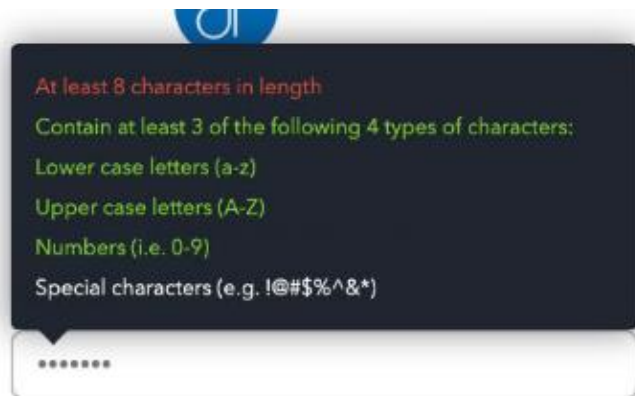


PASSWORD RESET INSTRUCTIONS

The following are instructions for resetting a password for both American Portfolios– Client Access and NetXInvestor.

American Portfolios – Client Access

1. Navigate to www.americanportfolios.com.
2. Click “Forgot Password.”
3. Enter email address and click “Submit”; you will receive an email to create a new password.
4. In the email received, click the link.
5. Create a new password. Password requirements will be detailed in the message box.



6. Log in with the new password.

NetXInvestor

1. Navigate to <https://americanportfolios.netxinvestor.com/nxi/login>.
2. On the login page, click “Forgot Password.”
3. Enter the firm number (56V), user ID and email address, then click “Continue.”
4. Enter the answers to the pre-selected security questions or the One-Time Passcode.
5. If you want NetXInvestor to remember this device, click “Yes”; if not, click “No.”
6. Click “Continue.”
7. Enter the new password in the New Password and Confirm New Password fields, then click “Continue.”

Reset Password

Enter a new password using the Password Rules:

New Password

Confirm New Password

Tip: Passwords can contain the following special characters:

& * @ ; \$ = | - % . # ? _ |

To create an acceptable password your password must :

1. not contain same as the user id
2. contain a minimum of 8 and a maximum of 32 characters
3. contain at least one alpha and one numeric character
4. not contain linked account(s) name.
5. contains at least one uppercase and one lowercase letter

Cancel

Continue

8. Log in with the new password.