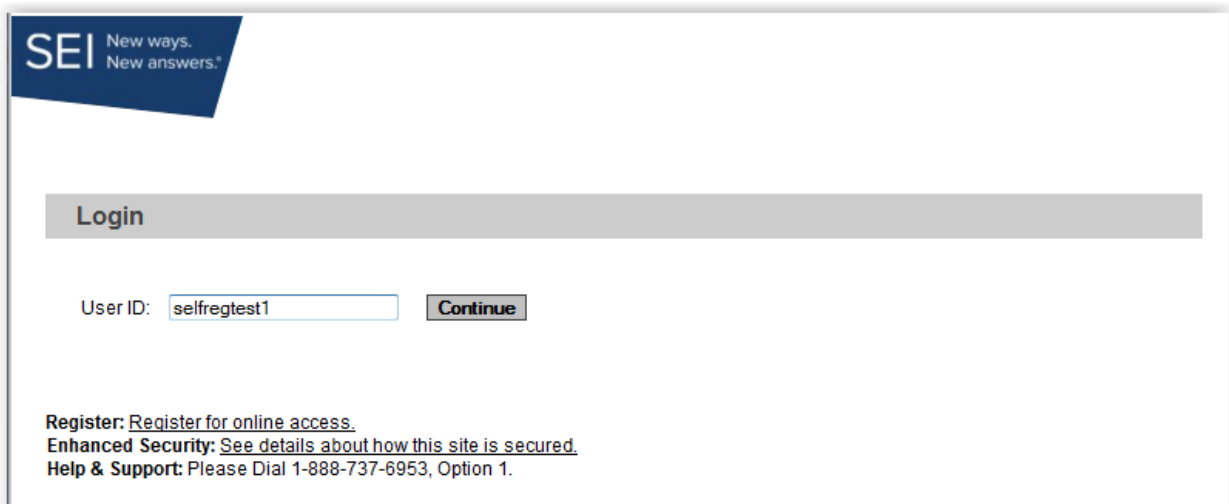


SEI Private Trust Company Forgot Password Procedures

SEI New ways.
New answers.®

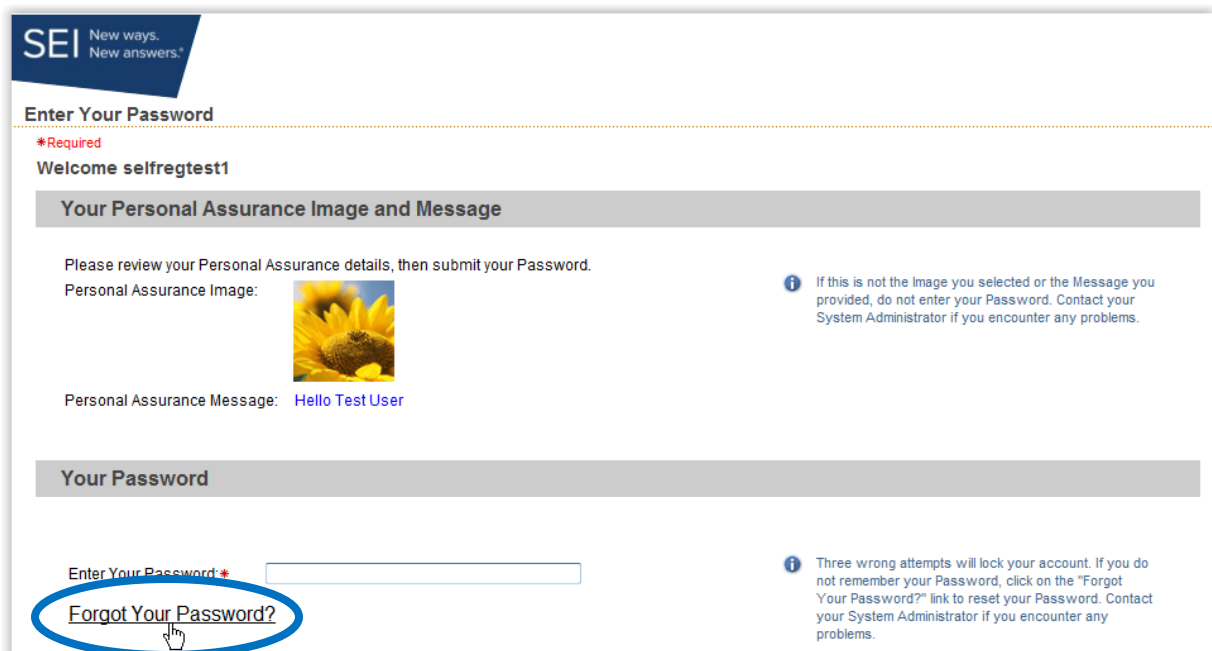
Retrieving a Forgotten Password

1. To access the **Forgot Password** functionality you will need to enter your **Username** and select **Continue**.



The screenshot shows the SEI login interface. At the top left is the SEI logo with the tagline "New ways. New answers.®". Below the logo is a grey bar with the word "Login". Underneath, there is a "User ID:" label followed by a text input field containing "selfregtest1" and a "Continue" button. At the bottom of the page, there are three links: "Register: Register for online access.", "Enhanced Security: See details about how this site is secured.", and "Help & Support: Please Dial 1-888-737-6953, Option 1."

2. Once you have entered your username you will be directed into the multi factor authentication process. Select the **Forgot Password** link.



The screenshot shows the "Enter Your Password" page. At the top left is the SEI logo with the tagline "New ways. New answers.®". Below the logo is a grey bar with the text "Enter Your Password". Underneath, there is a red asterisk and the word "Required". Below that is the text "Welcome selfregtest1". A grey bar with the text "Your Personal Assurance Image and Message" is followed by the instruction "Please review your Personal Assurance details, then submit your Password." Below this, there are two fields: "Personal Assurance Image:" with a small image of a sunflower, and "Personal Assurance Message:" with the text "Hello Test User". To the right of these fields is an information icon and the text: "If this is not the Image you selected or the Message you provided, do not enter your Password. Contact your System Administrator if you encounter any problems." Below the image and message fields is another grey bar with the text "Your Password". At the bottom, there is a text input field with the label "Enter Your Password*" and a "Forgot Your Password?" link circled in blue with a hand cursor pointing to it. To the right of the input field is another information icon and the text: "Three wrong attempts will lock your account. If you do not remember your Password, click on the 'Forgot Your Password?' link to reset your Password. Contact your System Administrator if you encounter any problems."

3. You will then be prompted to answer two security questions. Select **Continue**.

SEI New ways. New answers.SM

User Authentication

* Required

Welcome selfregtest1

Your Personal Assurance Image and Message

Please review your Personal Assurance details, then answer the Questions displayed below.

Personal Assurance Image: 

Personal Assurance Message: [Hello Test User](#)

Your Security Questions

You must correctly answer the following Questions.

In what city did you meet your spouse/significant other?*

other

What street did you live on in third grade?*

grade

[Submit](#) [Cancel](#)

i If this is not the Image you selected or the Message you provided, do not submit your Answers. Contact your System Administrator if you encounter any problems.

i If you do not recognize the Questions, check your User ID above to ensure it is correct. Three wrong attempts will lock your account. Contact your System Administrator if you encounter any problems.

4. After you have correctly answered the security questions you will be directed to the One Time Password screen. A message will appear that a One Time Password was sent to your registered email address.

SEI New ways. New answers.SM

One Time Password

* Required

Welcome selfregtest1

A One Time Password has been sent to your registered email address.

Your One Time Password

User ID: selfregtest1

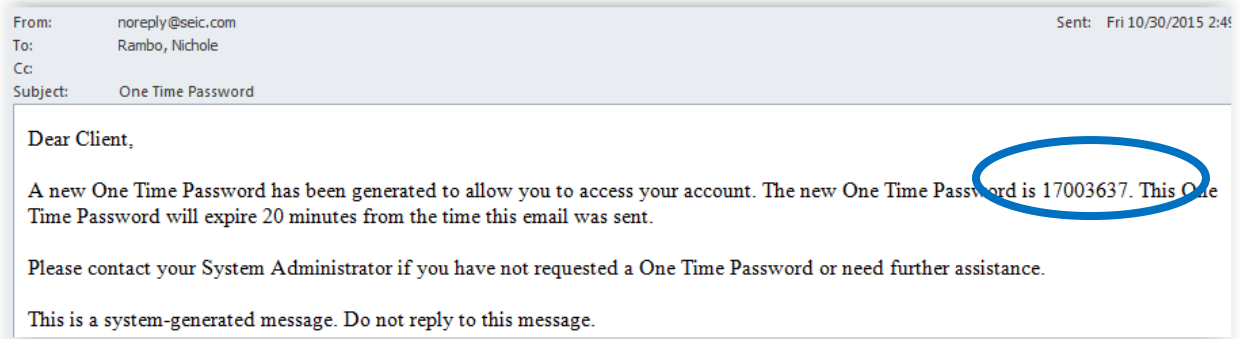
One Time Password:*

[Send me a new One Time Password](#)

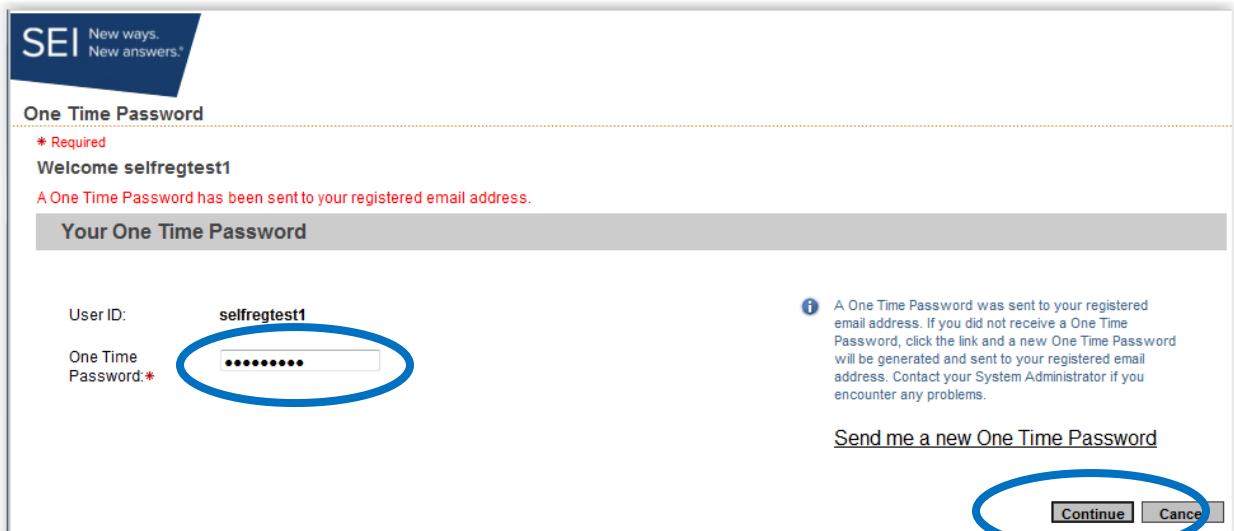
[Continue](#) [Cancel](#)

i A One Time Password was sent to your registered email address. If you did not receive a One Time Password, click the link and a new One Time Password will be generated and sent to your registered email address. Contact your System Administrator if you encounter any problems.

5. Navigate to your email account to retrieve your one time password.



6. Once you have located your one time password, proceed back to the One Time Password screen. Enter the One Time Password, select **Continue**.



7. Once you have entered your one time password you will be directed to provide a new password. Once you have created a new password, select **Continue**.

SEI New ways. New answers.®

Security Profile Setup - Step 3 of 3

* Required

Welcome selfregtest1

Please create and confirm your new Password.

Your Password

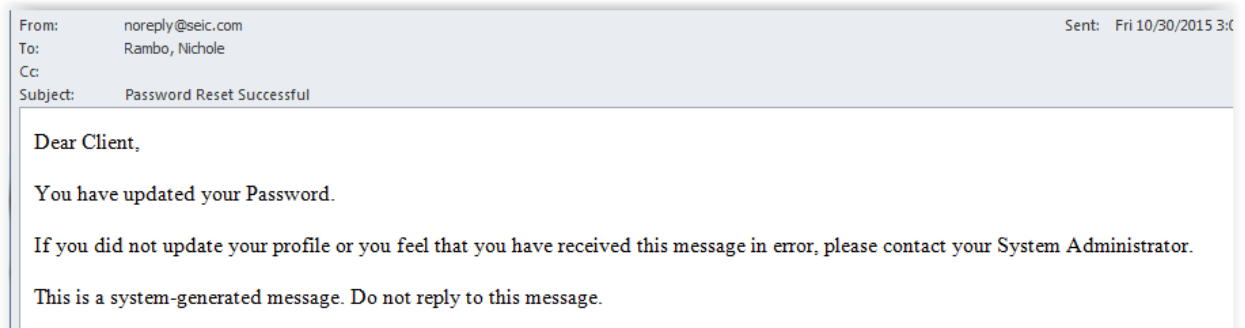
Password *

Confirm Password *

i Please select your new Password.

- Passwords must be between 8 and 20 characters.
- Passwords must contain at least one number, one upper case character and one lower case character.
- Passwords may have no more than two repeating characters.
- You may not reuse any of your last five Passwords.

8. After entering your new password an email will be sent to your registered email address confirming that your password has been successfully reset.



Information provided by SEI Investments Management Corporation, a wholly owned subsidiary of SEI Investments Company.

Custody services provided by SEI Private Trust Company, a federally chartered limited purpose savings association and wholly owned subsidiary of SEI Investments Company.