



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 [idp-noreply@fisglobal.com](mailto:idp-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](http://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.

A screenshot of a "User Login" form. It has a text input field labeled "Username \*" containing "test.user". Below the input field is a checkbox labeled "Remember my User ID" with a question mark icon. A green "Proceed" button is centered below the checkbox. At the bottom of the form, there is a link "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**.

Two side-by-side screenshots of login forms. The left form is titled "Security Code Required" and contains a note about entering a one-time security code via email. It has a text input field for "Email me at" with the placeholder "\*\*\*\*\*TRFLY@AOL.COM" and a "Cancel" button. The right form is titled "User Login" and shows a "Welcome" message, a note to check a One-Time-PIN device, and input fields for "Password" and "PIN Code". It includes a note about device registration and two radio buttons for device status, with "No, this is not my computer or mobile device" selected. Both forms have "Cancel" and "Sign in" buttons at the bottom.



## 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.

**1** 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: \*

 Strong

**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

This website is offered to you, the user, conditioned on your acceptance without modification of the terms, conditions and notices contained herein. Your use of this website constitutes your agreement to all such terms, conditions and notices. Axos Clearing LLC ("Axos Clearing" or the "FIRM") may at any time change or modify the terms and conditions applicable to your use of this website, or to any aspect or feature of the website itself.

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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

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.

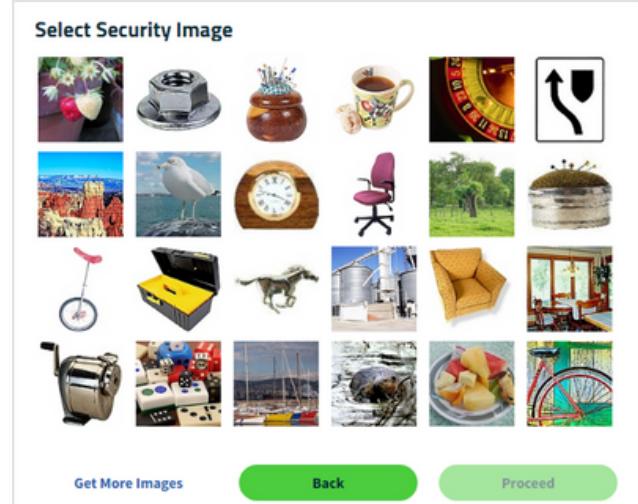
**Cancel** **Proceed**

### Image Caption



Your Personalized Caption:

**Back** **Proceed**



**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

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

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 \*  
test.user

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**

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.**

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**.

**User Login**

Username \*  
test.user

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.

To unlock your account, enter your email address, username or alias.

testuser@gmail.com

**Cancel** **Proceed**

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.

here. [REDACTED] This link will only be available for 2 hours from the time this email was sent. If you do not recognize this activity or find this email suspicious, please contact your Brokerage Firm. -----This is a system generated alert. Please do not reply to this message-----'."/>

**Problems signing in to your account.**

Thank you. An email has been sent to your registered email address with instructions to unlock your account.

**OK**

Hello ,

You recently requested to unlock your account [REDACTED]

To unlock your account, click [here](#).

[REDACTED]

This link will only be available for 2 hours from the time this email was sent.

If you do not recognize this activity or find this email suspicious, please contact your Brokerage Firm.

-----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**.

The image shows a two-step process. On the left, a "User Login" screen with a "Username" field containing "test.user", a "Remember my User ID" checkbox, and a "Proceed" button. Below it is a "Trouble signing in?" link. On the right, a "Problems signing in to your account" screen with a radio button for "I have problems with the One-Time-PIN" selected, an "Enter the email address, username or alias that you use to sign in" field containing "testuser@gmail.com", and "Cancel" and "Proceed" buttons.

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.

The image shows a two-step process. On the left, a "Problems signing in to your account" screen with a "Select your problem:" dropdown showing "I don't know my One-Time-PIN device" selected, a "Password" field with "\*\*\*\*\*", and "Cancel" and "Proceed" buttons. On the right, a confirmation message: "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." with an "OK" button.

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.

