Guide to eAccess Registration

Rothschild & Co
Wealth Management

Contents

Section 1

Prerequisites: what you need

Prerequisites: what you need

To register for eAccess you will need five things:

Item 1:

- Your 'Activation Letter'

Item 2:

- Your 'Password Letter'

Item 3:

- A mobile device (such as a smartphone). Please contact your client team if you do not have access to a smart device

Item 4:

- A personal computer (PC)

Item 5:

- Internet access for both your mobile device and PC (internet access for smart device only needed to download app, not for subsequent use of app)
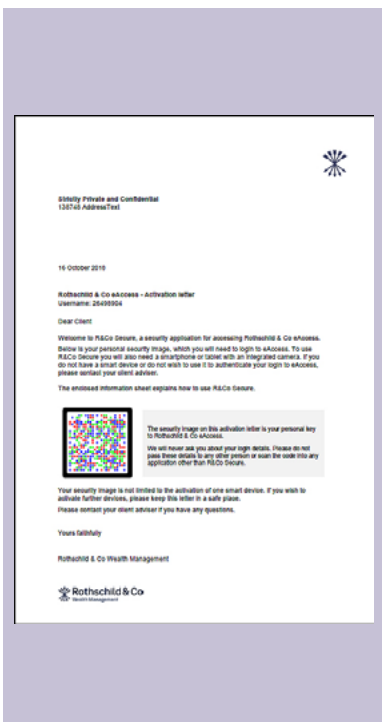
**Section 2**

Registration

Step 1: Downloading the R&Co Secure app

Downloading the R&Co Secure app using your mobile device:

In order to register for eAccess and log-in, you will need to download the R&Co Secure app on your mobile device.
This can be found on the App Store for Apple devices (as shown on the examples throughout) or on Google Play for Android devices.
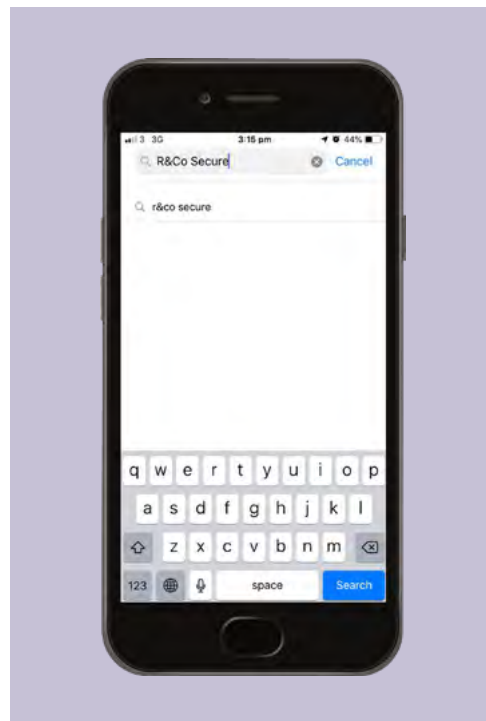
Step 1a:

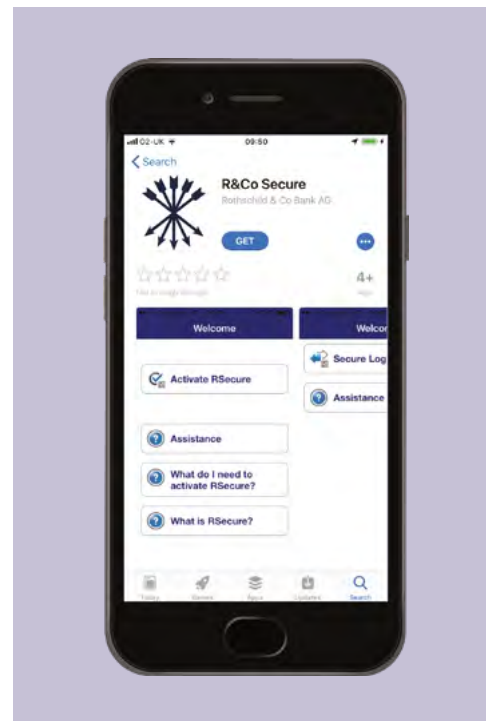- Open the App Store by clicking on the icon as shown below
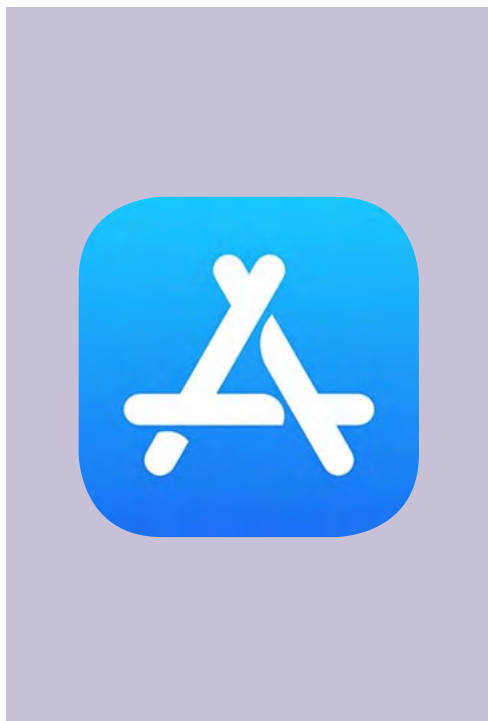
Step 1b:

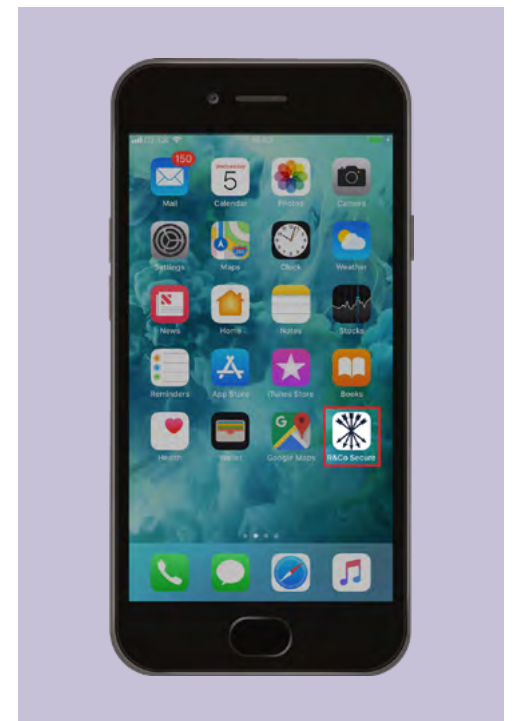- Search 'R&Co Secure' in the App Store

Step 1c:

- Download the app. You may need to enter your Apple password

Step 1d:

- Once downloaded, you will find R&Co Secure on your device (you may need to swipe to locate it)
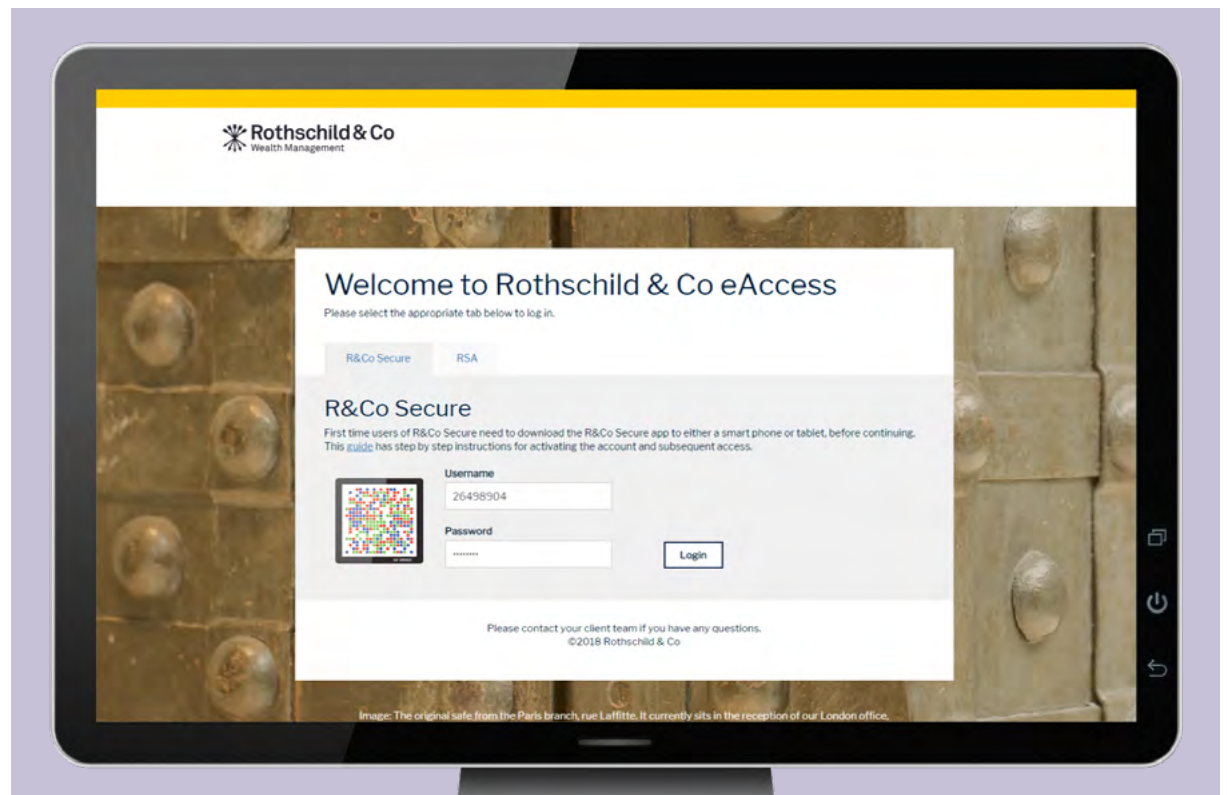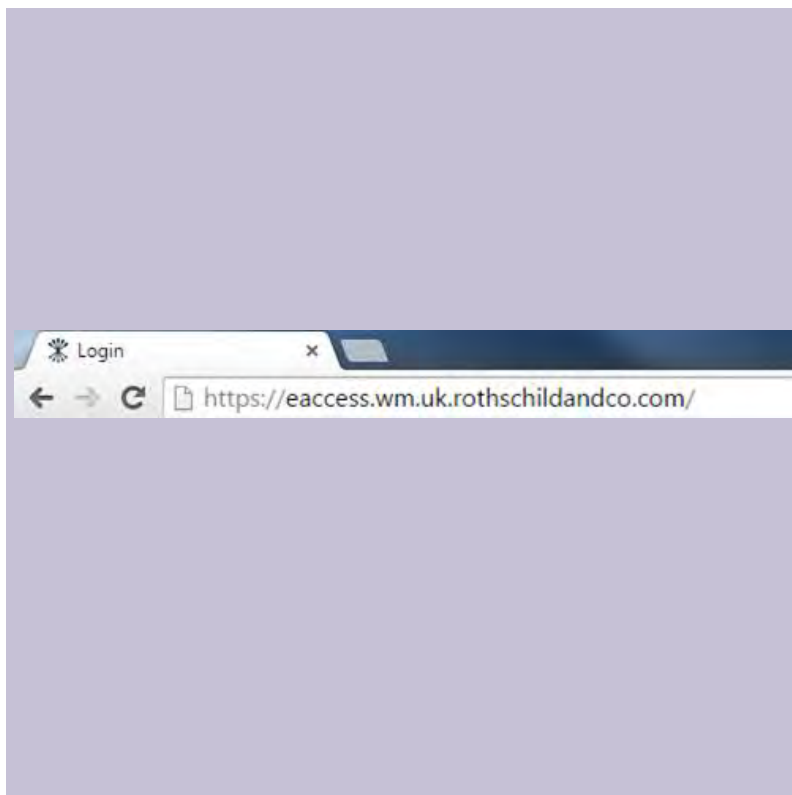
Step 2: Registering for eAccess

Logging in to eAccess using your PC

Step 2a

- On your PC, enter https://eaccess.wm.uk.rothschildandco.com into your internet browser address bar

Step 2b

- Once entered, you will see the Rothschild & Co eAccess log-in page

Step 2: Registering for eAccess (cont.)

Logging in to eAccess using your PC

To register, you will need to use your username from your 'Activation Letter' and the password from your 'Password Letter'.

Step 2c

- Enter your username from the 'Activation Letter' and password from the 'Password Letter' then press 'Login'. When successful, you will be asked for an 11-digit code. To get your code, continue to step 3

Activation letter

Password letter
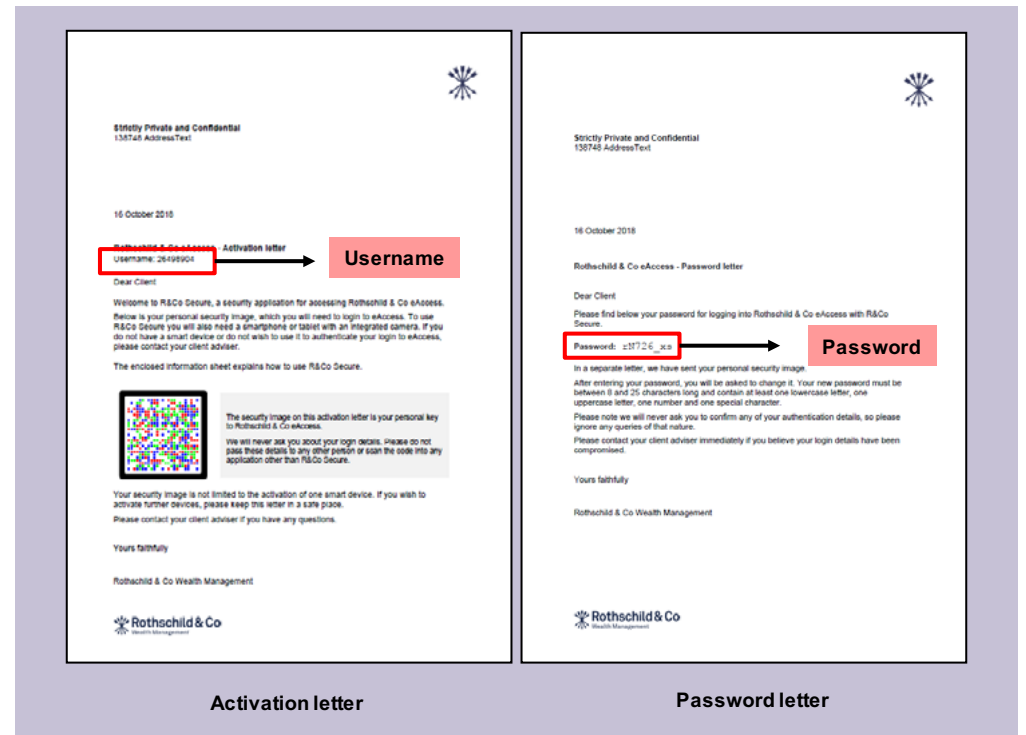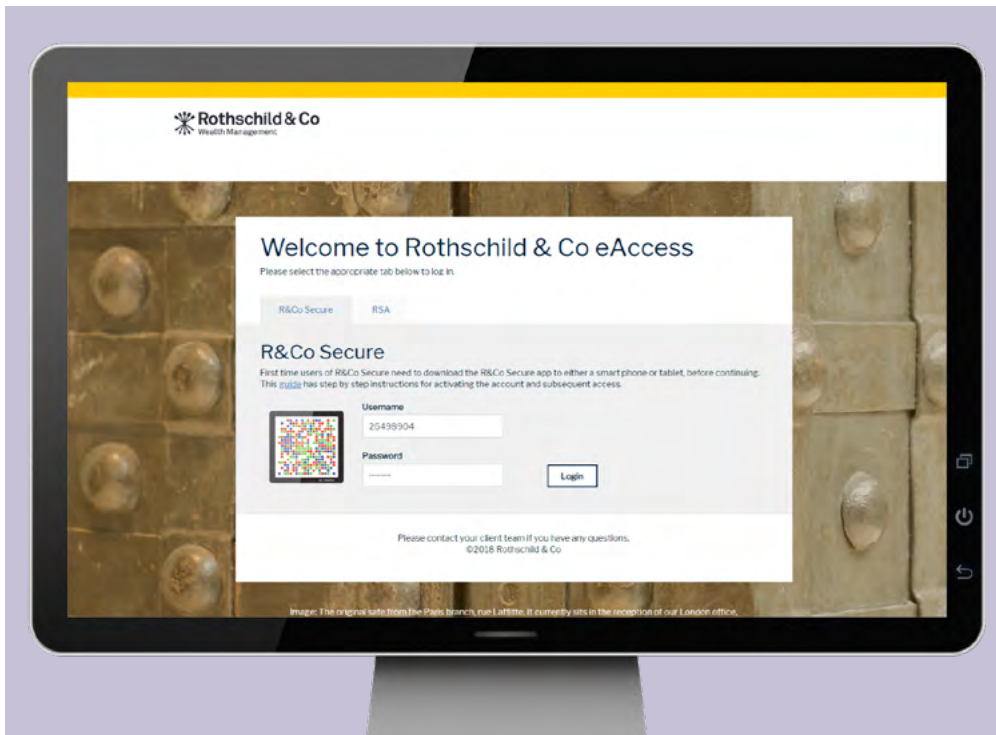
Step 3: Opening the R&Co Secure app

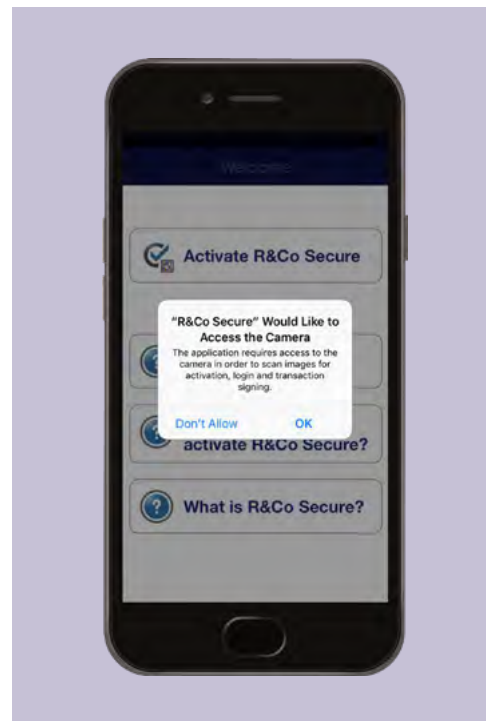To scan your image, please open the R&Co Secure app on your mobile device.

Step 3a

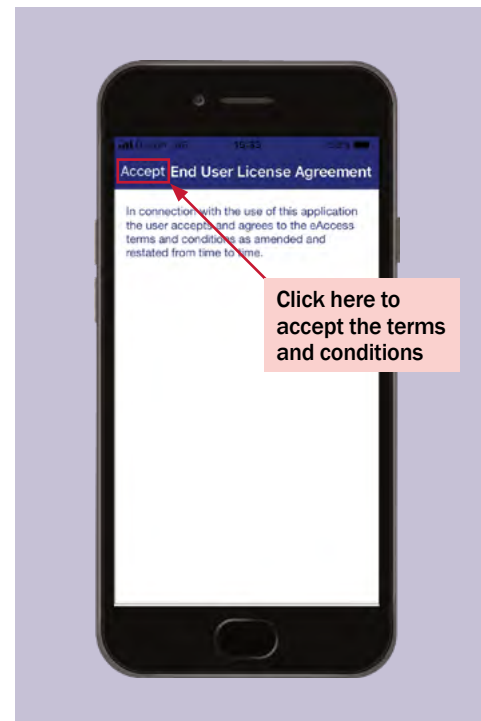- Open the R&Co Secure app by clicking on the icon as shown below

Step 3b

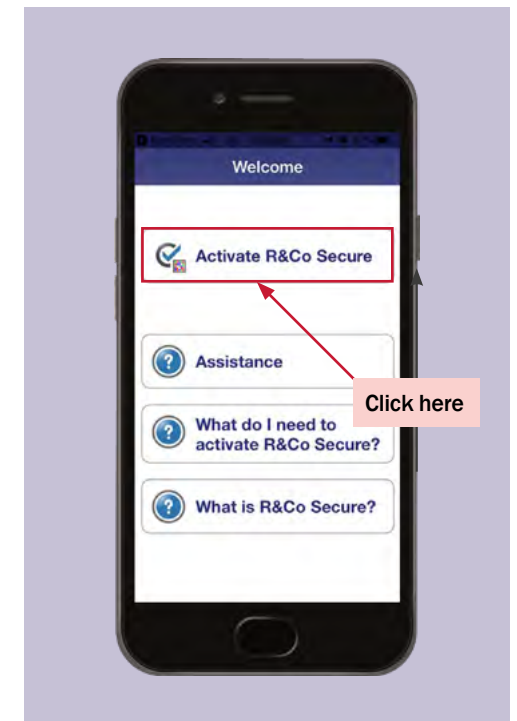- You may be asked for access to your camera, please click 'OK'

Step 3c

- Click the 'Accept' button to accept the terms and conditions

Step 3d

- To begin activation, please click 'Activate R&Co Secure'

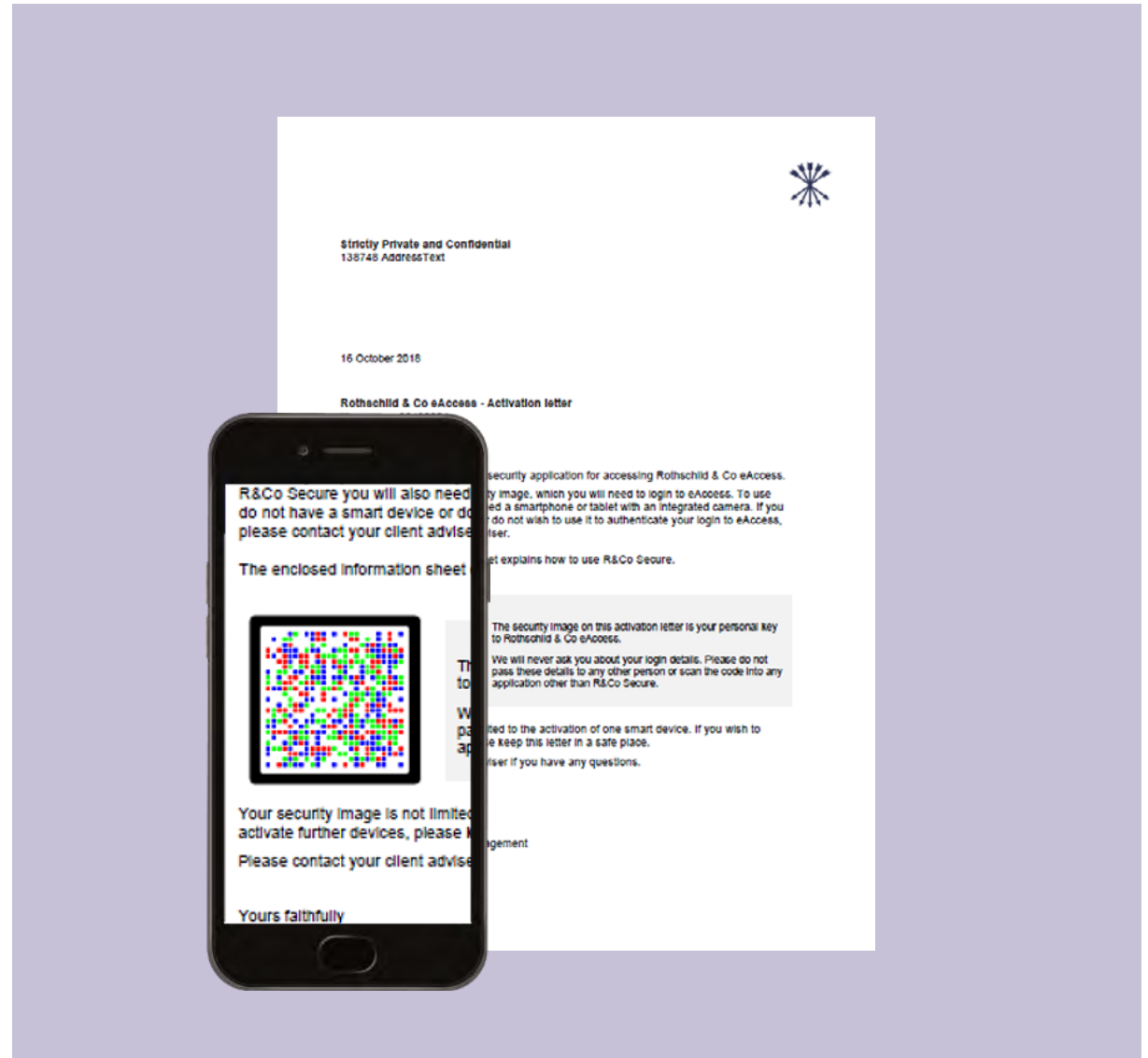Click here to accept the terms and conditions

Click here

Step 4: Entering your 11-digit code

Scanning the image on your 'Activation Letter'

Step 4a

- Using the R&Co Secure app on your mobile device, please point the camera at the image on your 'Activation Letter'
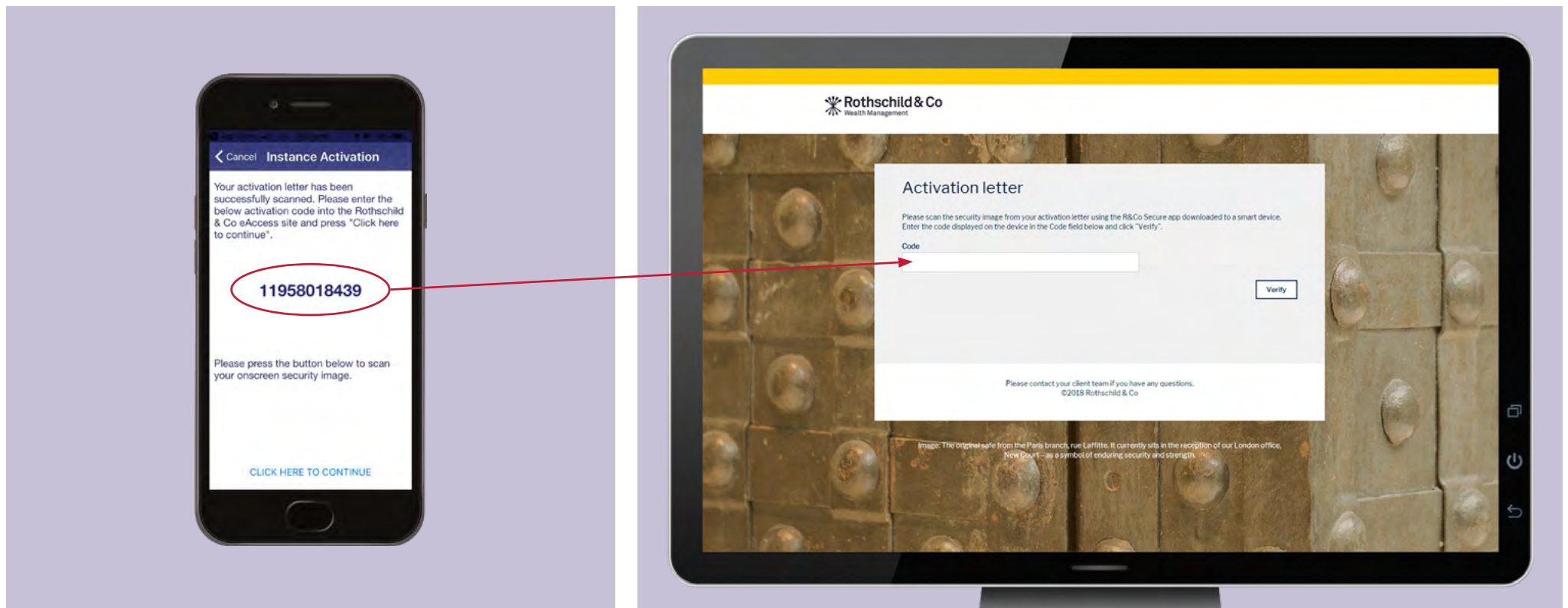
Step 4: Entering your 11-digit code

Step 4b

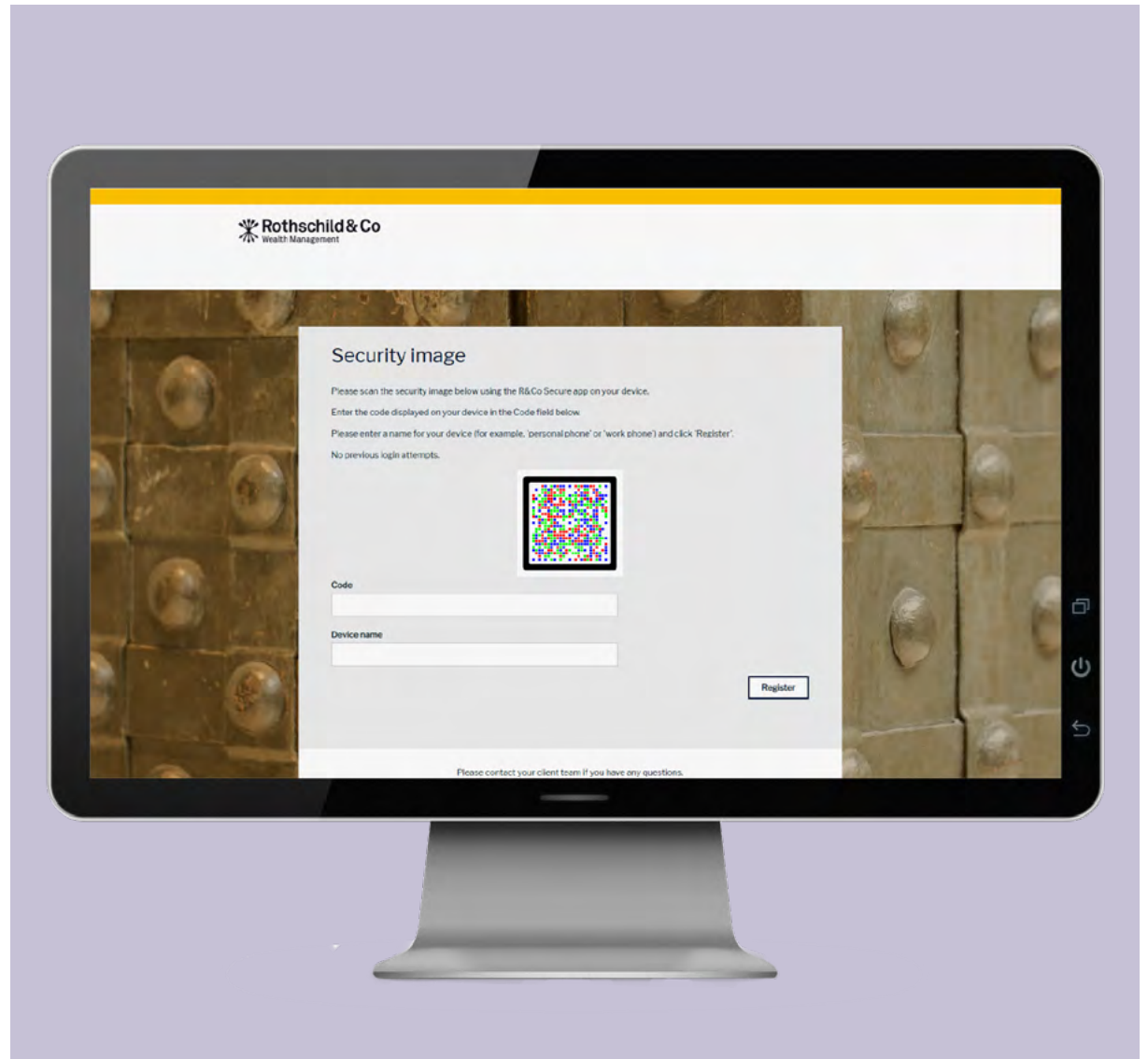- When successful, an 11-digit code will appear on R&Co Secure

Step 4c

- Enter the 11-digit code into your internet browser on your PC, then press 'Verify'

Step 5: Scanning the on-screen image

Step 5a

- When successful, you will be shown another image on the PC. You will need to scan this using the R&Co Secure app on your mobile device. Please continue to Step 5b.
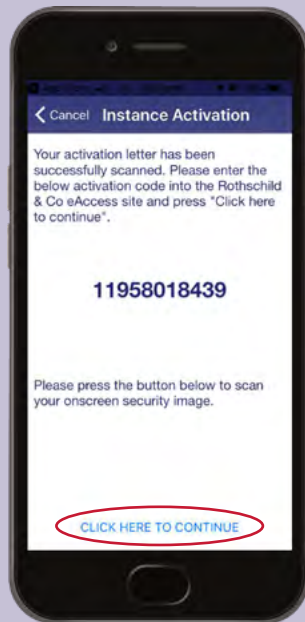
Step 5: Scanning the on-screen image

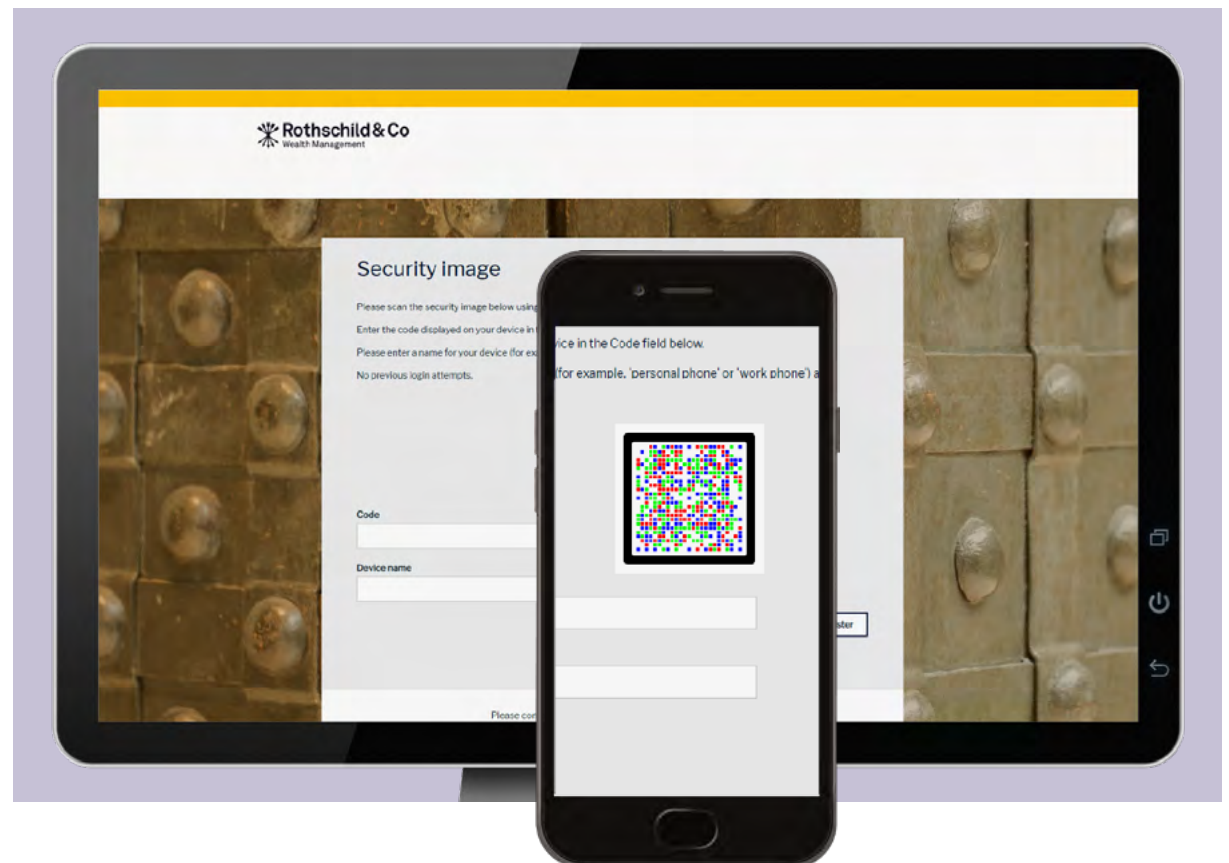## Scan using your mobile device

Step 5b

- Press the 'CLICK HERE TO CONTINUE' button on the bottom of your mobile device screen

Step 5c

- Using the R&Co Secure app on your mobile device, hold your device up to the PC screen to scan the onscreen image
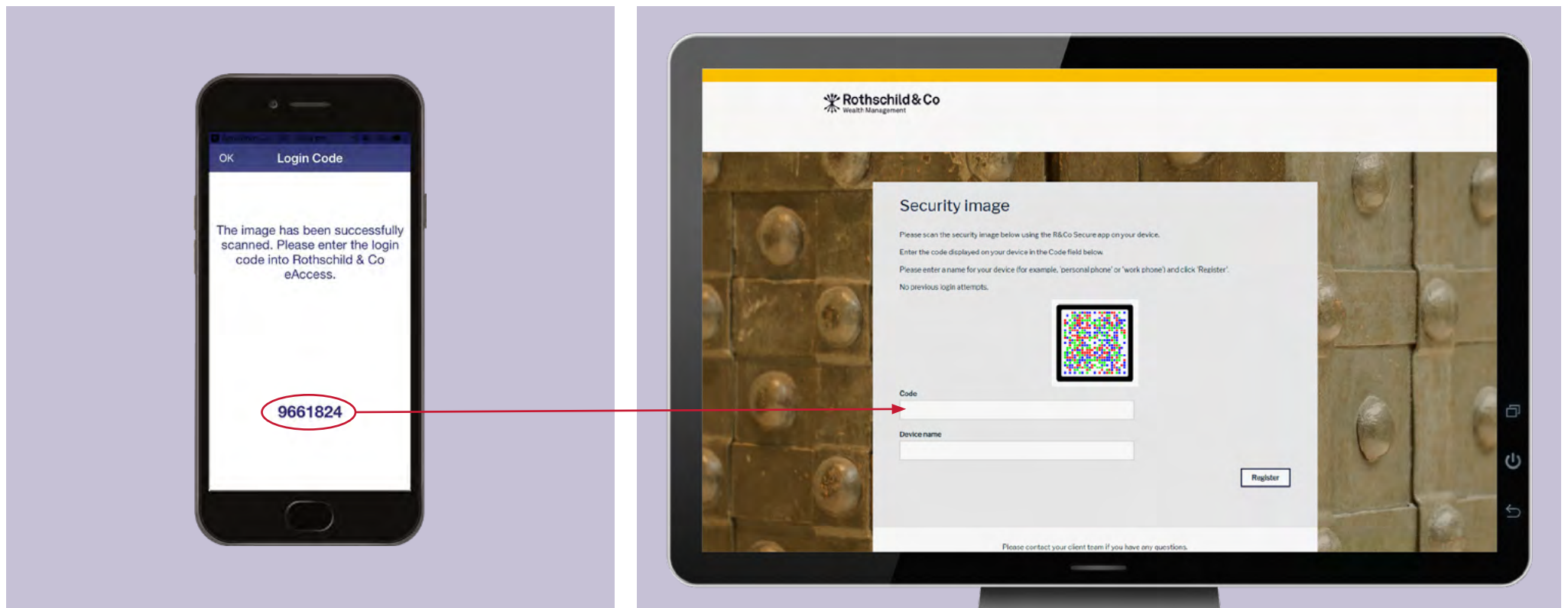
Step 6: Entering your 7-digit code

Step 6a

• When successful, a 7-digit code will appear on R&Co Secure

Step 6b

• Enter the 7-digit code into the field marked 'Code' and enter a name for your device, for example 'John's iPhone 7'. Then press 'Register'
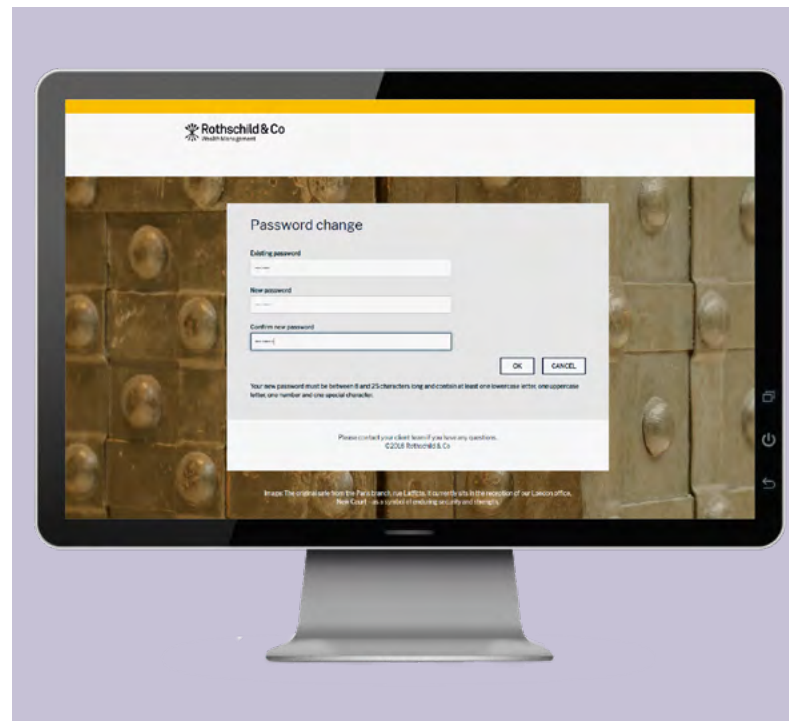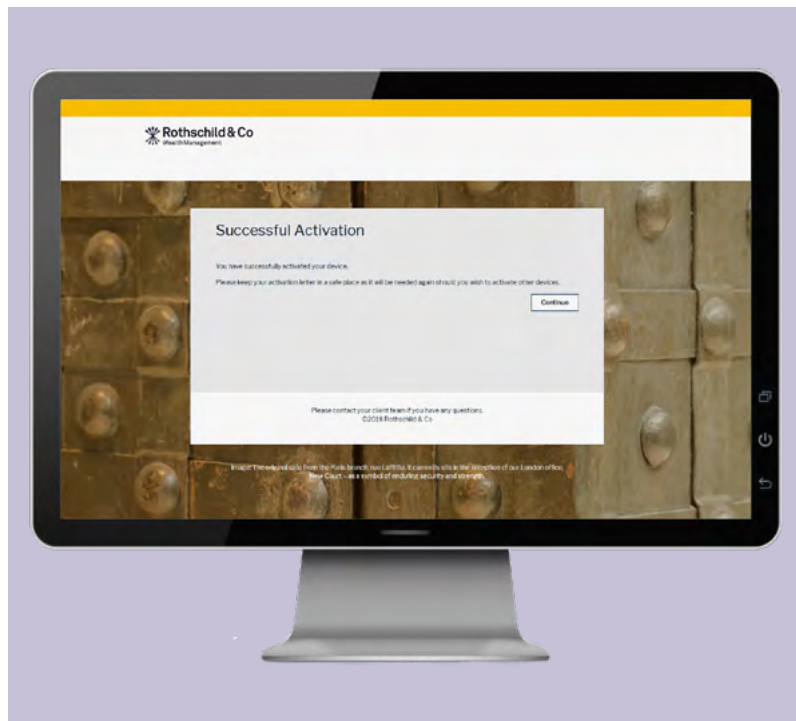
Step 7: Changing your password

Step 7a

- You have successfully registered your device.
  Press 'Continue' to create your own password

Step 7b

- Enter your existing password, which is found on your
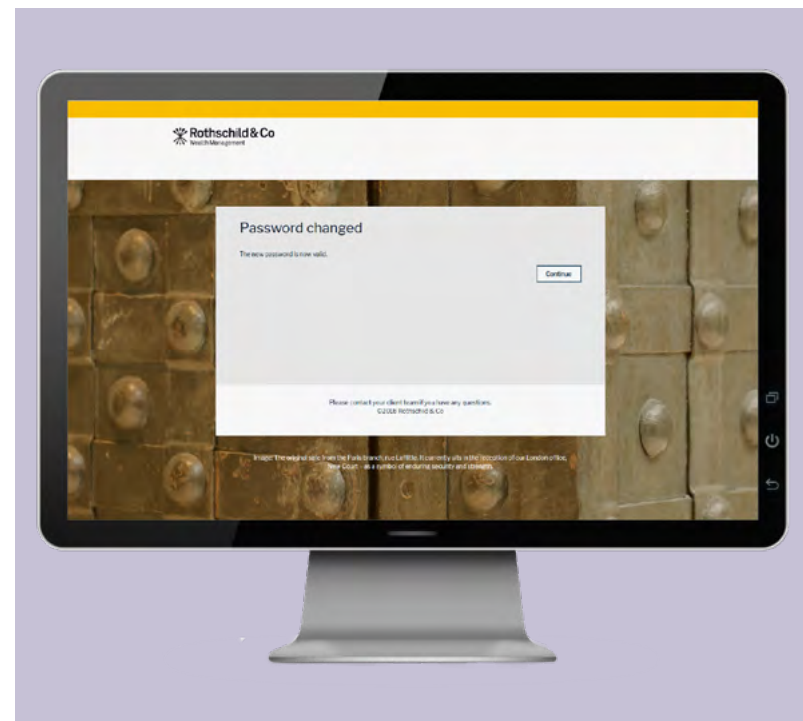 'Password Letter'. Create a new password

Your new password must be:

Between 8 and 25 characters long, and it must contain at least:

- one lowercase letter
- one uppercase letter
- one number
- one special character
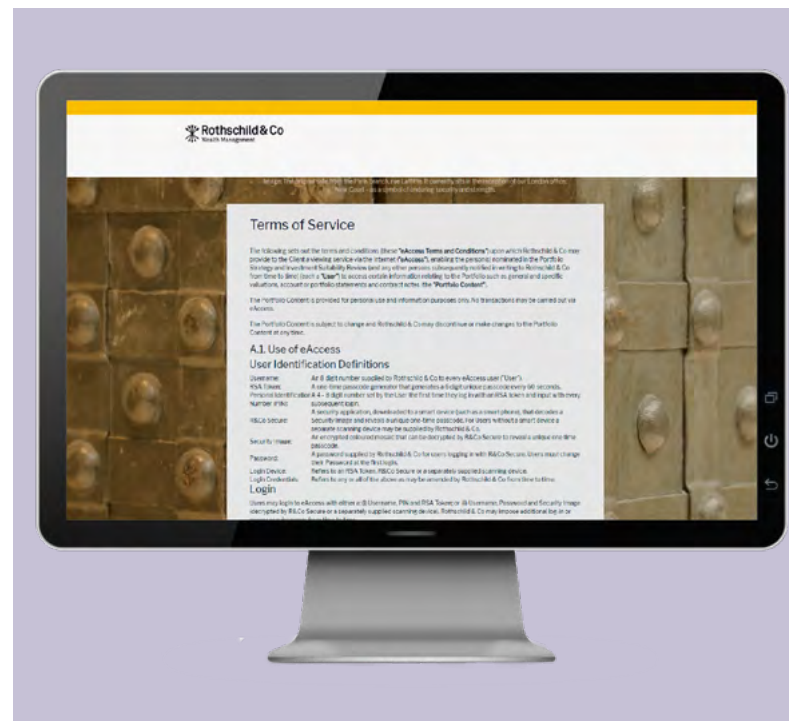
Step 8: Agreeing to the Terms of Service

Step 8a

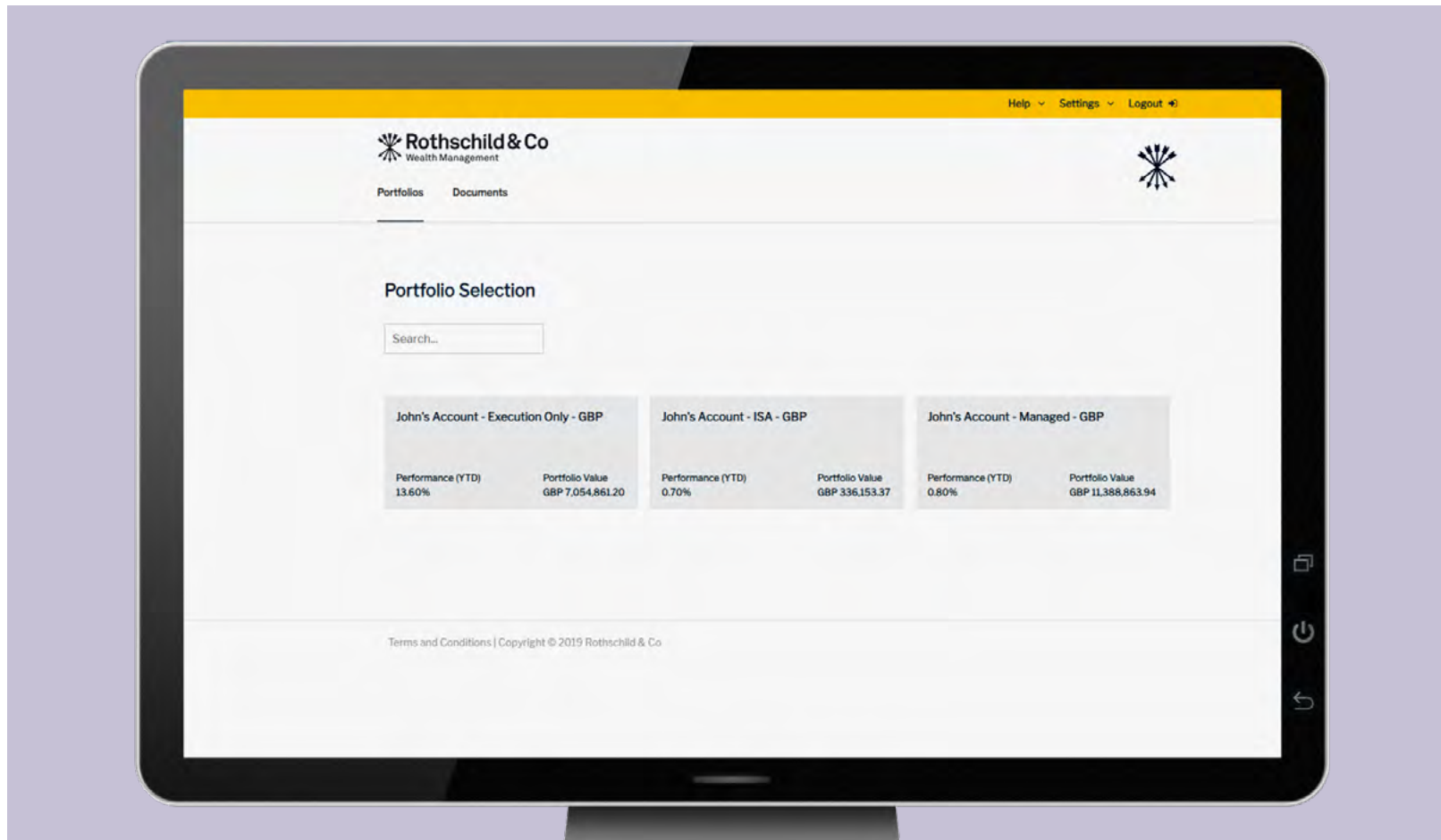- Your password is now changed. Please press 'Continue'

Step 8b

- You are now registered. To enter eAccess, please read the Terms of Service and scroll to the bottom of the page to press 'Accept'

Please note, you must accept the Terms of Service to use eAccess.

Step 9: Successful Login

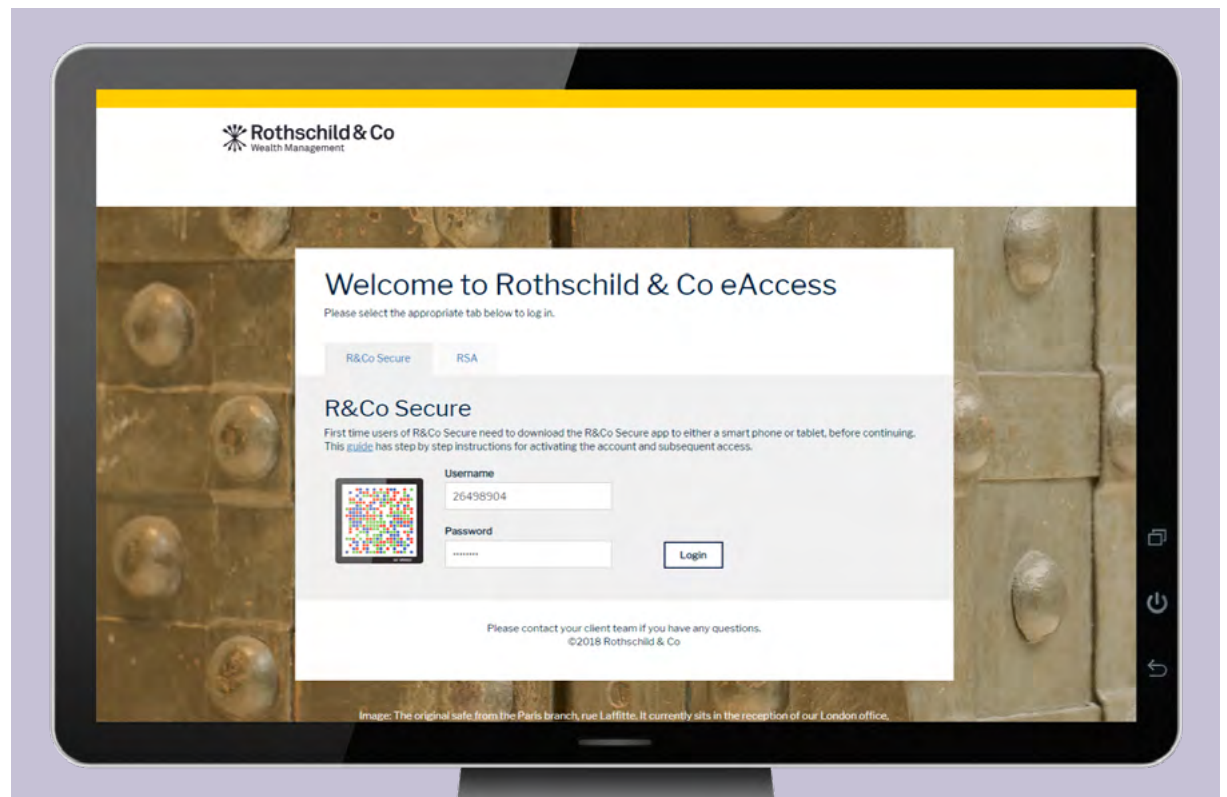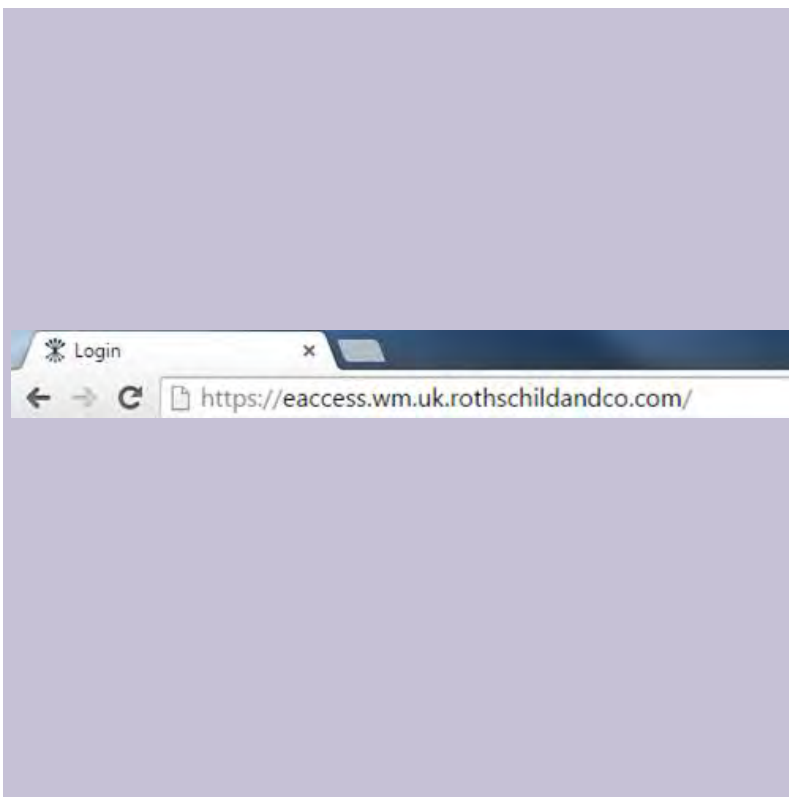You have successfully logged into your eAccess account.

Section 3

Subsequent logins

Step 1: Subsequent login to eAccess

Step 1a

- On your PC, enter https://eaccess.wm.uk.rothschildandco.com into your internet browser address bar
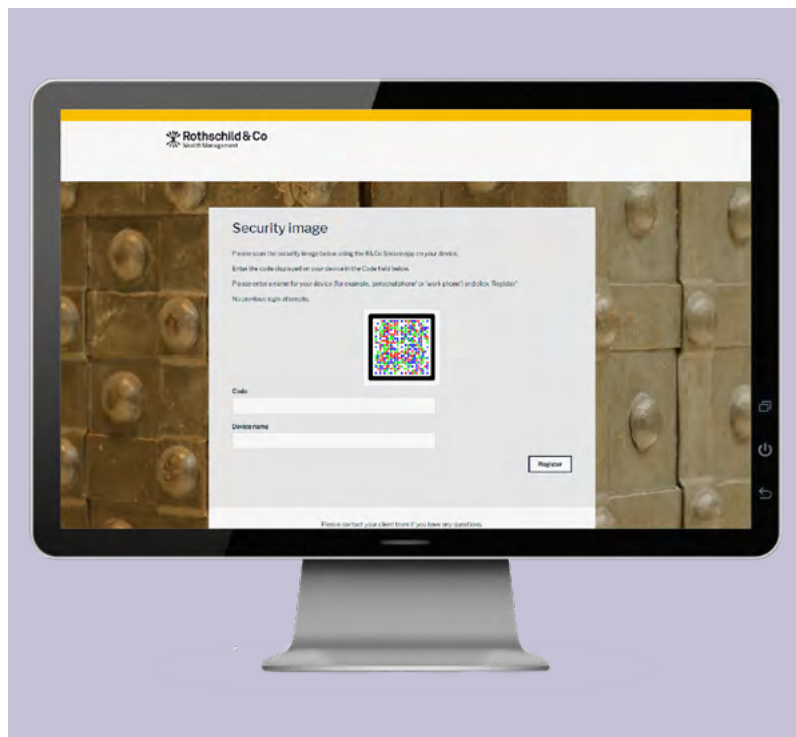
Step 1b

- Enter in your 'Username' and 'Password' and click 'Login'
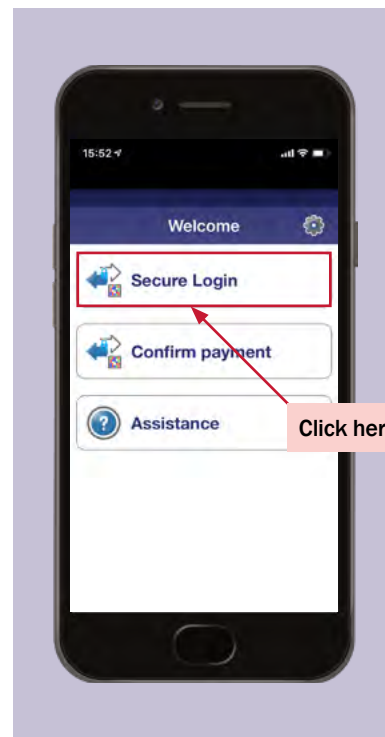
Step 2: Scanning the on-screen image

Step 2a

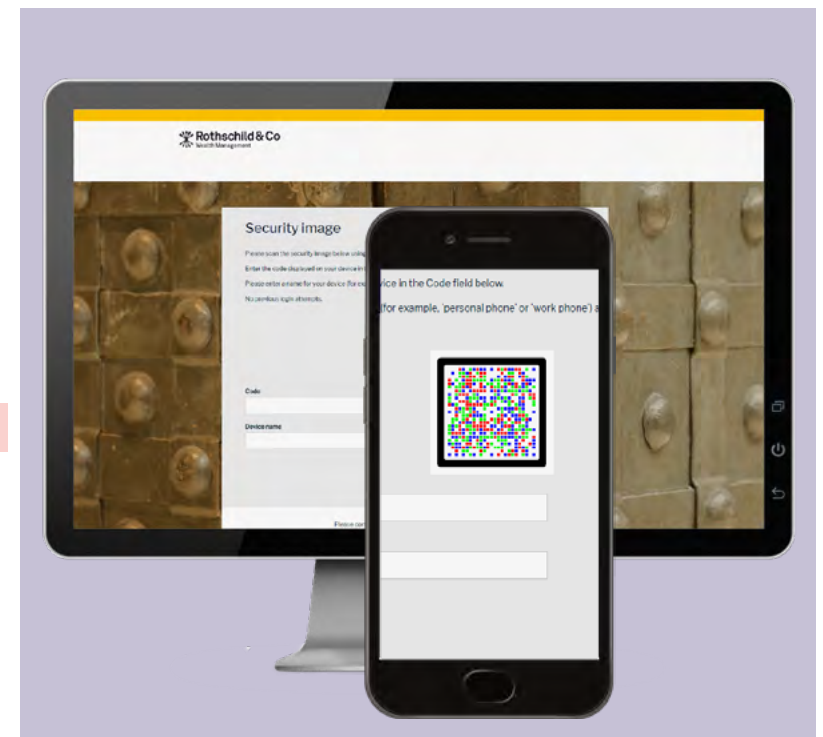- When successful, you will be show an image on the PC screen

Step 2b

- Open R&Co Secure app on your mobile device and select 'Secure Login'

Step 2c

- Using the R&Co Secure app on your mobile device, hold your device up to the PC screen to scan the on-screen image

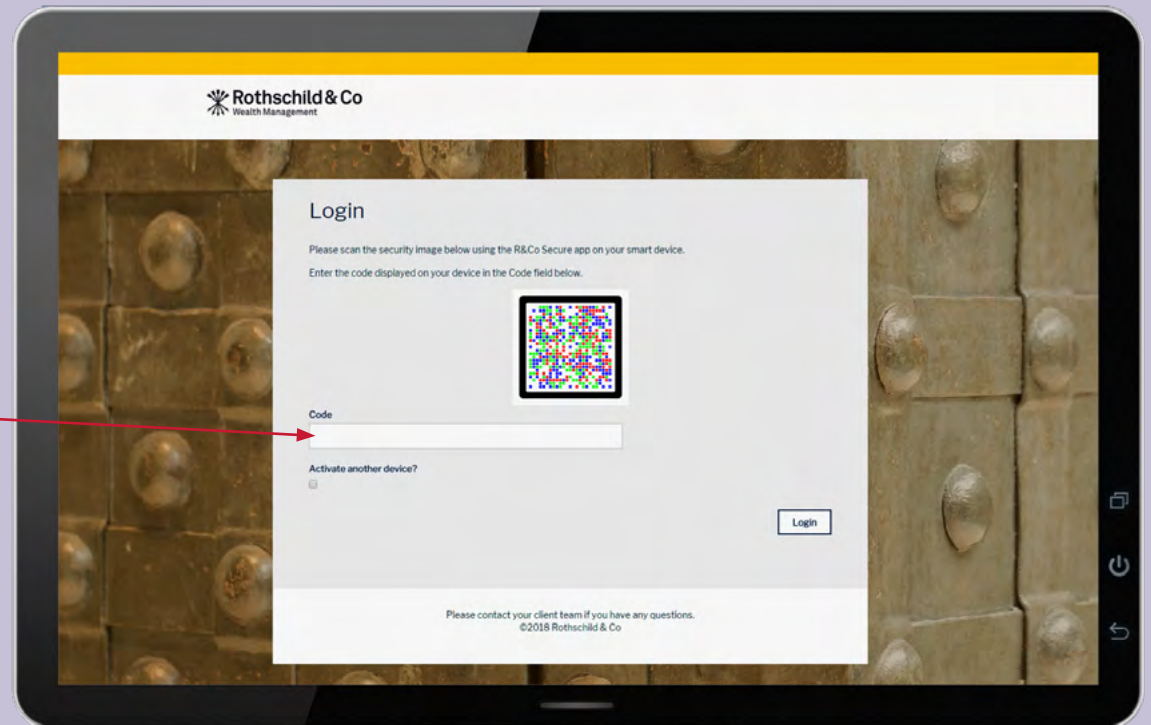Click here

Step 3: Entering your 7-digit code

Step 3a

- When successful, a 7-digit code will appear on screen along with date and time of your last login. If the details of the last login are incorrect, do not continue with the login and contact your client team immediately.
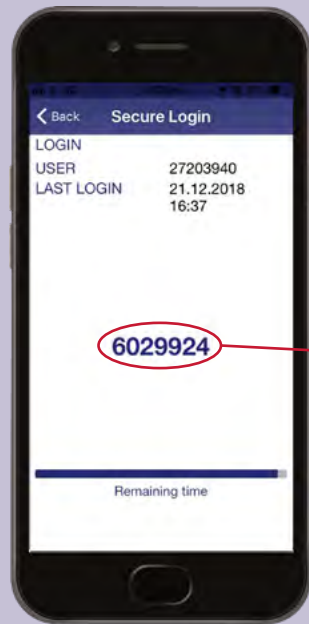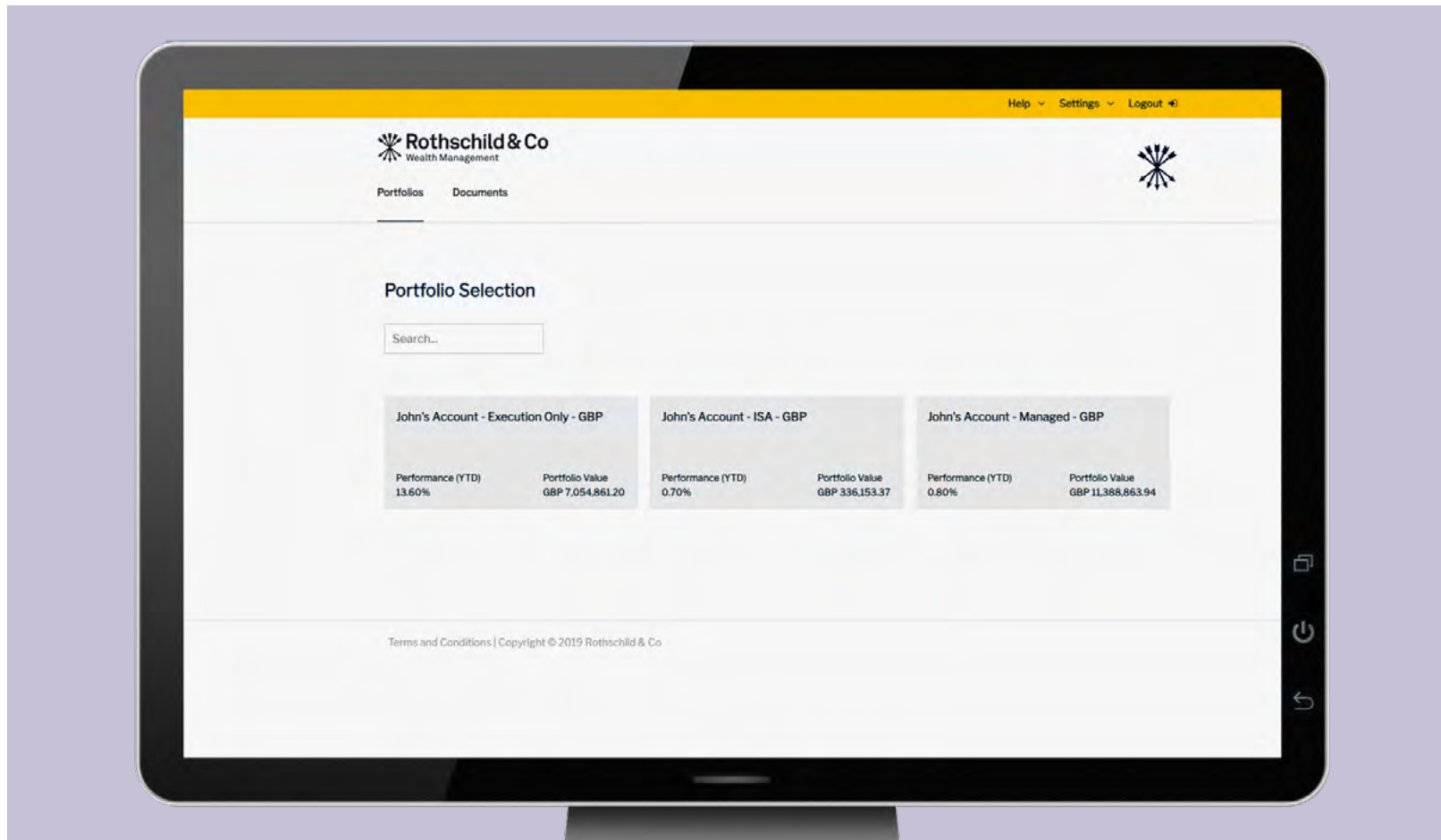
Step 3b

- Enter the 7-digit code into the field marked 'Code' and press 'Login'

Step 4: Successful login

You have successfully logged into your eAccess account.

Ongoing support

For any questions, queries or issues, or if you lose your mobile device after registering for R&Co Secure, please contact your Client Team.