



WealthServ Password Reset


www.financialhorizons.com/advisor/ss0

1) Select Forgotten password (**DO NOT** enter Username or Password)

2) Select Forgot your password (**DO NOT** enter Username or Password)

3) Enter Username (leave Domain name as FHG)

Reset Your Password
Please provide your user name and domain name.

Domain User Name (Example : Jsmith) 

Domain Name

4) Select an option to confirm your identity and type characters you see


Select one of the option below to prove your identity
This process ensures that it is indeed "you" that we are talking with

Use my security answer to verify my identity

Send verification code to my

Email id

Type the characters you see in the picture below.



5) If you selected 'Use my Security Answers' in step 4, this is the next screen...answer questions and type characters you see


Security Questions
Please answer the following question(s) as per your enrollment profile to reset your password

Answer the below question(s)

Question: The country you always dreamt of vacationing in ?
Answer:


Question: What is your favourite colour ?
Answer:

Type the characters you see in the picture below.



Letters are not case-sensitive


- 6) If you selected 'Send verification code to my email' in Step 4, this is the next screen.....check your email and enter the verification code below and type the characters you see

 **Enter Verification Code**
A verification code ensures that it is indeed "you" that we are talking with

Please check your email / mobile phone
A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check.
Once you receive the code, enter it in the textbox given below:


Verification Code :

Type the characters you see in the picture below.



Letters are not case-sensitive

- 7) Enter a new password and confirm, and type the characters you see

 **Reset Password**
Please enter a new password in the boxes below:

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

Reset Password

New Password :

Confirm New Password :

Type the characters you see in the picture below.



Letters are not case-sensitive