

Password Reset

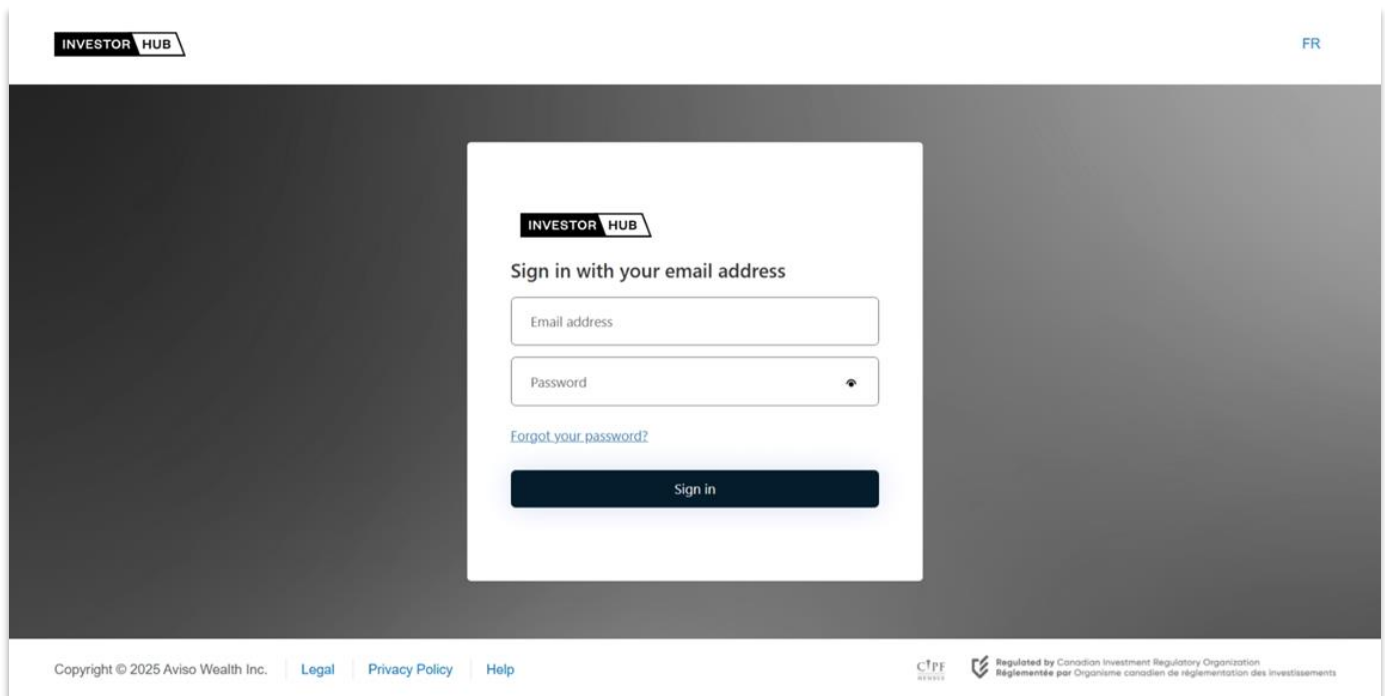
Process Steps

This guide provides step-by-step instructions to help users to reset their password for their Investor Hub account.

There are two ways to reset your password within the Investor Hub. The first is via the sign in page before you log in, and the other on the **Settings** page after you have signed in.

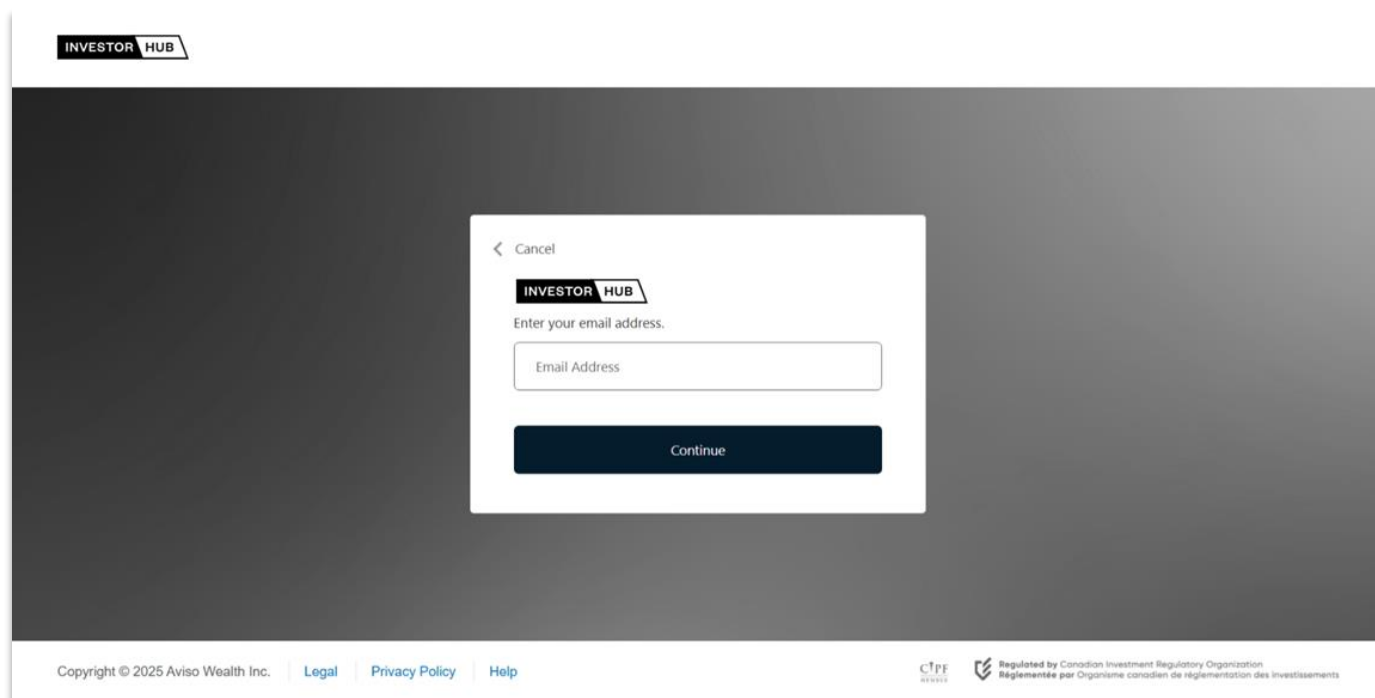
Resetting your password from the login page

Step 1 : From the Investor Hub login page, click on the **Forgot your password?** option.



The screenshot displays the Investor Hub login interface. At the top left is the 'INVESTOR HUB' logo, and at the top right is a language selector set to 'FR'. The main content area features a white login box with the 'INVESTOR HUB' logo, the text 'Sign in with your email address', and two input fields: 'Email address' and 'Password'. Below the password field is a link for 'Forgot your password?'. A dark blue 'Sign in' button is positioned at the bottom of the login box. The footer contains copyright information for 2025 Aviso Wealth Inc., links to 'Legal', 'Privacy Policy', and 'Help', and regulatory logos for CTFE and the Canadian Investment Regulatory Organization.

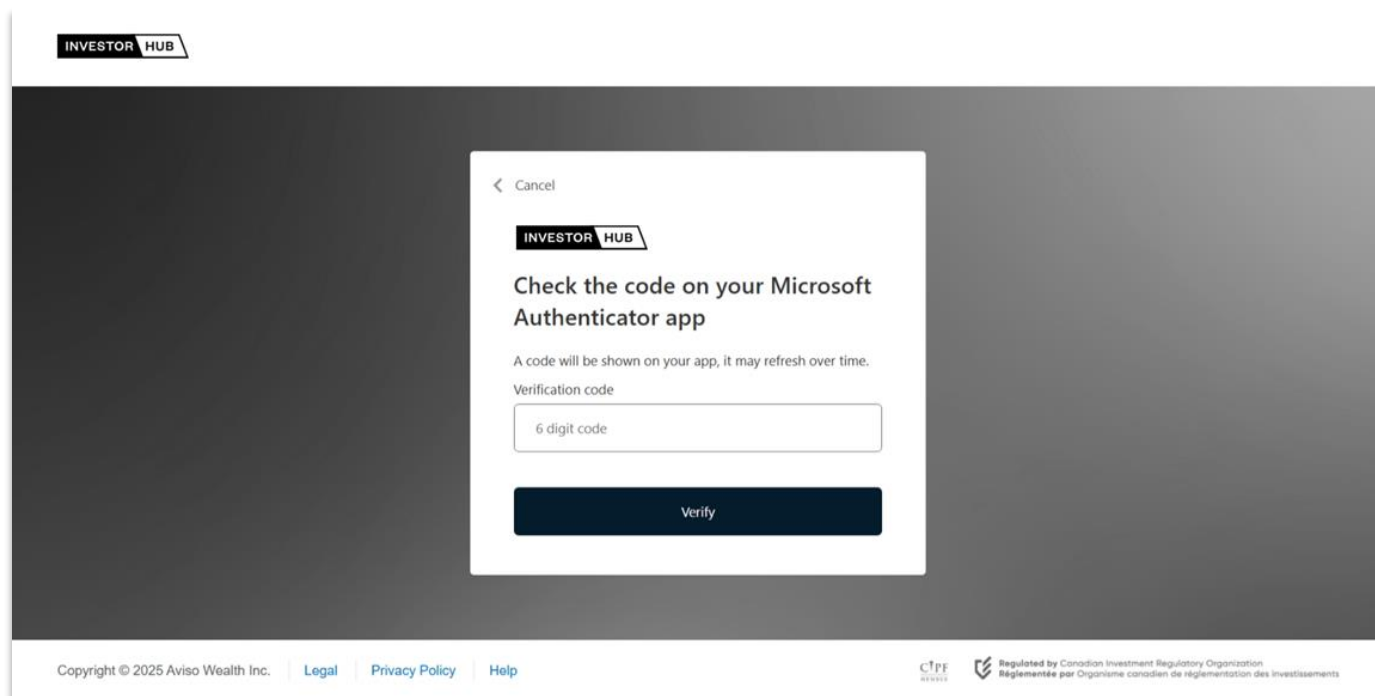
Step 2 : Enter your email address associated with your Investor Hub account and click **continue**.



The screenshot shows the Investor Hub login interface. At the top left is the "INVESTOR HUB" logo. The main area is a dark grey rectangle. In the center is a white modal box with a back arrow and "Cancel" text. Below that is the "INVESTOR HUB" logo again, followed by the instruction "Enter your email address." There is a text input field labeled "Email Address" and a dark blue "Continue" button at the bottom of the modal. The footer contains copyright information for 2025 Aviso Wealth Inc., links for Legal, Privacy Policy, and Help, and regulatory logos for CFP and the Canadian Investment Regulatory Organization.

Step 3 : If you have an Investor Hub account you will be prompted to use your multi-factor authentication (MFA) that you were required to set up for your account. In the below example an authenticator app is used.

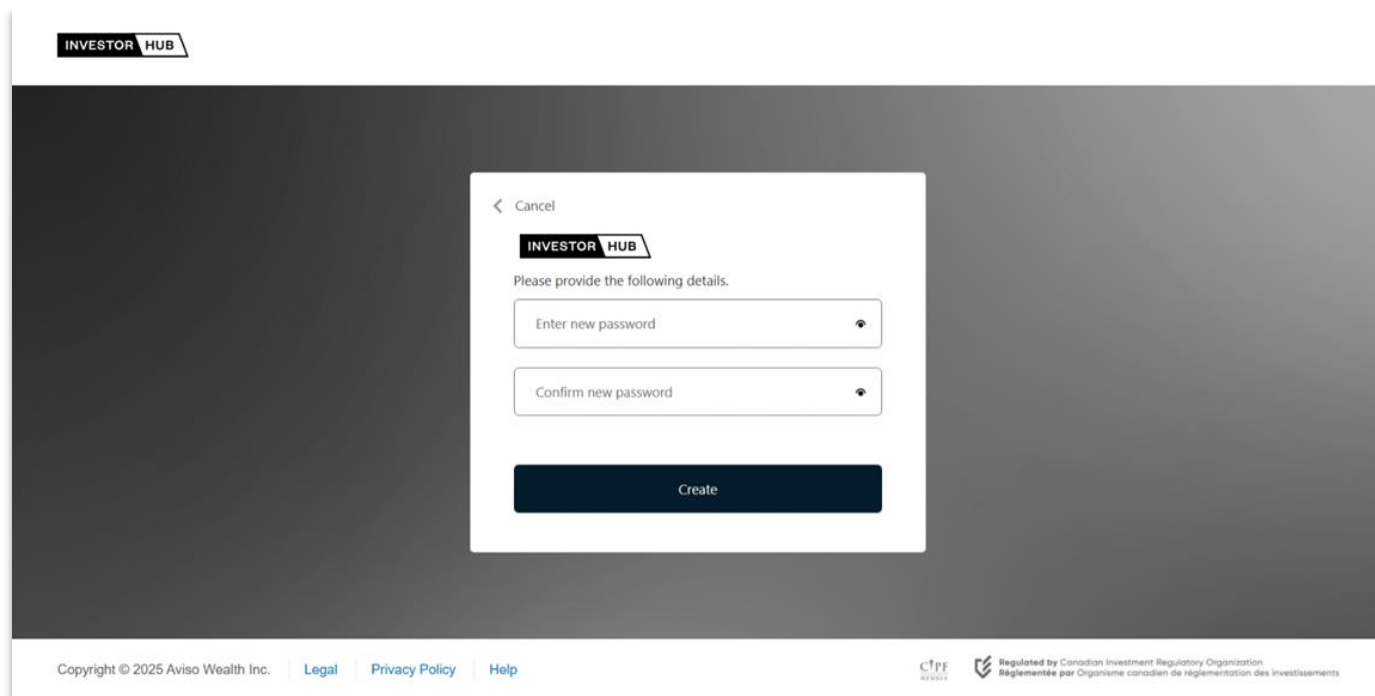
Enter the code sent to your phone or the code from your MFA app, and click **Verify**



The screenshot shows the Investor Hub login interface for the MFA step. The layout is similar to the previous screen, but the modal box contains the instruction "Check the code on your Microsoft Authenticator app" and a sub-note "A code will be shown on your app, it may refresh over time." The text input field is labeled "Verification code" and "6 digit code". A dark blue "Verify" button is at the bottom of the modal. The footer is identical to the previous screen, showing copyright and regulatory information.

Step 4 : Enter your new password in the **Enter new password** field. You will be required to confirm the password as well in the **Confirm new password** field below. The passwords must match exactly.

Once both fields are filled with the matching password, click **Create**.



The screenshot shows a web interface for 'INVESTOR HUB'. At the top left, there is a logo with the text 'INVESTOR HUB'. The main content area is a dark grey rectangle. In the center of this area is a white modal form. The form has a back arrow and the text '< Cancel' at the top left. Below this is the 'INVESTOR HUB' logo. The text 'Please provide the following details.' is centered. There are two input fields: 'Enter new password' and 'Confirm new password', each with a small eye icon on the right. At the bottom of the form is a dark blue button labeled 'Create'. The footer of the page contains copyright information 'Copyright © 2025 Aviso Wealth Inc.' and links for 'Legal', 'Privacy Policy', and 'Help'. On the right side of the footer, there is a logo for 'CTF' and text indicating regulation by the Canadian Investment Regulatory Organization in both English and French.

INVESTOR HUB

< Cancel

INVESTOR HUB

Please provide the following details.

Enter new password

Confirm new password

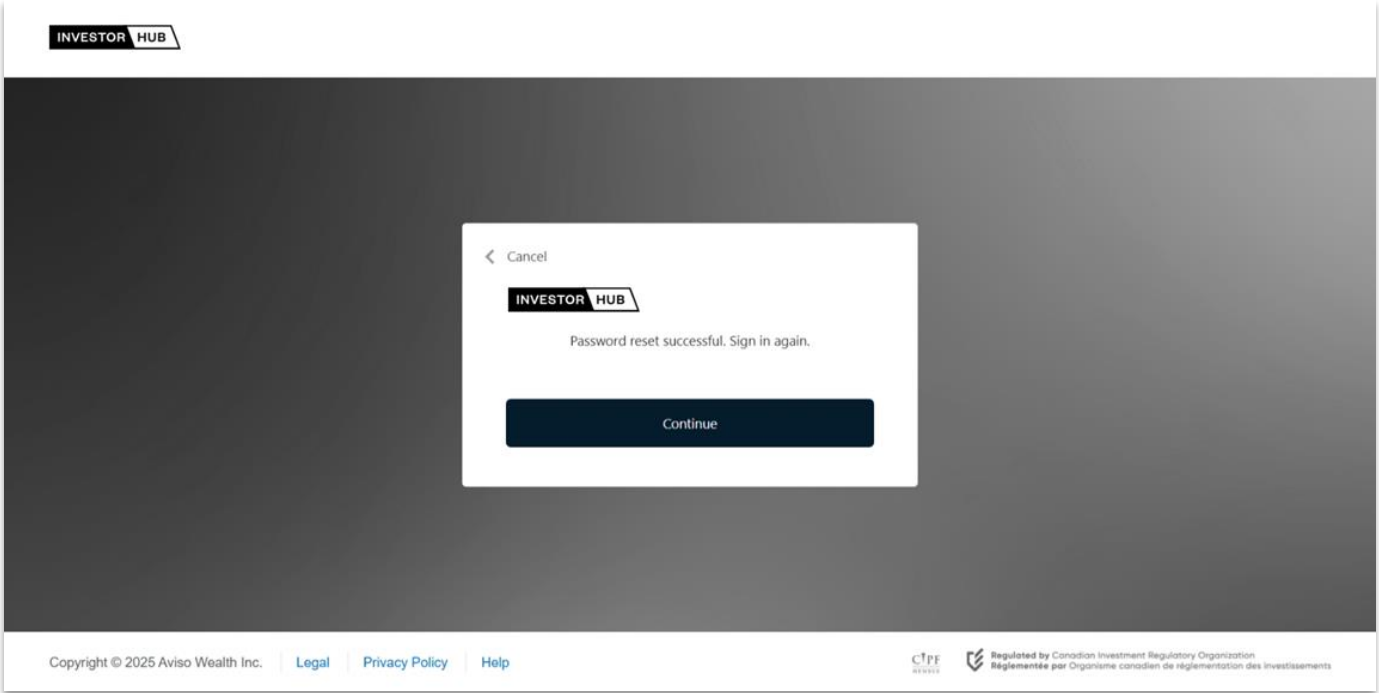
Create

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CTF REGULATED BY CANADIAN INVESTMENT REGULATORY ORGANIZATION
RÉGULÉE PAR L'ORGANISME CANADIEN DE RÉGLEMENTATION DES INVESTISSEMENTS

Step 5 : Once a new password has been set, you will receive a confirmation screen that your password has been updated successfully.

Click **Continue**. When signing in use your new password that has been set.



Reset your password after logging into the Investor Hub

Step 1: Navigate to the Setting page by clicking on the gear icon at the top right of the Investor Hub.

Step 2: Navigate to the **Login and security** section of the **Settings** page, and select **Change password**



Step 3 : Enter your email address and current password

The screenshot shows the Investor Hub login interface. At the top left is the 'INVESTOR HUB' logo, and at the top right is a language selector set to 'FR'. The main content area has a dark grey background with a white login box in the center. Inside the box, the 'INVESTOR HUB' logo is repeated, followed by the heading 'Sign in with your email address'. Below this are two input fields: 'Email address' and 'Password' (with a toggle for visibility). A link for 'Forgot your password?' is positioned below the password field. A dark blue 'Sign in' button is at the bottom of the box. The footer contains copyright information for 2025 Aviso Wealth Inc., links for 'Legal', 'Privacy Policy', and 'Help', and regulatory logos for CTFP and the Canadian Investment Regulatory Organization.

Step 4 : Enter your multi-factor authentication (MFA) code. This is based on the authentication method you chose for your account.

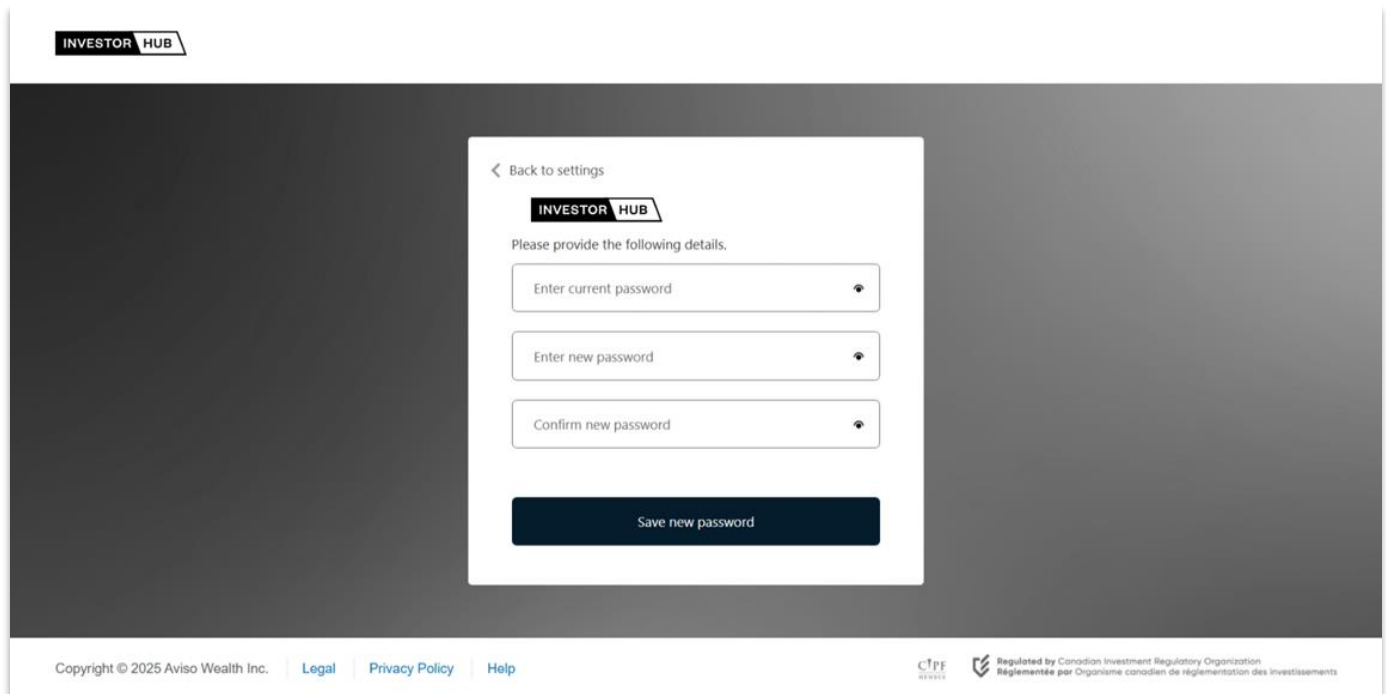
The screenshot shows the Investor Hub multi-factor authentication (MFA) verification page. It features a 'Back to settings' link at the top left of the form. The 'INVESTOR HUB' logo is at the top of the form, followed by the heading 'Check the code on your Microsoft Authenticator app'. A note states: 'A code will be shown on your app, it may refresh over time.' Below this is a 'Verification code' section with a text input field labeled '6 digit code'. A dark blue 'Verify' button is at the bottom of the form. The footer is identical to the previous page, showing copyright for 2025 Aviso Wealth Inc., 'Legal', 'Privacy Policy', and 'Help' links, and regulatory logos.

Step 5 : Once the MFA code is authenticated. Enter your current password in the **Enter current password** field.

Enter the new password in the **Enter new password** field.

Ensure the password is correct by confirming the password in the **Confirm new password** field. The **Confirm new password** and **Enter new password** fields must match exactly.

Click Save new password to be directed back to **Settings** page.



The screenshot shows a web interface for 'INVESTOR HUB'. At the top left, there is a logo with the text 'INVESTOR HUB'. The main content area is a dark grey rectangle. In the center of this area is a white rectangular form. At the top left of the form is a link '< Back to settings'. Below this is the 'INVESTOR HUB' logo. The text 'Please provide the following details.' is centered above three input fields. The first field is labeled 'Enter current password', the second 'Enter new password', and the third 'Confirm new password'. Each field has a small eye icon on the right side. Below the input fields is a dark blue button with the text 'Save new password'. At the bottom of the page, there is a white footer. On the left, it says 'Copyright © 2025 Aviso Wealth Inc.' followed by links for 'Legal', 'Privacy Policy', and 'Help'. On the right, there is a logo for 'CTF' and text indicating it is 'Regulated by Canadian Investment Regulatory Organization' and 'Régulée par l'organisme canadien de réglementation des investissements'.