



Australian
EXPATRIATE
Superannuation Fund

ADVISER LOGIN GUIDE
OneVue Client Portal

Issued by Diversa Trustees Limited, ABN 49 006 421 638, RSE License L0000635, AFS Licence 235153,
as Trustee for the Tidswell Master Superannuation Plan ABN 34 300 938 877, RSE R1004953.

Australian Expatriate Superannuation Fund is a sub plan of the Tidswell Master Superannuation Plan
ABN 34 300 938 877, RSE R1004953 and the Promoter is IVCM (Aust) Pty Ltd ABN 16 608 923 477, AFSL 491530.

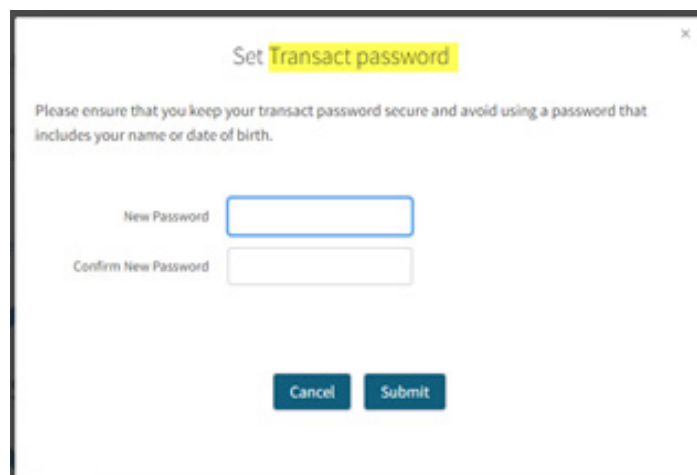
What you need to know to Login to the Platform

- **Login url:** <https://luminous.onevue.com.au/digitaldirect/aesf/adviser>
 - **Your username:** is the number provided that begins with a 'Q'
 - **Passwords:** You will need **2 passwords** and these passwords cannot be the same
1. [Login Password](#) required for you to Get into / Login to the platform
 2. [Transact Password](#) required for you to Transact or make changes to your account (you set this password when you log onto the system the first time as a one off activity)

How you Login Instructions

A: Logging in for the First Time (one off)

1. Click the Login url: <https://luminous.onevue.com.au/digitaldirect/aesf/adviser>
2. Go to the LOGIN Page at the link above.
3. Enter your user Id and your [Login Password](#) (sent to you via email - though some of you may have since reset)
4. When you login for the First time a [popup screen](#) will ask you to set up your next password. This is your [Transact Password](#) that you need to set up in order to Transact on your account.
Note: this popup screen password is NOT a reset of your Login password that you used to get onto the platform



Set **Transact password**

Please ensure that you keep your transact password secure and avoid using a password that includes your name or date of birth.

New Password

Confirm New Password

Cancel Submit

B: Logging in after you have set your Transact Password (ongoing/normal)

1. Click the Login url: <https://luminous.onevue.com.au/digitaldirect/aesf/adviser>
2. Go to the LOGIN Page at the link above.
3. Enter your User Id and your Login Password
4. Only when you Transact or make changes to your account will you be prompted to enter the second password that you set up via the pop up screen when you first logged on – ie your Transact password

Resetting your passwords

Q1: How do I reset my Login password that you sent me via email?

A1: Login and go to the PROFILE tab after you have logged in.

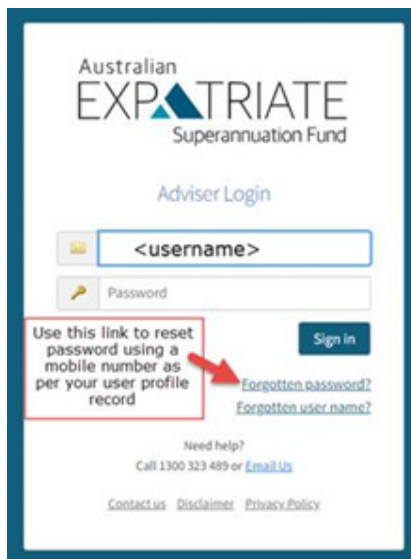
Q2: What do I do if I have forgotten my Login password?

A2: To reset a forgotten password, you need to have an Australian mobile number set up on your profile already.

Click the 'Forgotten Password' link on the Login Page (see image 1).

Complete the pops up (see image 2) and press 'Get Authentication Code'. An authorisation code will be sent to your mobile number. Enter this on the pop up enter a new password.

Image 1



Australian
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Adviser Login

<username>

Password

Sign in

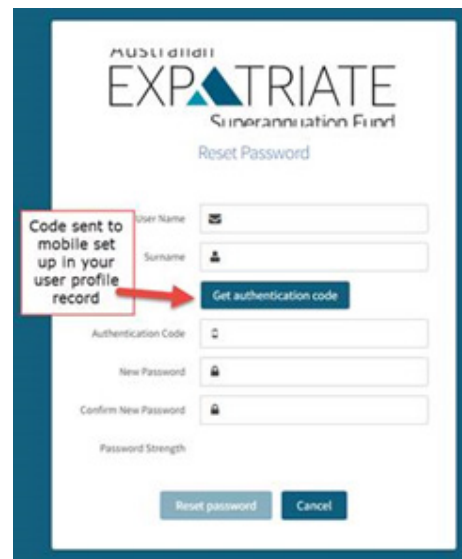
Use this link to reset password using a mobile number as per your user profile record

Forgotten password?
Forgotten user name?

Need help?
Call 1300 323 489 or [Email Us](#)

[Contact Us](#) [Disclaimer](#) [Privacy Policy](#)

Image 2



Australian
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Reset Password

User Name

Surname

Get authentication code

Authentication Code

New Password

Confirm New Password

Password Strength

Reset password Cancel

Code sent to mobile set up in your user profile record

Q3: How do you reset your transaction password?

A3: Call or email the IVCM team details (1300 323 489 or australia@ivcm.com)

Q4: What do they do if I don't have an Australian mobile?

A4: Call or email the IVCM team details (1300 323 489 or australia@ivcm.com)

Need more information or for any other questions?

If you need further assistance, please contact us on 1300 323 489 from 8.30am to 5.30pm (Sydney time) Monday to Friday, or email us at australia@ivcm.com

Australian EXPATRIATE Superannuation Fund

Australian Expatriate Superannuation Fund as a division of the Tidswell Master Superannuation Plan ABN 34 300 938 877, RSEL L0000888, Registration No. [R1004953] is administered in accordance with the trust deed and rules of the Tidswell Master Superannuation Plan Superannuation Plan.

The Promoter of the Fund is IVCM [Aust] Pty Ltd ABN 16 608 923 477, AFSL 491530. Diversa Trustees Limited ABN 49 006 421 638 AFSL No. 235153 is the Trustee.