

## Clearwater Portal - resetting your password

1. Follow the link: <https://www.unitregistryonline.com/Login.aspx?groupid=26>  
We suggest you save this to your favourites to use in the future.
2. Enter your Username (this will always be your Username).  
This was emailed to you on Sunday 19<sup>th</sup> September 2021, but was referred as your USER ID.
3. Enter your Username and click on the “Forgotten your password?” link.



The screenshot shows the Clearwater Portfolio Management logo at the top. Below it is a 'LOGIN' form with two input fields: 'Username' and 'Password'. A 'Login' button is positioned below the 'Password' field. A blue arrow points to the 'Username' field, and another blue arrow points to the 'Forgotten your password?' link located below the 'Login' button.

4. You will be prompted to enter your Username and Email address. A new temporary password will be emailed to you.



The screenshot shows the Clearwater Portfolio Management logo at the top. Below it is a 'FORGOTTEN PASSWORD' form with two input fields: 'Username' and 'Email address'. A blue arrow points to the 'Username' field, and another blue arrow points to the 'Email address' field. Below the input fields, there is a blue instruction: 'Please enter your Username and Email address'. A yellow highlighted box contains the text: 'A new password will be emailed if these details are valid'. A 'Submit' button is located at the bottom of the form.

5. You will receive a text message to your mobile phone with an 8 digit one time pin to enter (the phone number listed below is for an example only) and click continue.  
The new temporary password will then be emailed to you.

The one time pin message (image below) needs to have listed the last four digits of your mobile number. If it is showing all XXXXXXXXXX then your account has been locked and you will need to please contact Clearwater on [clearwaterpm@clearwaterpm.com.au](mailto:clearwaterpm@clearwaterpm.com.au) to unlock your account.




**FORGOTTEN PASSWORD**

**OTP AUTHENTICATION**

A One-Time PIN (OTP) has been sent to mobile number xxxxxxxx2401, when you receive this text message, please enter the OTP and click continue.

6. Enter your Username and the new temporary password that was just emailed to you and click login.



**LOGIN**

Username

Password

[Forgotten your password?](#)

7. You will receive a text message to your mobile phone with a new 8 digit one time pin to enter (the phone number listed below is for an example only) and click continue.



**FORGOTTEN PASSWORD**

**OTP AUTHENTICATION**

A One-Time PIN (OTP) has been sent to mobile number xxx xxxxx2401, when you receive this text message, please enter the OTP and click continue.

8. The final step is set your password of your choice to your portal. To do this you will need to enter the temporary password that was emailed to you in the most recent email as part of this resetting process, then enter your new password twice.



**CHANGE PASSWORD**

Security policies require you to change your initial password.

Current Password

Passwords are required to be a minimum of 8 characters in length and contain at least 1 non-alphanumeric character.

New Password

Confirm New Password