

For financial adviser use only.

Elevate help guide

How to reset your password

abrdn.com

If you've forgotten your password

What you will see

If you've forgotten your password you can reset it yourself or, if your password is locked, please call us on **0345 600 3299** and we will be able to reset this for you.

1.

2.

What you will need to do

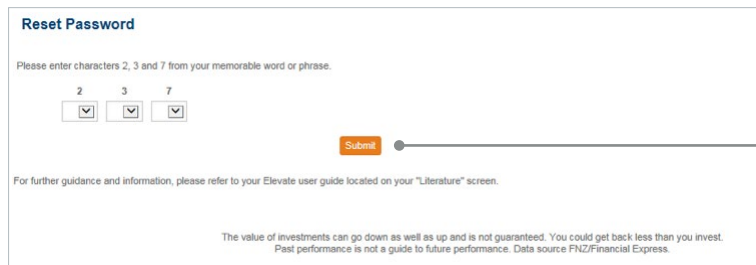
1. From the Elevate login screen, click **Forgot your password.**

2. Enter your username, confirm you are not a robot and click **Submit.**

Notes

If you've forgotten your password – cont.

What you will see



Reset Password

Please enter characters 2, 3 and 7 from your memorable word or phrase.

2 3 7

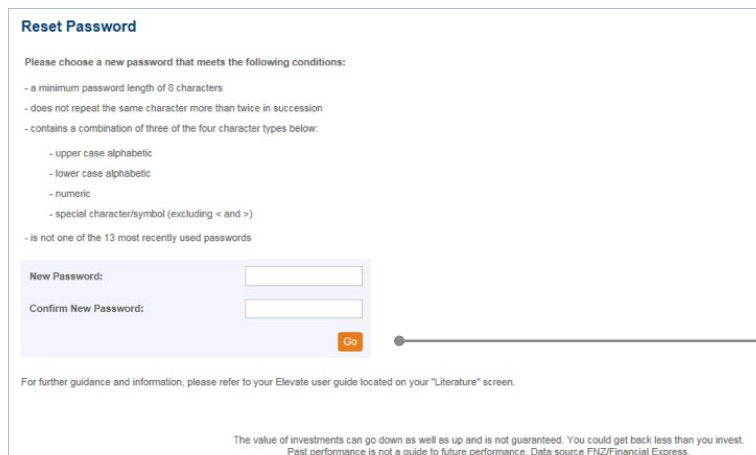
☐ ☐ ☐

Submit

For further guidance and information, please refer to your Elevate user guide located on your "Literature" screen.

The value of investments can go down as well as up and is not guaranteed. You could get back less than you invest. Past performance is not a guide to future performance. Data source FNZ/Financial Express.

3.



Reset Password

Please choose a new password that meets the following conditions:

- a minimum password length of 8 characters
- does not repeat the same character more than twice in succession
- contains a combination of three of the four character types below:
 - upper case alphabetic
 - lower case alphabetic
 - numeric
 - special character/symbol (excluding < and >)
- is not one of the 13 most recently used passwords

New Password:

Confirm New Password:

Go

For further guidance and information, please refer to your Elevate user guide located on your "Literature" screen.

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4.

What you will need to do

3. Enter the three requested characters from your memorable word or phrase and click **Submit**.

4. Enter a new password, confirm your new password and click **Go**.

Notes

3. If you have forgotten your memorable word or phrase to get it and your password reset you will need to call us on 0345 600 2399. Our lines are open 9am to 5pm, Monday to Friday. You'll then be sent an email that will allow you to reset your password and memorable word or phrase.

4. After successful input of the new password and its confirmation, you'll be taken to the default Elevate login page where you will need to input your username and new password to login to Elevate.

An e-mail will be sent to you confirming that your password has been changed.

Get to know us better

We hope you've got a good insight into our platform and the potential benefits it can bring to you and your firm.

If there is anything more you want to know, please contact us.

Call us on 0345 600 2399

Our lines are open 9am to 5pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

Email us at Elevate_Enquiries@abrdn.com

Please be aware that emails are not secure as they can be intercepted, so think carefully before sharing personal or confidential information in this way.

Address

Elevate, PO Box 6877, Basingstoke, RG24 4RT

For more information visit abrdn.com/adviser

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