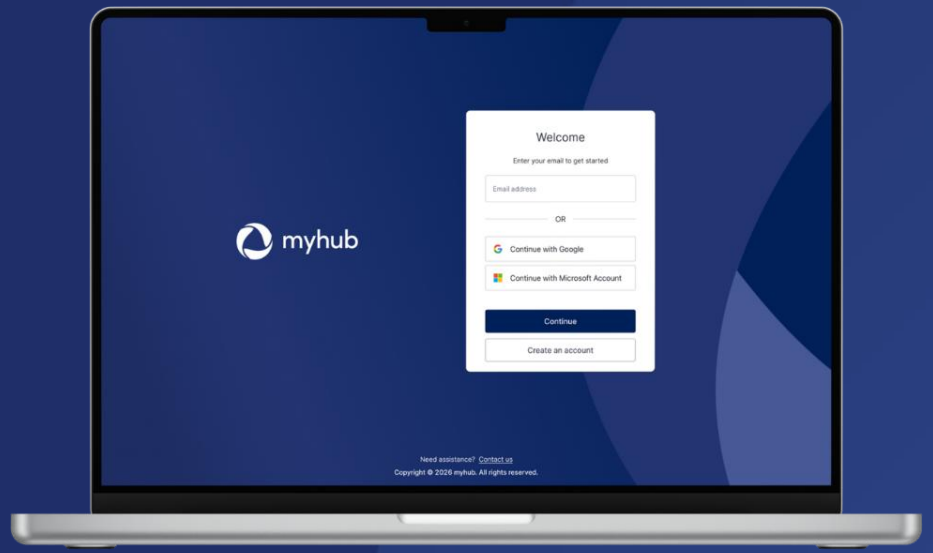
Client

myprosperity

What to expect

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



What to expect when accessing myprosperity

We're uplifting how you log in to myprosperity and manage your login and security settings through myhub Auth.

While parts of the experience will look different, you'll continue into your familiar myprosperity portal after logging in.

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

- **Why is it changing?**
- **What's changing?**
- **The login page is getting a new look**
- **Do I need to do anything?**
- **Frequently asked questions**

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Why is it changing?

We're introducing more ways to login, including passkeys, through myhub Auth. You'll also notice a refreshed login and user settings experience featuring myhub branding. After logging in, you'll continue into your familiar client portal.

What is myhub Auth?

myhub Auth supports the updated way you log in to myprosperity and manage your login and security settings. You will see myhub branding when logging in, resetting your password or updating security settings as part of the myhub Auth experience.

What's not changing?

The familiar myprosperity client portal, your data and approved access remain in place. After logging in, you can continue using myprosperity as usual.

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

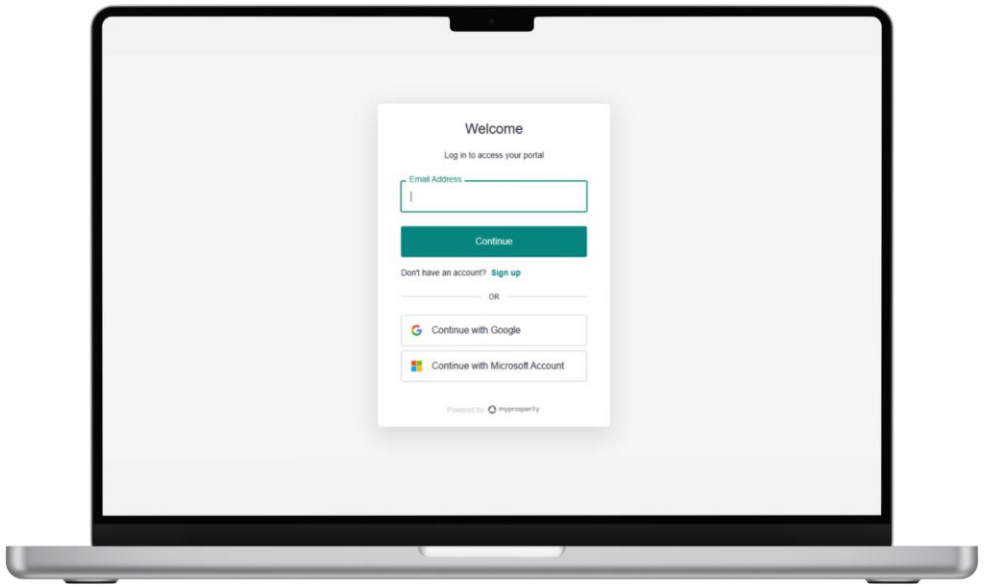
When resetting a password, you will complete an email verification step before creating a new password.

Home

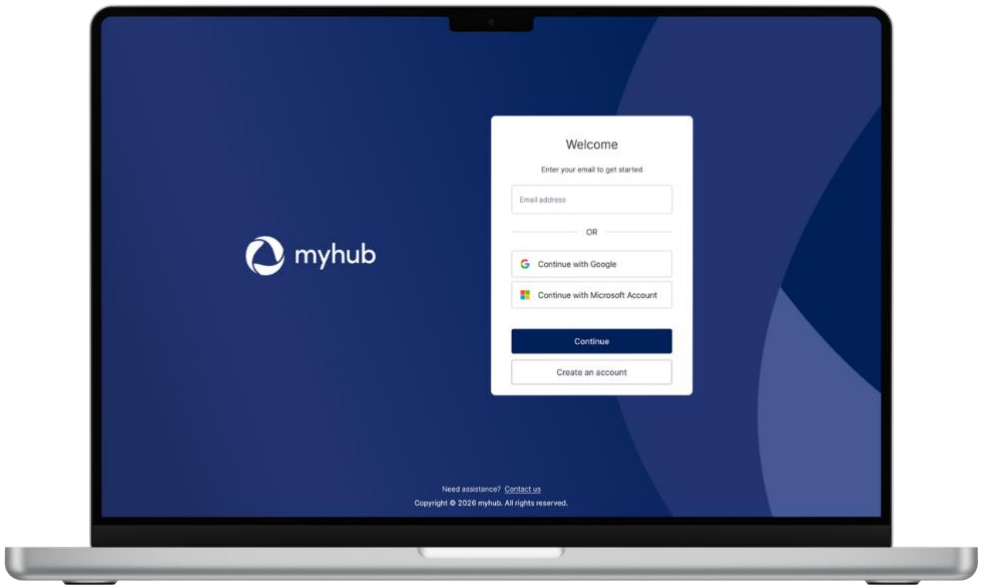
Next: The login page is getting a new look

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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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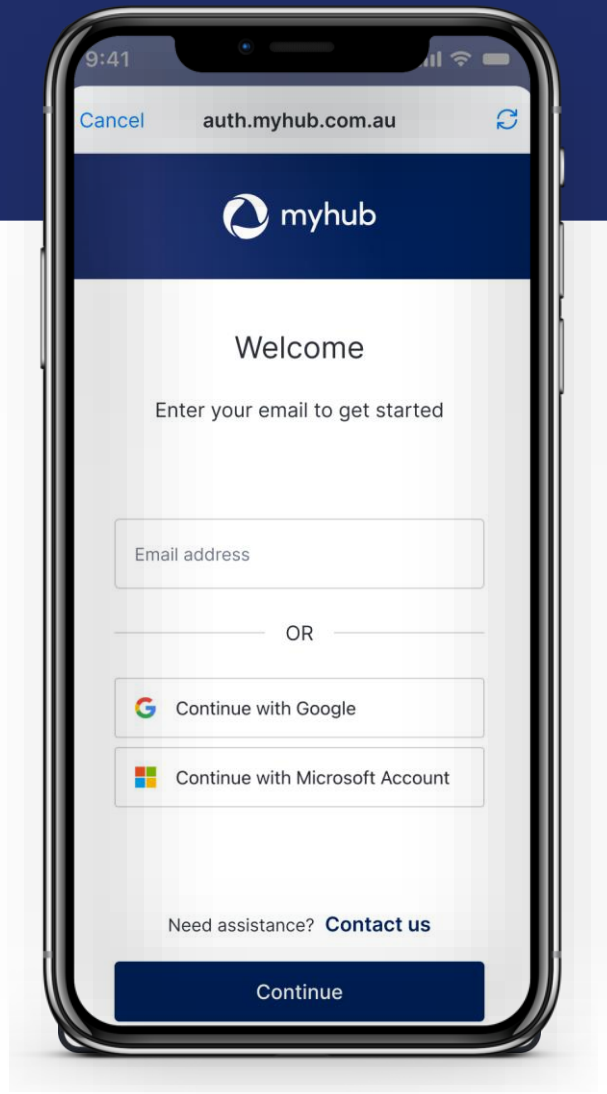
What do I need to do?

Continue using your existing login details. You'll be guided through any steps you need to complete.

After launch:

- Download the latest version of the mobile app
- Consider setting up a passkey when prompted for quick, secure, one-click login
- Add no-reply@auth.myhub.com.au to your safe senders list so you don't miss login and security emails.
- If you use a password manager, you may need to save your login details against the new web address.

Your myprosperity data, approved access and familiar experience after logging in remain in place.



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

Home

Next: Frequently asked questions

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Frequently asked questions

Q. Will my password change?

Continue logging in with your existing login details. If you need to reset your password, select **Forgot password?** on the login page and follow the prompts.

Q. Will my multi-factor authentication still work?

Most existing multi-factor authentication methods will continue to be available. The current biometric login method is changing, and you'll be guided to create a passkey. Once set up, a passkey can use fingerprint recognition, facial recognition or a device PIN for one-click login. You can also set up a passkey 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. If prompted, save your login details against the new address.

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