



Forgot Password and PIN Guide

Version 1.0



COMPLIANCE SERVICES

DATA SERVICES

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Empowering the Financial Services Industry.

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Just 5 easy steps to Reset your Password and PIN!

The responsibility to reset and change Password or PIN rests with each user.

1. Click **Reset Password/PIN.**



astute Online™

Sign in

Username / Identity Number

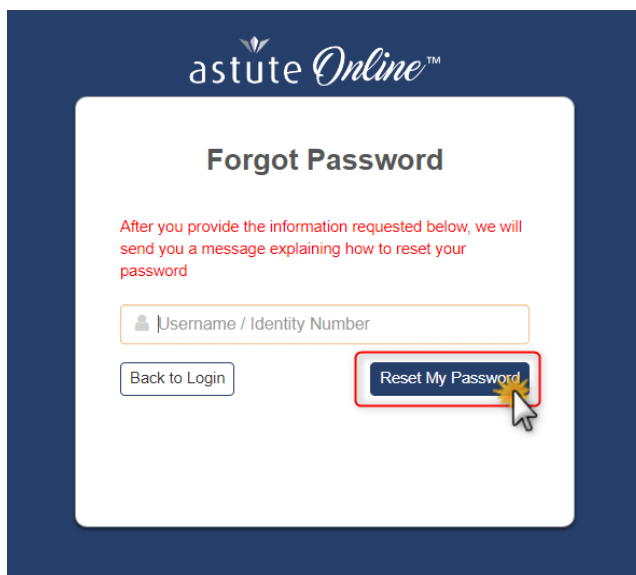
Password

Pin

Reset Password/PIN Log In

Astute Website
View Terms and Conditions

2. Enter **Username/Identity Number** Click **Reset My Password**



astute Online™

Forgot Password

After you provide the information requested below, we will send you a message explaining how to reset your password

Username / Identity Number

Back to Login **Reset My Password**

3. **Check Your Phone** for a One Time Pin

- Enter the **One Time PIN** (OTP) code sent to your **registered cellphone number**
- Click Continue**



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Check Your Phone

We texted you with an One Time Pin code on a phone number ending ...21, once you received, please enter the code below.

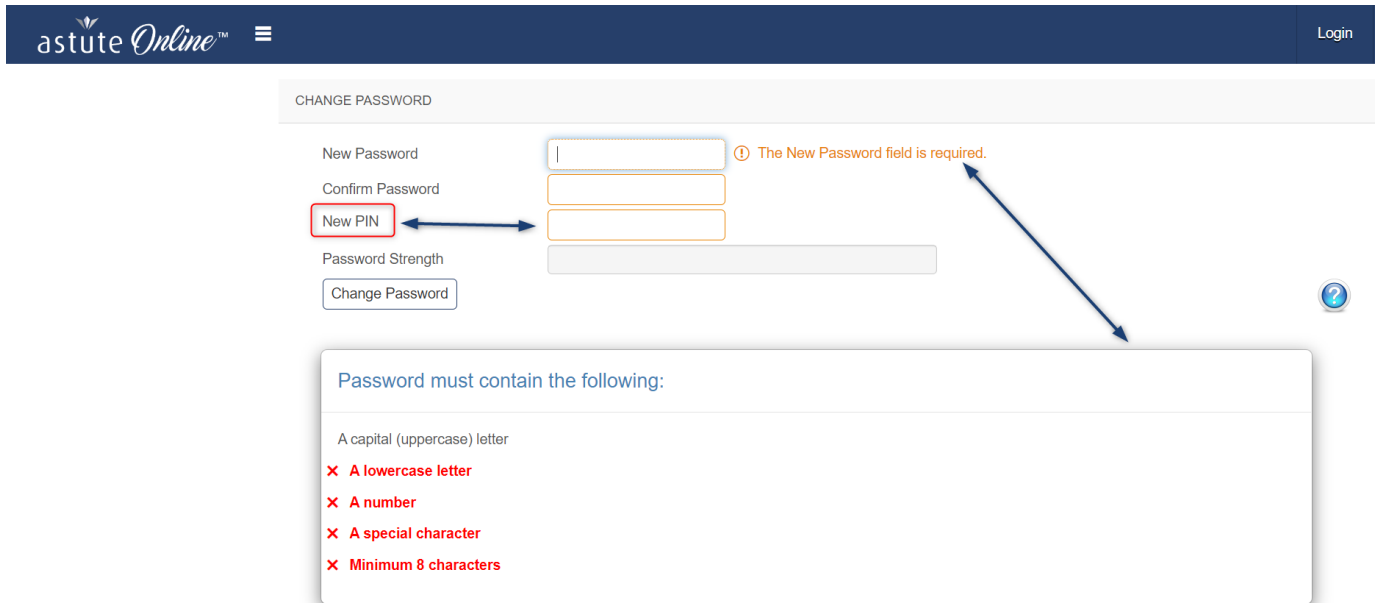
One Time PIN 1234

Continue ?

4. Create a New Password

- Create a **New Password** and **Confirm** the same password.
- Create your **own New PIN** with only four (4) Numeric characters that have never been used before.

Important Note: The system will decline a Password/PIN that has been used before.
The password must conform to the password requirements as per screenshot below.



astute Online™ ≡ Login

CHANGE PASSWORD

New Password

Confirm Password

New PIN

Password Strength

Change Password

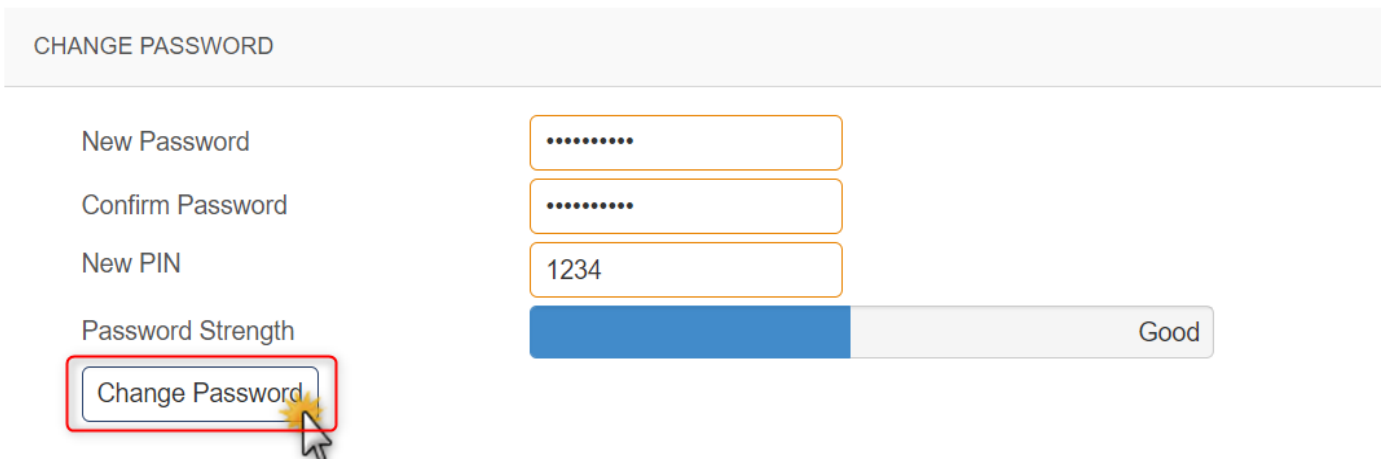
ⓘ The New Password field is required.

?

Password must contain the following:

- A capital (uppercase) letter
- ✗ A lowercase letter
- ✗ A number
- ✗ A special character
- ✗ Minimum 8 characters

5. Click on **Change Password**. You will automatically be logged into Astute Online.



CHANGE PASSWORD

New Password

Confirm Password

New PIN

Password Strength

Change Password

astute Online™

Avanzarplayplay / Training01

CCP
Administration
Training
Dev Portal

CHANGE PASSWORD CONFIRMATION

Your password and PIN has been updated.



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