November 16

TRUST
COMPANY
OF AMERICA
BE MORE YOU

Liberty – Reset Password via SMS Text Messaging
User Guide

Table of Contents

Introduction

To enhance the ability of resetting passwords for Investor users who have logged in once but have not saved an answer to any of the security questions, an alternate recovery workflow is available. Investors will be able to reset their Liberty password via SMS text messaging if an email option is not available.
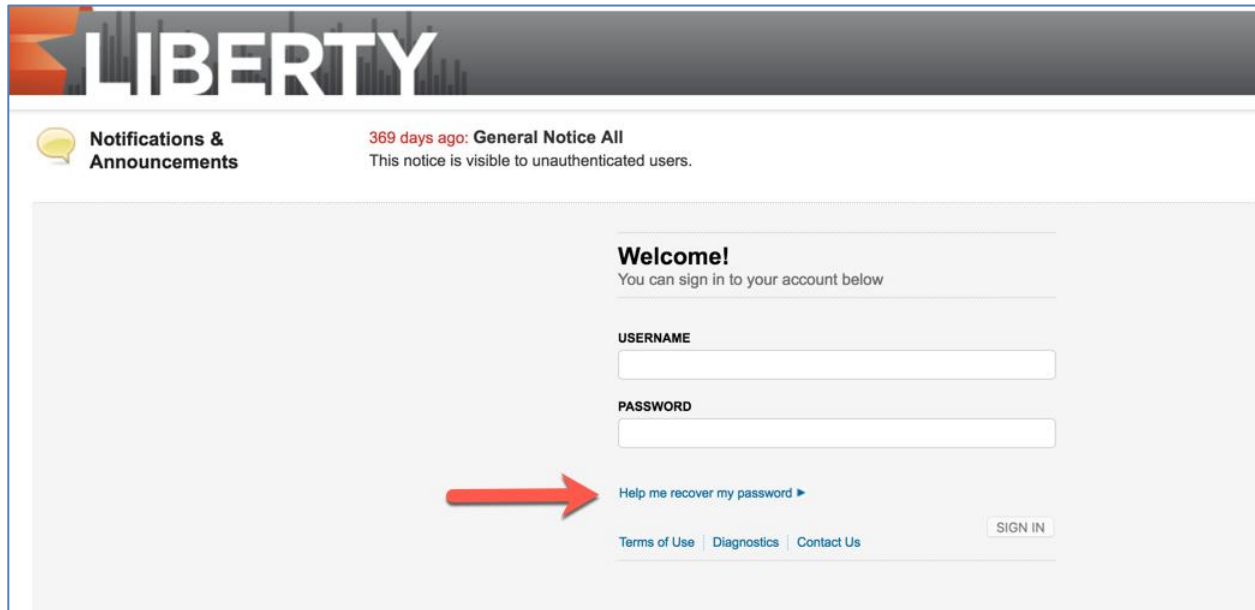
Prerequisite

A web browser is needed to access the Help me recover my password link. In addition, a cell phone that is capable of receiving SMS text messages will be needed and the cell phone number must be the one that is recorded in the TCA System.
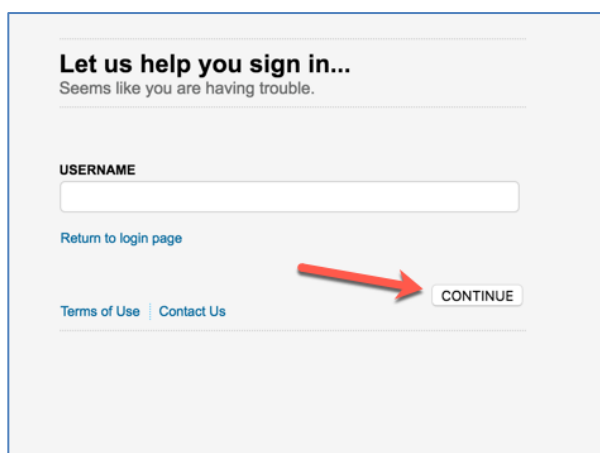
Process for resetting password

The SMS reset password is only available if the user's email and or security questions have not been previously set up in their account. If this has been done, the standard password reset will take place.

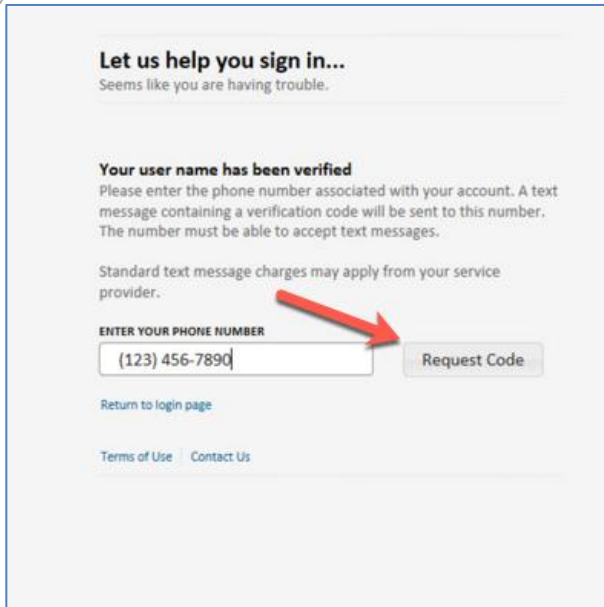On the User's login in screen, select the Help me recover my password link.

After selecting the Recover my password link, the following page is displayed. The user will need to provide their username. Select the continue button.

On this page the user will need to provide their cell phone number (no formatting). Once entered, the number will be automatically validated to the cell phone number on file. The Request code button will become active when the correct cell phone number has been entered. Selecting the Request button will

now trigger a text message to the listed cell phone number.
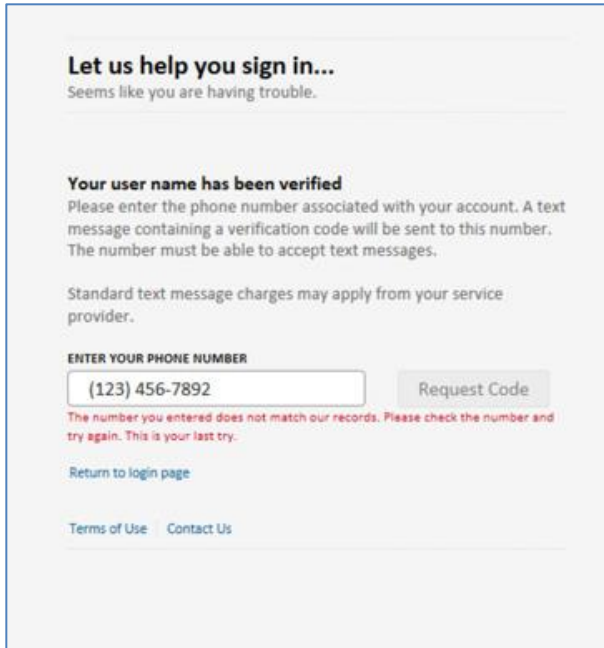
If the number entered does not match the cell number on file, the user will need to reenter as the Request Code button will not be activated.
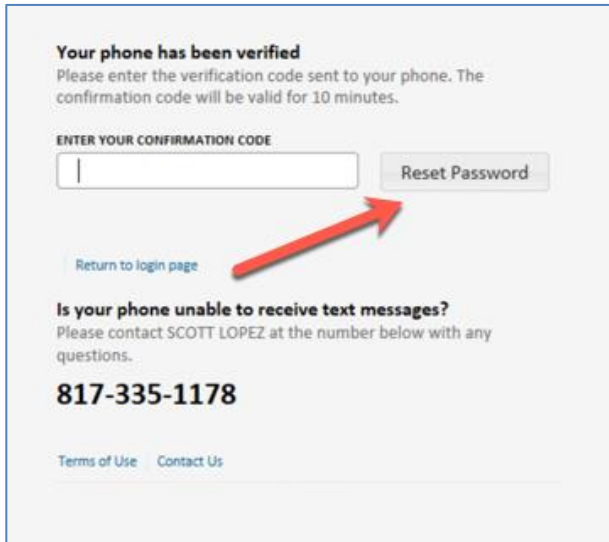
Output

After the Request Code button has been clicked user will receive a text message from (303)625-7948 which is a TCA Registered number

Confirmation code: FT8rsM

Your phone has been verified
Please enter the verification code sent to your phone. The confirmation code will be valid for 10 minutes.

ENTER YOUR CONFIRMATION CODE

[   ]   Reset Password

Return to login page

Is your phone unable to receive text messages?
Please contact SCOTT LOPEZ at the number below with any questions.

817-335-1178

Terms of Use   Contact Us

After the text message is sent, the reset code request is active for 10 minutes. The user will need to exercise the reset within that time otherwise it will expire and the user will need to repeat the process again to obtain a new confirmation code.

❌ Your confirmation code has expired. Please return to the password recovery page and request a new confirmation code.

Your phone has been verified
Please enter the verification code sent to your phone. The confirmation code will be valid for 10 minutes.
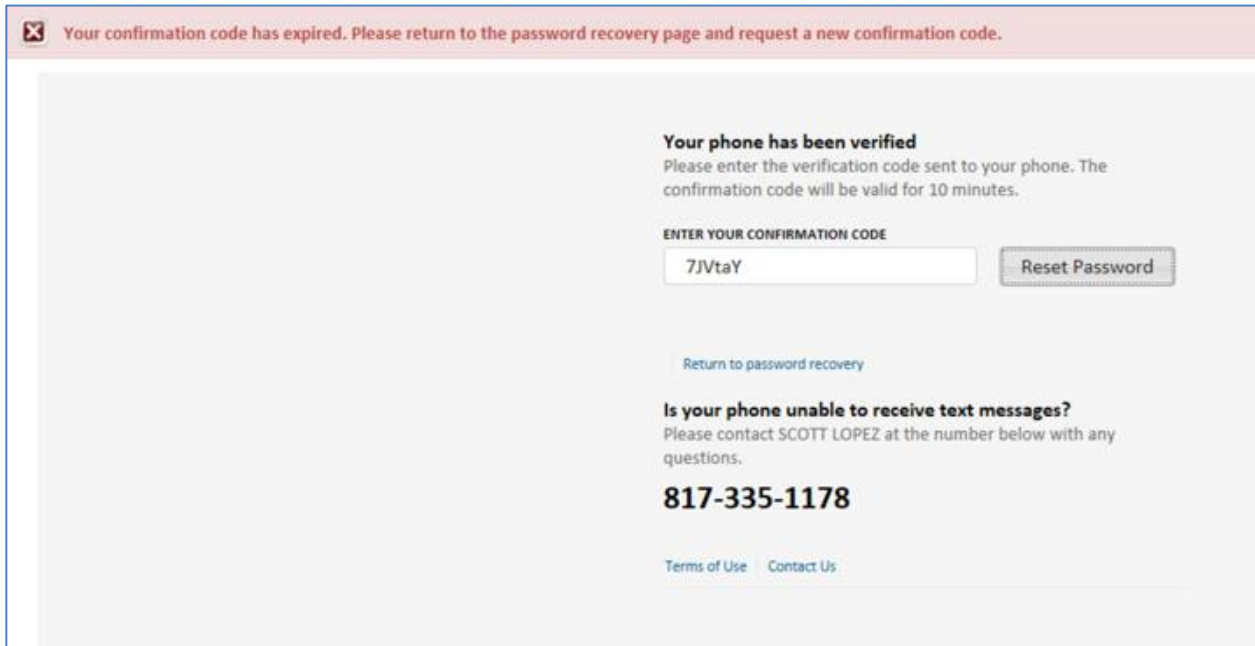
ENTER YOUR CONFIRMATION CODE

| 7JVtaY | | Reset Password |

Return to password recovery

Is your phone unable to receive text messages?
Please contact SCOTT LOPEZ at the number below with any questions.

817-335-1178

Terms of Use   Contact Us

Reset

Once the user enters the correct confirmation code and the Reset Password button is clicked, user will receive a confirmation message "Your password has been changed to your confirmation code." User will need to return to the login page by selecting the link below.

At this point, the user will need to enter their existing username and the confirmation code they received via text message as the password. After successful login, user will be prompted to change their password. Once completed they will them proceed to the security questions page where they can update their security questions and answers. Lastly, they need to review and accept the User Agreement.