

Password Reset Process Guide

PLEASE NOTE:

Before you reset your online password, please have the following available:

- **Your mobile phone** (The mobile phone number you registered with IVCM)
- **Access to your Email** (The email address you registered with IVCM)

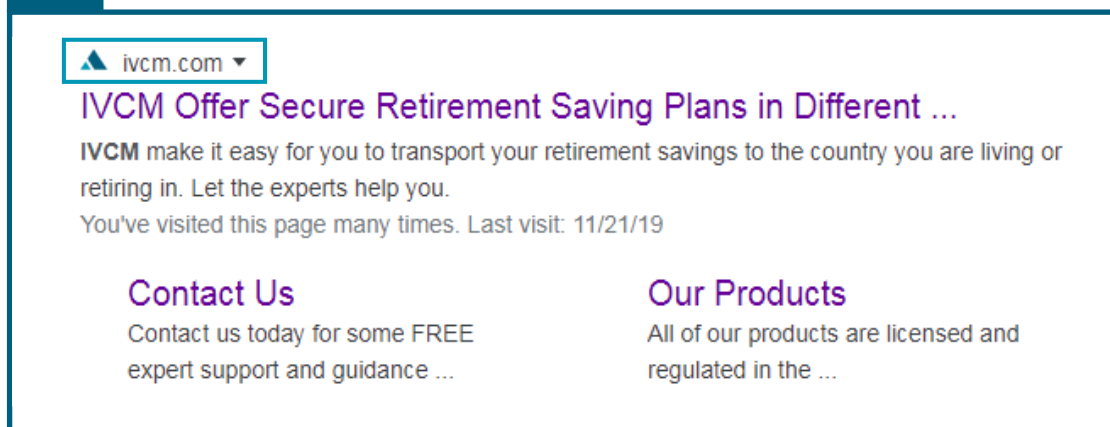
1

Please visit our website **IVCM.com** by typing the address into Google as shown below and pressing **Enter** on your keyboard:



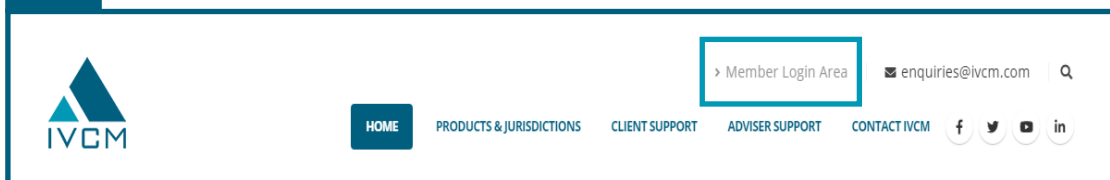
2

Click on the **IVCM.com** web address as shown below, by clicking on the left mouse key:

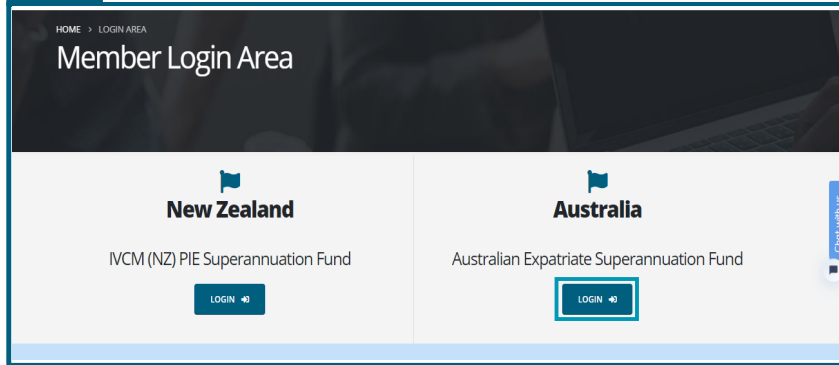


3

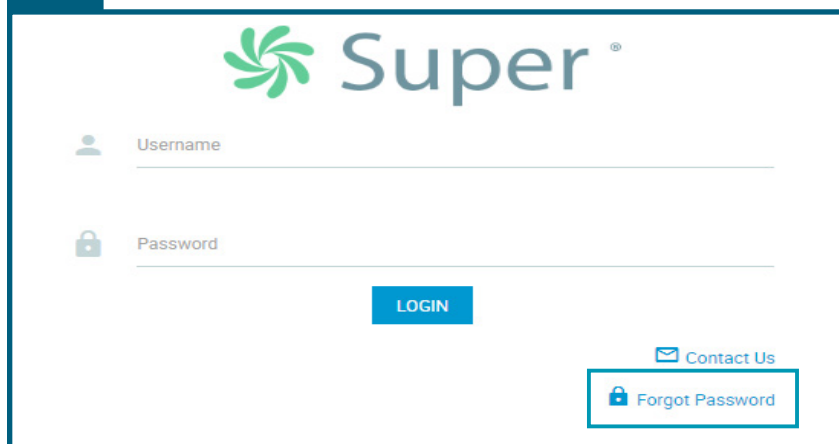
Click on the **Member Login Area** on the IVCM website as shown below by clicking on the left mouse key:



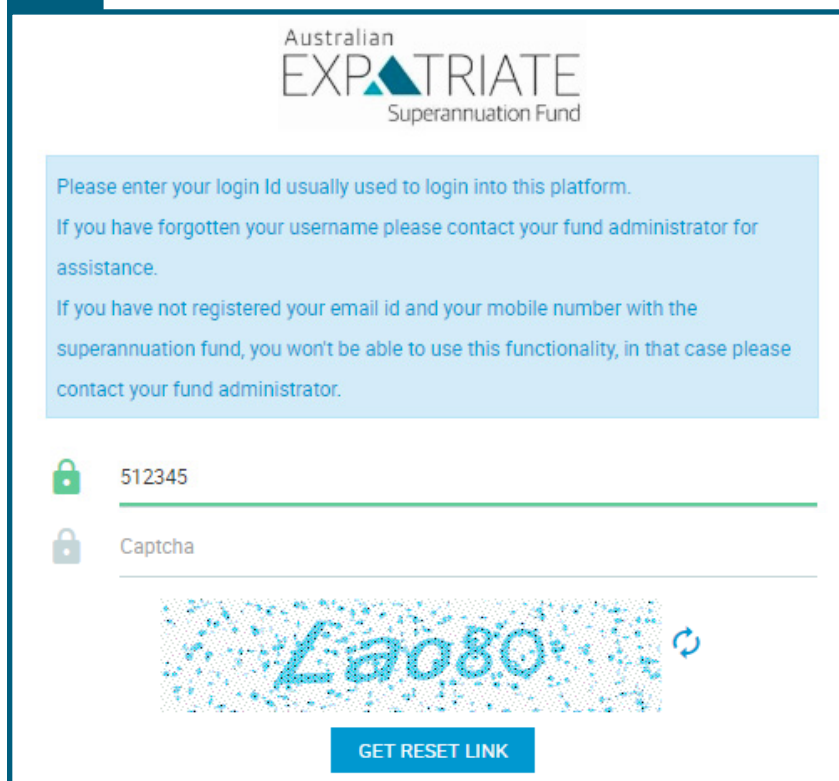
4 Click on the Australia **LOGIN** button by using your left mouse key:



5 Hover your mouse over the **Forgot Password** wording highlighted below and click on your left mouse button:



6 Please enter your **6-digit username**, which we provided to you when we set up your account.



7

You will then need to enter the **captcha**.

NOTE:

The captcha shall be different each time you visit the page. So please input the captcha you see on your screen. An example is highlighted in **GREEN**. The captcha needs to be input in the field highlighted in **BLUE**.

Australian
EXPATRIATE
Superannuation Fund

Please enter your login Id usually used to login into this platform.
If you have forgotten your username please contact your fund administrator for assistance.
If you have not registered your email id and your mobile number with the superannuation fund, you won't be able to use this functionality, in that case please contact your fund administrator.

512345

Lao80

Lao80

GET RESET LINK

8

Then left click your mouse on the **GET RESET LINK**

GET RESET LINK

9

If you have entered the correct captcha you will receive the following message:

Australian
EXPATRIATE
Superannuation Fund

If the login id is correct and a valid email address is registered with your superannuation fund, a link to reset your password would be sent to the email address registered with your superannuation fund.
Please check your email for the message containing the link to reset your password.
If you do not receive an email shortly, please contact your fund administrator.

10

You may experience the following message where the captcha was incorrect. In these cases, complete the process from step 7 again.

Please enter your login Id usually used to login into this platform.
If you have forgotten your username please contact your fund administrator for assistance.
If you have not registered your email id and your mobile number with the superannuation fund, you won't be able to use this functionality, in that case please contact your fund administrator.

Captcha text is invalid

11

When you have received the message in point 9. Please check your email address that you registered with Australian Expatriate Superannuation Fund (IVCM). You will now have received an email from **administrator@mysupersolutions.com.au**. Please also check your junk folder.



Super[®]

Hello John|

We have recently received a request to reset your password.

Please click on the following link to reset your password with a new one.

[Click here to reset your password](#)

If you did not request this password change, please contact us immediately.

If you are ever concerned someone may be trying to gain unauthorised access to your account, you can reset your password at any time or contact us for assistance.

Kind regards,

DDH Graham Limited

12

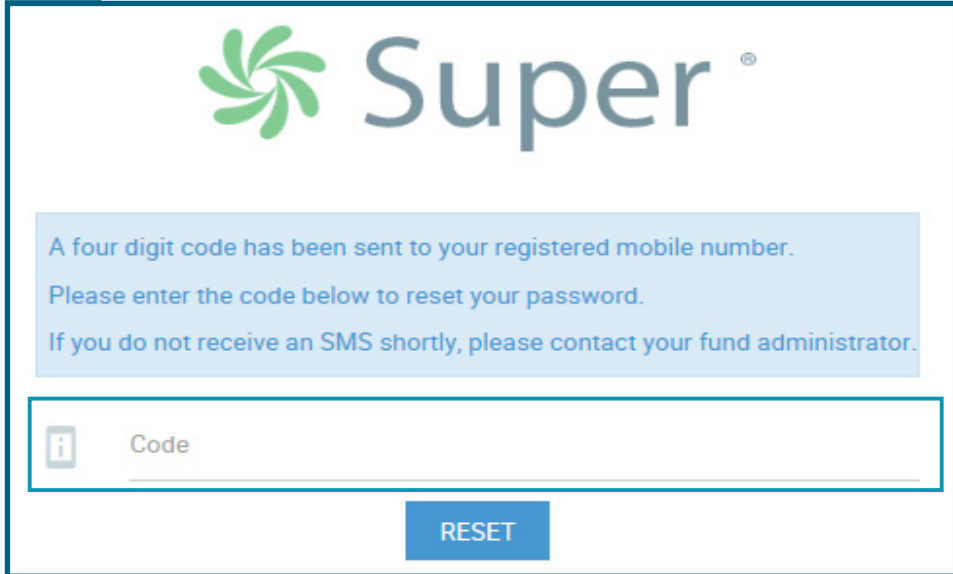
Please click on the link in the email received from **administrator@mysupersolution.com.au**

Please click on the following link to reset your password with a new one.

[Click here to reset your password](#)

13

You shall be taken to the following screen where you are asked for the **FOUR-digit code** that has been sent to your registered mobile number. Please enter the code in the section highlighted below:



14

Please hover your mouse over the **RESET** button and click the left mouse button.



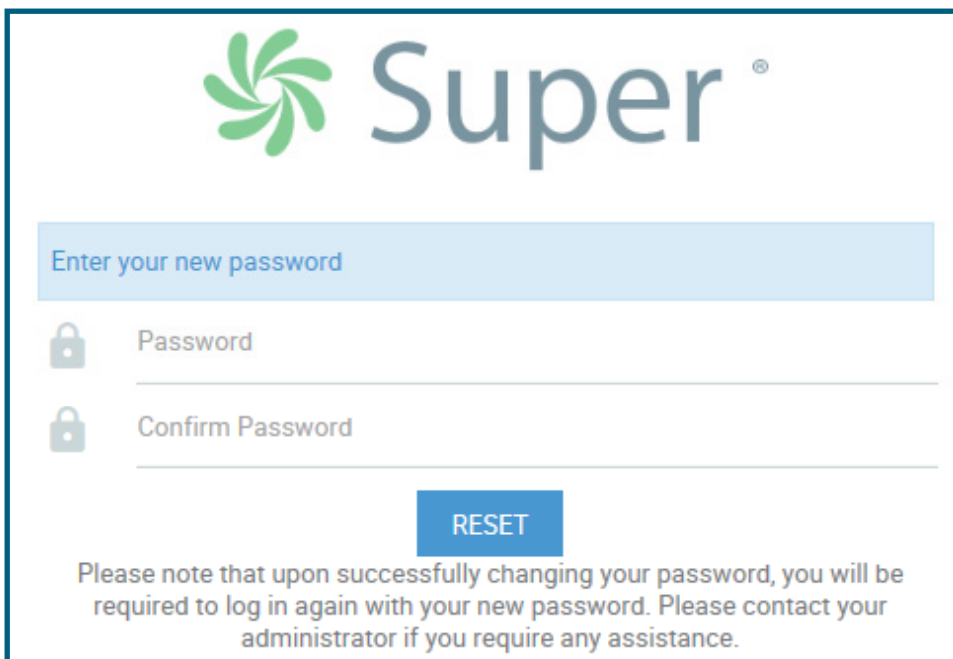
15

You shall then come to the password reset screen as shown below where you can enter a new password.

NOTE:

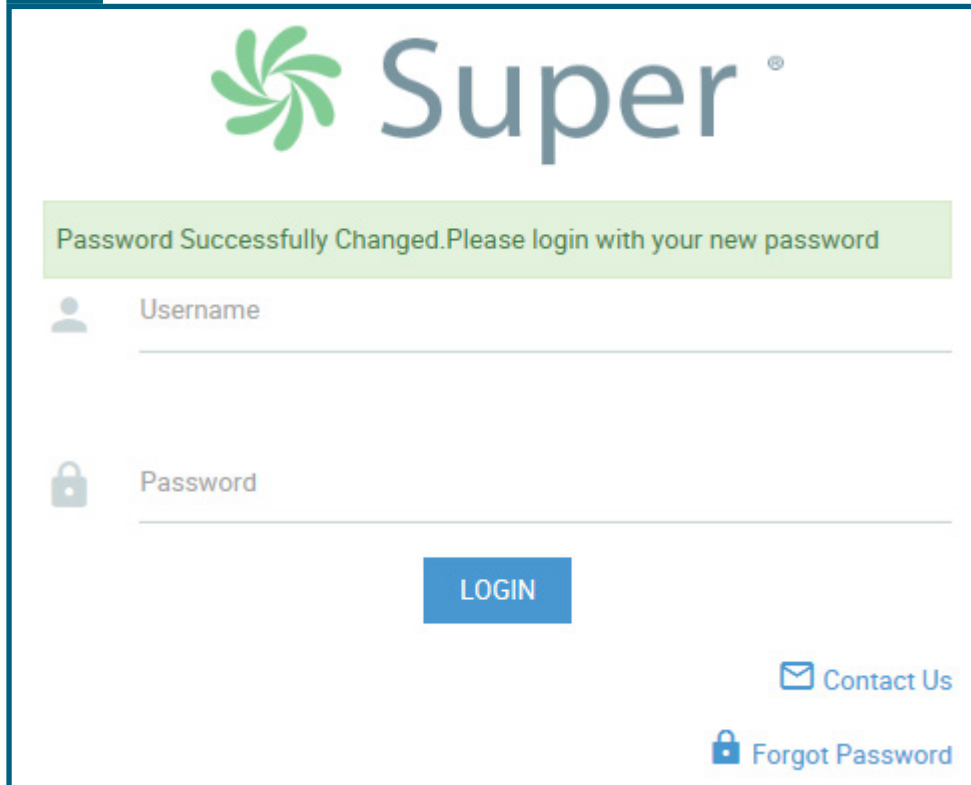
Your new password must contain at least **two numeric** and **one uppercase alpha character** and may contain special characters **!@#\$%^*()_+,:;**

Please enter your new password and then confirm the new password in the sections below and click on the **RESET** button using the left mouse button:



16

When you have successfully changed your password, you will be asked to login with your new password. You can now use the online portal.



Super

Password Successfully Changed. Please login with your new password

Username

Password

LOGIN

Contact Us

Forgot Password

17

Please remember to keep your password and personal data safe.

If you require further assistance we're always here to help on the phone. Just contact us on +61 (0) 2 7202 0151, Local 1300 323 489



Australian
EXPATRIATE
Superannuation Fund