

How do I reset my AF Connect Password or Retrieve my username?



Our self service password reset process is quick and easy to use.



With so many accounts and online profiles it's often difficult to keep track of your login details.

Follow these steps:



Remember: This self service feature will not work if your ID number has changed from the one you used to register on our online services.

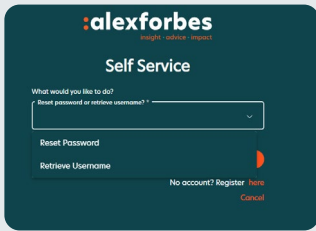
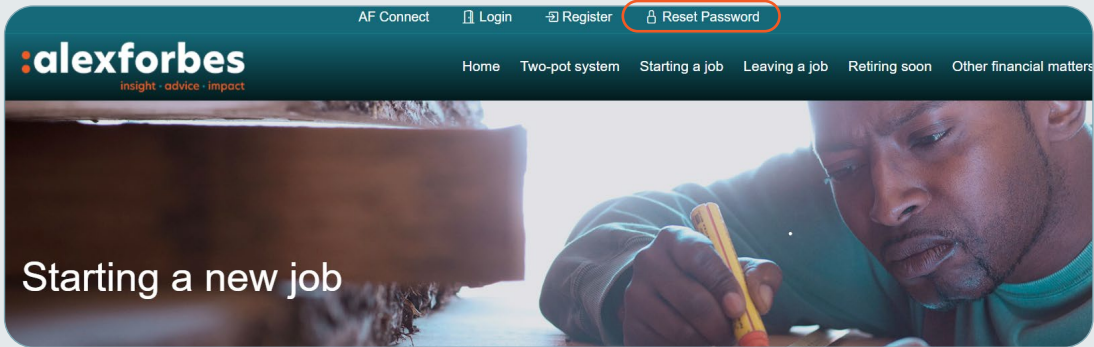


The contact details that Alexforbes has for you will be presented to you in a masked format. Choose one that you still have access to.

Retrieving your username or Password reset process.

Let's guide you step by step to help you with retrieving your username or resetting your password:

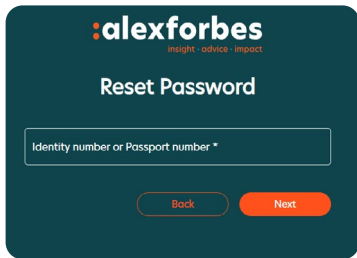
- Go to **My Money Matters**.
- On the AF Connect navigation pane, click **Reset Password**



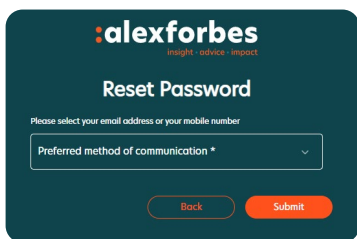
A self service screen with **What would you like to do?** appears. Select **Retrieve Username** or **Reset Password** from the self service dropdown menu. Click **Next**.

Resetting your password

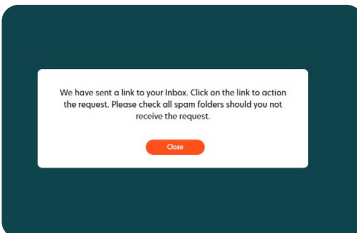
- The **Reset Password** screen appears.



Enter your identity or passport number. Click **Next**.



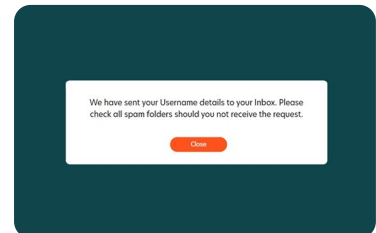
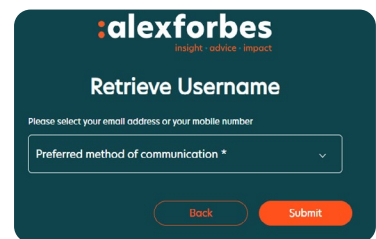
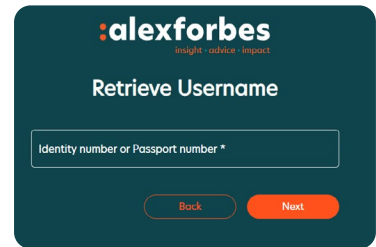
Select the preferred method of communication from the dropdown menu. Select either your email address or your mobile number. Click **Submit**.



A message informing you that a request to retrieve your username or reset your password has been received appears.

Retrieving your username

- The **Retrieve Username** screen appears.



You will need to follow the instructions received from your selected communication channel.