

FHG Password Management Portal User Guide

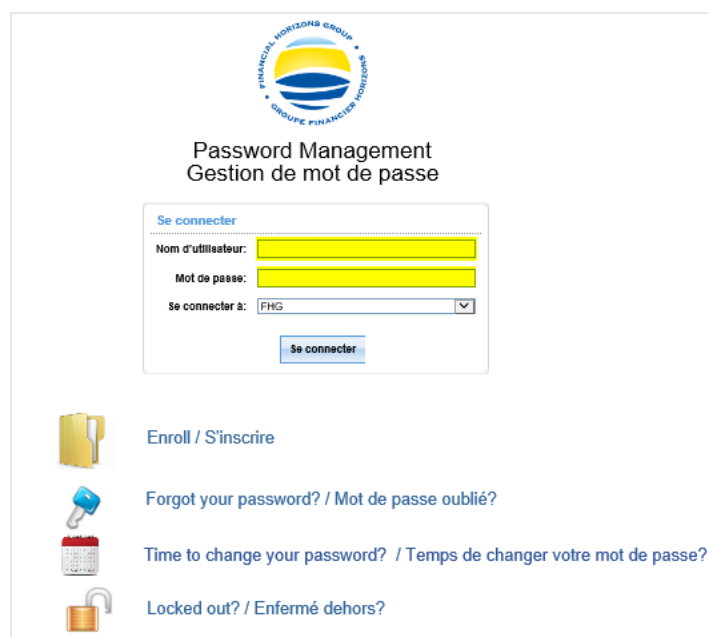
Section 1 – Enrolling in the Password Management Portal

1. Go to the Password Management Portal by clicking on the **Forgotten Password** link on the Secure Sign-On, located on the www.financialhorizons.com **FHG Advisor Login**.



The image shows a 'Secure Sign-On' form for Financial Horizons Group. It features the company logo at the top, followed by the title 'Secure Sign-On'. Below the title are three input fields: 'Username', 'Password', and 'PIN'. A blue 'Sign in' button is positioned below these fields. At the bottom of the form, there is a red-bordered button labeled 'Forgotten password?'.

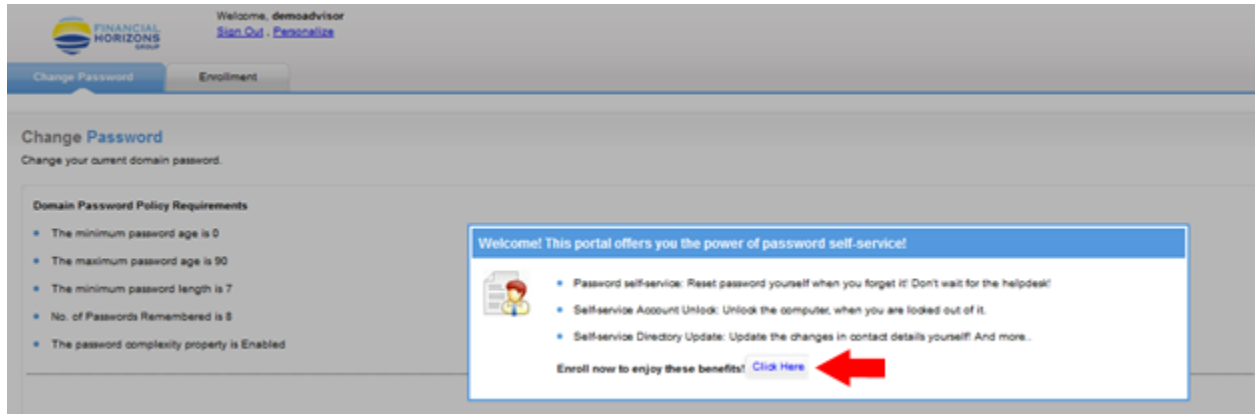
2. Enter your **Username** and **Temporary Password** and click the **Login** button.



The image displays the 'Password Management' portal interface. At the top is the Financial Horizons Group logo. Below it, the text reads 'Password Management' and 'Gestion de mot de passe'. A 'Se connecter' (Log in) section contains three input fields: 'Nom d'utilisateur:' (User name), 'Mot de passe:' (Password), and 'Se connecter à:' (Log in to) with 'FHG' selected in a dropdown menu. A 'Se connecter' button is located below these fields. On the left side, there are four icons with corresponding links: a folder icon for 'Enroll / S'inscrire', a key icon for 'Forgot your password? / Mot de passe oublié?', a calendar icon for 'Time to change your password? / Temps de changer votre mot de passe?', and a padlock icon for 'Locked out? / Enfermé dehors?'.

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3. You will get the **Welcome Message to Enroll** in the Password Management Portal. **Click on Click Here** to start.



Financial HORIZONS GROUP

Welcome, demoadvisor
[Sign Out](#) - [Personalize](#)

Change Password Enrollment

Change Password

Change your current domain password.

Domain Password Policy Requirements

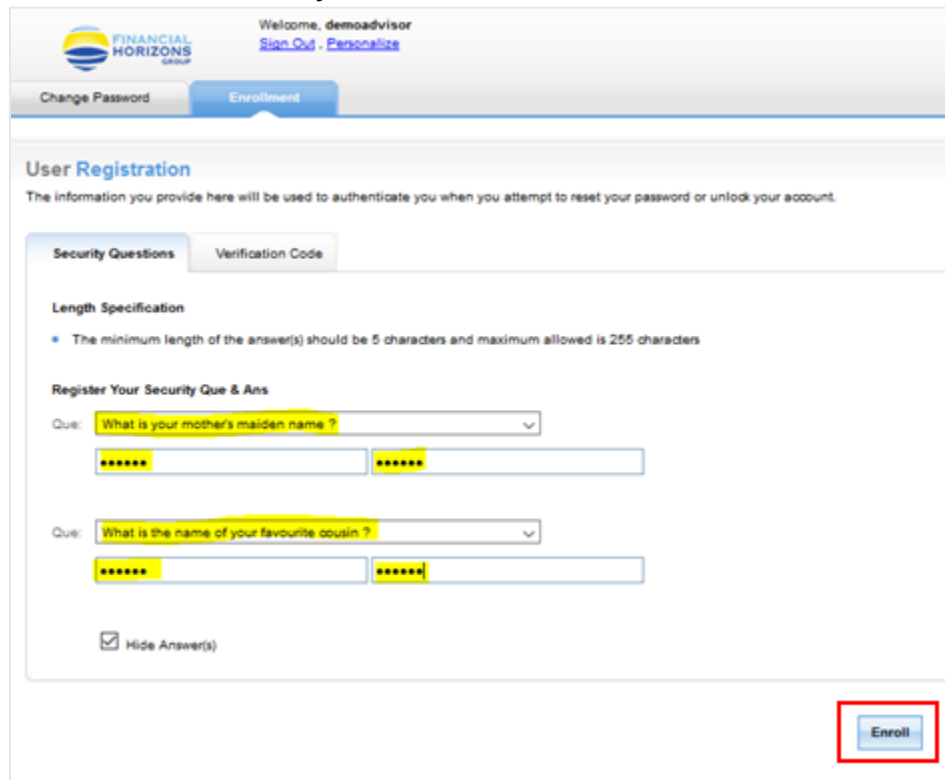
- The minimum password age is 0
- The maximum password age is 90
- The minimum password length is 7
- No. of Passwords Remembered is 8
- The password complexity property is Enabled

Welcome! This portal offers you the power of password self-service!

- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more...

Enroll now to enjoy these benefits! [Click Here](#)

4. Answer the two **Security Questions** and click **Enroll**.



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Welcome, demoadvisor
[Sign Out](#) - [Personalize](#)

Change Password Enrollment

User Registration

The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions Verification Code

Length Specification

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Register Your Security Que & Ans

Que: **What is your mother's maiden name ?**

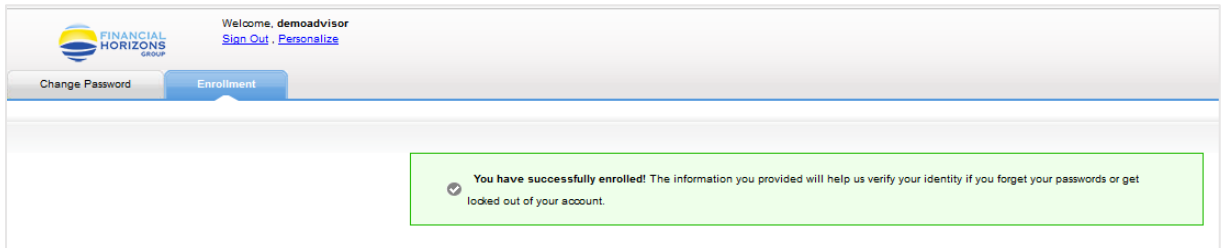
Que: **What is the name of your favourite cousin ?**

Hide Answer(s)

Enroll

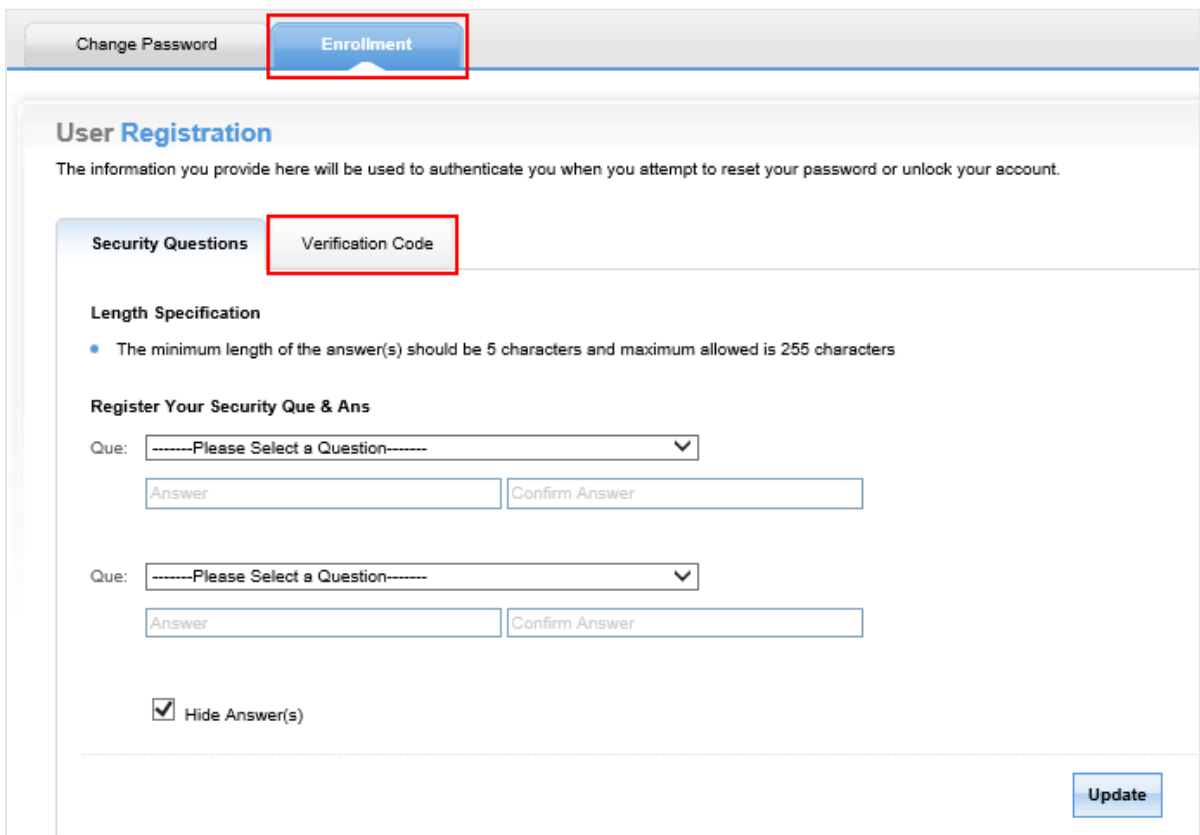
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5. You will receive a **Successful Enrollment** message.



6. **Optional** – You can add **another e-mail address** or a **mobile phone number** to receive password reset messages.

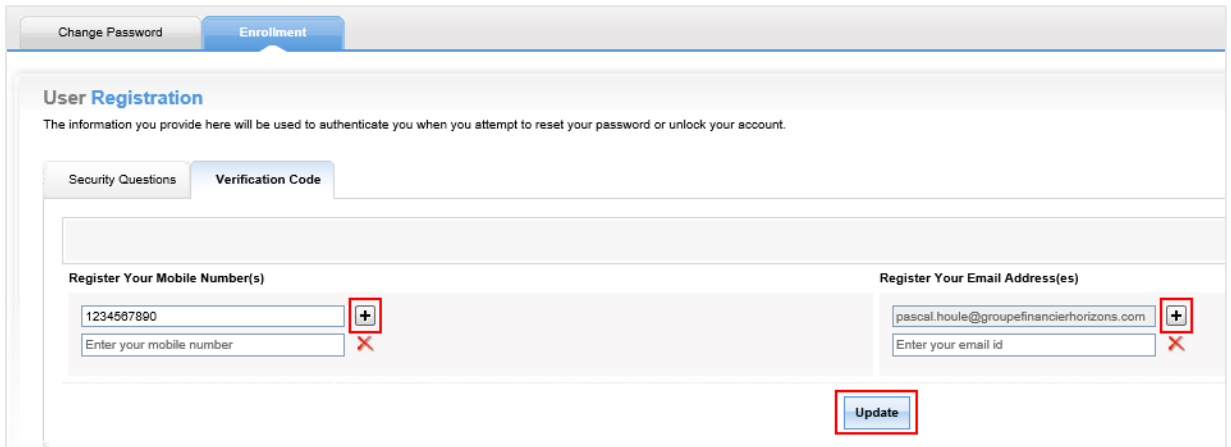
To do this, click the **Enrollment tab** and then click the **Verification Code tab**. If you do not wish to do this, you can click **Sign Out** or simply **close the web page**.



The screenshot shows the "User Registration" form. At the top, there are two tabs: "Change Password" and "Enrollment". The "Enrollment" tab is active and highlighted with a red box. Below the tabs, the form is titled "User Registration" and includes the text: "The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account." There are two sub-tabs: "Security Questions" and "Verification Code". The "Verification Code" tab is active and highlighted with a red box. Under the "Verification Code" tab, there is a "Length Specification" section with a bullet point: "The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters". Below this is a "Register Your Security Que & Ans" section with two question entries. Each entry has a "Que:" dropdown menu with the text "-----Please Select a Question-----", an "Answer" input field, and a "Confirm Answer" input field. At the bottom left, there is a checkbox labeled "Hide Answer(s)" which is checked. At the bottom right, there is an "Update" button.

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7. Enter your **Mobile Number/E-mail Address** and click **+** . Once you have entered all of this information, **click Update** to complete the Enrollment process.

A screenshot of the "Enrollment" section in the FHG Password Management Portal. The page has a header with "Change Password" and "Enrollment" tabs. Below the header is a "User Registration" section with a sub-header and a note: "The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account." There are two tabs: "Security Questions" and "Verification Code". The "Verification Code" tab is active. Below the tabs are two columns: "Register Your Mobile Number(s)" and "Register Your Email Address(es)". Each column has a text input field with a value, a "+" button, and a placeholder text. The mobile number field contains "1234567890" and the email field contains "pascal.houle@groupefinancierhorizons.com". Both "+" buttons and the "Update" button at the bottom right are highlighted with red boxes. There are also red "X" marks below the input fields, indicating a validation error.

Change Password Enrollment

User Registration

The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions Verification Code

Register Your Mobile Number(s) Register Your Email Address(es)

1234567890 + pascal.houle@groupefinancierhorizons.com +

Enter your mobile number X Enter your email id X

Update

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Section 2 – Using the FHG Password Management Portal

1. Go to the password management portal by clicking on the **Forgotten Password** link located on the Secure Sign-On, accessed by clicking on Advisor Login in the top right corner of our website: www.financialhorizons.com.



FINANCIAL
HORIZONS
GROUP

Secure Sign-On

Username

Password

PIN

Sign in

Forgotten password?

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2. At the Password Management Portal login screen, you have four options:
 - a. **Enroll** This is an option for new users, covered above, in Section 1.
 - b. **Forgot Your Password?** This will prompt you to answer your two security questions, after which you can enter a new password.
 - c. **Time to Change Your Password?** If you get a message that your password is about to expire, you can enter your username and password here in order to change your password.
 - d. **Locked Out?** In the interest of security, entering an incorrect password 5 times will result in the system locking you out. Selection of this option will allow you to answer your two security questions, after which you can create a new password.



Password Management Gestion de mot de passe

[Sign in](#)

User Name:

Password:

Log on to:



Enroll / S'inscrire



Forgot your password? / Mot de passe oublié?



Time to change your password? / Temps de changer votre mot de passe?



Locked out? / Enfermé dehors?