

# How to reset your Investor Zone password

## Your guide to resetting your password

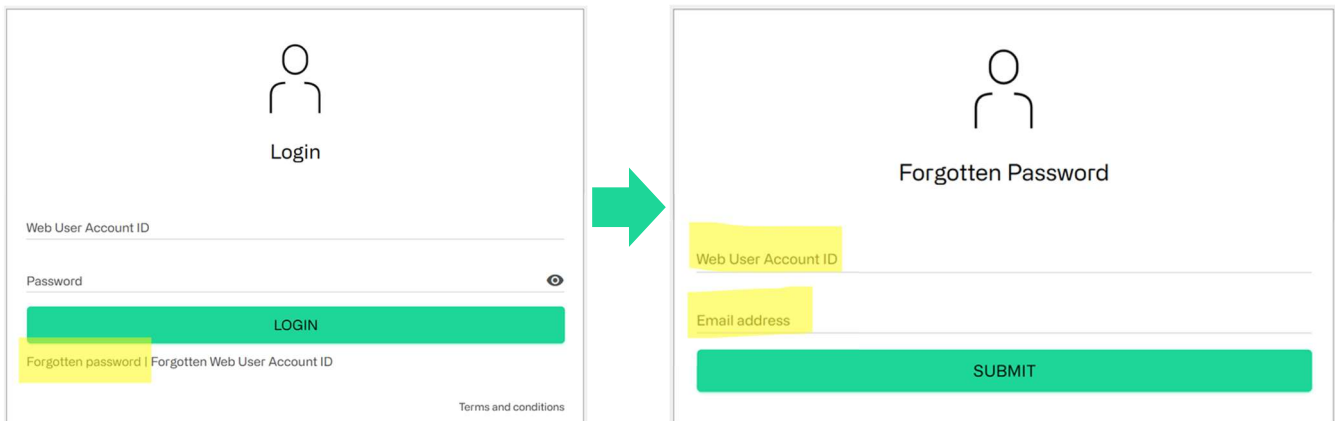
This quick guide will walk you through:

- How to request a password reset link
- Accessing the password reset link
- Completing the password reset questions.

### How to get a reset password link sent to your registered email

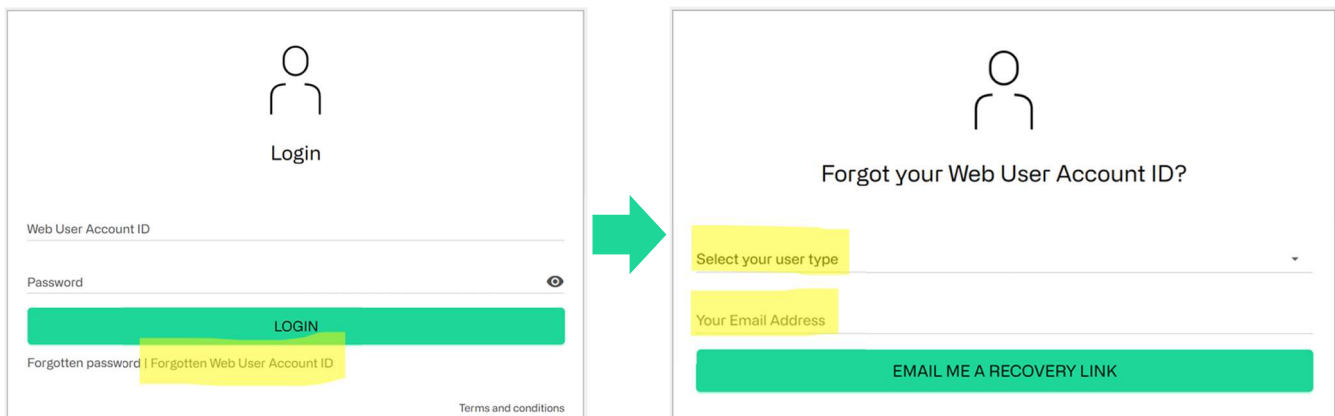
- 1) You can request a password reset link by clicking 'Forgotten Password' on the login page. This will redirect you to a page that will ask for your Web User Account ID and Email Address.

Please note that your Web User Account ID is different to your 6-digit investor ID. This would have been sent to you via email when you first activated your account, asking you to create your own unique password.



The diagram illustrates the first step of the password reset process. On the left is the 'Login' page, which features a 'Web User Account ID' field, a 'Password' field with an eye icon, a green 'LOGIN' button, and a link for 'Forgotten password | Forgotten Web User Account ID'. A green arrow points to the right, where the 'Forgotten Password' page is shown. This page has a 'Web User Account ID' field, an 'Email address' field, and a green 'SUBMIT' button.

- 2) If you don't know your Web User Account ID, you can locate it by clicking 'Forgotten Web User Account ID' button on the log in page. It will redirect you to an account recovery page where you will select "investor" in the 'Select your user type' section and fill out your registered email.



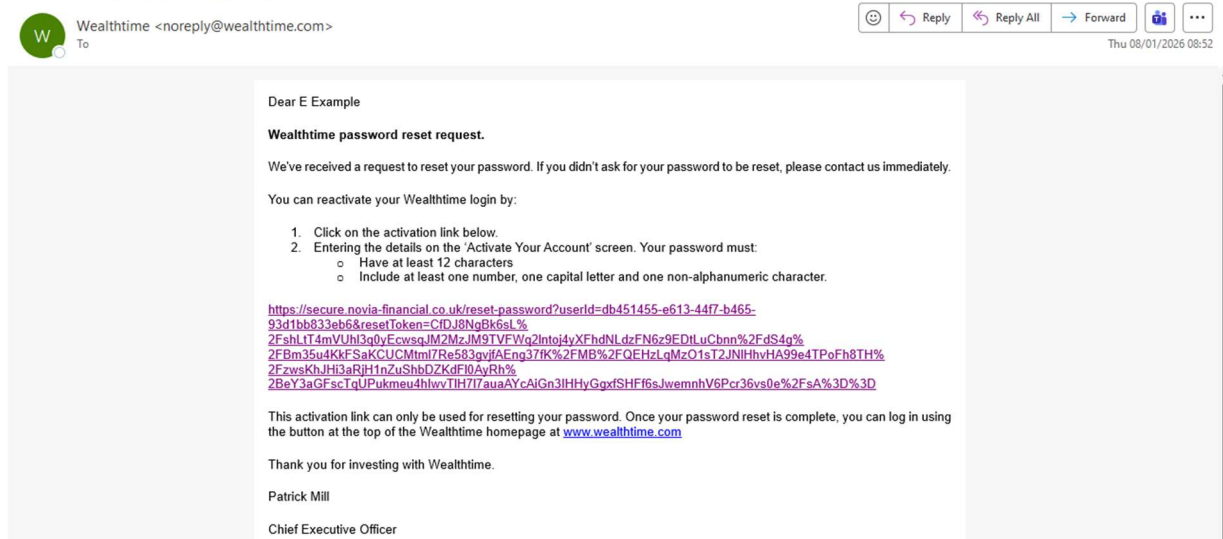
The diagram illustrates the second step of the password reset process. On the left is the 'Login' page, with the 'Forgotten password | Forgotten Web User Account ID' link highlighted. A green arrow points to the right, where the 'Forgot your Web User Account ID?' page is shown. This page includes a 'Select your user type' dropdown menu, a 'Your Email Address' field, and a green 'EMAIL ME A RECOVERY LINK' button.

- 3) If you're having problems with receiving a password reset link using the above methods, you can either:
  - Contact your adviser if you have one and they will be able to issue you a password reset link.
  - Email [clientservices@wealthtime.com](mailto:clientservices@wealthtime.com) from your account's registered email address to request a password reset.
  - Call client services on 0345 680 8000 and our team can issue you a password reset after completing some security questions.

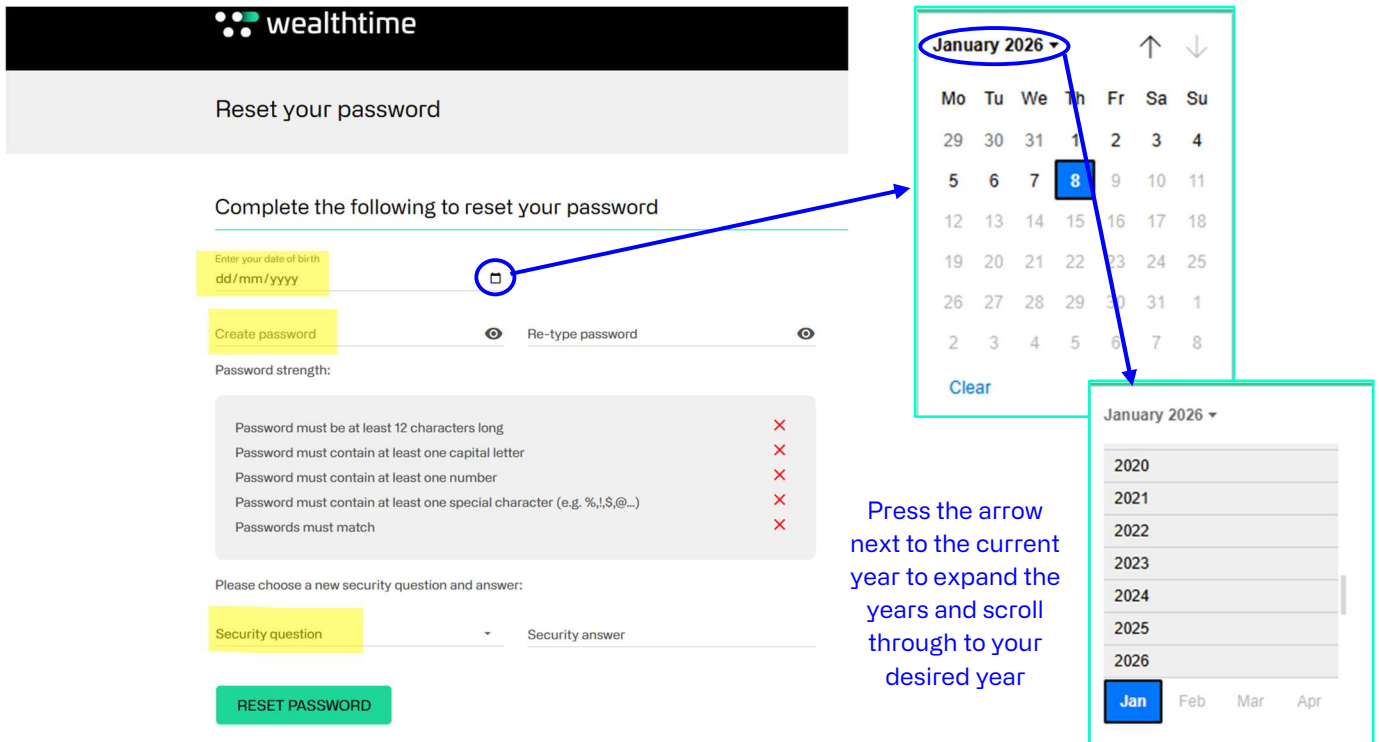
## Resetting your password once you have received the link via email

- 1) The email to reset your password will be from 'Wealthtime' with the subject "Wealthtime password reset request" (see below).

Wealthtime password reset request.



- 2) Click the link which will redirect you to the below page. You will need fill in your date of birth using the calendar pop up. Then create a password with the listed requirements and complete a security question. Once done, click 'Reset Password' at the bottom to complete the process.



Reset your password

Complete the following to reset your password

Enter your date of birth  
dd/mm/yyyy

Create password

Re-type password

Password strength:

- Password must be at least 12 characters long
- Password must contain at least one capital letter
- Password must contain at least one number
- Password must contain at least one special character (e.g. %, !, \$, @, ...)
- Passwords must match

Please choose a new security question and answer:

Security question

Security answer

RESET PASSWORD

January 2026

Mo Tu We Th Fr Sa Su

29 30 31 1 2 3 4

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 29 30 31 1

2 3 4 5 6 7 8

Clear

January 2026

2020

2021

2022

2023

2024

2025

2026

Jan Feb Mar Apr

Press the arrow next to the current year to expand the years and scroll through to your desired year

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