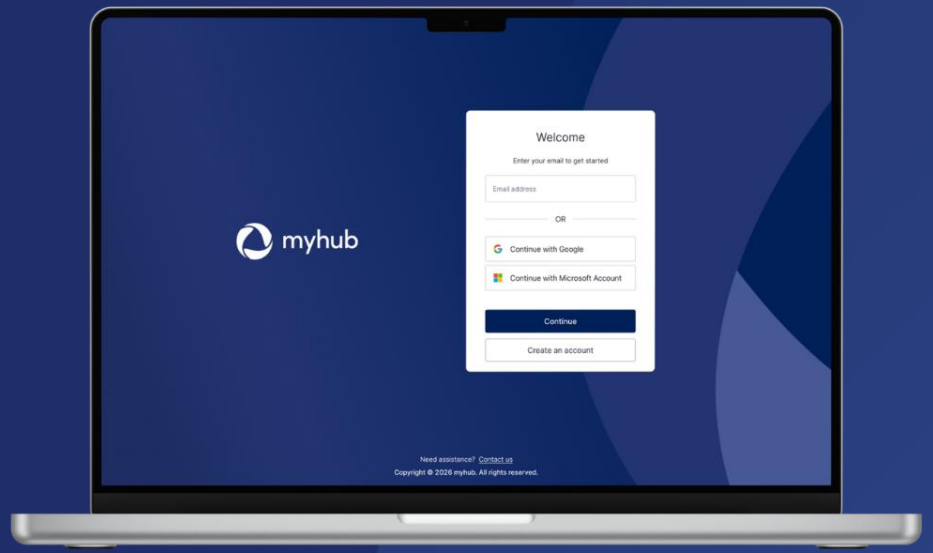
Partner

myprosperity

What to expect

What partners need to know about the updated myprosperity login and security experience



What to expect when accessing myprosperity

While parts of the experience will look different, users will continue into the familiar myprosperity client portal after logging in.

Choose a topic below or work through the guide to find the information you need.

1. **Understand the changes**
   - **Why is the login and security experience changing?**
   - **What's changing?**
   - **The login page is getting a new look**
2. **Prepare your business**
   - **How should we prepare?**
   - **Client conversation guide**
3. **Communicate and support**
   - **Client email template**
   - **Partner FAQs**
   - **Help and support**

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Why is the login and security experience changing?

We're introducing new ways for users to securely login and manage their security settings.

As part of this capability uplift, you'll notice a refreshed login and user settings experience, featuring **myhub branding** and supported by **myhub Auth**.

You and your clients will notice a new look and updated login and security journeys, including the option to set up a passkey for one-click login. After logging in, you'll continue into the familiar myprosperity portal.

What is myhub Auth?

myhub Auth is the authentication capability supporting the updated way for users login to myprosperity and manage their user settings.

What's not changing?

Once logged in, users will continue into the familiar myprosperity portal. Account information, approved access, functionality and day-to-day experience will remain the same.

What's changing?

You may notice:



myhub branding, web & email address

The login and user settings experience, featuring myhub branding and supported by myhub Auth. You'll also notice an updated web address, as well as related system emails sent from no-reply@auth.myhub.com.au.



Security and MFA settings

Multi-factor authentication and other login and security settings will be managed through the updated myhub Auth experience. While the screens may look different, most existing security methods will remain available.



Passkeys

The current biometric login experience will transition to the new passkey capability, for easy access using fingerprint, facial recognition or device PIN once set up. Users will be prompted at login with the option to create a passkey, or it can be setup later through User Settings.

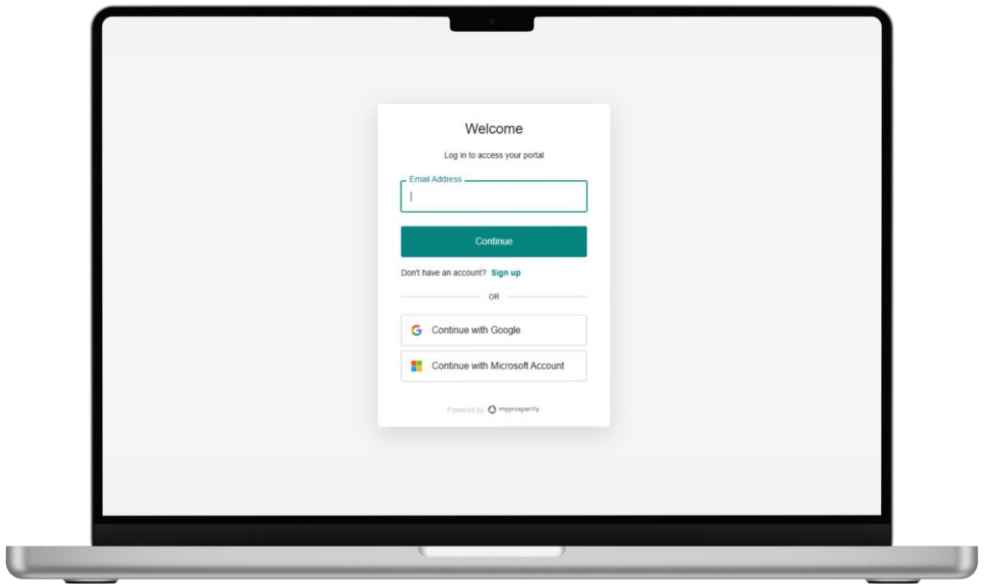


Password reset journey

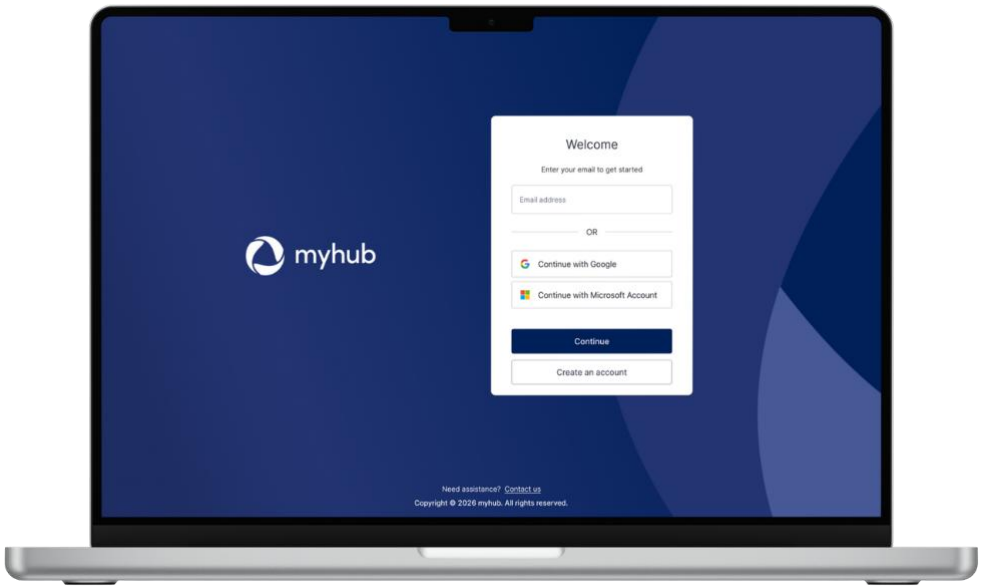
When resetting a password, you will complete an email verification step before creating a new password.

Note: *An updated invitation and new-user activation journey will be introduced in a future release. We'll provide supporting resources to help you and your team understand the new process and support new users.*

The login page is getting a new look



Before
Current desktop Log in page



After
New look myhub branded desktop Log in page

Once logged in, you'll continue into the familiar myprosperity portal.

Home

Next: What do I need to do?

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How should we prepare?

Most users do not need to make changes before the updated experience is introduced. However, we recommend a few steps to prepare your team and support your clients.

Prepare

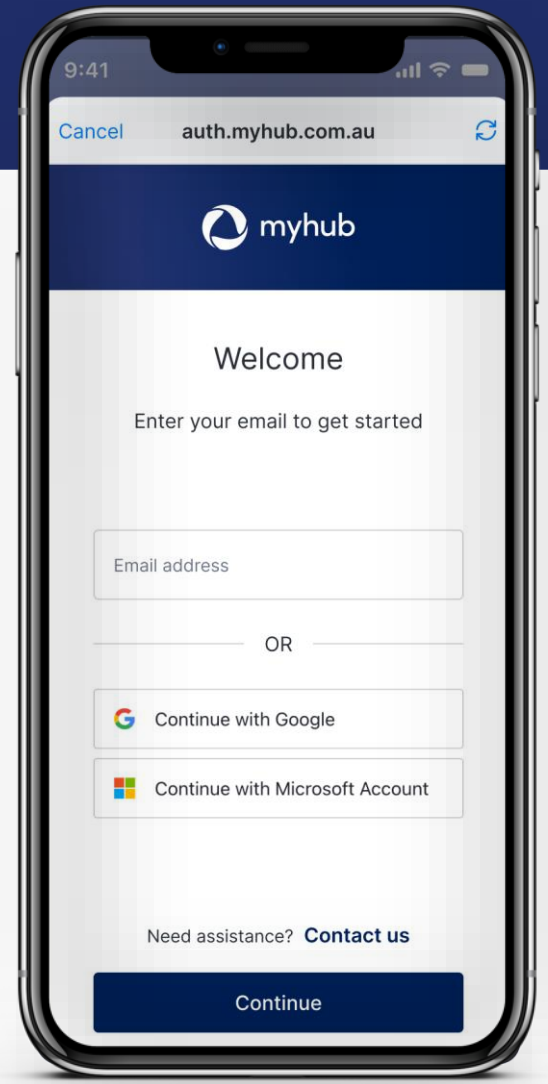
- Familiarise yourself and relevant team members with the updated login and security experience.
- Review this guide and the client What to Expect guides to understand the key changes.
- Make sure client-facing team members are familiar with the key messages and can explain why myhub branding may appear. Refer to the **Client conversation guide** to prepare.

Communicate

- Share the client What to Expect guide to explain what clients may notice and what remains the same.
- Customise the **Client email template** before sending client communications
- Reinforce that clients are still accessing myprosperity and that their data, approved access and day-to-day experience remain in place.

Support

- Additional Help Centre resources are being developed and are expected to be available at release, providing step-by-step guidance for the updated login and security experience. Until then, use the resources in this pack to prepare your team and respond to client questions.



The myprosperity client app will also receive the uplifted myhub experience.

Home

Next: Client conversation guide

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Client conversation guide

Key message: The login and security experience will look different, but clients will continue into the familiar myprosperity portal, with their data and approved access remaining in place.

Q. Why does the login page look different?

The way you login to myprosperity and manage your login and security settings is being uplifted through myhub Auth. You may notice a new look, myhub branding and different web address as part of this experience.

Q. Am I still accessing myprosperity?

Yes. After logging in through the updated myhub Auth experience, you'll continue into the familiar myprosperity client portal and can use myprosperity as usual.

Q. Why am I receiving emails from no-reply@auth.myhub.com.au?

Emails relating to login and security activities, such as password resets or verification, may be sent from myhub Auth. Check that the sender address is **no-reply@auth.myhub.com.au** before following the instructions.

Q. I'm having trouble logging in.

You can continue using your existing login details. If you need to reset your password, select **Forgot password?** on the login page and follow the prompts to change your password.

Q. Will my multi-factor authentication still work?

Most existing multi-factor authentication methods will continue to be available, although they may look different. The current myprosperity biometric login experience will transition to the new passkey capability, for easy access using fingerprint, facial recognition or device PIN once set up. Users will be prompted at login to create a passkey, or it can be setup later through User Settings.

Q. Why isn't my password manager filling in my details?

Your password manager may not immediately recognise the new myhub Auth web address. You may be prompted to save your login details against the new address.

Next: Client email template

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Client email template

Use this template to notify clients about the upcoming login changes. Before sending, complete the bracketed fields, add the client What to Expect Guide and confirm your practice's support details.

Subject: Your myprosperity login and security experience is changing

Hi [Client name],

We're letting you know about an upcoming change to the way you log in to myprosperity and manage login and security settings. These parts of the experience will be updated through **myhub Auth**. While the login and security journey will look different, you'll continue into your familiar myprosperity client portal after logging in.

What you may notice
- myhub branding, a new look and a different web and email address
- Uplifted login and security journeys
- The option to set up a passkey for one-click login

For more information about the changes and what to expect, view the [What to expect guide for clients].

Do I need to do anything?
Make sure you have the latest version of the myprosperity app installed. You can continue using your existing login details and will be clearly guided if any action is required. The current myprosperity biometric login experience will transition to the new passkey capability, giving you a quick and secure way to log in without a password using a fingerprint, face scan or device PIN already set up on your device. You can follow the prompts at login to create your passkey or set it up later through User Settings.

What remains the same?
Your myprosperity data, approved access and day-to-day experience after logging in remain in place. myprosperity will continue to be the familiar client portal you use today.

If you need help accessing your account, please contact [Practice name/contact details].

Kind regards, [Adviser/Practice name]

Next: Frequently asked questions

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Partner FAQs

Q. Why do clients see myhub branding when accessing myprosperity?

myhub Auth supports the updated way users log in to myprosperity and manage their login and security settings. As part of this experience, clients may see myhub branding when logging in, resetting their password or managing security settings. After logging in, they'll continue into their familiar myprosperity client portal.

Q. Where will clients manage their login and security settings?

Login and security settings will be managed through the updated myhub Auth experience. Clients will see myhub branding when reviewing or updating these settings.

Q. Will clients need to change their password?

Clients can continue logging in with their existing login details. If they need to reset their password, they can select **Forgot password?** on the login page and follow the prompts.

Q. What if a returning client can't log in?

Ask the client to select **Forgot password?** on the login page and follow the prompts to reset their password. If access cannot be restored, follow your practice's agreed support pathway.

Q. Where should I direct clients who still need help?

myprosperity Help Centre guidance is being developed for launch. Alternatively, contact myprosperity Support on your clients' behalf at support@myprosperity.com.au.

Next: Help and support

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Help and support



For any other questions, contact our expert support team at **support@myprosperity.com.au**.

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