

For new and existing users

Your guide to accessing and registering for Nucleus Go



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1. How to access Nucleus Go



Nucleus Go gives secure access to your investment portfolio via mobile or desktop, 24/7. It allows you to view all your investments online, as well as any correspondence about your accounts.

To get started head to go.nucleusfinancial.com.

For Apple device users we also have an iOS version of the app too. Visit the App Store and search for Nucleus Go, to download the app. Once downloaded, open the app and login if you're an existing user, or register to get started following the instructions below.

2. Registration for first time users

What you will need to register

To register on either the iOS app or web version, you'll need to have to hand your username and your registration code. These have been sent separately to you for security reasons.

You'll find your username in your Nucleus login information email and is either a number beginning 100, or your email address.

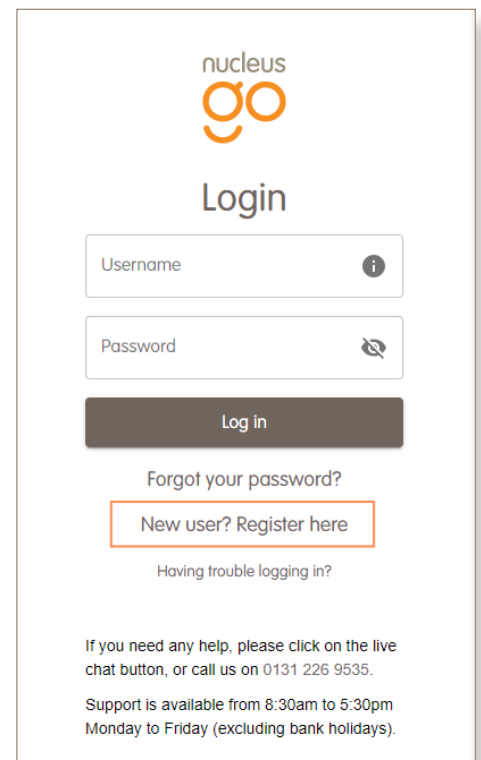
Your registration code will be in the letter sent to you 'Your Nucleus login details'.

Once you have your username and registration code, go to go.nucleusfinancial.com (or open the app) to see the main Login page.

Click on

New user? Register here

You'll then be directed to the registration page shown in 2.1.



The screenshot shows the Nucleus Go Login page. At the top is the Nucleus Go logo. Below it is the text 'Login'. There are two input fields: 'Username' with an information icon on the right, and 'Password' with an eye icon on the right. Below these fields is a dark grey 'Log in' button. Underneath the button are three links: 'Forgot your password?', 'New user? Register here' (highlighted with a red box), and 'Having trouble logging in?'. At the bottom, there is a paragraph of text: 'If you need any help, please click on the live chat button, or call us on 0131 226 9535. Support is available from 8:30am to 5:30pm Monday to Friday (excluding bank holidays).'

2.1 Completing the registration page



Enter your username.

Your login invitation received by email will confirm your username. This will be a number beginning 100, or your email address.



Enter your registration code

Your registration code will have been sent separately to you by letter to keep your account secure.



Create a password

After you've successfully entered your username and registration code, you'll be asked to create a memorable new password.

Your password must consist of the following:

- One uppercase character
- One lowercase character
- One number
- One special character, e.g. !, @, &, |, %
- Eight character minimum



Read and agree the Terms and Conditions for Nucleus Go

Read the 'Terms and Conditions' for using this service by clicking the link in the box shown. After reading them, tick the box to confirm you agree to them and click submit.

Successfully registered? The screen will confirm you have successfully registered and set your password. Make a note of your password somewhere safe and click Back to login? where you'll be redirected back to the main login screen.

Main login screen

Re-enter your username and newly created password then click login.

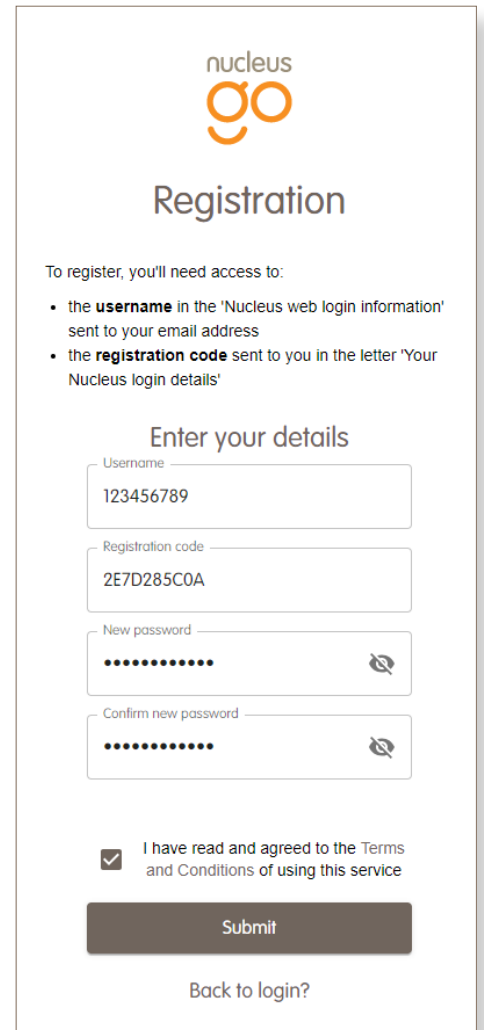
This will take you to your home screen which will show a summary of your Nucleus accounts.



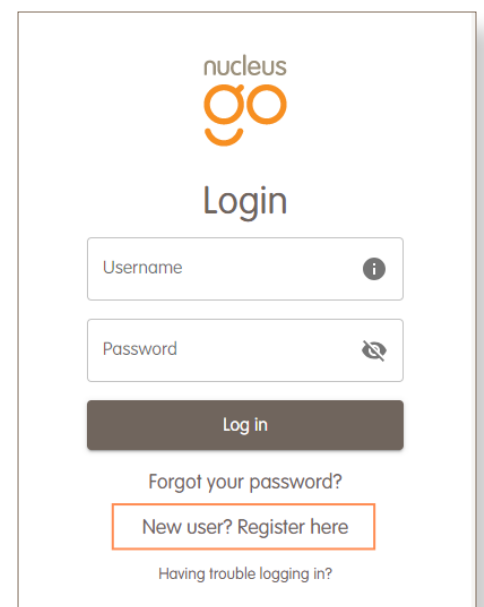
Error message received after you pressed submit

If you get an error message saying your username or code is no longer valid or the process is incomplete after you've pressed submit, click back to login. This time follow the process in 2.2 How to reset your registration code.

Registration code reset process - incomplete



The screenshot shows the 'Registration' page for Nucleus Go. At the top is the Nucleus Go logo. Below it, the title 'Registration' is displayed. A sub-header reads 'To register, you'll need access to:' followed by two bullet points: 'the **username** in the 'Nucleus web login information' sent to your email address' and 'the **registration code** sent to you in the letter 'Your Nucleus login details''. Below this is a section titled 'Enter your details' with four input fields: 'Username' (containing '123456789'), 'Registration code' (containing '2E7D285COA'), 'New password' (with a masked password and an eye icon), and 'Confirm new password' (with a masked password and an eye icon). A checkbox is checked with the text 'I have read and agreed to the Terms and Conditions of using this service'. A 'Submit' button is at the bottom, and a link 'Back to login?' is below it.



The screenshot shows the 'Login' page for Nucleus Go. At the top is the Nucleus Go logo. Below it, the title 'Login' is displayed. There are two input fields: 'Username' (with an information icon) and 'Password' (with a masked password and an eye icon). A 'Log in' button is below the fields. Below the button are three links: 'Forgot your password?', 'New user? Register here' (highlighted with a red box), and 'Having trouble logging in?'.

2.2 How to reset your registration code

If you got an error message or your registration code is not valid, please follow the steps below.

On the login screen

- ✓ Click Forgot your password.
- ✓ Enter your username from your Nucleus login information email (this will either be a number beginning 100 or your email address).
- ✓ You'll be sent a reset link and a new registration code by email. This is usually quick but can sometimes take up to 30 minutes to reach you. Check your junk or spam folders if it hasn't come through.

Once you've received the email, click the reset link in the email to take you to the registration page.

Setting your password

The registration code should have automatically prepopulated for you.

- ✓ Enter your username
- ✓ Set a secure memorable password

Your password must consist of the following

- One uppercase character
- One lowercase character
- One number
- One special character, e.g. !, @, &, (, %
- Eight character minimum

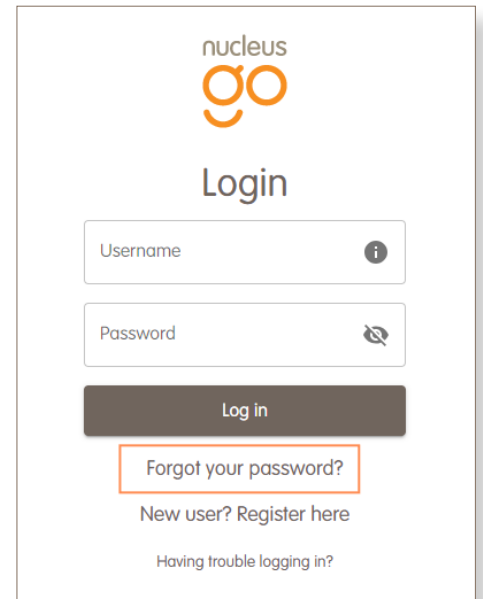
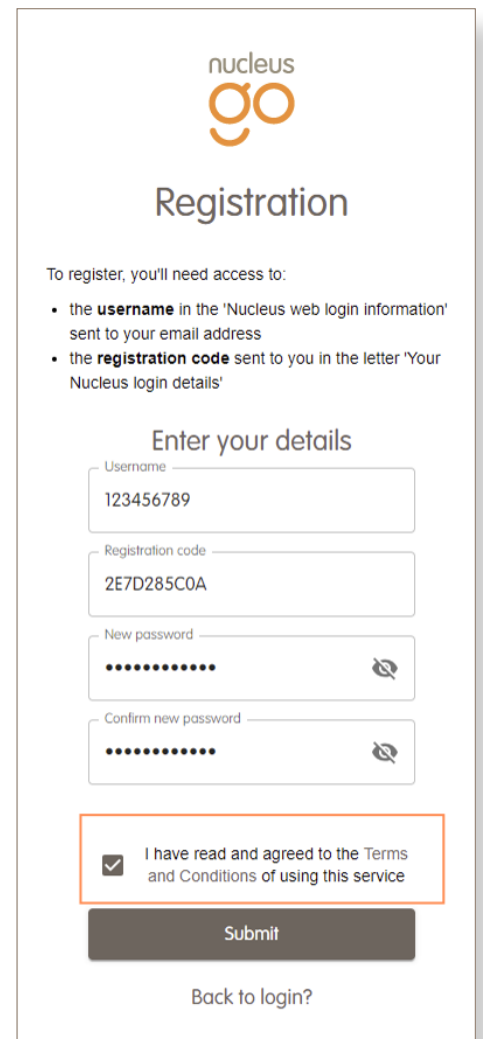
If you've successfully registered, you should see a green banner at the top of the screen confirming you have successfully set your password.



Make a note of your password and click back to login where you'll be redirected back to the main login screen.

Re-enter your username and newly created password then click login.

This will take you to your home screen which will show a summary of your Nucleus accounts.

3. How to reset your password for Nucleus Go

If you've already registered for Nucleus Go but have forgotten your password (or you've been locked out of your accounts) go to the login page and click on

[Forgot your password?](#)

You'll be sent a reset link by email. This is usually quick but can sometimes take up to 30 minutes to reach you. Check your junk or spam folders if it hasn't come through.

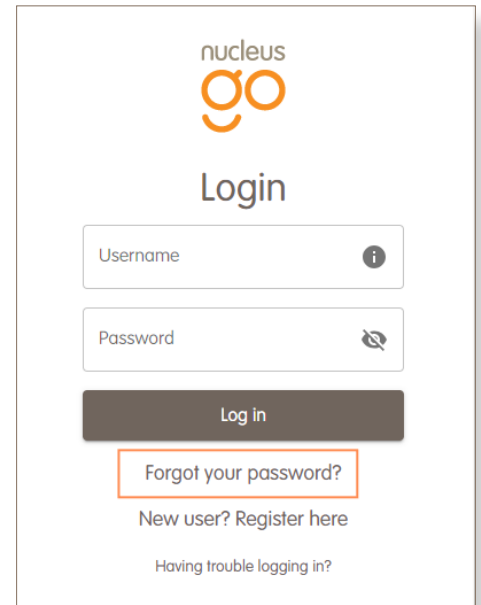
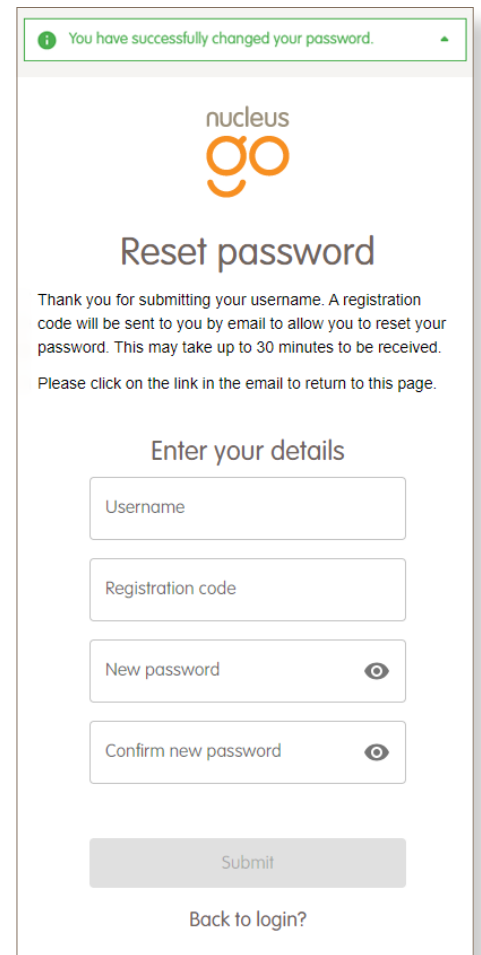
Once you've received the email, click the reset link in the email to take you to the reset password page.

Reset password page

The reset link will have pre-populated a new registration code.

- ✓ Enter your username
- ✓ Set up a new password
 - Your new password can't be one you've used before and must consist of the following:
 - One uppercase character
 - One lowercase character
 - One number
 - One special character, e.g. !, @, &, {, %
 - Eight character minimum
- ✓ Confirm your new password
- ✓ Click submit. Once you've successfully reset your password the green banner will appear at the top of the screen to confirm.
- ✓ Click back to login and you'll be redirected back to the main login screen.

Re-enter your username and your newly reset password and click login to see your home screen, with a summary of all your Nucleus accounts.


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www.nucleusfinancial.com