

Ashburton Investments International portal registration guide

Please be aware that you will notice that the portal address (url) will change as you move through the process below and will reference both 'JTC' and 'Microsoft' in the address, this is because the Ashburton Investments portal service is hosted by JTC Fund Solutions (Jersey) Limited (JTC) who use Microsoft software for enhanced portal (Multi-factor authentication) access authentication.

Instructions on logging onto the new portal for the first time:

***Please note that as a fraud prevention measure, we no longer support the use of Hyperlinks. Please type the website addresses as provided below into your internet browser search bar.**

Please note: If you click on the website addresses shown below, they will not launch the websites.

Step 1: Register on the web page as shown below, we will then contact you to take you through the steps below.

www.ashburtoninvestments.com/register

Step 2: Once registered, we will contact you to complete the login and security process and assist you with any questions you may have.

Step 3: Please login to the new portal, at the website address shown below with your username and one-time password.

<https://secure.ashburtoninvestments.com>

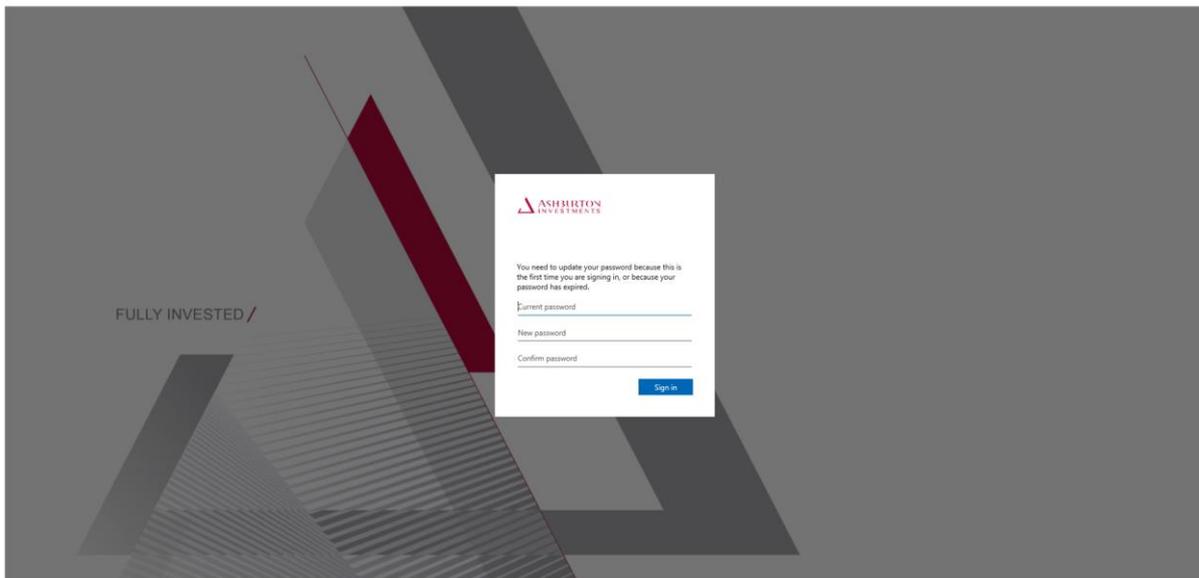


Step 4: Please update your password.

Please change your password to one of your choice, below are tips on setting your password:

Password complexity recommendations for optimal security are:

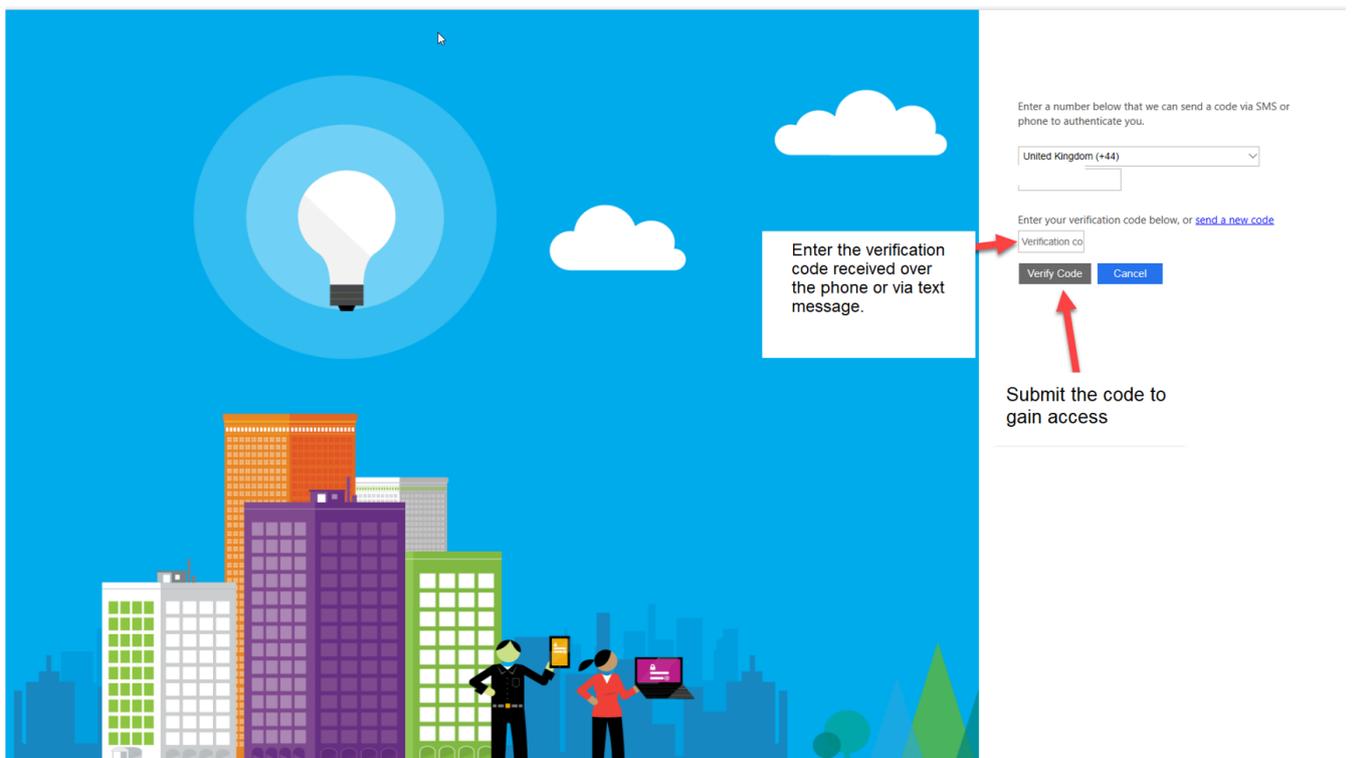
- a. Password should be changed at least every 180 days
- b. Must be between 8 and 128 characters long
- c. Must use at least 3 of the following characters: (a) uppercase letters, (b) lowercase letters, (c) numbers, and/or (d) special characters
- d. Should be unique
- e. Password cannot be re-used



Step 5: After you have logged in and updated your password, you will receive a verification code by Text/SMS for verification from 'Microsoft', 'msverify' or 'SmsVerify'.

Enter the verification code received and click 'Verify Code' as per the below.

***It is necessary to complete this security verification via text message/phone call each time you login.**



Instructions if you forget your password

Step 1: Should you forget your password, visit the website address as shown below and select 'Can't access your account'.

<https://secure.ashburtoninvestments.com>



Step 2: Enter your email address as your 'User ID' and enter the characters in the image or audio on screen.



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:



Enter the characters in the picture or the words in the audio.

Next

Cancel



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

You will receive an email containing a verification code at your alternate email address (O|*****@| .co.uk).

Email

Cancel

Step 3: Obtain the verification code sent to your email.

Type the verification code received into the portal and select 'Next'



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

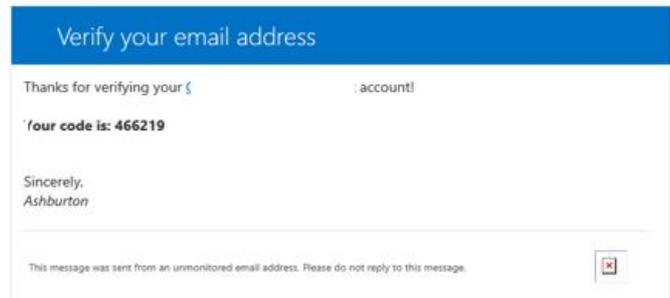
Email my alternate email

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next

Step 4: These screen shots below will confirm completion.



Get back into your account

✔ Your password has been reset

To sign in with your new password, [click here](#).

Ongoing portal support

Should you wish to contact us about the portal, please complete the form that can be found on the Contact Details page on our website.