



This guide provides a step-by-step experience tailored for first-time users to securely log in, create a new password, and set up a One-Time Pin (OTP) for enhanced security. It also includes instructions for existing users who need to reset their password, one time pin, or unlock an account if necessary.

First Time Login

Ensure you have received the two emails from FIS Mail ldp-noreply@fisglobal.com containing your username and a temporary password. (Please check your spam or junk folder)

If more than two weeks has elapsed since you received your account credentials from FIS, your access has been deactivated and you must contact your financial advisor to have your access reinstated.

Access the Website

Go to newbridgesecurities.com

Click **Client Login** located at the top right corner of the homepage.

Enter Username

On the login screen, input the username provided in the FIS Global email.

Click the **Proceed** button.

User Login

Username *

test.user

☐ Remember my User ID ?

Proceed

[Trouble signing in?](#)

Enter Security Code

You will be prompted to request a security code using the email address displayed. Click **Email me at xxxxx**.

If the email address is incorrect, please contact your financial advisor.

Once you receive the security code (PIN/OTP), enter your temporary password, the pin code and click **Sign In**.

Security Code Required

For security reasons, you will need to enter a one-time Security Code. Please choose the delivery destination where you will receive this time-limited code. You will be prompted to enter it on the next screen.

****, tell us where to reach you...

Email me at **TRFLY@AOL.COM**

*Message and data rates may apply. Frequency is 1 message per login attempt. Text STOP to opt-out.

Don't recognize these phone numbers? You might have entered an incorrect user ID. Return to the sign in page and re-enter your user ID. If you recognize the contact information, but they are no longer accurate, please contact your introducing broker dealer or registered investment advisor.

Cancel

[Terms & Conditions](#) | [Privacy Policy](#)

User Login

Welcome

Not You?

Please check your One-Time-PIN device to get the PIN code to use below

Password *

Pin Code *

If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location). Providing a device name will enat. [Read More](#)

Select the status of this device:

☒ No, this is not my computer or mobile device

☐ Yes, this is my computer or mobile device that I use regularly

Cancel **Sign In**

[Trouble signing in?](#)



Set Up New Password

Next, you will be prompted to create a new password. Enter the temporary password in the Old Password field, then input a new password, confirm the new password and click **Proceed**.

Passwords are Case Sensitive: Be cautious of extra spaces if you copy and paste.

Please Note the Password Requirements: Must include a capital letter, a number, a special character, and be at least 8 characters long.

i This page allows you to update your password.
The following rules apply when changing passwords:

Passwords must contain at least 8 characters, one uppercase character, one lowercase character, one number and one special character (!@#\$%^&*()_+){:;?/;><.,).

The new password does not meet the defined password criteria.

The new password must be different from the last 4 previously created password or passwords.

The new password cannot contain your Login Name, in forward or reverse order.

The new password cannot contain your first, middle or last name, in forward or reverse order.

Change Password

Old Password *

New Password: *

Strong

Confirm New Password: *

Cancel

Proceed

Accept User Agreement

- Acknowledge the Online User Agreement by ticking the **I Acknowledge** box.
- Confirm your agreement by clicking the **I Agree** button.

Online Usage Agreement

Terms & Conditions

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[...Read More](#)

☒ I acknowledge that I have read the above text carefully.

Signature

Date

4/18/2024, 1:11:45 PM

Location

I Disagree

I Agree



Anti-Phishing Protection


- Click the **Proceed** button to continue.
- Select a Security image.
- When prompted, enter a caption for the security image and click **Proceed**.

Security Image Setup

i Choose an image from the catalog provided and write a caption for it. These will both appear on your screen once you enter your username. This will help you identify the login page as genuine, reducing the risk of a Phishing attack.

Cancel **Proceed**


Image Caption



Your Personalized Caption:

Back **Proceed**

Select Security Image



[Get More Images](#) **Back** **Proceed**

One Time Pin (OTP) Setup – By default, your OTP/PIN is delivered to your email address. To add an additional way to receive your OTP/PIN, please follow the steps below.

- Click **+ Add a New Device** to register a phone for OTP.
- Name your device.
- Select SMS/Text Message or Voice Callback for **Device Profile**.
- Select your respective Country Code and enter your mobile number.
- Then Click **Save**.
- Then select your newly saved device and click **Proceed**.

Select OTP Device

i Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. When prompted to enter your PIN, you will use that device to retrieve your PIN.

☐ Default Email ()

☐ Test Device **+ Add a New Device**

Cancel **Proceed**

Add New Device

Device Name *

Device Profile

Country Code *

Mobile Number *

Cancel **Save**

Select OTP Device

i Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. When prompted to enter your PIN, you will use that device to retrieve your PIN.

☐ Default Email ()

☒ cell (+1)

☐ Test Device **+ Add a New Device**

Cancel **Proceed**

Congratulations! You have successfully completed your first-time login setup. We're thrilled to have you onboard and look forward to supporting you on your journey ahead.



Troubleshooting (For existing users only)

I Forgot my Username or Password

If you can't remember your username or password, click the **Trouble signing in?** link on the login page, select the appropriate option. When prompted, enter your registered email address, and click **Proceed**.

User Login

Username *

☐ Remember my User ID ?

Proceed

Trouble signing in?

Problems signing in to your account.

Please select your issue:

☐ I forgot my password.

☐ I forgot my username.

☐ I think my account is locked.

☐ I have problems with the One-Time-PIN.

Cancel

Proceed

Select one of the available options to receive your security code. Enter the pin code you receive and click **Proceed**.

Security Code Required

i For security reasons, you will need to enter a one-time Security Code. Please choose the delivery destination where you will receive this time-limited code. You will be prompted to enter it on the next screen.

mail.com, tell us where to reach you...

Text Me At +*****0574

Call Me At +*****9730

Email Me At *****@Hotmail.Com

Authenticator

Cancel

Problems signing in to your account.

i Please check your One-Time-PIN device to get the PIN code to use below

PIN Code *

Cancel

Proceed

After confirming the security code, you will receive an email from FIS with your username or instructions on how to change your password.



I think my account is locked

If you have 3 failed login attempts, the system will suspend access for 5 minutes. After 5 minutes you can attempt to login again. We encourage you to confirm your username and/or reset your password following the steps on the previous page, otherwise your account will remain locked, and you must proceed with the following steps to unlock your account and reset your password.

If you have completed the first-time setup but have not logged into your account for more than 120 days, your account will be deactivated, and you must contact your financial advisor to have your account reinstated.

To unlock your account, please follow the steps below.

Click the **Trouble signing in?** link on the login page, select **I think my account is locked**, enter your email and click **Proceed**.

The 'User Login' form contains a 'Username *' field with 'test.user' entered. Below it is a checkbox for 'Remember my User ID' with a help icon. A green 'Proceed' button is at the bottom, with a blue 'Trouble signing in?' link underneath it.

The 'Problems signing in to your account' form asks the user to select an issue. The options are: 'I forgot my password.', 'I forgot my username.', 'I think my account is locked.' (which is selected), and 'I have problems with the One-Time-PIN.'. Below the options is a text field for email address with 'testuser@gmail.com' entered. At the bottom are 'Cancel' and 'Proceed' buttons.

An email with further instructions will be sent to your email address.

Click the link in the email to unlock your account. You'll be redirected to the login screen to sign in.

A confirmation dialog titled 'Problems signing in to your account.' with the message: 'Thank you. An email has been sent to your registered email address with instructions to unlock your account.' and an 'OK' button.

The email body starts with 'Hello ,', followed by 'You recently requested to unlock your account' and a redacted name. It says 'To unlock your account, click [here](#).' and highlights 'This link will only be available for 2 hours from the time this email was sent.' It also includes a warning to contact the Brokerage Firm if the activity is suspicious and a footer stating '-----This is a system generated alert. Please do not reply to this message-----'.



I have problems with the One-Time-PIN

If you cannot recall which OTP device is yours or need to reset the device, please follow the steps below.

Click the **Trouble signing in?** link on the login page, select **I have problems with the One-Time-PIN**, enter your email and click **Proceed**.

User Login

Username *

☐ Remember my User ID ?

Proceed

[Trouble signing in?](#)

Problems signing in to your account.

Please select your issue:

☐ I forgot my password.

☐ I forgot my username.

☐ I think my account is locked.

☒ I have problems with the One-Time-PIN.

Enter the email address, username or alias that you use to sign in.

Cancel **Proceed**

Select the appropriate option, enter your password and click **Proceed**.

You will receive an email notifying you of your OTP device or receive a temporary OTP device reset link.

Problems signing in to your account.

Select your problem:

☒ I don't know my One-Time-PIN device.

☐ I want to reset my One-Time-PIN device.

Password *

Cancel **Proceed**

Problems signing in to your account.

Thank you. If you have entered a valid username and password, an email informing you of your One-Time-PIN device will be sent to your registered email address.

OK

Problems signing in to your account.

Thank you. If you entered a valid username and password, a temporary One-Time-PIN device reset link will be sent to your registered email address.

OK

Click the link in the email to reset your OTP device. You'll be redirected to the login screen to sign in where afterwards, you will be prompted to reconfigure your OTP device.

