



Forgotten Password

TBE Investor User Manual

A detailed, step-by-step guide to resetting your password and returning securely to your TBE Investor account.

WHO THIS GUIDE IS FOR

Use this guide if you are a TBE investor who can reach the BIG Exchange Investor Portal sign-in screen but cannot remember your password. It also explains what to do if you have forgotten your username, do not receive the email, or the verification code is not accepted.

Before you begin

IN BRIEF

The BIG Exchange Investor Portal is the TBE investor experience. The underlying platform is powered by Zeta Wealth. You will identify your account, confirm your registered personal details, receive a verification code by email, create a new password, and return to login.

What you will need

- Your existing username. For a migrated account, this is the username you used in the previous system.
- Access to the email inbox registered to your account.
- Your surname and date of birth exactly as held on your account.
- A new password that you have not used elsewhere.
- A current browser and a stable internet connection.

Important security checks

- Start from the TBE Investor portal link or a bookmark you trust. Check that the address begins platform.tbeinvestor.com before entering personal information.
- Never share your password or email verification code with another person. A genuine support agent should not ask you to disclose either value.
- Use only the latest verification code you receive. Requesting another code may make an earlier code invalid.
- Do not reuse a password from email, banking, social media, or another service.
- If you are using a shared or public device, do not allow the browser to save the password and sign out when finished.

Journey at a glance

Stage	What you do	What should happen
1	Select "Forgotten your password?"	The forgotten-password page opens.
2	Enter your username	The identity-check page opens.
3	Confirm email, surname and date of birth	A confirmation tells you to check your email.
4	Open the email and continue	You return to the password-reset journey.
5	Enter the code and choose a new password	The password is saved.
6	Select "Log in"	The login page opens for your new credentials.

Step 1 — Start the forgotten-password journey

THE BIG EXCHANGE
POWERED BY ZETA

Contact us Open an account

BIG EXCHANGE

Sign in to manage your investments, review recent activity, and keep up with secure messages and account updates.

01 Portfolio access
Review holdings, cash, performance, and account activity in one place.

02 Secure servicing
Manage secure messages, documents, and profile changes after sign-in.

03 Guided support
Recovery and verification options stay close at hand if you need them.

Log in to your account

Enter your username and password to continue to your dashboard, messages, and account activity.

Username Forgotten your username?

Enter your username

Password Forgotten your password?

Enter password

Log in

Figure 1. On the sign-in page, select “Forgotten your password?” beside the Password field.

What to do

1. Open the portal sign-in page using your normal, trusted link.
2. Locate the Password field on the right-hand side of the sign-in panel.
3. Select Forgotten your password? Do not enter a guessed password repeatedly.

Check before continuing

- The page should change to a screen headed Forgotten password.
- If you also cannot remember your username, you can use Forgotten your username? from the next screen; see “If you have forgotten your username” later in this guide.

WHY AVOID REPEATED GUESSES?

Repeated unsuccessful attempts may trigger security controls. Starting the reset journey is the safest route when you are unsure of the password.

Step 2 — Enter your username

THE BIG EXCHANGE
POWERED BY zeta

[Contact us](#) [Login](#)

BIG EXCHANGE

Sign in to manage your investments, review recent activity, and keep up with secure messages and account updates.

01 Portfolio access
Review holdings, cash, performance, and account activity in one place.

02 Secure servicing
Manage secure messages, documents, and profile changes after sign-in.

03 Guided support
Recovery and verification options stay close at hand if you need them.

Forgotten password

Enter your username and password to continue to your dashboard, messages, and account activity.

Username [Forgotten your username?](#)

[Continue](#)

Figure 2. Enter your username, then select “Continue”.

What to do

- Click or tap inside the Username field.
- Enter your username. Check for accidental spaces before or after it and confirm that Caps Lock is not affecting what you type.
- Select Continue once. Wait for the next page to load before selecting it again.

For migrated customers

- Use the same username that you used in the previous system.
- A username is not necessarily your email address. Only enter your email address here if it is genuinely the username assigned to your account.

Expected result

- A screen opens asking for your Email address, Surname and Date of Birth.

IF THE PAGE DOES NOT MOVE ON

Recheck the username for typing errors and remove leading or trailing spaces. If the username is unknown, select

TBE INVESTOR HELP

“Forgotten your username?” rather than trying possible values.

Step 3 — Confirm your identity details

BIG EXCHANGE

Sign in to manage your investments, review recent activity, and keep up with secure messages and account updates.

01 Portfolio access
Review holdings, cash, performance, and account activity in one place.

02 Secure servicing
Manage secure messages, documents, and profile changes after sign-in.

03 Guided support
Recovery and verification options stay close at hand if you need them.

Forgotten username

Enter your username and password to continue to your dashboard, messages, and account activity.

Email address *

Email address

Surname *

Surname

Date of Birth *

Date format: dd/mm/yyyy

Continue

Figure 3. Enter the registered email address, surname and date of birth, then select “Continue”.

Enter each value carefully

Field	What to enter	Common issue
Email address	The email address registered to this account.	Using a newer or secondary email address that is not held on the account.
Surname	Your surname exactly as recorded.	Using a changed surname, added punctuation, or a different spacing from the account record.
Date of Birth	Day, month and year in dd/mm/yyyy format.	Reversing the day and month or using a two-digit year.

What to do

- Complete all three required fields. An asterisk indicates that the field is mandatory.
- Review the information before continuing, especially the date format and email spelling.
- Select Continue and allow the confirmation page to load.

MIGRATED ACCOUNTS

The email address, surname, and date of birth must match the details held in the previous system. If your details have changed since migration, the older recorded values may still be required; contact your usual support contact if you cannot confirm what is held.

Step 4 — Check your registered email

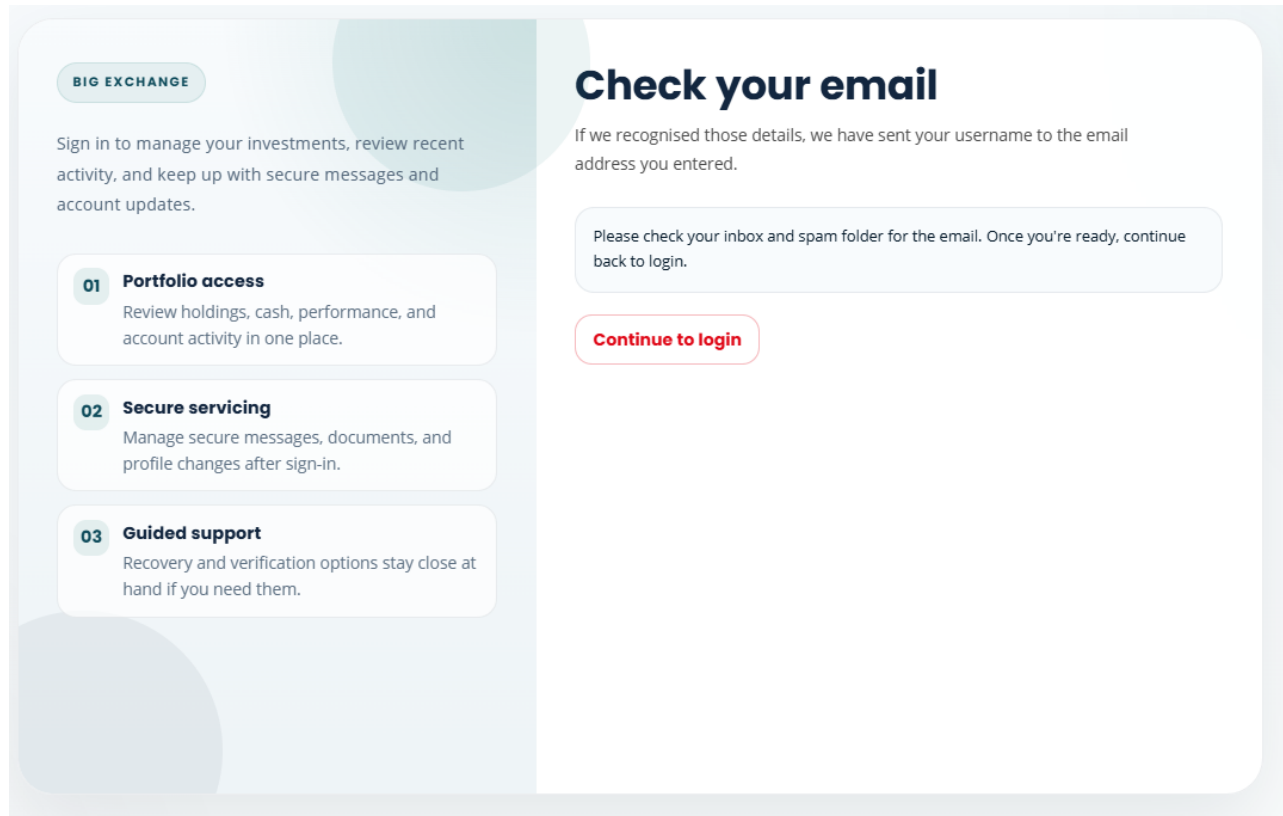


Figure 4. The confirmation page tells you to check your inbox and provides “Continue to login”.

What to do

10. Open the inbox for the email address you entered in Step 3. Keep the portal page available in another tab or window if practical.
11. Look for the password-reset or verification email. Also check Spam, Junk, Promotions, Quarantine, and any corporate email filtering folders.
12. Read the email carefully and identify the verification code. Do not forward the message or share the code.
13. Return to the portal confirmation page and select Continue to login to return to the password-reset journey.

If the email has not arrived

- Wait a few minutes and refresh the inbox. Delivery can be delayed by email filtering.
- Search the mailbox for “password”, “verification”, or the portal/service name.
- Confirm that you checked the inbox for the address entered in Step 3.
- If you request another code, use only the most recent message and code.
- If no email arrives after reasonable checks, contact your usual support contact. Do not keep submitting repeated requests in quick succession.

TBE INVESTOR HELP

Step 5 — Verify your email and create a new password

VERIFICATION

Reset your password

We sent a verification code to your registered email address. Enter it below, then choose a new password.

Email verification code [Resend email code](#)

Enter the 6-digit code
Type each number once. You can also paste the full code if you copied it from your email.

For your security, only the latest code will work.

New password
Enter password

Use at least 12 characters with upper case, lower case, a number, and a special character.

Confirm new password
Enter confirm password

[Save new password](#)

Figure 5. Enter the six-digit email verification code, create the password, confirm it, and select “Save new password”.

Enter the verification code

14. Enter the six-digit code from the most recent password-reset email. You can type each digit or paste the full code if your device supports it.
15. If a digit is incorrect, select the relevant box and correct it before continuing.
16. If the code is rejected, confirm you used the newest email. Select Resend email code only when necessary, then use the new code.

Create the new password

- Use at least 12 characters.
 - Include an uppercase letter, a lowercase letter, a number, and a special character.
 - Choose something unique and difficult to guess; avoid names, birthdays, account numbers, or familiar phrases.
 - Enter the same value in New password and Confirm new password. The two entries must match exactly.
 - Use the eye icon only if you are in a private setting and need to check what you typed.
17. When the code and both password fields are complete, select Save new password once and wait for the success page.

PASSWORD MANAGER TIP

A reputable password manager can generate and store a strong unique password. If you use one, confirm it saved the new password for the correct website.

Step 6 — Return to login

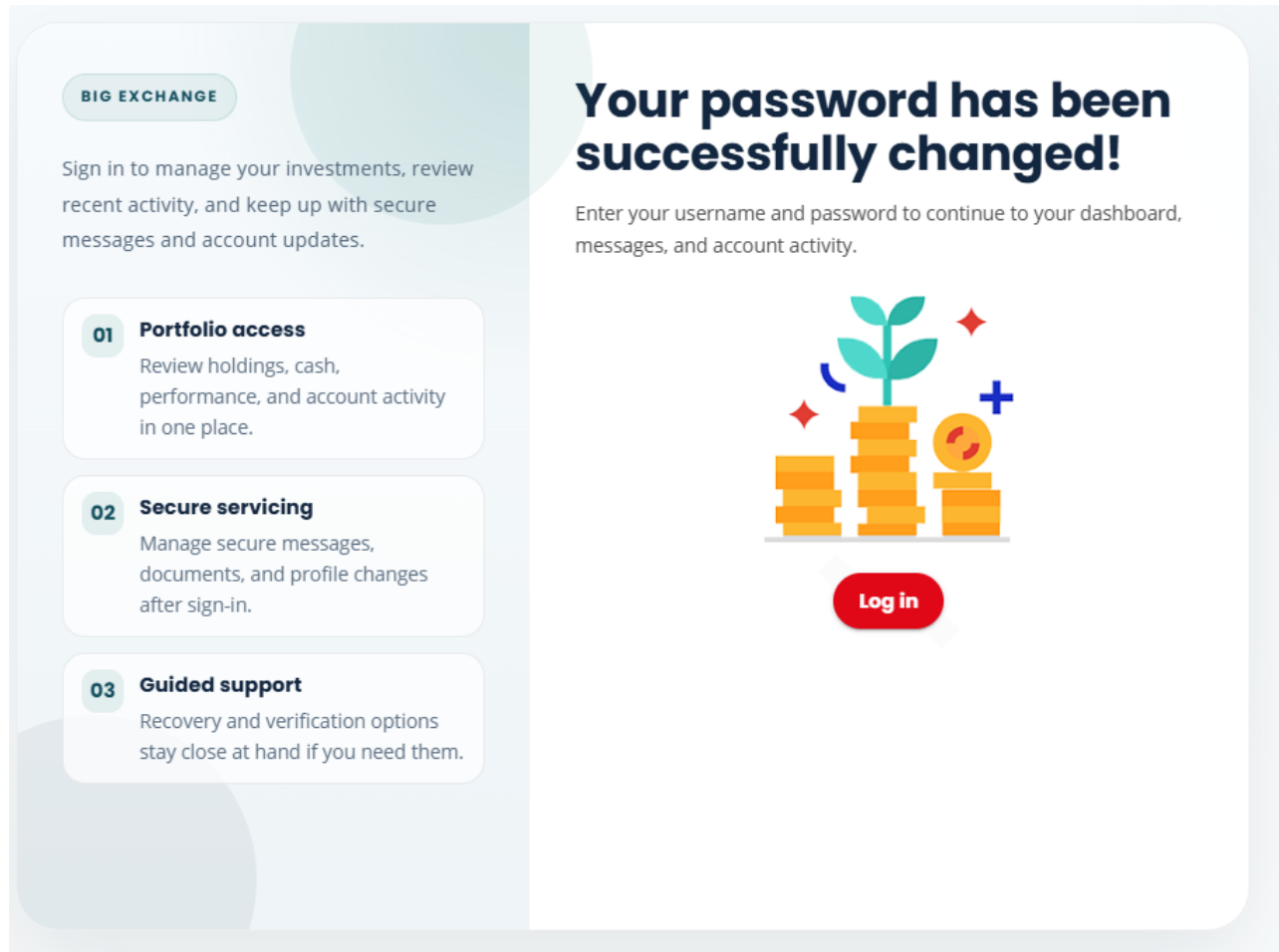


Figure 6. A success message confirms the password change. Select “Log in”.

Finish the journey

18. Confirm that the page states that your password has been successfully changed.
19. Select Log in to return to the sign-in page.
20. Enter your existing username and the new password you created in Step 5.
21. Select Log in. If your browser proposes an older saved password, replace it with the new one.

Expected result

- Your account opens normally after the new credentials are accepted.
- If you use a password manager, update the saved entry only after you have confirmed that the new password works.

DO NOT REPEAT THE RESET UNNECESSARILY

After the success message appears, use the new password at login. Starting another reset immediately may create a new code and make the previous reset information obsolete.

TBE INVESTOR HELP

If you have forgotten your username

The username-recovery route is separate from the password-reset route. Use it when you do not know which username identifies your account.

22. On the login page or Forgotten password page, select Forgotten your username?
23. Enter the requested identity information. The screen shown in this guide requests Email address, Surname and Date of Birth.
24. Use information exactly as registered, including the dd/mm/yyyy date format.
25. Select Continue and check the registered inbox, including junk and spam folders.
26. Once you have recovered the username, return to the forgotten-password journey and complete Steps 1–6.

MIGRATED CUSTOMERS

Your recovered username should correspond to the username used in the previous system. Keep the username separate from your password and do not email both together.

Troubleshooting

Problem	Checks to make	Next action
Details are not recognised	Check the registered email, exact surname and dd/mm/yyyy date format; migrated users should use previously recorded details.	Correct any typing errors. If the information held may be outdated, contact support.
Verification email is missing	Refresh the inbox; check spam, junk, promotions, quarantine and mailbox search.	Wait briefly, then request one replacement code if offered.
Code is not accepted	Confirm all six digits and use the most recent email.	Request a new code, then discard older codes.
Passwords do not match	Retype both fields and check Caps Lock.	Use the eye icon privately to compare the entries.
Password is rejected	Confirm 12+ characters with uppercase, lowercase, number and special character.	Create a new unique password satisfying every rule.
New password does not work at login	Confirm the correct username and prevent autofill from inserting the old password.	Type the new password manually; contact support if it still fails.

Safe use, accessibility and support

Protect your account

- Treat verification emails as confidential. The code is intended only for the account holder completing the reset.
- Check the website address and page appearance. Stop if the page looks unexpected or asks for financial details to reset a password.
- Close old reset emails after the new password works, and securely delete codes you no longer need.
- Sign out after use, especially on a shared device.
- If you suspect someone else initiated the reset or accessed your account, contact your usual support contact promptly.

Accessibility tips

- Use browser zoom to enlarge the page; avoid zooming so far that buttons move off screen.
- Keyboard users can press Tab to move between fields and buttons, and Shift+Tab to move backwards.
- Screen-reader users should navigate by form fields and headings, and listen for validation messages after selecting Continue or Save new password.
- If a validation error appears, return to the labelled field, correct the value, and submit again.
- If the journey cannot be completed with your assistive technology, ask your usual support contact for an accessible alternative. Never disclose your password or verification code.

Information to provide when asking for help

- Your name and username, if known.
- The step you reached and the exact non-sensitive error message displayed.
- The approximate date and time of the issue.
- Your browser and device type, if known.
- Whether you received the email — but never send the verification code or your password.

DOCUMENT SCOPE

This is TBE Investor help content for the BIG Exchange Investor Portal, powered by Zeta Wealth. Screens and button labels can change as the service is improved. Follow the on-screen wording when it differs slightly, while applying the security principles in this guide. This manual does not replace TBE support or security procedures.