

Changing Settings and Forgotten Password

Date: 19 January 2023



The trusted investor onboarding hub

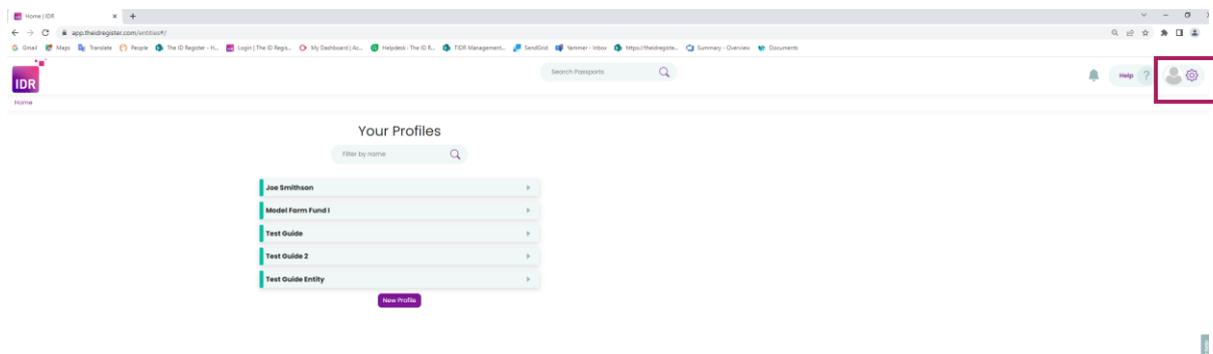
IDR (Guernsey) Limited is authorised by the Guernsey Financial Services Commission to undertake Controlled Investment Business under licence number 2693008. IDR is a trading name of The ID Register group of companies. IDR (Guernsey) Limited is registered in Guernsey with company number 68116. The ID Register (Holdings) Limited is registered in Guernsey with company number 68115. The ID Register (Guernsey) Limited is registered in Guernsey with company number and 60966. The ID Register (Services) Limited is registered in Guernsey with company number 68794. The registered office for each company is 5th Floor, Market Building, Fountain Street, St Peter Port, Guernsey, GY1 1BX. TIDR (Mauritius) Limited is registered in Mauritius with company number 178690 and registered office at 8th Floor NeXTeracom Tower 1 Cybercity, Ebène. TIDR (UK) Limited is registered in the United Kingdom with company number 14039454 and registered office at 10, Buckingham Street, London, WC2N 6DF. The ID Register (South Africa) Pty Limited is registered in South Africa with registered number 2022/477764/07 and registered office at Old Warehouse Building, 1st Floor, Black River Park, Observatory, Cape Town, Western Cape, 7925.

Changing Settings and Forgotten Password

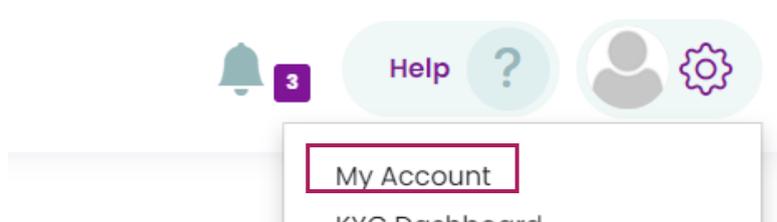
Changing Settings

You can at any time change settings on your profile, this includes passwords and Security Questions as well as set up Google Authenticator.

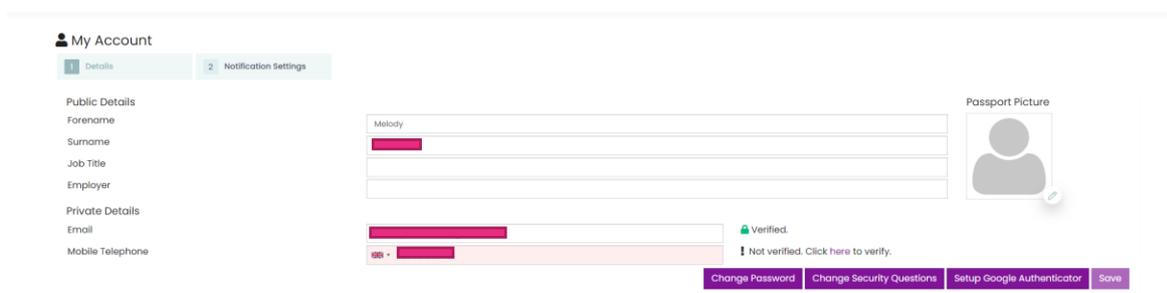
- ◆ To access the **settings** window, when you log in, click on the **cog** in the far-right top corner:



- ◆ Choose the **My Account** option from the drop-down menu that appears:



- ◆ You will be taken to the window where you can access all the contact and log in details:





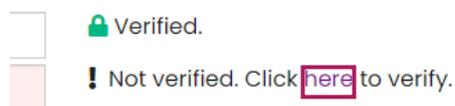
1. In this window you can change or add any of your **Public Details**:

- Forename
- Surname
- Job Title
- Employer

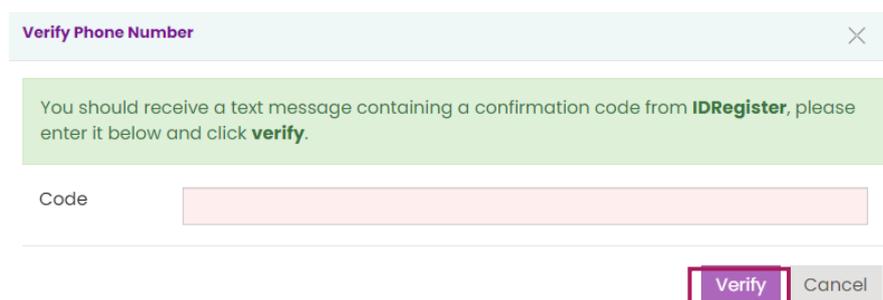
2. You can change your **Private Details**:

- Email
- Mobile number

Here you can also verify your email or phone number by clicking '**here**'

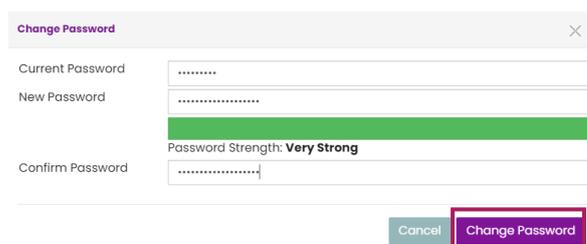


You will receive a pop up with the below, enter the code and click **Verify**:



Ensure that your phone number or email are correctly input.

3. You can change your current password by clicking on **Change Password**. A pop up will appear where you will be prompted to add your current password and then enter the new one. Once you are done select **Change Password**:



Change Password [Close]

Current Password: [.....]

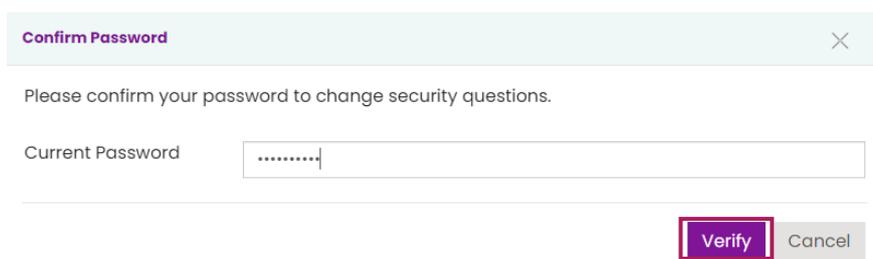
New Password: [.....]

Confirm Password: [.....]

Password Strength: **Very Strong**

[Cancel] [Change Password]

4. You can change your **Security Questions**. You will first be prompted to insert your current password in order to change the questions, insert the password and select **verify**:



Confirm Password [Close]

Please confirm your password to change security questions.

Current Password: [.....]

[Verify] [Cancel]

You will then be able to change your questions by selecting questions from the dropdown arrows and inputting answers and then selecting **save**:



Change Security Questions [Close]

Question 1: [Please select...]

Answer 1: [.....]

Question 2: [Please select...]

Answer 2: [.....]

[Cancel] [Save]



Change Security Questions [Close]

Question 1: [What is your favourite colour?]

Answer 1: [Pink]

Question 2: [In what city or town was your first job?]

Answer 2: [Zagreb]

[Cancel] [Save]

5. You can Set up **Google Authenticator**. Open Google Authenticator and add IDR by scanning the QR Code. To verify that the ID Register has been added correctly to Google Authenticator, enter the code generated by the app and click **Verify**.

Google Authenticator Setup ✕

Open Google Authenticator and add IDR by scanning the QR Code

To verify that the ID Register has been added correctly to Google Authenticator, enter the code generated by the app and click Verify.

Google Authenticator Code

[Verify](#) [Regenerate](#) [Close](#)

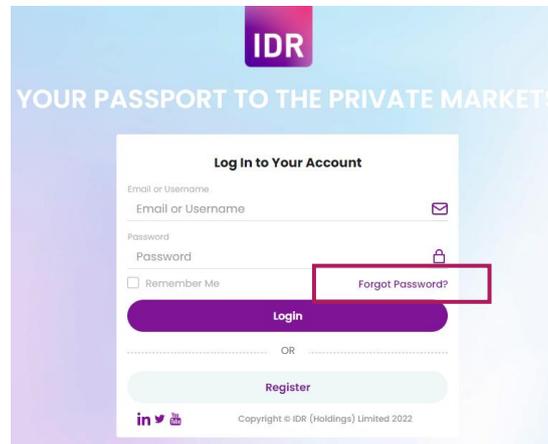
- ◆ Once you have made all your changes, select Save

Mobile Telephone Please **save** before verifying your number

[Change Password](#) [Change Security Questions](#) [Setup Google Authenticator](#) [Save](#)

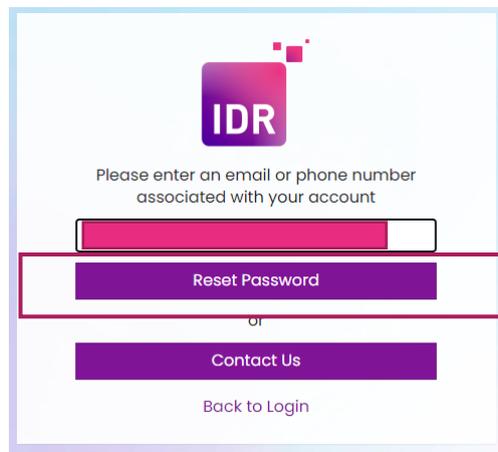
Forgotten Password

- ◆ If you have forgotten your password, you need to click on the Forgot Password option on the Login page:



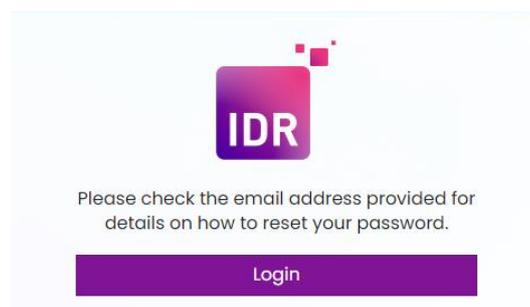
The screenshot shows the IDR login page with the heading "YOUR PASSPORT TO THE PRIVATE MARKETS". The login form includes fields for "Email or Username" and "Password", a "Remember Me" checkbox, and a "Forgot Password?" link. A red box highlights the "Forgot Password?" link. Below the form are "Login" and "Register" buttons, and social media icons for LinkedIn, Twitter, and Facebook. The footer contains the text "Copyright © IDR (Holdings) Limited 2022".

- ◆ Ensure that you have added the email associated with your account click on Reset Password:



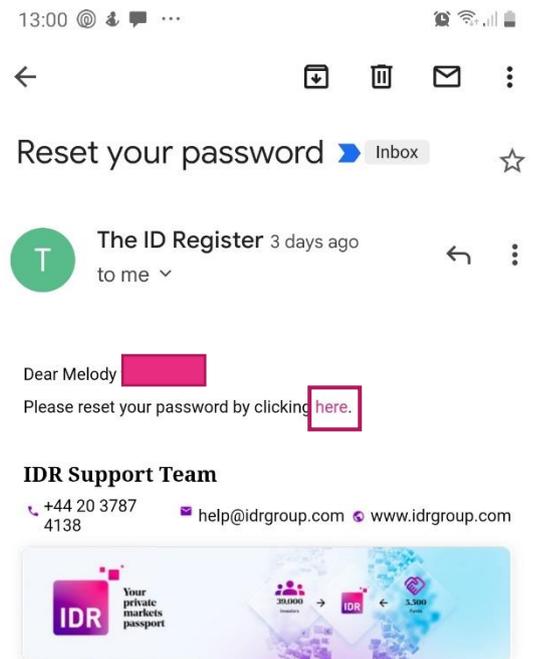
The screenshot shows the IDR password reset page. It features the IDR logo and the text "Please enter an email or phone number associated with your account". Below this is a text input field. A red box highlights the "Reset Password" button. Below the button are the options "Contact Us" and "Back to Login".

- ◆ A pop up will appear with the following: **check the email address provided for details on how to reset your password.**



The screenshot shows the IDR password reset confirmation page. It features the IDR logo and the text "Please check the email address provided for details on how to reset your password." Below this is a "Login" button.

- ◆ In the email you receive click on the link that says 'here'

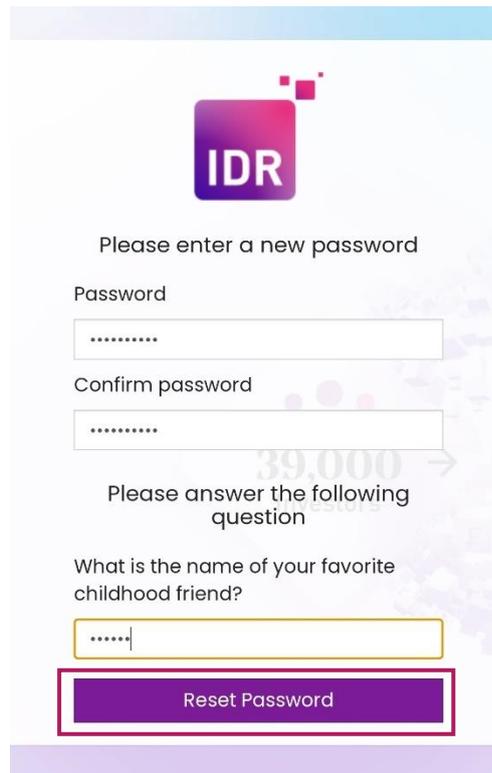


IDR (Guernsey) Limited is authorised by the Guernsey Financial Services Commission to undertake Controlled Investment Business under licence number 2673038. IDR is a trading name of The ID Register group of companies. IDR (Guernsey) Limited is registered in Guernsey with company number 68116. The ID Register (Holdings) Limited is registered in Guernsey with company number 68115. The ID Register (Guernsey) Limited is registered in Guernsey with company number and 60966. The ID Register (Services) Limited is registered in Guernsey with company number 62794. The registered office for each company is 5th Floor, Market Building, Fountain Street, St Peter Port, Guernsey, GY1 1BX. IDR (Mauritius) Limited is registered in Mauritius with company number 176690 and registered office at 8th Floor NexTeraCom Tower 1 Cybercity, Ebene. IDR (UK) Limited is registered in the United Kingdom with company number 14039454 and registered office at 10 Buckingham Street, London, WC2N 6DF. The ID Register (South Africa) Pty Limited is registered in South Africa with registered number 2022/47764/07 and registered office at Old Warehouse Building, 1st Floor, Black River Park, Observatory, Cape Town, Western Cape, 7925. Information about how The ID Register processes data can be found on the Privacy Statement on our website.

- ◆ You will be taken to the reset password screen.

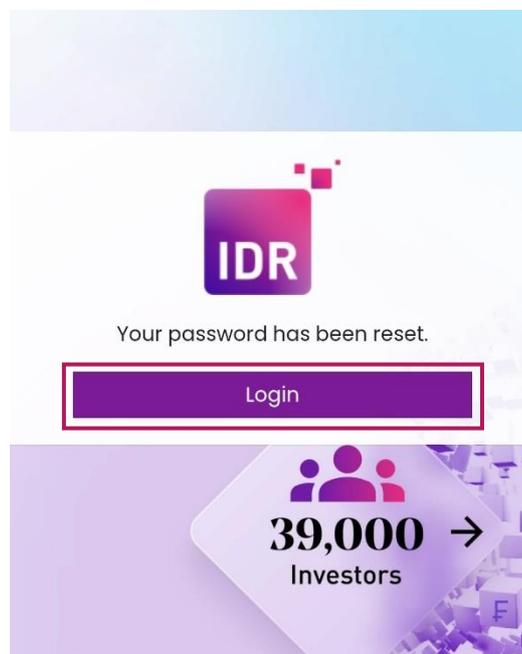
The screenshot shows the IDR password reset screen. At the top is the IDR logo. Below it is the heading "Please enter a new password". There are two input fields: "Password" and "Confirm password". Below these is the heading "Please answer the following question" followed by the question "What is the name of your favorite childhood friend?". There is an input field for the answer. At the bottom is a purple button labeled "Reset Password".

- ◆ Fill in your new password, answer your security question and click **Reset Password**:

The form is titled 'IDR' and contains the following elements:

- A heading: 'Please enter a new password'
- A label: 'Password' above a text input field containing seven dots.
- A label: 'Confirm password' above another text input field containing seven dots.
- A heading: 'Please answer the following question'
- A question: 'What is the name of your favorite childhood friend?'
- A text input field containing five dots.
- A purple button labeled 'Reset Password' with a white border.

- ◆ Your password has been reset and you can log in as usual using your new password.

The screen displays the following elements:

- The 'IDR' logo.
- A message: 'Your password has been reset.'
- A purple button labeled 'Login' with a white border.
- A purple banner at the bottom with a white diamond shape containing:
 - An icon of three people.
 - The text '39,000 →' in large font.
 - The text 'Investors' below it.