

Enhanced SmartWorks Login - Existing User

To further safeguard the security of your clients' information and data, the procedure for signing into SmartWorks® is a multi-step process. You now must confirm something you know, like your user ID and answers to security questions you set up, and something you have, such as a file that the system confirms exists on your work computer.

IMPORTANT:

- The process will request you to enter your SmartWorks User ID and Password – please have this information before you login. **If you do not know your SmartWorks username or password**, please contact the technology support group at 800.771.6315 or WebSecuritySupport@cetera.com. If you need general help with the process or have other questions, please contact the Resource Center.
- If you bookmarked SmartWorks prior to June 24, 2013, delete your bookmark. Open a new window and visit www.myceterasmartworks.com (**NOTE:** You may want to bookmark this site again).
- **If you are using Internet Explorer version 9 or 10**, it is necessary to turn on Compatibility Mode. (**NOTE:** You may encounter a web page with no content when you try to access SmartWorks. The steps below will resolve this issue too).
- As a reminder, alternate ways you can access applications include:

Docupace: <https://www2.paperout.com/imaging/app?page=MyDesktop&service=page>

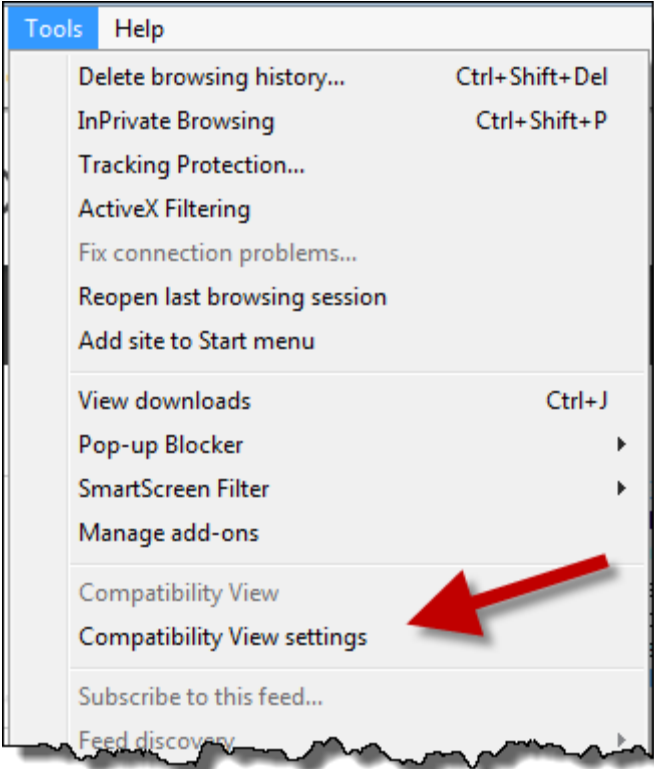
NetX360.com: <https://www2.netx360.com/home1.htm?pershing=login>

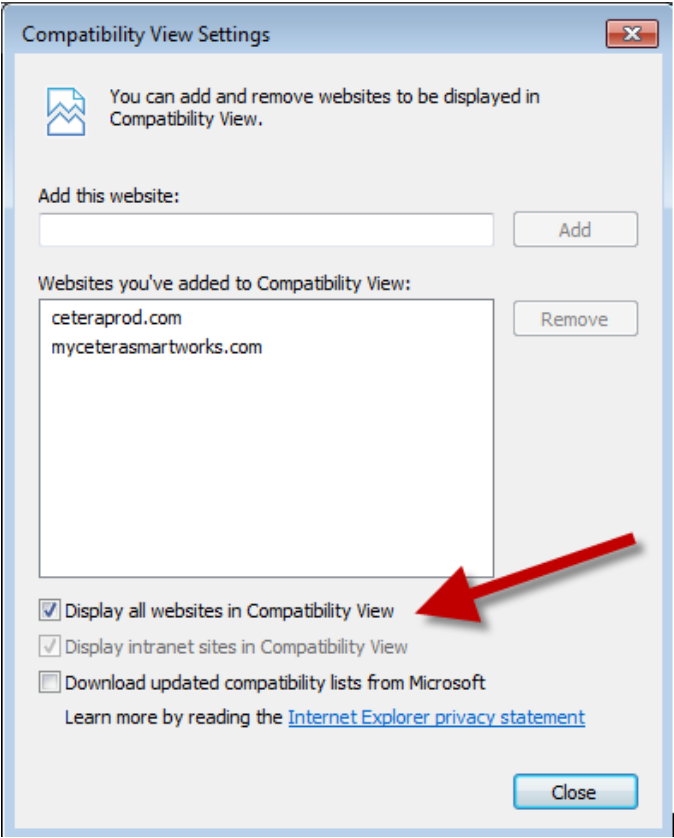
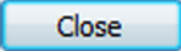
This job aid contains instructions for the following procedures (click a link below):

Procedure	Description
Internet Explorer Compatibility Mode	If you are using Internet Explorer 9 or 10, this explains how to turn on Compatibility Mode.
Establishing your Enhanced SmartWorks Login	If you used SmartWorks in the past and are logging in for the first time using enhanced login.
Subsequent Login to SmartWorks	Follow these steps if you've already established your secure login.
Reset a Forgotten Password	Follow these steps if you need to reset your password. This procedure assumes you cannot login to SmartWorks.
Reset Your Security Questions, Image / Personal Message or Password	Follow these steps if you need to reset your security questions, image / personal message or password (alternate method). This procedure assumes you can login to SmartWorks.

Internet Explorer Compatibility Mode

Follow these steps to turn on Compatibility Mode in Internet Explorer 9 or 10.

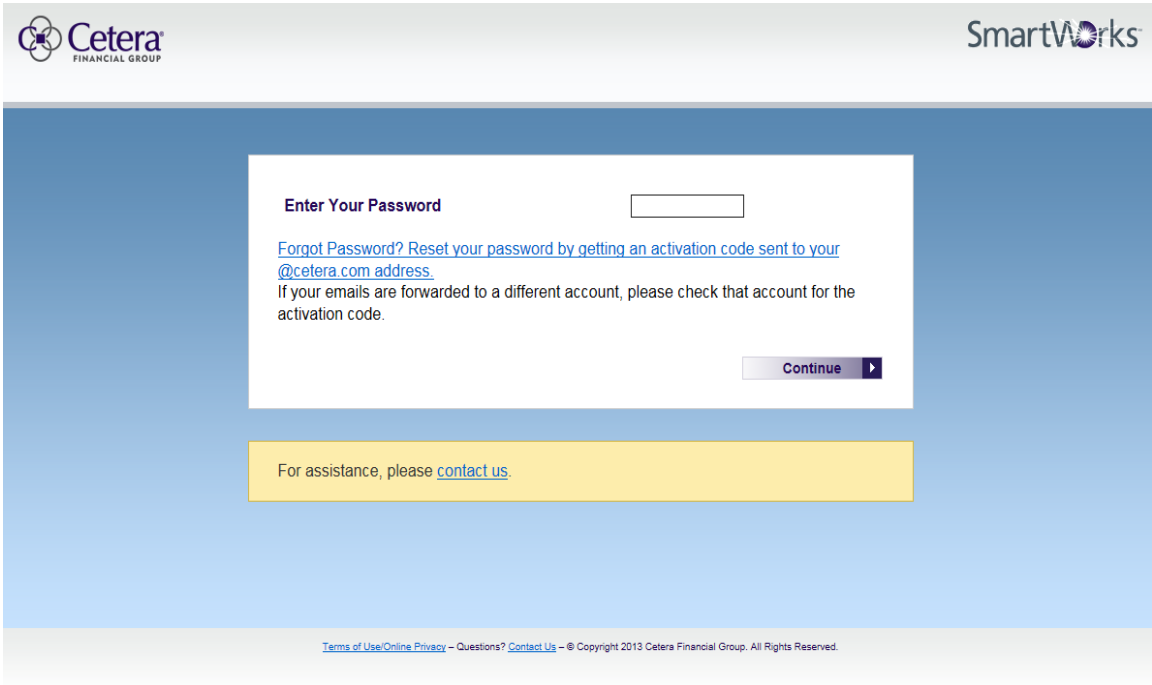

Step	Action
1	<p>From within Internet Explorer, select <i>Tools > Compatibility View Settings</i></p>  <p>The system displays the Compatibility View Settings dialog box.</p>

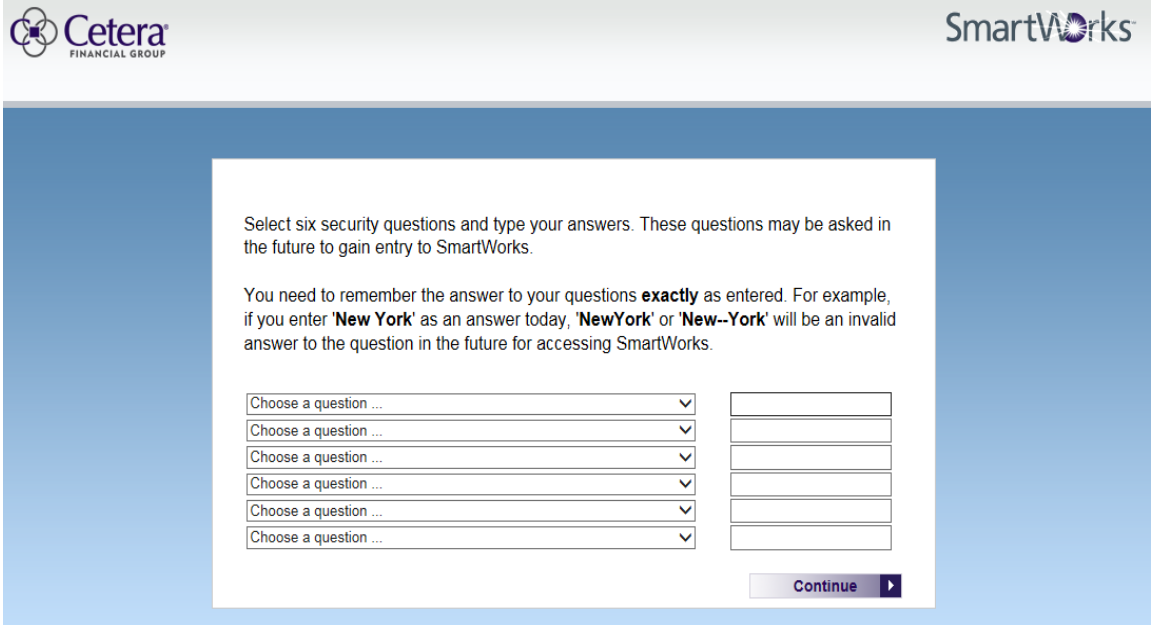
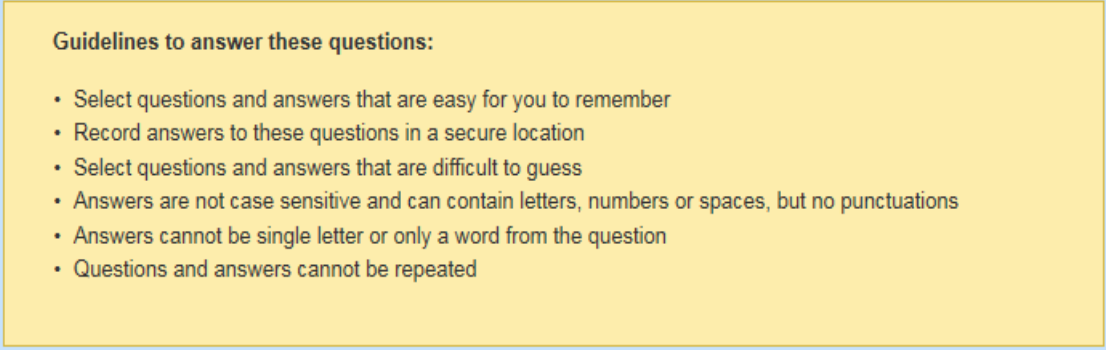

Step	Action
2	<p>Confirm "Display all websites in Compatibility View" is checked</p> 
3.	Click  .


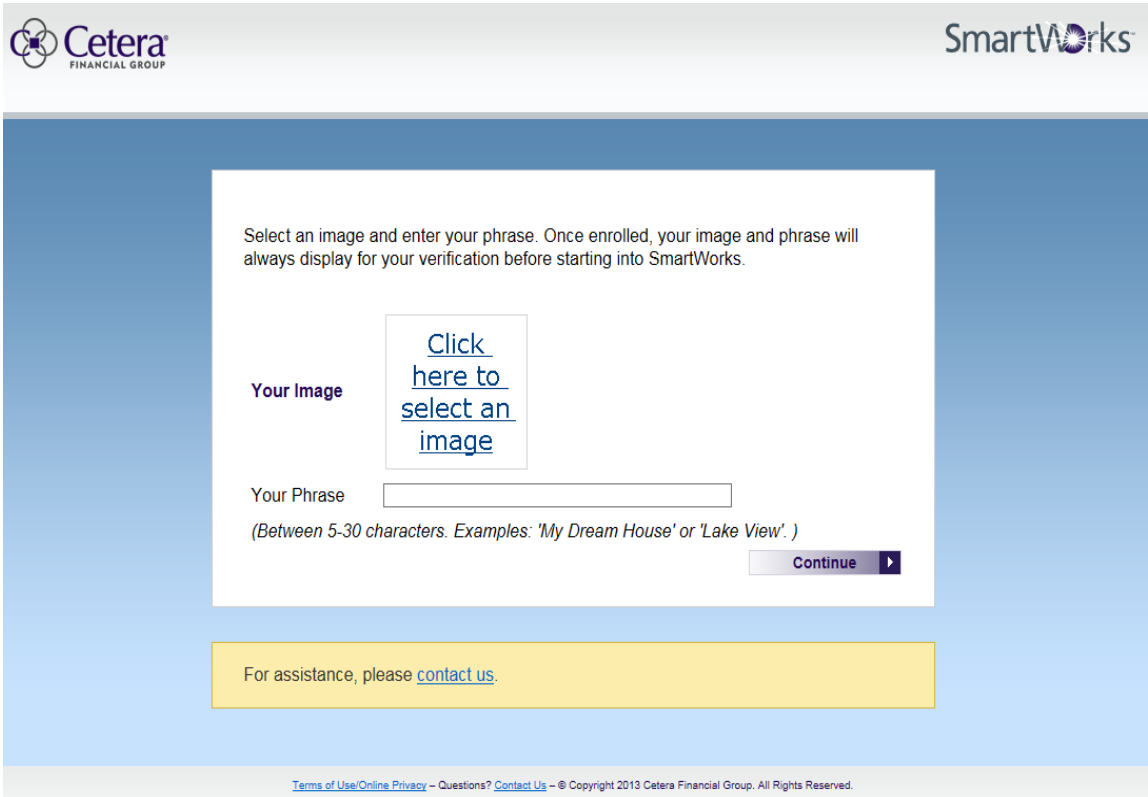
Establishing your Enhanced SmartWorks Login

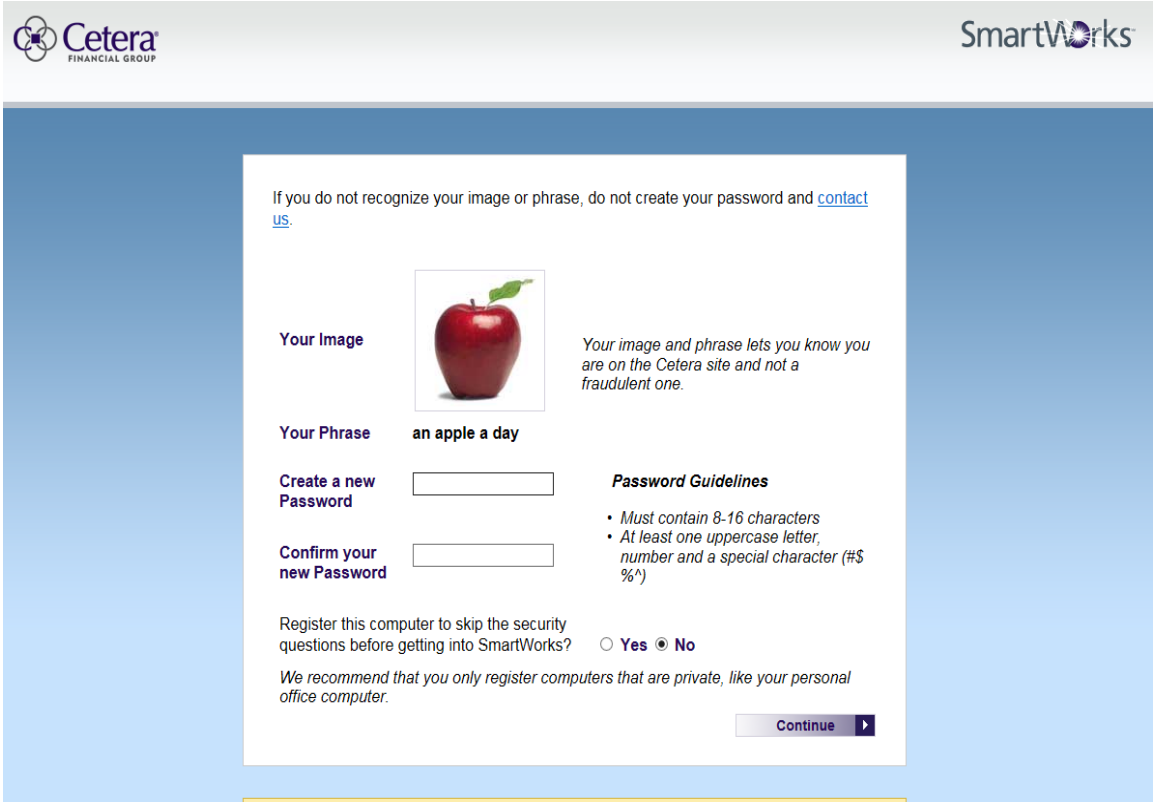
Follow the steps below to configure your SmartWorks Login:

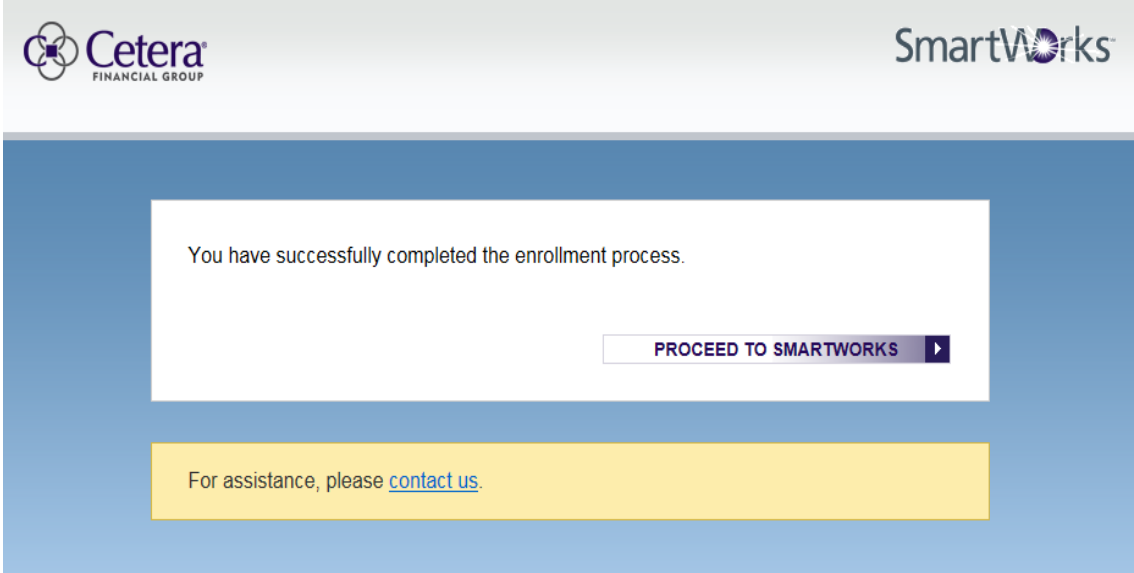
Step	Action
1	<p>Starting today, you will see a different screen when you visit the SmartWorks login page:</p>  <p>Notes: Do not click Start the Enrollment Process. This is for users who have never logged into SmartWorks previously.</p>
2	<p>Enter your User Name and click </p>
3	<p>On the next screen you will see an option to bypass setting up your enhanced SmartWorks login. If you choose to Enroll Later you can log in as you have in the past. However, on September 22 this option will disappear and you will be required to set up your login. Each time you login you will be reminded of how many days are remaining before enrollment is mandatory. Once enrolled this screen will no longer display.</p> <p>To enroll in Enhanced Smartworks Login now click .</p>

Step	Action
4	<p>The next screen will ask for your current Smartworks password.</p> <p>If you don't recall your current password there is a Forgot Password link to assist you in establishing your new password.</p>  <p>Enter it and click </p>

Step	Action
5	<p>The system displays a screen where you can select your security questions.</p> 
6	<p>Select a security question for each row and enter an answer in the field provided.</p> <p>There are guidelines displayed for more information on answering the questions.</p> 
7	<p>Click .</p>

Step	Action
8	<p>Click Click here to select an image to select an Personal Assurance Image for the system to display each time you login. Also, enter a Personal Assurance Message in the "Your Phrase:" field.</p> <p>Click .</p> 

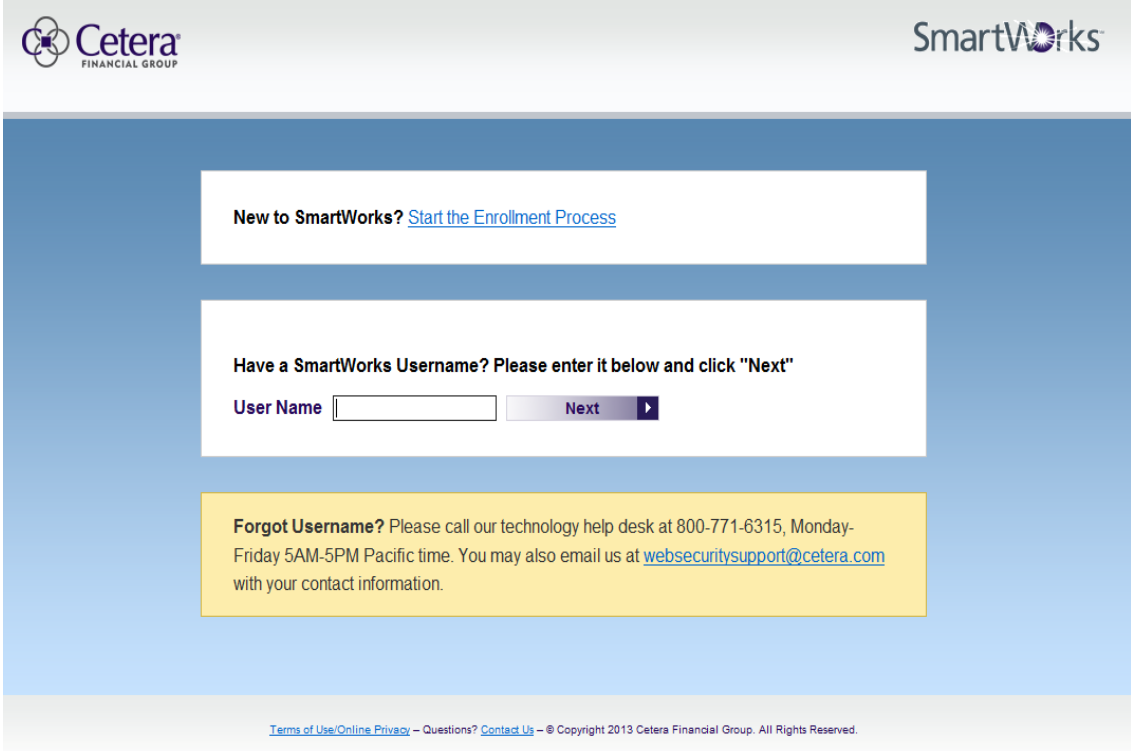

Step	Action
9	<p>Enter a new password in the “Create a new password:” and “Confirm your new password:” fields. For more information about selecting a password, please review the Password Guidelines.</p> <div data-bbox="370 527 1516 1325" style="border: 1px solid #ccc; padding: 10px;">  </div>

Step	Action
10	<p>The system confirms you successfully created your login.</p> <p>You will be logged into SmartWorks when you click -</p> <p style="text-align: center;">PROCEED TO SMARTWORKS ▶</p> 

Subsequent Login to SmartWorks

Follow these steps if you've already established your secure login.

Step	Action
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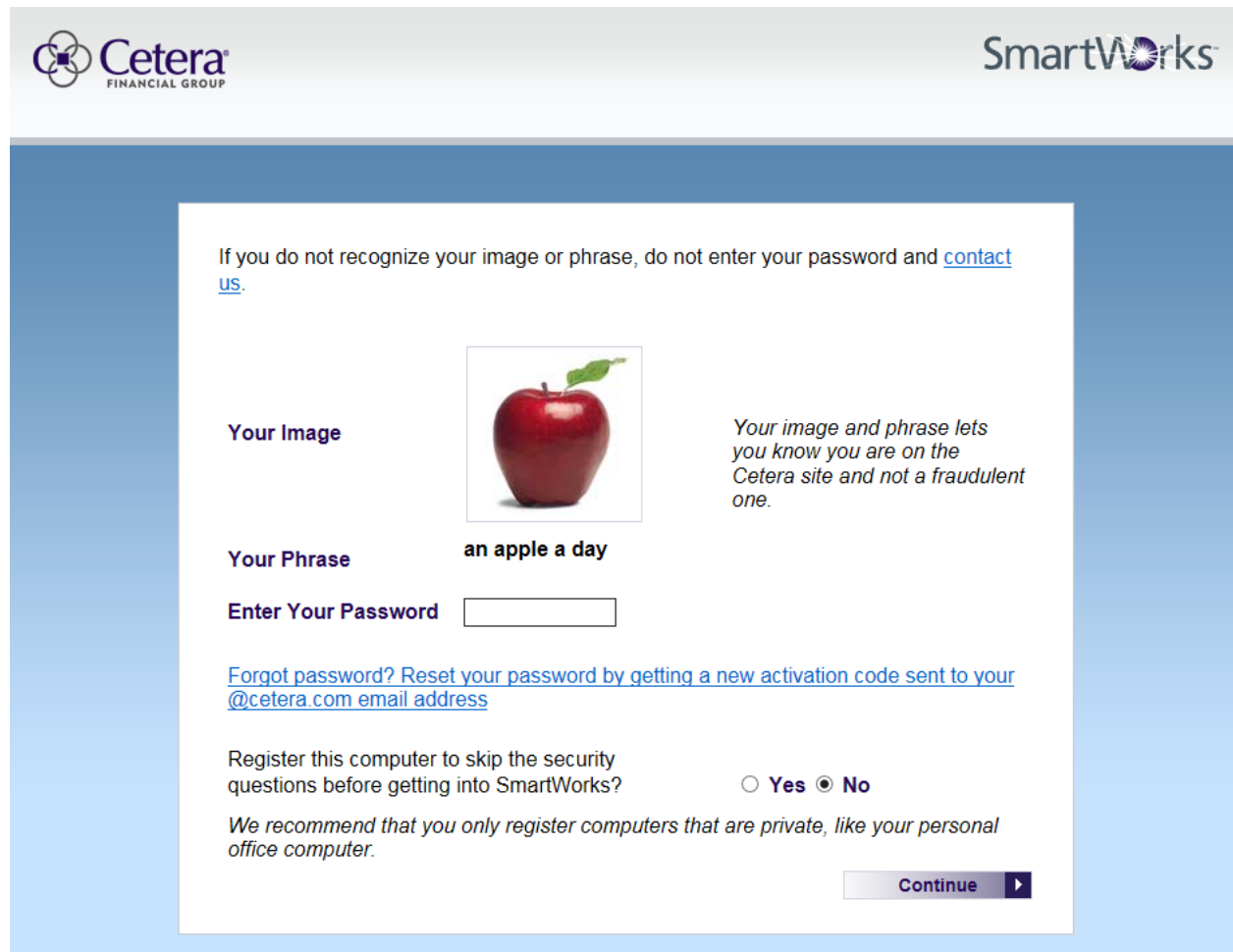
Step	Action
1	<p>On the SmartWorks login page, enter your User Name.</p> 
1a	<p>OPTIONAL STEP: Bookmark the new SmartWorks login page</p> <p>To easily navigate to the SmartWorks page on an ongoing basis, you may wish to bookmark the new SmartWorks page. To do this:</p> <ol style="list-style-type: none"> 1. Open a new browser page 2. Navigate to the new SmartWorks login page 3. Add it as a favorite or bookmark in your web browser. <p>NOTE: Each browser is diffeent, so if you are unsure how to do this, use your browser's help function to search for instructions.</p>
2	<p>Click .</p> <p>The system displays a screen containing a security question you answered when you established your secure login.</p>

Step	Action
3	<p data-bbox="370 436 831 470">Enter your answer in the field provided.</p> <div data-bbox="370 495 1612 1041"></div> <p data-bbox="370 1066 870 1100">Note: Your answer is not case-sensitive.</p>

Step	Action
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Click .

The system displays a screen with the Personal Assurance Image and Personal Assurance Message you selected.

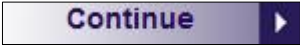


4

Using the definitions in the table below, select **Yes** or **No** for registering your computer.

If you are using a Non-Public / Trusted Computer (**Yes**), the system does not display your security questions each time you login from that computer.

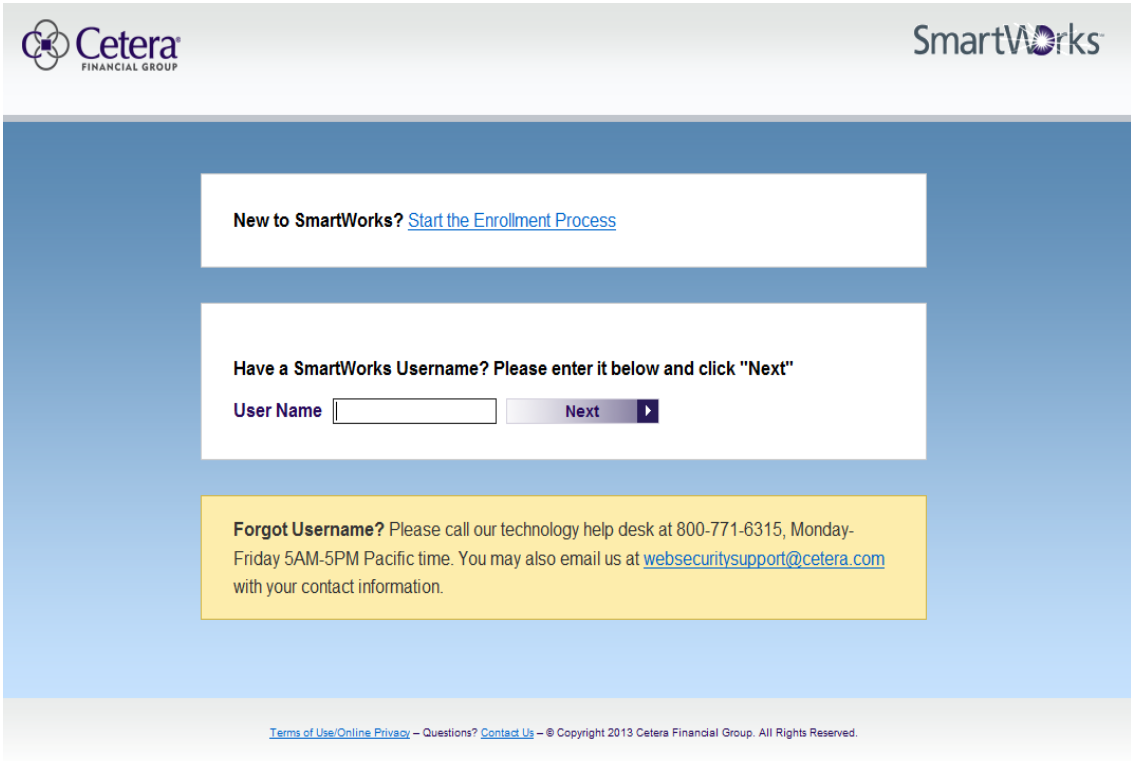
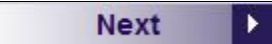
Title	Description
Yes – Non-Public / Trusted Computer	If this is the computer you regularly use to sign into SmartWorks, selecting this option locks in your computer as a safe platform and you will not be required to answer the security questions in the future. Your computer becomes part of the authentication process so select this option only if you are sure the computer will be in your possession all the time. Examples of private computers are your own laptop, desktop or private workstation
No – Public / Non- Trusted Computer	You may not be the only person who uses this computer. Selecting this option also requires you to answer the security questions each time you log on. Examples of public computers are those found in airports, libraries and internet cafes. Because these computers are accessible by anyone, care must be taken when using them. For safe computing, you should close all browser windows and log off completely after done using it

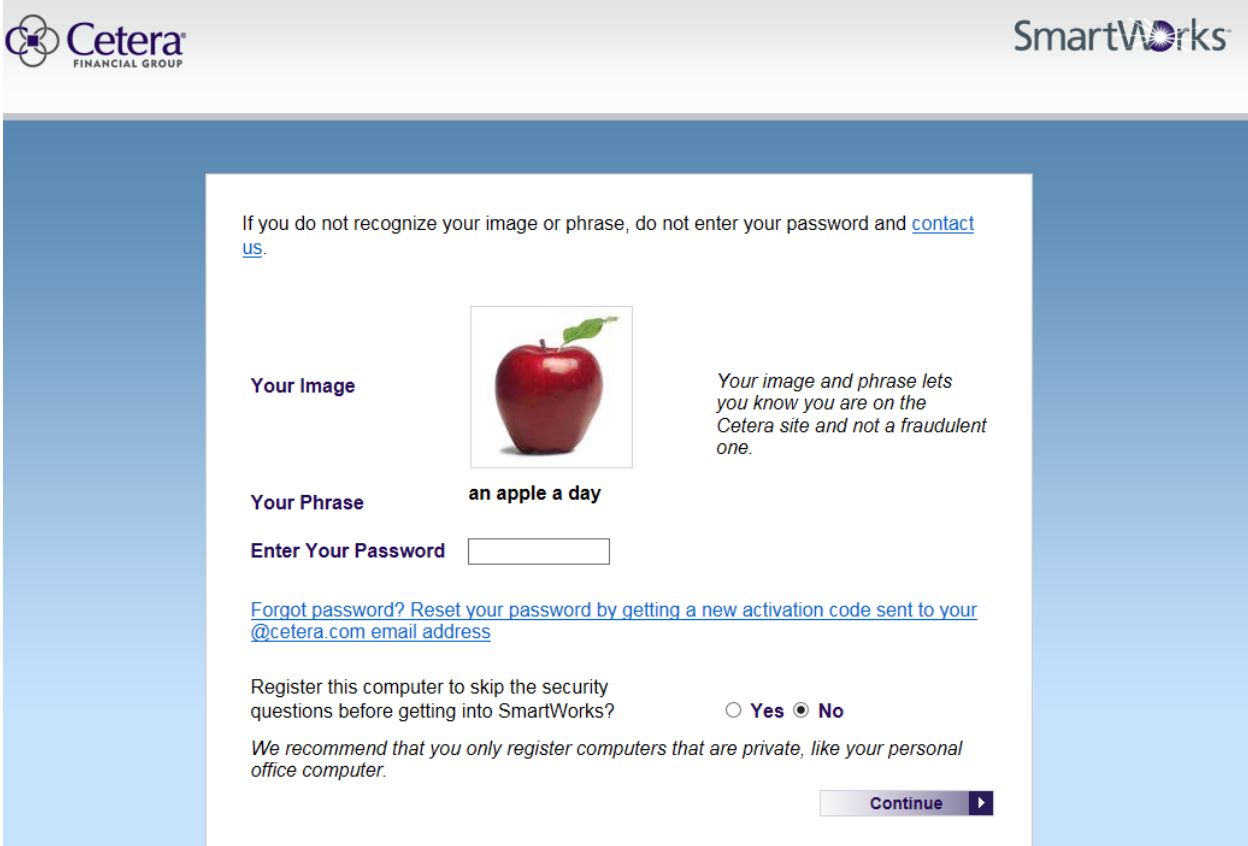
Step	Action
5	Click  .
6	The system displays the SmartWorks home page.

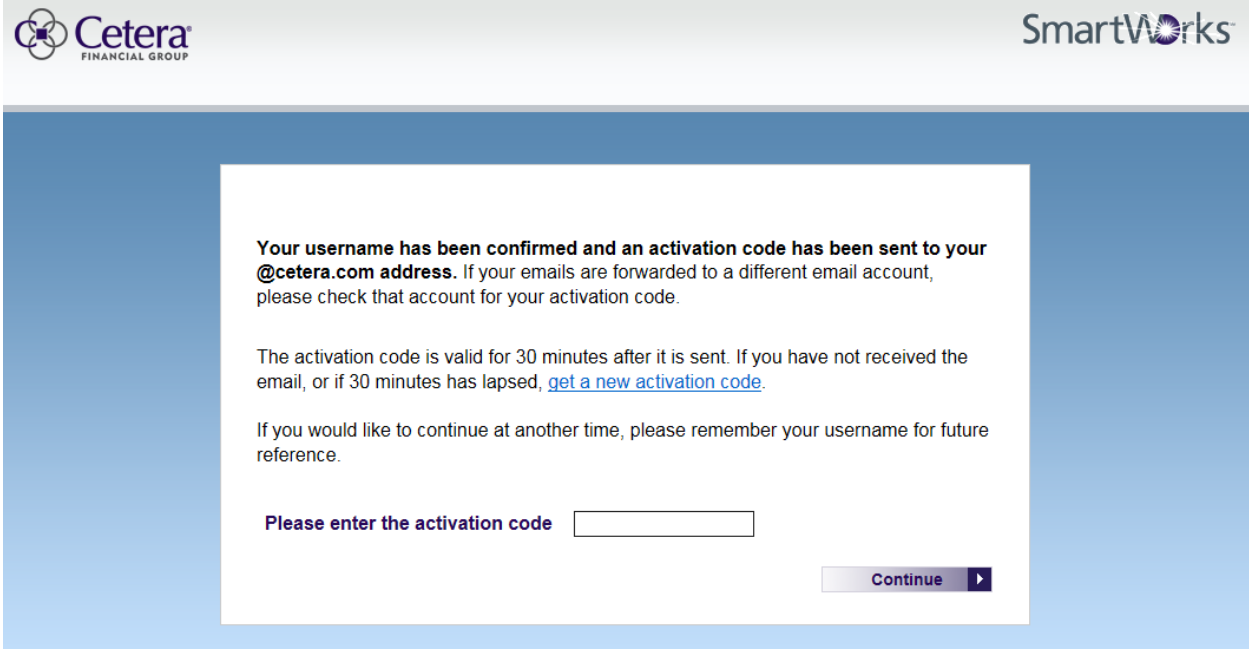
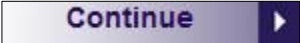
Reset a Forgotten Password – Cannot Login to SmartWorks


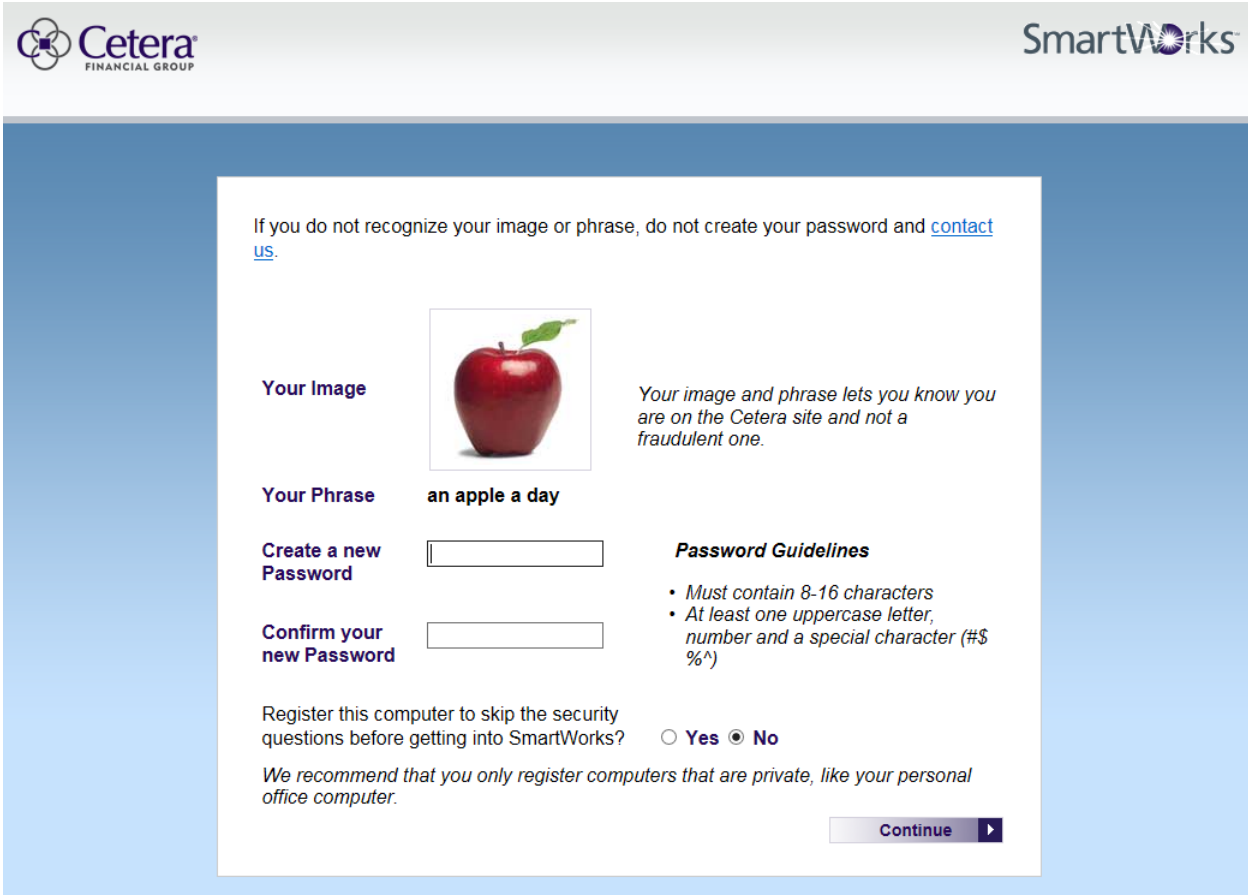
Note: The instructions below explain how to reset your password if you cannot login to SmartWorks. Following this section is an alternate method to reset your password if you cannot login to SmartWorks.

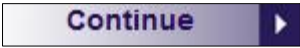
Follow the steps below if you forgot your SmartWorks password:

Step	Action
1	<p>On the SmartWorks login page, enter your User Name.</p> 
2	<p>Click </p> <p>The system displays a screen containing a security question you answered when you established your secure login.</p>

Step	Action
3	<p>Select "Forgot password? Reset your password by getting a new activation code sent to your @cetera.com email address" to reset your password.</p>  <p>The screenshot shows the Cetera Financial Group SmartWorks interface. At the top left is the Cetera logo, and at the top right is the SmartWorks logo. The main content area has a blue background with a white central box. Inside the box, there is a security challenge: 'If you do not recognize your image or phrase, do not enter your password and contact us.' Below this is a red apple image with the text 'Your Image' to its left and 'Your image and phrase lets you know you are on the Cetera site and not a fraudulent one.' to its right. Underneath the image is the text 'Your Phrase' followed by 'an apple a day'. Below that is a text input field labeled 'Enter Your Password'. At the bottom of the box, there is a link: 'Forgot password? Reset your password by getting a new activation code sent to your @cetera.com email address'. Below the link is a question: 'Register this computer to skip the security questions before getting into SmartWorks?' with radio buttons for 'Yes' and 'No' (selected). A note below reads: 'We recommend that you only register computers that are private, like your personal office computer.' At the bottom right of the box is a 'Continue' button with a right-pointing arrow.</p>

Step	Action
4	<p>The system automatically sends an activation code to your email. Enter this activation code on the next screen:</p>  <p>Note: If you do not receive the activation code this is usually because of an incorrect email address on file. In that case please call the Help Desk for support.</p> <p>Activation codes expire after 30 minutes, so if you wait that long without inputting the code you will need to resend a new code by clicking on get a new activation code.</p>
5	<p>Click </p>

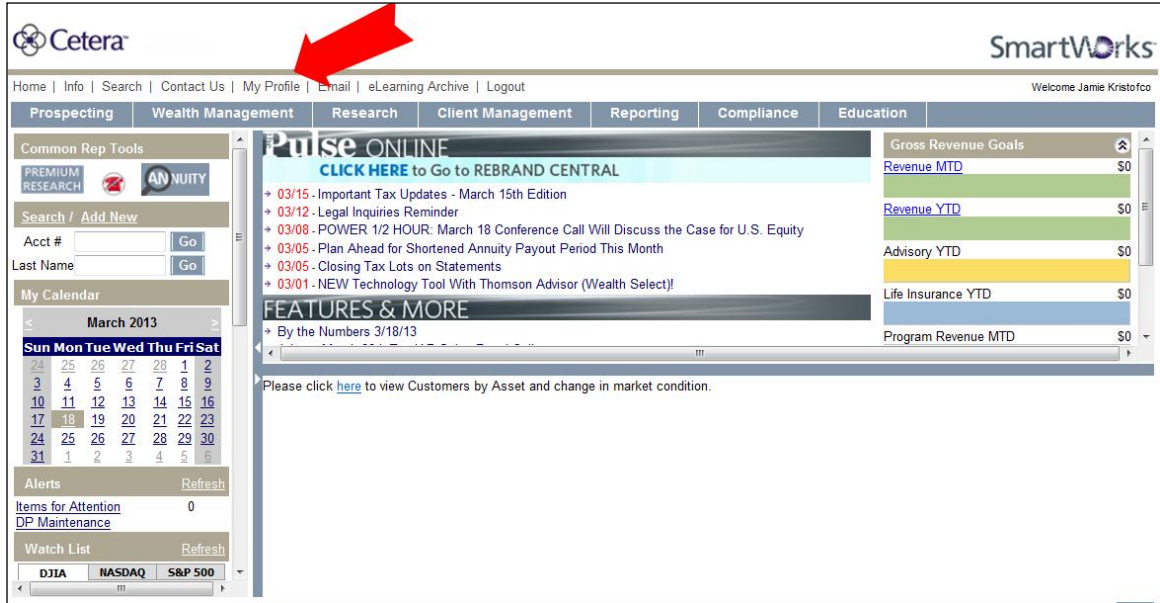
Step	Action
6	<p>The system displays a security question. Answer your security question and click .</p>
7	<p>The system display a screen where you can select a new password:</p>  <p>Enter a new password.</p> <p>Note: Please note the Password Guidelines for selecting a new password.</p>

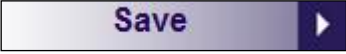
Step	Action
8	Click  . The system resets your password and logs you into SmartWorks. The next time you login to SmartWorks, use your new password.

Reset Your Security Questions, Image / Personal Message or Password

Note: The process to reset your security questions, image / personal message or password assumes you can login to SmartWorks. If you need to reset your password and cannot login to SmartWorks, follow the steps in the previous section of this document.

Follow the steps below if you forgot your SmartWorks password:

Step	Action
1	<p>After logging into SmartWorks, click My Profile.</p>  <p>The screenshot shows the SmartWorks dashboard interface. At the top, there is a navigation bar with the Cetera logo on the left and the SmartWorks logo on the right. Below the navigation bar, there are several tabs: Prospecting, Wealth Management, Research, Client Management, Reporting, Compliance, and Education. A red arrow points to the 'My Profile' link in the navigation bar. The main content area is divided into several sections: Common Rep Tools, Pulse ONLINE (with a 'CLICK HERE to Go to REBRAND CENTRAL' link), Gross Revenue Goals (with a table showing Revenue MTD, Revenue YTD, Advisory YTD, Life Insurance YTD, and Program Revenue MTD, all at \$0), My Calendar (for March 2013), Alerts, Items for Attention (0), and Watch List (with DJIA, NASDAQ, and S&P 500 indices).</p>

Step	Action
2	<p>A new window opens with the options to change your security questions and answers, your personal security image and message or your password. Click the link that corresponds to what you wish to modify.</p> <div data-bbox="371 537 1511 1167" style="border: 1px solid black; padding: 10px;"> </div> <p>Notes: If you change your security questions, you will need to set up all your questions and answers again.</p> <p>If you change your image and personal message, you will need to select an image and type your passphrase. The system does not remember your previous image and passphrase.</p> <p>If you change your password, you will need to know your previous password.</p>
3	<p>Click .</p> <p>The next time you login to SmartWorks, use your new security questions, image / personal message and / or password.</p>