

# HOW TO CHANGE YOUR PASSWORD FOR LOGIN

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GETTING STARTED

## HELP GUIDE

Use this step by step guide  
designed to help you  
get started.

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**How it works:** If you're looking for help on a particular part of this guide, you can find the step you are trying to complete below, and then broken down into smaller tasks.

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## BEFORE YOU BEGIN

### Things you will need

- Your username
- Access to your email address



#### Important information

This only applies to anyone who has a username.

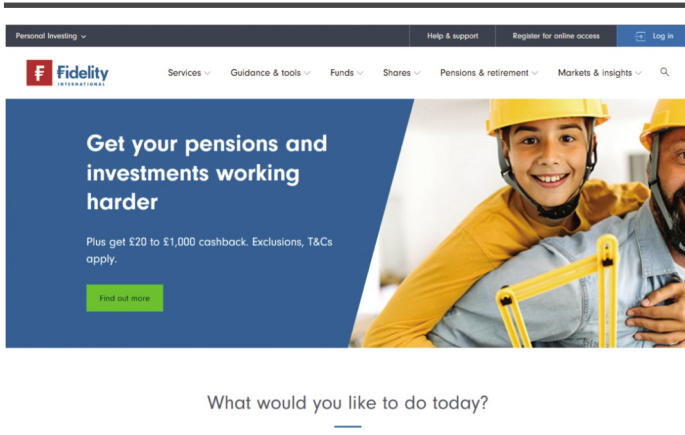
The images used in this guide are for illustration purposes only and should not be construed as recommendation to buy or sell any investments. When reviewing the performance of your investments, it's also important to remember that past performance is not an indicator of future performance. Fidelity Personal Investing does not give financial advice. If you need advice, please speak to a financial adviser.

Don't have a username? You can [register for one here](#).

## GETTING STARTED



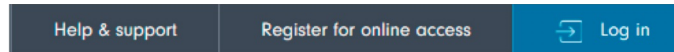
Go to the Fidelity homepage



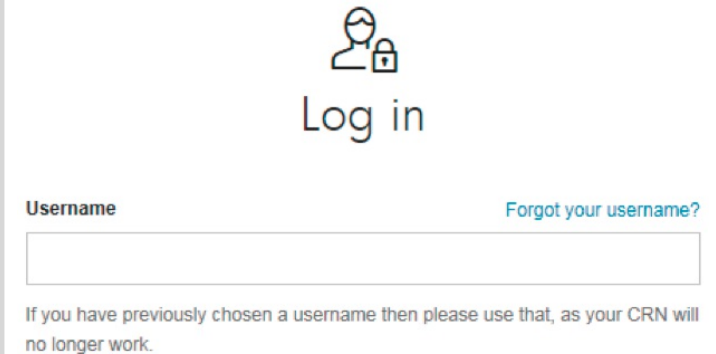
Homepage link: [www.fidelity.co.uk](http://www.fidelity.co.uk)



Select **Log in** at the top right corner of the page



Log in with your username and password



## CHANGING YOUR PASSWORD 1 OF 2



Select **Forgotten your password?**

Password [Forgotten your password?](#)

If you're using a device that you've used to log in before, **check your email**



One-time code

Please open a new tab, check your verified email address and enter the one-time code we have sent you into the box below.

One-time code

Problem with your one-time code? [Please request another.](#)

We can recognise your device if you accepted our security key on a previous session. If you receive the above message, check your email inbox for a one-time code and enter the code in the space provided.

If you're using a device to log in for the first time, **call us**



One-time code

You can create a new password once you have entered a one-time code below. To get this code you need to find your Customer Reference Number (this is on your Valuation and Statement letter) and then call us on 0800 414161.

One-time code

If you receive the above message, you'll need to call us on **0800 414161** for the one-time code. Please have your Customer Reference Number ready.

## CHANGING YOUR PASSWORD 2 OF 2



Enter your code and select **Next**

One-time code

Problem with your one-time code? [Please request another.](#)

Next



Create your new password



### Reset Password

Please enter your new password below.

Create a password

You can choose a password with at least six characters, and at least one capital letter, number or symbol.

For tips on creating a password, select 'How do I create a strong password?' This will explain how to create a strong password which can help to keep you secure online.

You'll be asked to re-enter your password again.

Select **Confirm** to change your password

Confirm password

Confirm

Once you are happy with your new password, select 'Confirm'.

# CONFIRMATION

Confirmation

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## Reset Password

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You have successfully changed your password. An email confirming this has been sent to you.

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You'll receive confirmation that your password was successfully changed!

Please remember to use this password for future access.

# THANK YOU

We hope you found this guide useful.

If you need help with another journey, you can find our other guides on our website.

