

CONNECTION ISSUES?

HERE ARE SOME TIPS
THAT MIGHT HELP!

NEED HELP LOGGING IN TO THE CLIENT PORTAL? HERE ARE SOME TIPS!

If you're logging in for the first time, you'll need to **reset your password**. Just click **Forgot your password?** and make sure you have your email address and user ID on hand.

User ID

If you have forgotten your user ID, click **Forgot your User ID?**. You'll be asked to enter your email address, then you'll receive an email containing your user ID.

Email address

Use the same email address that you gave to your advisor when setting up your file. If you have forgotten the email address provided, please contact your advisor.

COMMON PROBLEMS AND THEIR SOLUTIONS

- **I didn't receive the password reset email**
It may take up to 30 minutes for the email to appear in your inbox. You should also check your spam or junk mail folder.
- **My password reset link expired**
The secure password reset link expires after 1 hour. After that, you'll be redirected to the login page. You'll have to click **Forgot your password?** and enter your user ID and email address again to request a new password reset email.
- **I can't reset my password using my smartphone**
We recommend using a computer to reset your password.

If an error message appears or you can't log in, please call technical support at 1-888-776-1668 (option 9) or 418-838-1107 (option 9).