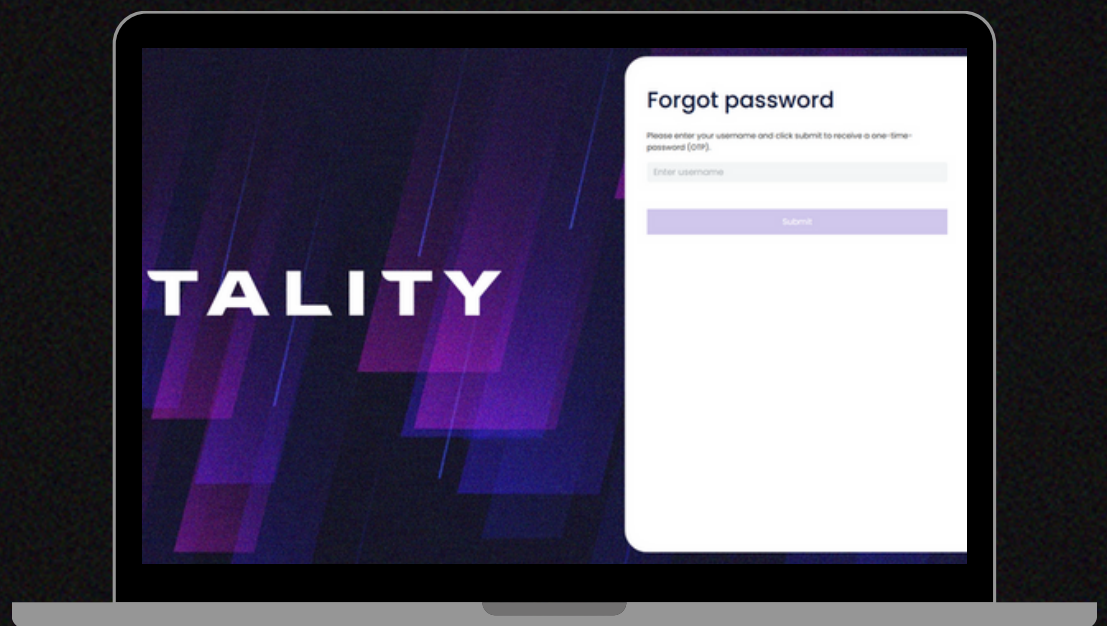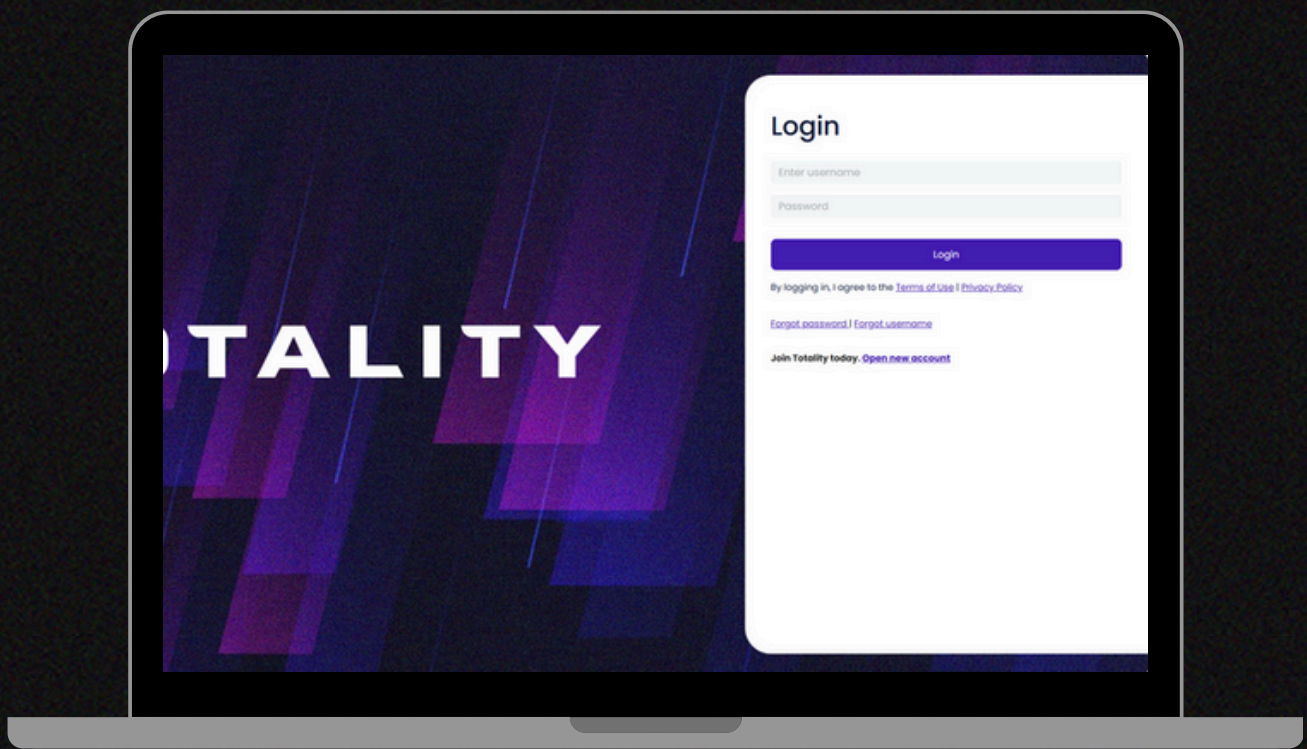# How to reset a forgotten password on the Totality Core web browser.
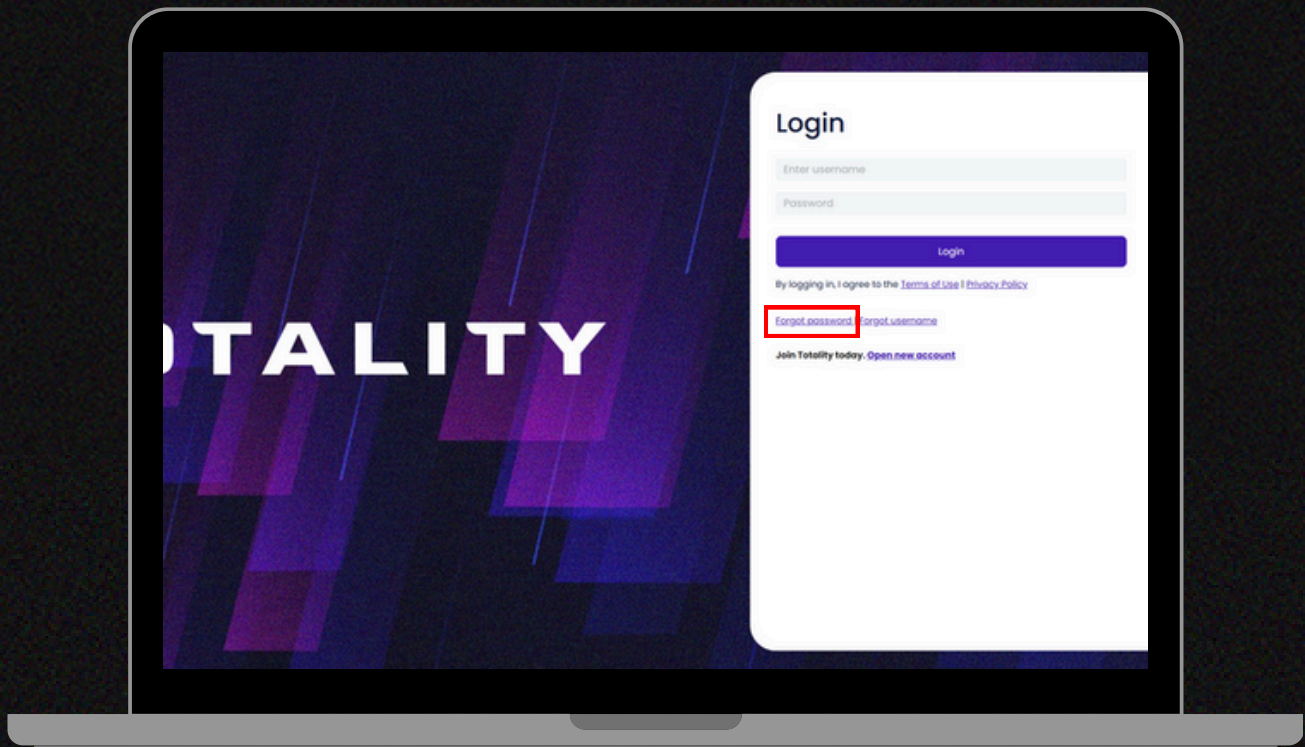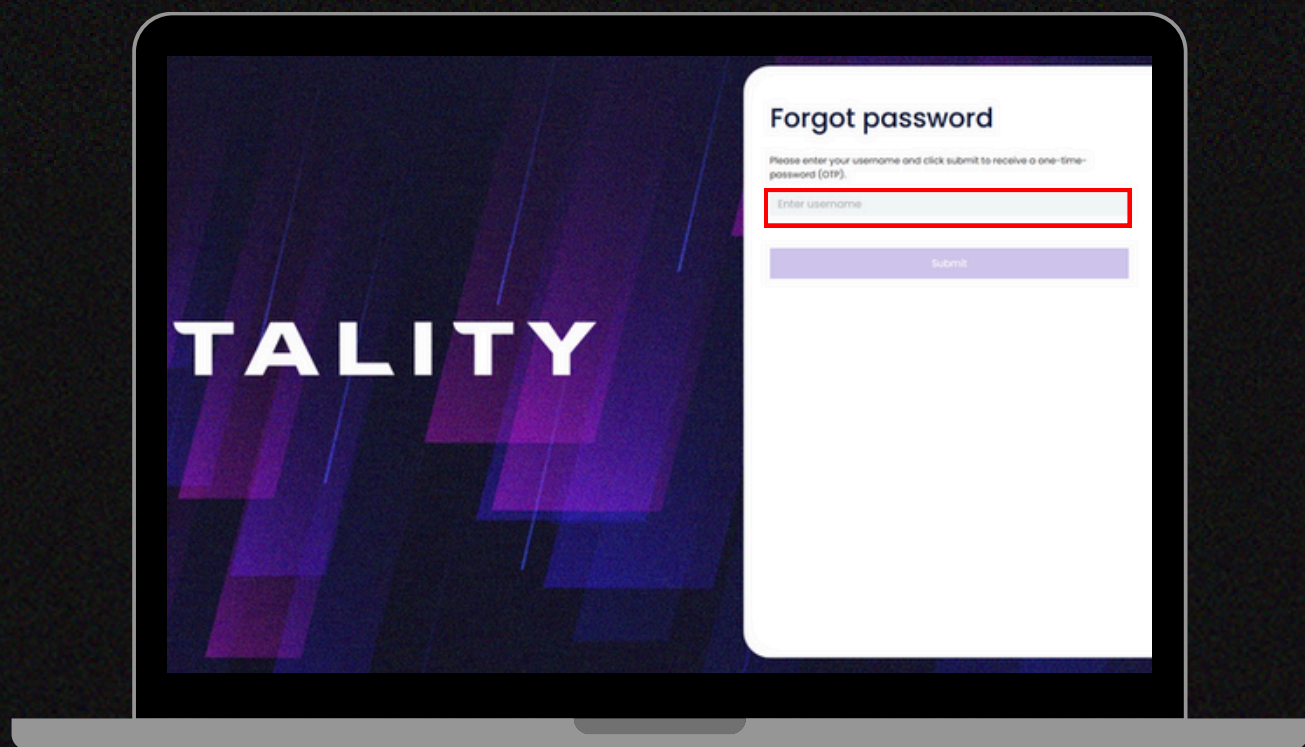
Walkthrough Guide

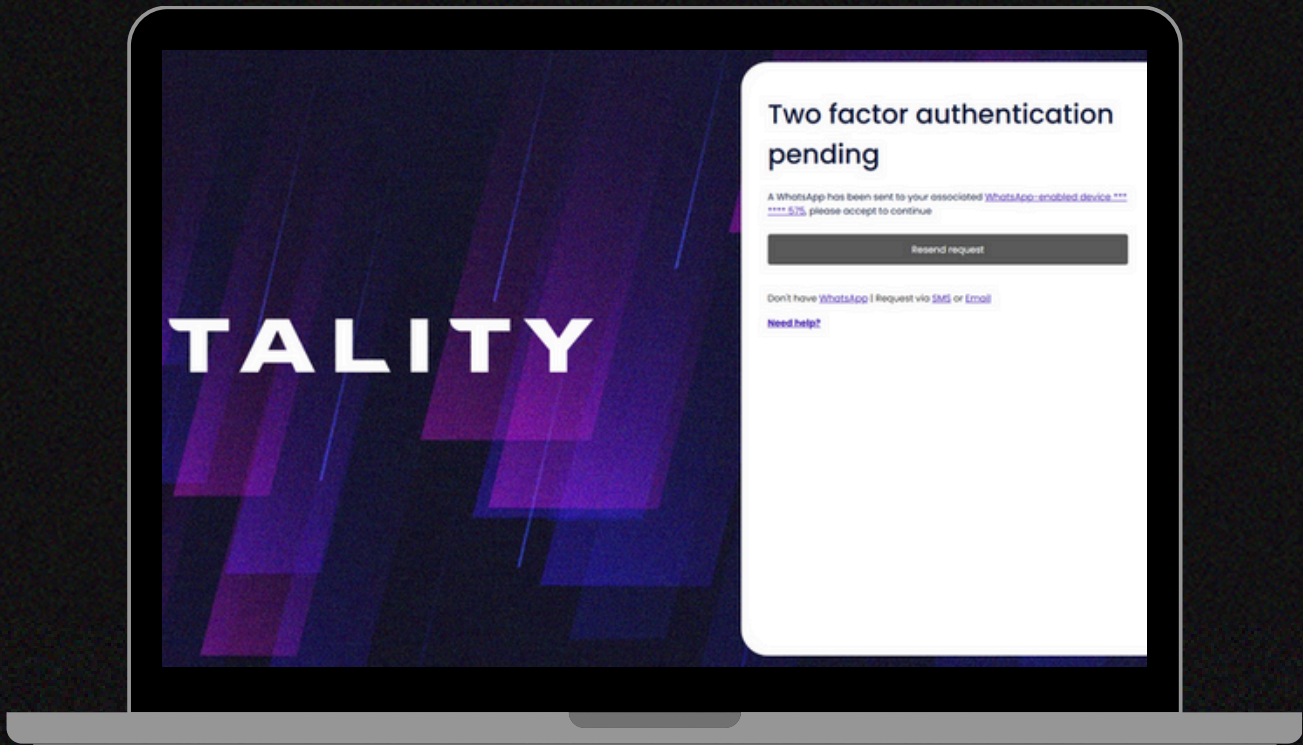1) Visit Totality Core via your web browser at: core.totality.com.au

2. Click 'Forgot password'.

3. Enter the username linked to your Saxo or Totality account.
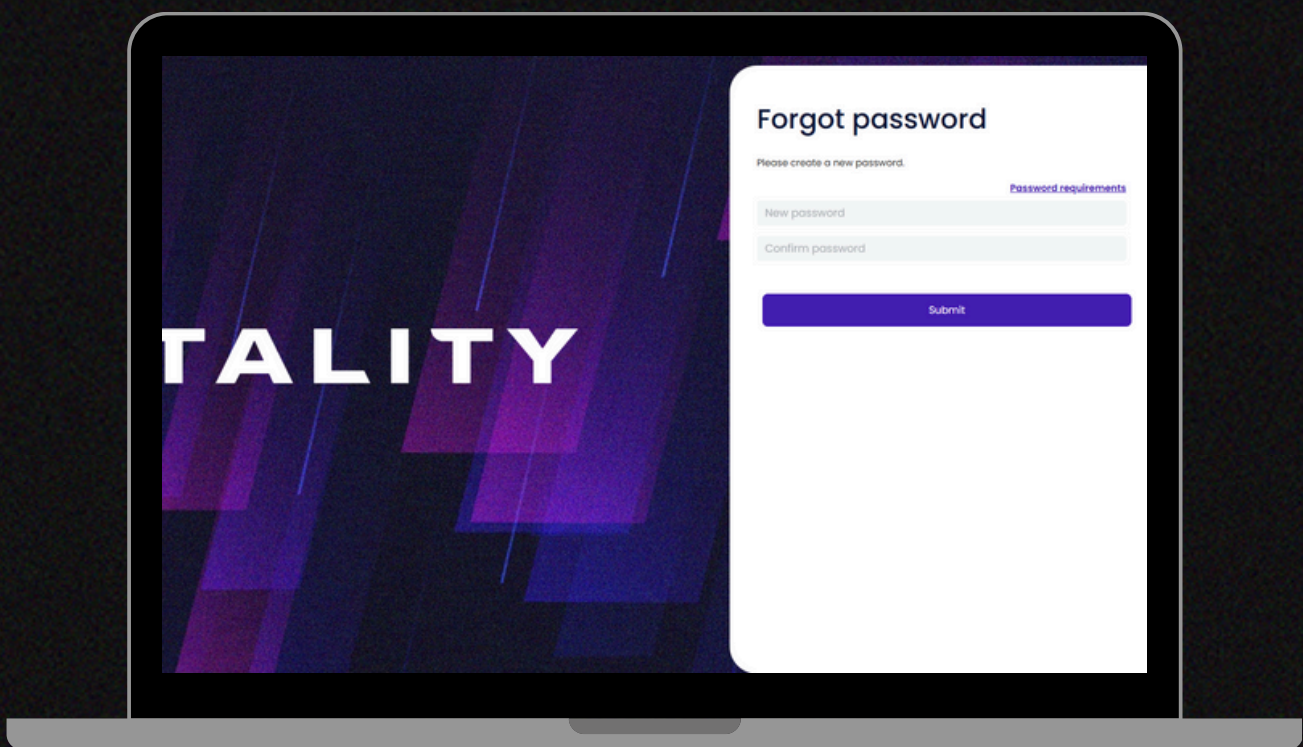(For exisiting Saxo clients, this will be your client I.D number).

4. Please check your mobile device to confirm the 2FA prompt.
   - If you have WhatsApp, check your account and approve the prompt.
   - If you don't have WhatsApp, please check your SMS messages for a one-time code and enter it on the platform.
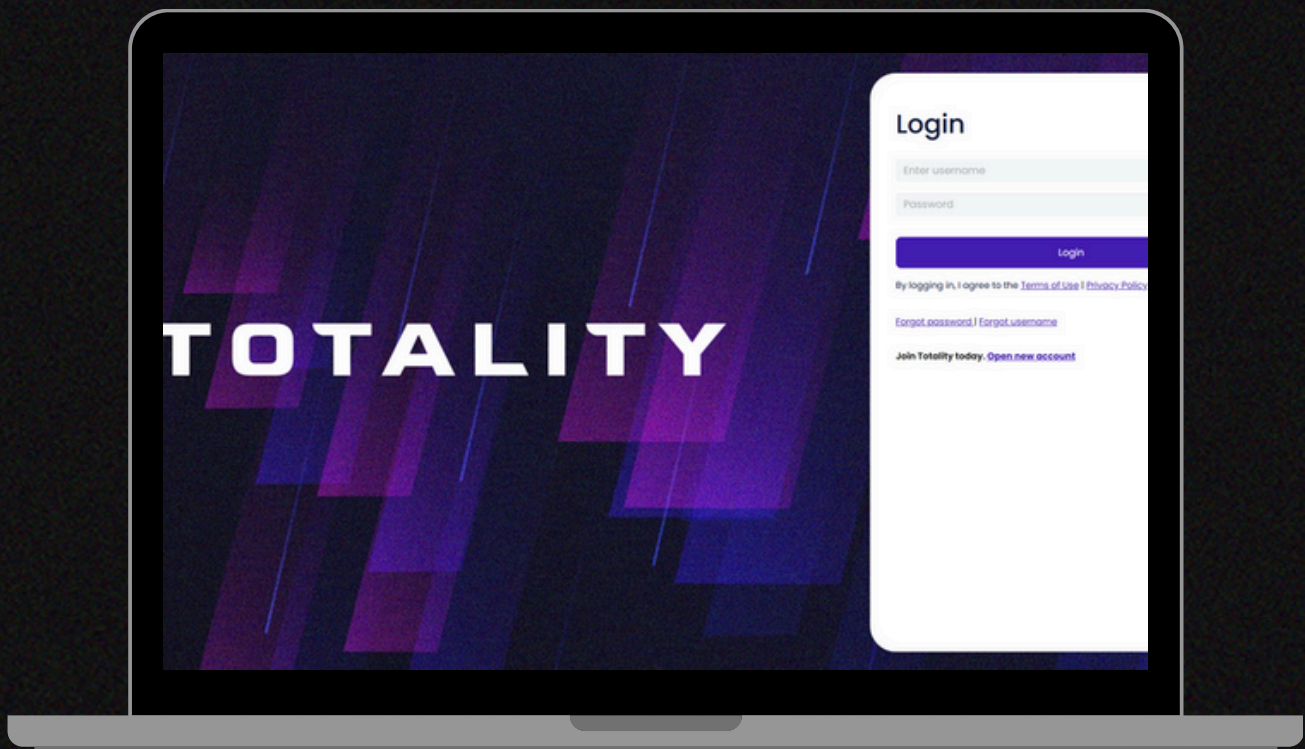

5. Enter your new password and press 'submit'.
Please note the security password requirements below:

- Minimum 12 characters
- Minimum 1 capital letter (Upper Case)
- Minimum 1 lower case letter
- minimum 1 special symbol e.g " ! "

6. Please proceed to log back in with your new password.

Still having trouble?
For questions or support, reach out to our client services team at
help@totality.com.au or call us on +61 2 8267 9000