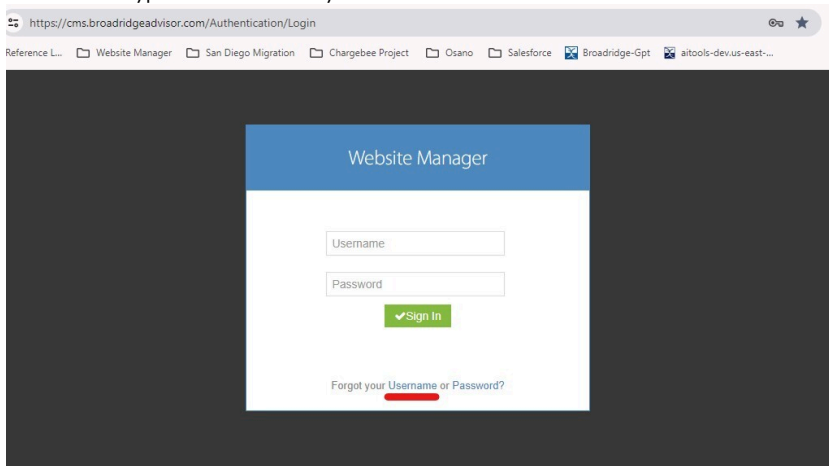


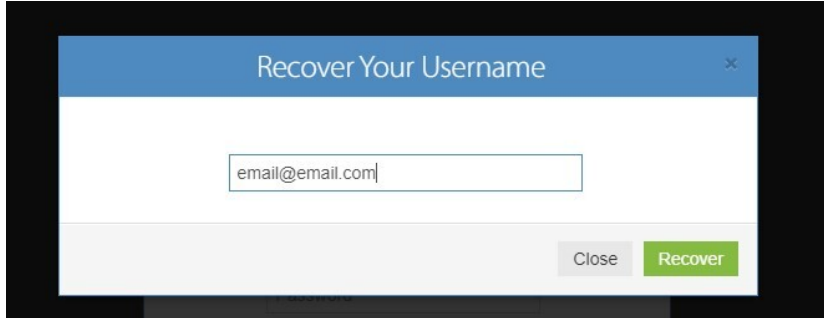
Recover Forgotten Username Instructions

Discover how easy it is to retrieve your forgotten username and gain access to your website manager site with our simple step-by-step guide.

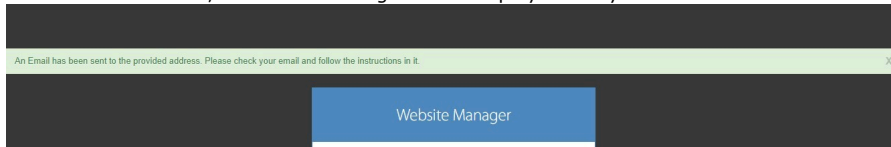
1. Go to <https://cms.broadridgeadvisor.com/Authentication/Login>
2. Click on the hyperlink text that says 'Username'



3. A modal will open prompting you to enter your email address associated with your website. Click on 'Recover'.



4. If the email is correct, a success message will be displayed and you should receive an email with your Username.



5. Navigate back to the Website Manager by clicking on either the 'Go to Login' or 'Click Here' navigation items.

Website Manager: Your Username Request

Delete
 Archive
 Report
 Reply
 Reply all
 Forward
 Zoom
 Read / Unread
 Categorize
 Flag / Unflag

Website Manager: Your Username Request

Application Help <system@emeraldconnect.com>
 To: youremail@email.com

Your Username Request

We have received your username request for the Broadridge Advisor Website Program.

Username: **YourUserName**

[Go to Login →](#)

If you also need to reset your password:

- [Click Here](#) to visit Website Manager
- At the bottom, select 'Forgot your Password'
 - Enter your lowercase **Username**: * If you do not know your username, use your email
 - Enter your lowercase **Email**
 - Select **Recover**
- Check your email promptly and follow the password reset instructions within 15 minutes.

Keep your username secure. Coordinate with your program to ensure every team member gets an account and gains correct access.

Need help logging in? Please call the Website Support Helpdesk at 1-844-824-1702. We are available Monday - Friday 8am-8pm, Eastern Time.

****Please do not reply to this email****

Thank you,

Website Support Helpdesk
 Broadridge Advisor Solutions
 Mon - Fri, 8am - 8pm (EST)
 1-844-824-1702

6. Login with the Username provided in the email and your known password.

Note

- It is important to be aware that after 3 unsuccessful login attempts, your account will be locked for security purposes, requiring assistance from the Broadridge support team to unlock it. Simply send an email to BAS.ClientSupport@broadridge.com.

Need Additional Support?

- If your account is locked or accessing the associated email address is not feasible, you can seek additional assistance by contacting the Client Support Team. Please dial 800-233-2834 and select option 2 for support.
- Alternatively, you may direct your inquiry via email to BAS.ClientSupport@broadridge.com.