



Existing Member completes new Multi-Factor Authentication registration

Exciting news! As we continue to enhance our service we are changing how you log into the Member Self-Service Portal.

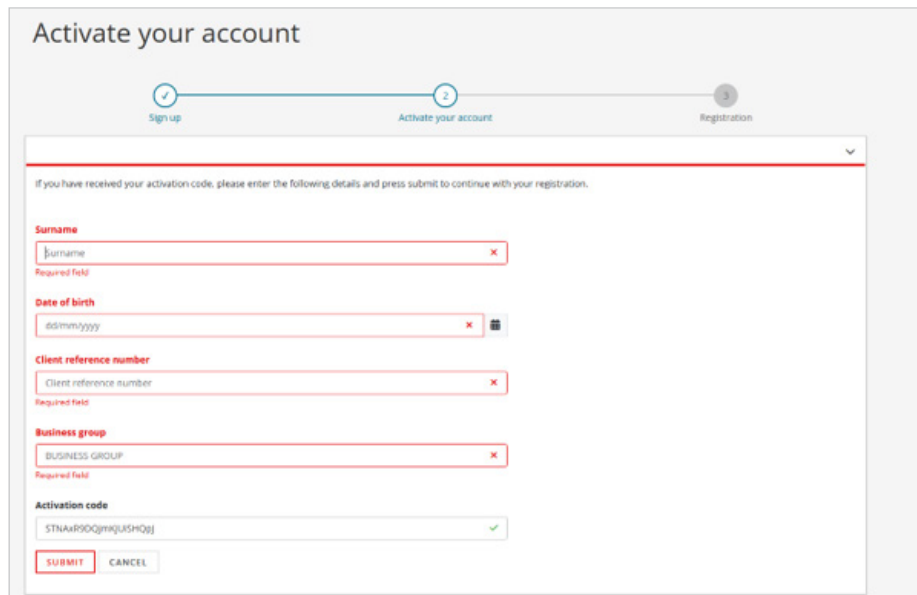
Don't like security questions? Then you will be pleased to know we are moving to Multi-Factor Authentication (MFA). This makes it quick and easy to log-in securely. You will have 2 options.

1. You can select a One Time Password (OTP) via email
2. You can use an authenticator app of your choice. The most popular are Microsoft Authenticator and Google Authenticator.

What you need to do

Sovereign will send you an email to your registered email address, with the information you need to re-register and share the activation link.

Either click (or) copy, paste the link in a browser to proceed further. This opens the page.



Activate your account

1 Sign up 2 **Activate your account** 3 Registration

If you have received your activation code, please enter the following details and press submit to continue with your registration.

Surname
 ✕
 Required field

Date of birth
 ✕ 

Client reference number
 ✕
 Required field

Business group
 ✕
 Required field

Activation code
 ✓

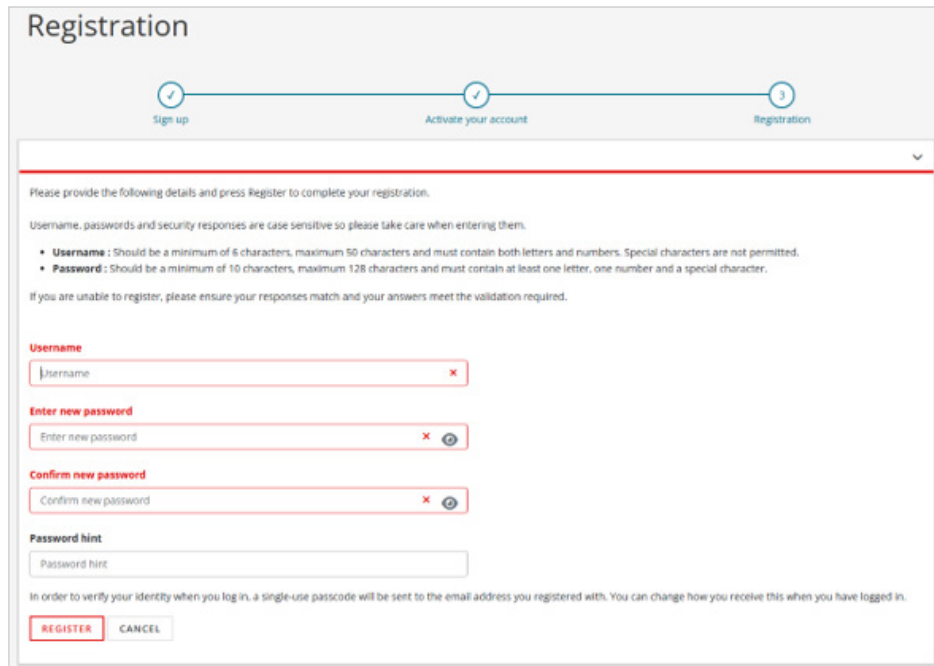
SUBMIT **CANCEL**

Complete all the fields. You will need to get the information in bold from your Sovereign email.

- Surname
- Date of Birth
- **Client reference number**
- **Business Group**

Press Submit button.

This opens the registration page.



The screenshot shows a 'Registration' page with a progress bar at the top indicating three steps: 'Sign up' (completed), 'Activate your account' (completed), and 'Registration' (current step). The main content area contains instructions and form fields. The instructions state: 'Please provide the following details and press Register to complete your registration.' and 'Username, passwords and security responses are case sensitive so please take care when entering them.' The form fields include: 'Username' (with a placeholder 'Username'), 'Enter new password' (with a placeholder 'Enter new password'), 'Confirm new password' (with a placeholder 'Confirm new password'), and 'Password hint' (with a placeholder 'Password hint'). Below the form fields, there is a note: 'In order to verify your identity when you log in, a single-use passcode will be sent to the email address you registered with. You can change how you receive this when you have logged in.' At the bottom, there are two buttons: 'REGISTER' and 'CANCEL'.

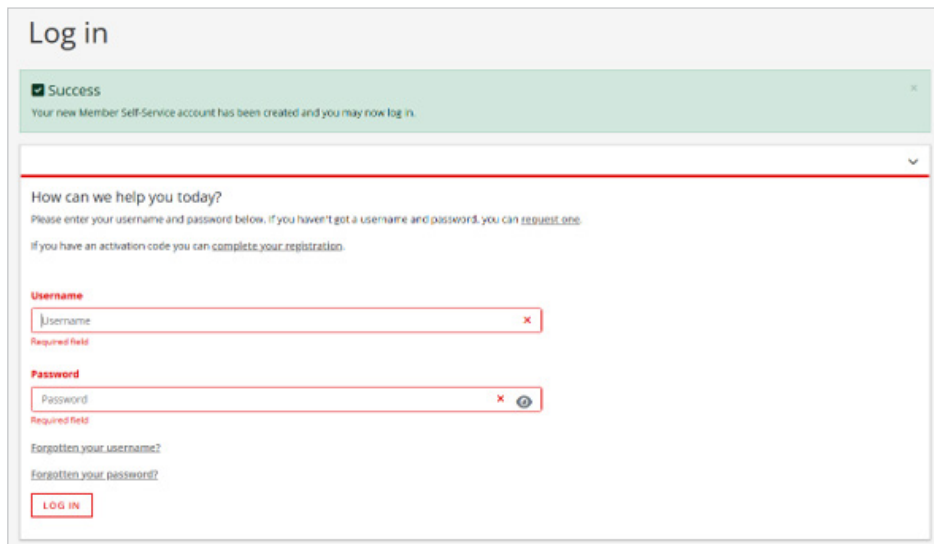
Complete the relevant fields. You can use your existing username, but you will need to reset your password that uses all the data requirements as instructed and click on 'Register' button.

Please remember:

- » That your username and password are case sensitive.
- » That you pick a good password hint to remind you!

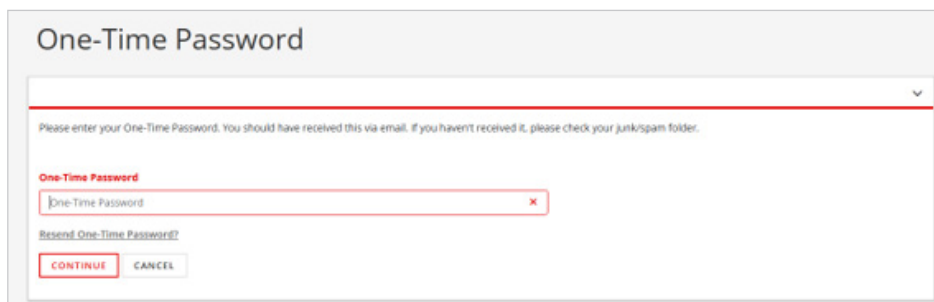
You will receive a single use passcode to your registered email address to complete the registration.

System will confirm the completion of registration with the message listed below.



The screenshot shows a 'Log in' page. At the top, there is a green success message: 'Success Your new Member Self-Service account has been created and you may now log in.' Below this, a section titled 'How can we help you today?' contains instructions: 'Please enter your username and password below. If you haven't got a username and password, you can [request one](#). If you have an activation code you can [complete your registration](#).' There are two input fields: 'Username' and 'Password', both marked as 'Required field'. Below the password field are links for 'Forgotten your username?' and 'Forgotten your password?'. At the bottom is a 'LOG IN' button.

Now log in, using your credentials. You will be presented with the following screen.



The screenshot shows a 'One-Time Password' page. It contains the instruction: 'Please enter your One-Time Password. You should have received this via email. If you haven't received it, please check your junk/spam folder.' There is a single input field for the 'One-Time Password', marked as 'Required field'. Below the field is a link: 'Resend One-Time Password?'. At the bottom are two buttons: 'CONTINUE' and 'CANCEL'.

Please check the registered email and the member would have received a 6 digit code.

Enter the code in the above screen to complete log in.

If you have any issues, please contact the Sovereign Team who will be able to assist.

The information provided in this document does not constitute advice to clients or any third party and no responsibility will be accepted for any loss occasioned directly or indirectly as a result of persons acting, or refraining from acting, wholly or partially in reliance upon it other than for its intended purpose.

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