For new and existing users

Your guide to accessing and registering for Nucleus Go

What's in this guide?

1. How to access Nucleus Go

2. Registration for first time users

   2.1 Completing the registration page

   2.2 What to do if your registration code is no longer valid

3. How to reset your password for existing Nucleus Go users

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 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.

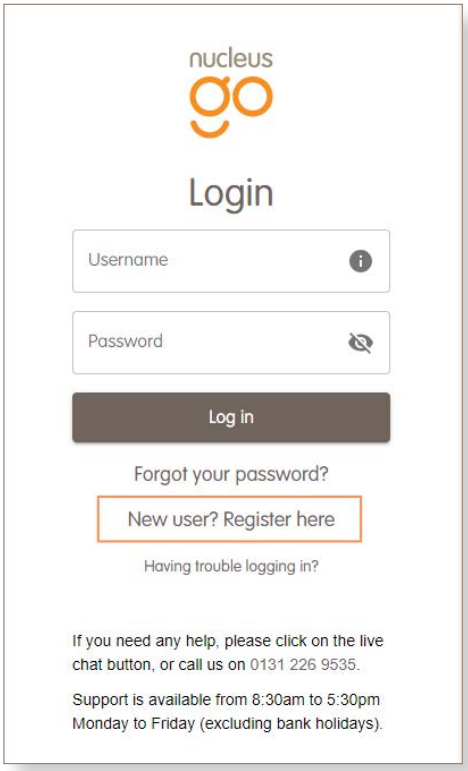
Your registration code will be in the letter 'Your Nucleus login details'.

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

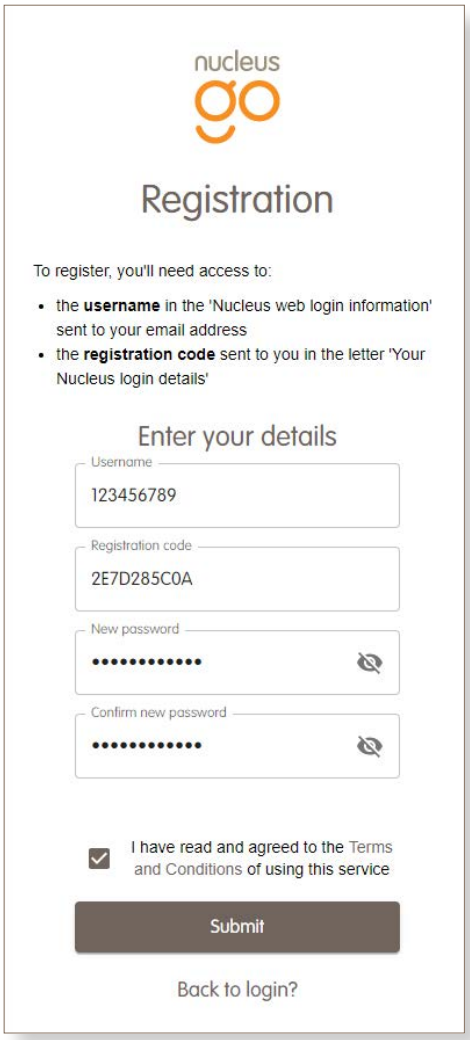
Click on

New user? Register here

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



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

Read and agree the terms and conditions for Nucleus Go

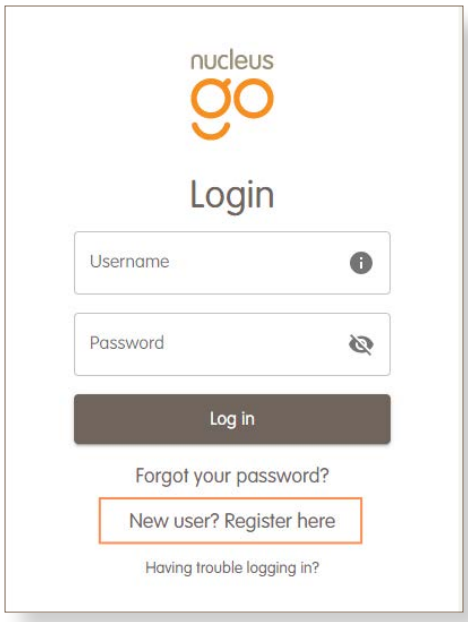
Read the 'Terms and Conditions' for using this service by clicking the link in the box shown. After reading them, tick the box to confirm you agree to them and click Submit.

Successfully registered? The screen will confirm you've 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 Log in.

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

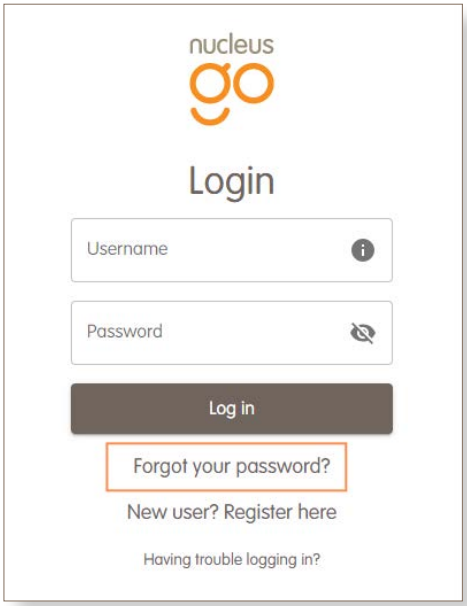
2.2 How to reset your registration code

If you got an error message or your registration code isn't 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. Please note that the reset link is valid for 60 minutes. After this, you'll need to begin the reset process again.



Setting your password

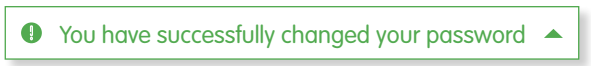
The registration code should have automatically prepopulated for you.

- Enter your username
- Set a secure memorable password

Your password must consist of the following

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

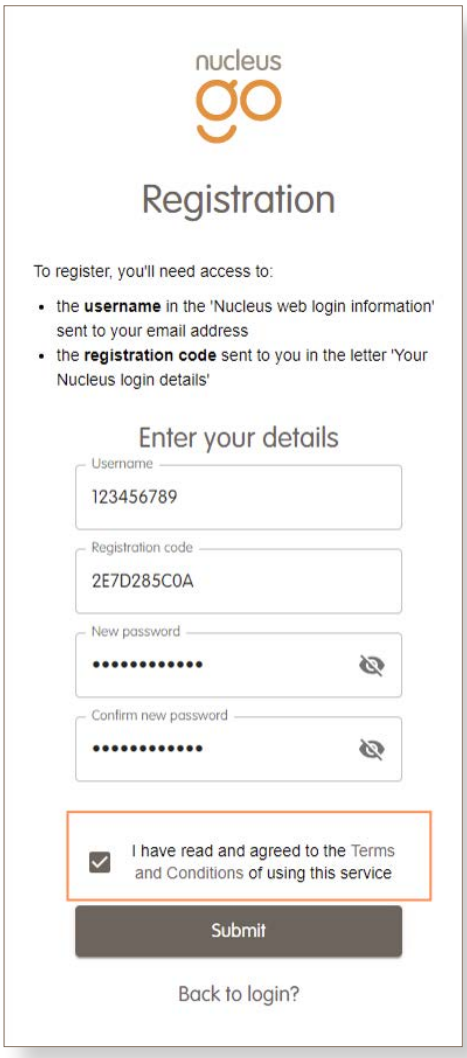
If you've successfully registered, you should see a green banner at the top of the screen confirming you have successfully set your password.



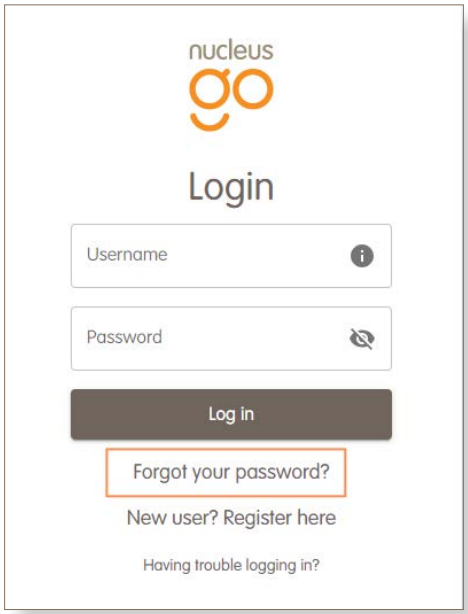
Make a note of your password and click back to login where you'll be redirected back to the main login screen.

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:

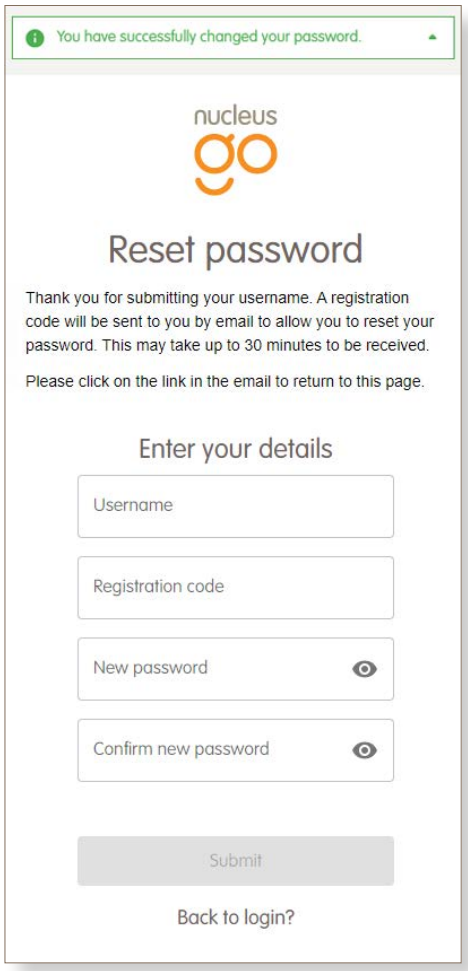
Forgot your password?

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
  - Once lowercase character
  - One number
  - One special character, e.g. !, @, &, (, %
  - 8 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.

0131 226 9535 client.relations@nucleusfinancial.com www.nucleusfinancial.com

"Nucleus", "NFS" and "Nucleus Financial Services" are the trading names of Nucleus Financial Services Limited (NFS) (registered in England number 05629686); Nucleus Financial Limited (NF) (registered in England number 05522098); Nucleus Trustee Company Limited (NTC) (registered in Scotland number SC312652); and NFS (Nominees) Limited (NFSN) (registered in England number 07621355). NFS, NF and NFSN have their registered office at Suite B & C, First Floor, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP. NTC has its registered office at 12 Blenheim Place, Edinburgh EH7 5JH. NFS is authorised and regulated by the Financial Conduct Authority. NFS and NF are members of a VAT group with VAT registration number 514 0358 80. NFS, NF, NTC and NFSN are all wholly owned subsidiaries of Nucleus Financial Platforms Limited (registered in England, number 06033126) whose registered office is at Suite B & C, First Floor, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP. All companies are members of the Nucleus Group. Further details of the Nucleus Group can be found at nucleusfinancial.com. (12/24)

0410CA.03
09-2026