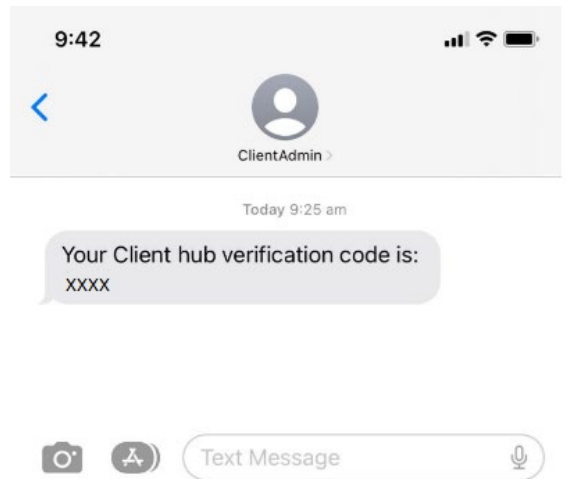
If you did not request this, you can simply ignore this email.

Kind regards

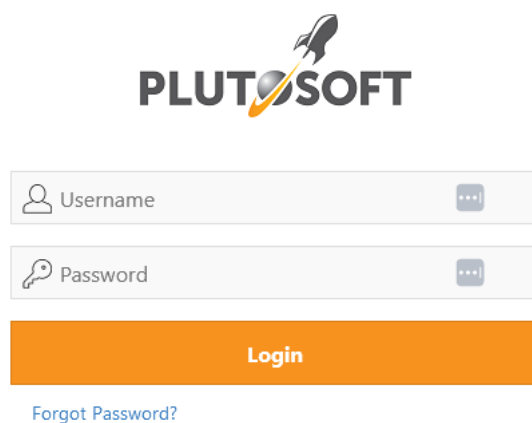
3. You will then be taken to a page where you can set a new password (left image). You will also receive a text message (right image).



The screenshot shows a web form titled "Set a new password" with an orange header. At the top center is a dashboard icon with a pie chart and bar graphs. Below the title are four input fields: "Email address", "Password", "Confirm password", and "Verification code sent to your mobile". Each of the first three fields has a red "show/hide" icon. Below the fields is an orange "Submit" button. At the bottom, there is a "Password:" section with a bulleted list of 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 ! @ # \$ % ^ &.



4. You should then be able to log in using your email address and password you have set.



The screenshot shows the PLUTOSOFT login page. At the top center is the PLUTOSOFT logo, which features a rocket ship icon. Below the logo are two input fields: "Username" and "Password", each with a "show/hide" icon. Below the fields is an orange "Login" button. At the bottom left, there is a link that says "Forgot Password?".

5. You will be directed to establish Multifactor Authentication. Instructions are provided to install an Authenticator App if you do not already have one. If you already have an Authenticator App you may simply scan the code and then key in the authenticator code at the bottom.

### MFA enrolment

Please enable Multi-Factor Authentication by following the instructions below.



▼ 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 

Verification code

Verify and Save

Cancel