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 19th September 2021, but was referred as your USER ID.

3. Enter your Username and click on the "Forgotten your password?" link.

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

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 XXXXXXXXX then you account has been locked and you will need to please contact Clearwater on clearwaterpm@clearwaterpm.com.au to unlock your account.

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

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.

CLEARWATER
PORTFOLIO MANAGEMENT

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.

[Continue] [Cancel]

[Submit]

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.

citi   Unit Registry Online

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

[Change Password]
[Cancel]