



How to activate your Client Portal

STEP 1

Certe's client services team will send you an invitation via email to activate your account. Please note, this email will come from software provider MyProsperity (no-reply@myprosperity.com.au)

STEP 2

Within the body of the email, click 'Activate Account'. Create and confirm your preferred password.

STEP 3

Once a password has been selected and confirmed, click 'Accept Terms of Use', then 'Activate my Account'.

STEP 4

A confirmation message will appear. Click 'Return to Login' to log in to your portal using your new password. If you have been sent a digital form or a document to sign along with the welcome email, you will be taken directly to the form to complete.

MULTI-FACTOR AUTHENTICATION

Multi-Factor Authentication (MFA) adds an extra layer of security to your account, helping protect it from unauthorised access. It requires you to verify your identity through a two-step process each time you log in.

After activating your account and setting up your password, you will be directed to configure MFA. You can choose from several authentication methods, such as using an Authenticator App, receiving an SMS code or biometric verification (face or fingerprint recognition).

> Don't have an Authenticator App?

Download **Google Authenticator** from the App Store or from Google Play (link below).



Apple



Android

CLIENT PORTAL APP

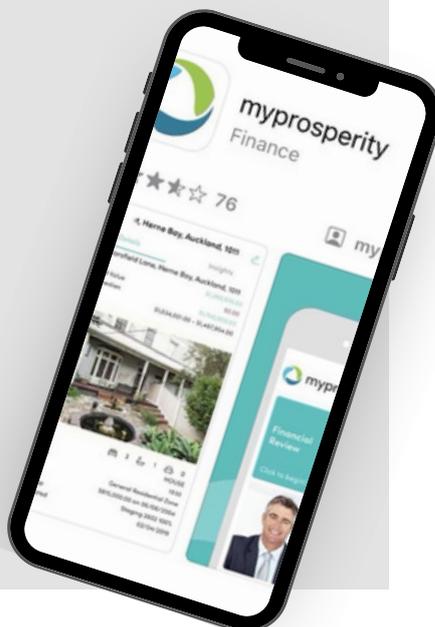
MyProsperity



Download on the App Store



Download on Google Play



We're here to help

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