

A large, semi-transparent circular graphic is positioned in the upper right quadrant of the page. It features a vibrant gradient, transitioning from a bright teal at the top to a soft purple at the bottom. The circle is slightly irregular, with a visible jagged edge on the right side.

# How to reset your Investor Zone password

## Your guide to resetting your password

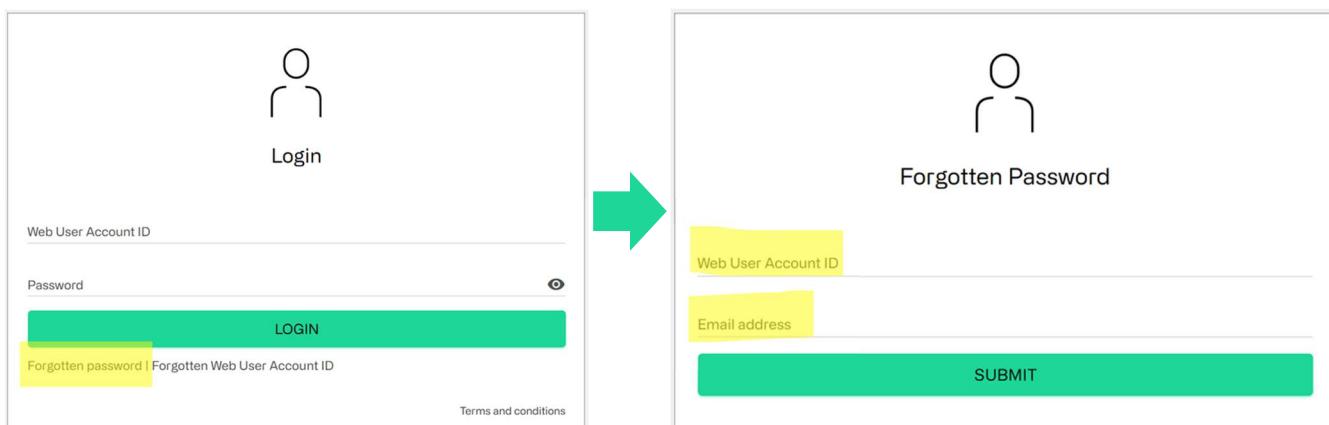
This quick guide will walk you through:

- 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

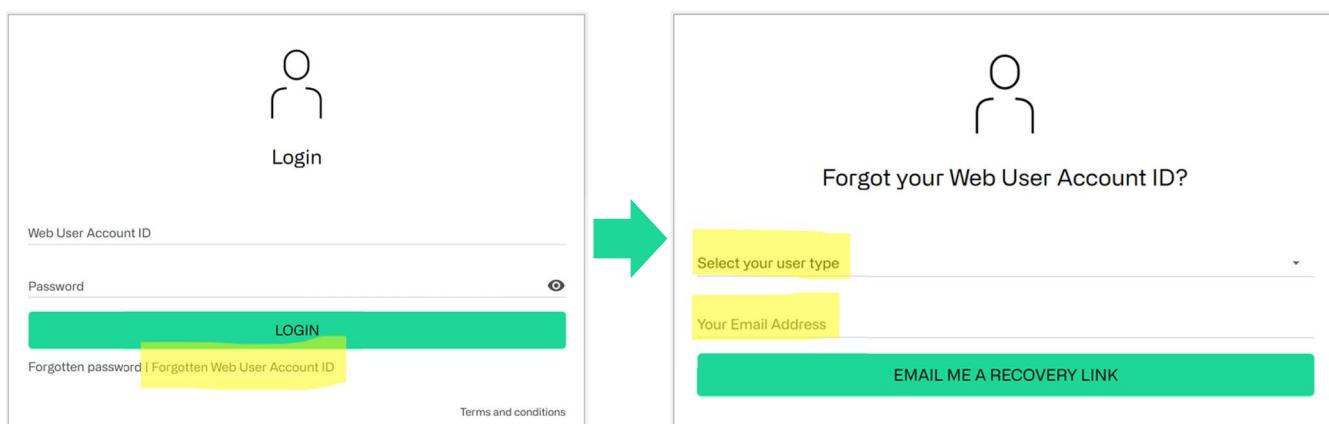
- 1) You can request a password reset link by clicking 'Forgotten Password' on the login page. This will redirect you to a page that will ask for your Web User Account ID and Email Address.

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 process of requesting a password reset. It shows two side-by-side screenshots. On the left, the 'Login' page is displayed, featuring fields for 'Web User Account ID' and 'Password', and a green 'LOGIN' button. Below these fields is a yellow 'Forgotten password | Forgotten Web User Account ID' link. On the right, the 'Forgotten Password' page is shown, which has fields for 'Web User Account ID' and 'Email address', and a green 'SUBMIT' button. A large green arrow points from the 'Login' page to the 'Forgotten Password' page, indicating the flow of the process.

- 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 process of recovering a forgotten Web User Account ID. It shows two side-by-side screenshots. On the left, the 'Login' page is displayed, with the 'Forgotten password | Forgotten Web User Account ID' link highlighted in yellow. On the right, the 'Forgot your Web User Account ID?' page is shown, featuring a dropdown menu for 'Select your user type' and a field for 'Your Email Address', with a green 'EMAIL ME A RECOVERY LINK' button. A large green arrow points from the 'Login' page to the account recovery page, indicating the flow of the process.

- 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

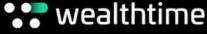
- 1) The email to reset your password will be from 'Wealthtime' with the subject "Wealthtime password reset request" (see below).

Wealthtime password reset request.


**Wealthtime <noreply@wealthtime.com>**  
 To: **E Example**  
 Thu 08/01/2026 08:52

Dear E Example  
**Wealthtime password reset request.**  
 We've received a request to reset your password. If you didn't ask for your password to be reset, please contact us immediately.  
 You can reactivate your Wealthtime login by:  
 1. Click on the activation link below.  
 2. Entering the details on the 'Activate Your Account' screen. Your password must:  
 o Have at least 12 characters  
 o Include at least one number, one capital letter and one non-alphanumeric character.  
<https://secure.novia-financial.co.uk/reset-password?userId=db451455-e613-44f7-b465-93d1bb833eb&resetToken=CfJ8NQk6Sl%2FshL14mVUh3qdyFcwsJM2MzJM9TVFNg2Intj4yXFhdNLdzFN6z9FEdIuCbnn%2FdS4g%2FBm35u4KfSaKCUCMtmf7Re583gvfAfEng37RK%2FMB%2FQEHzLqMzO1sT2JNlHhvHA99e4TPoFh8TH%2FzwsKhJH3aRjH1nZuShbDZKdfI0AyRh%2BeY3aGfsc7qJUkume4hIvvTlH717auaAYcAiGn3IHyGxfSHF6sJwemnhV6Pcr36vs0e%2FsA%3D%3D>  
 This activation link can only be used for resetting your password. Once your password reset is complete, you can log in using the button at the top of the Wealthtime homepage at [www.wealthtime.com](http://www.wealthtime.com)  
 Thank you for investing with Wealthtime.  
 Patrick Mill  
 Chief Executive Officer

- 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

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

January 2026 ▾

2020  
2021  
2022  
2023  
2024  
2025  
2026

Jan Feb Mar Apr

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