

## Cetera Financial Specialists

### Enhanced SmartWorks Login - Existing User

To further safeguard the security of your clients' information and data, the procedure for signing into SmartWorks® is a multi-step process. You now must confirm something you know, like your user ID and answers to security questions you set up, and something you have, such as a file that the system confirms exists on your work computer.

#### IMPORTANT:

- The process will request you to enter your SmartWorks User ID and Password – please have this information before you login. **If you do not know your SmartWorks username or password**, please contact the technology support group at 800.771.6315 or [WebSecuritySupport@cetera.com](mailto:WebSecuritySupport@cetera.com). If you need general help with the process or have other questions, please contact the Resource Center.
- If you bookmarked SmartWorks prior to June 24, 2013, delete your bookmark. Open a new window and visit [www.myceterasmartworks.com](http://www.myceterasmartworks.com) (**NOTE:** You may want to bookmark this site again).
- **If you are using Internet Explorer version 9 or 10**, it is necessary to turn on Compatibility Mode. (**NOTE:** You may encounter a web page with no content when you try to access SmartWorks. The steps below will resolve this issue too).
- As a reminder, alternate ways you can access applications include:

Docupace: <https://www2.paperout.com/imaging/app?page=MyDesktop&service=page>

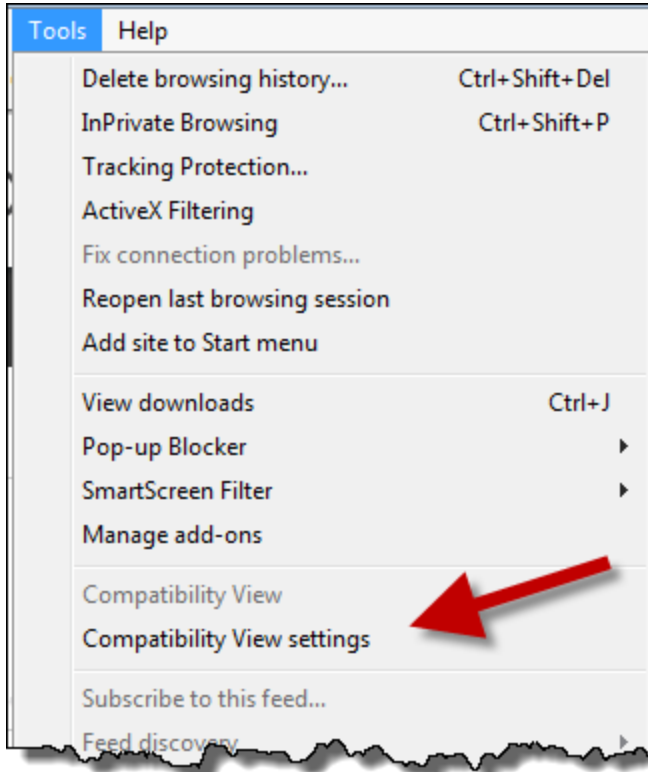
NetX360.com: <https://www2.netx360.com/home1.htm?pershing=login>

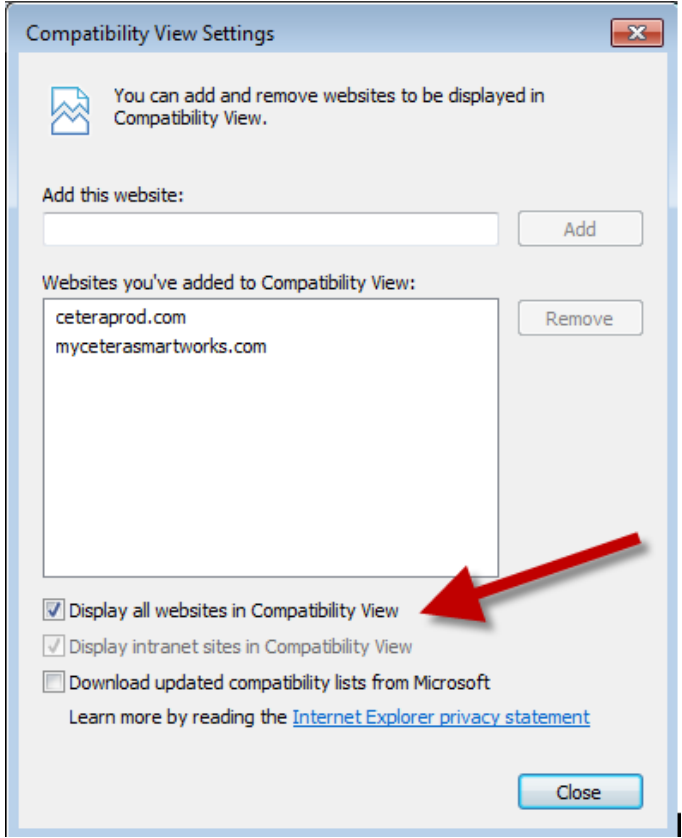
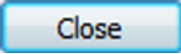
This job aid contains instructions for the following procedures (click a link below):

Procedure	Description
<a href="#">Internet Explorer Compatibility Mode</a>	If you are using Internet Explorer 9 or 10, this explains how to turn on Compatibility Mode.
<a href="#">Establishing your Enhanced SmartWorks Login</a>	If you used SmartWorks in the past and are logging in for the first time using enhanced login.
<a href="#">Subsequent Login to SmartWorks</a>	Follow these steps if you've already established your secure login.
<a href="#">Reset a Forgotten Password</a>	Follow these steps if you need to reset your password. This procedure assumes you cannot login to SmartWorks.
<a href="#">Reset Your Security Questions, Image / Personal Message or Password</a>	Follow these steps if you need to reset your security questions, image / personal message or password (alternate method). This procedure assumes you can login to SmartWorks.

## Internet Explorer Compatibility Mode

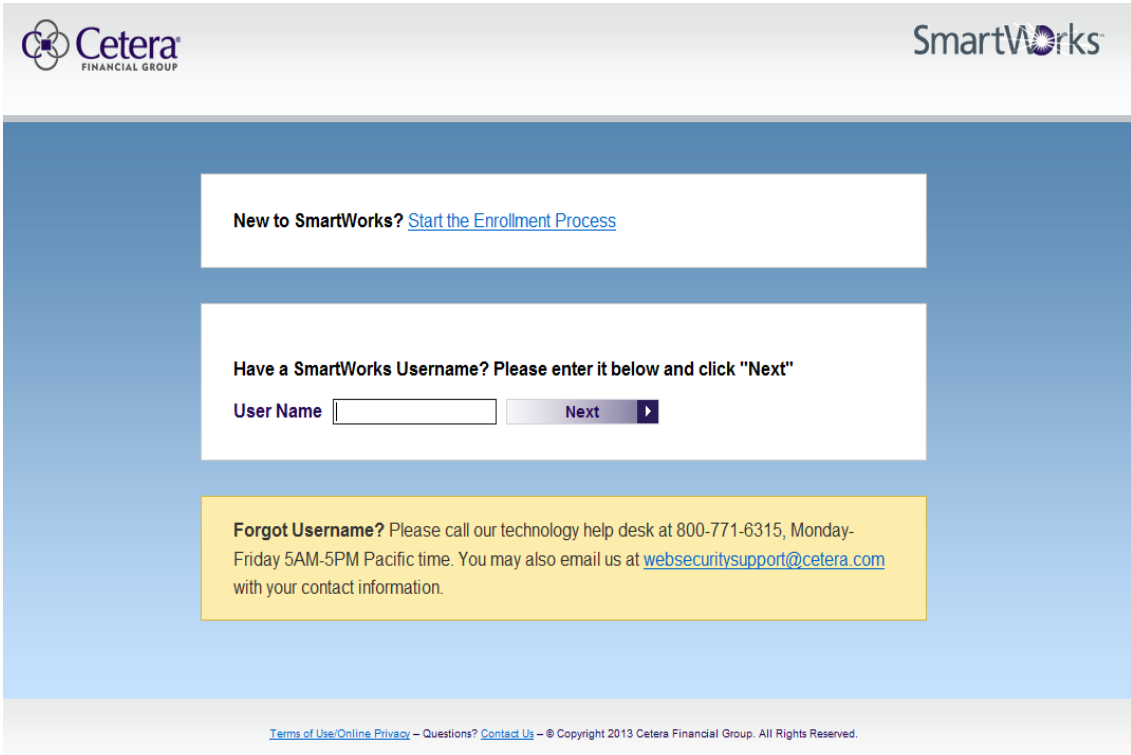
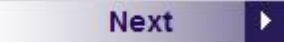
Follow these steps to turn on Compatibility Mode in Internet Explorer 9 or 10.


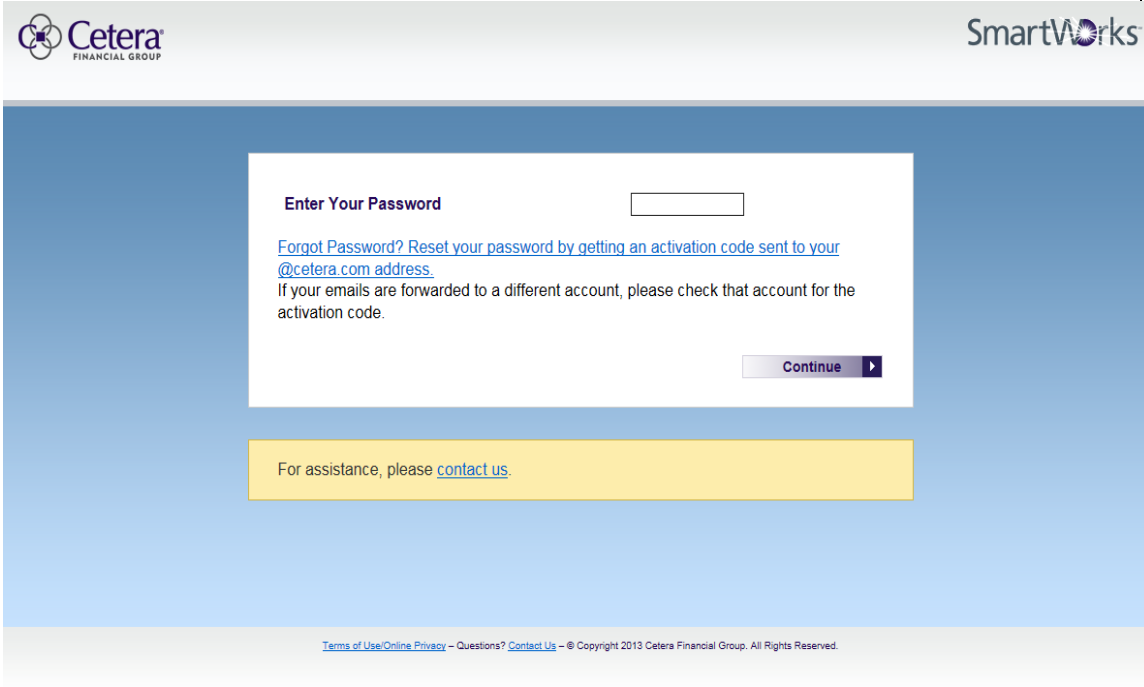

Step	Action
1	<p>From within Internet Explorer, select <i>Tools &gt; Compatibility View Settings</i></p>  <p>The screenshot shows the 'Tools' menu in Internet Explorer. The menu items are: Delete browsing history... (Ctrl+Shift+Del), InPrivate Browsing (Ctrl+Shift+P), Tracking Protection..., ActiveX Filtering, Fix connection problems..., Reopen last browsing session, Add site to Start menu, View downloads (Ctrl+J), Pop-up Blocker, SmartScreen Filter, Manage add-ons, Compatibility View, Compatibility View settings (highlighted with a red arrow), Subscribe to this feed..., and Feed discovery.</p> <p>The system displays the Compatibility View Settings dialog box.</p>

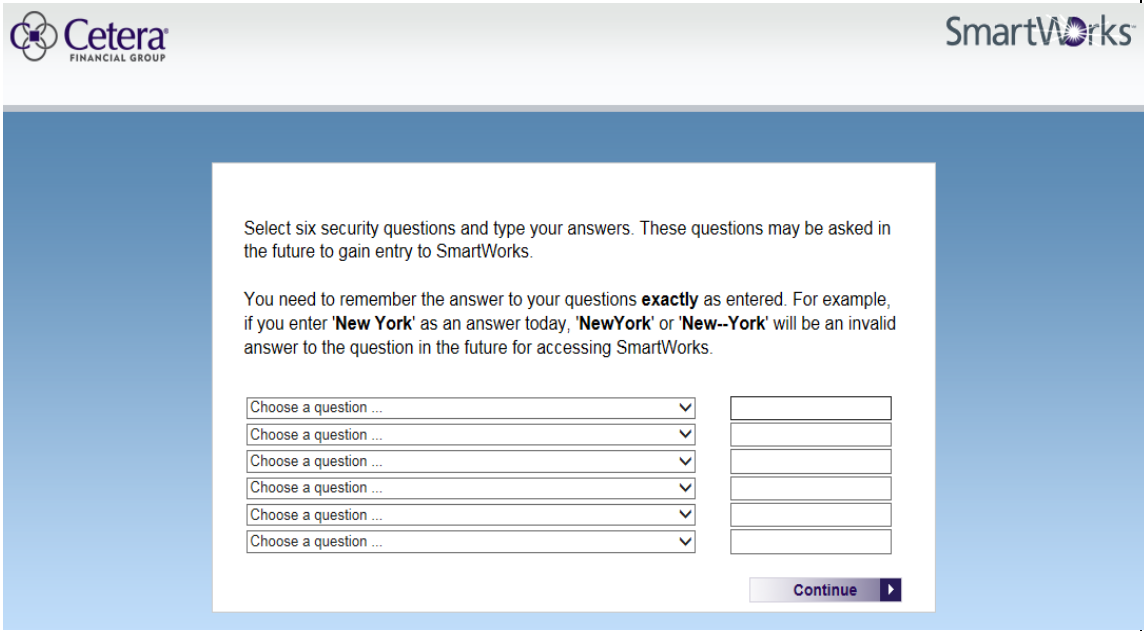
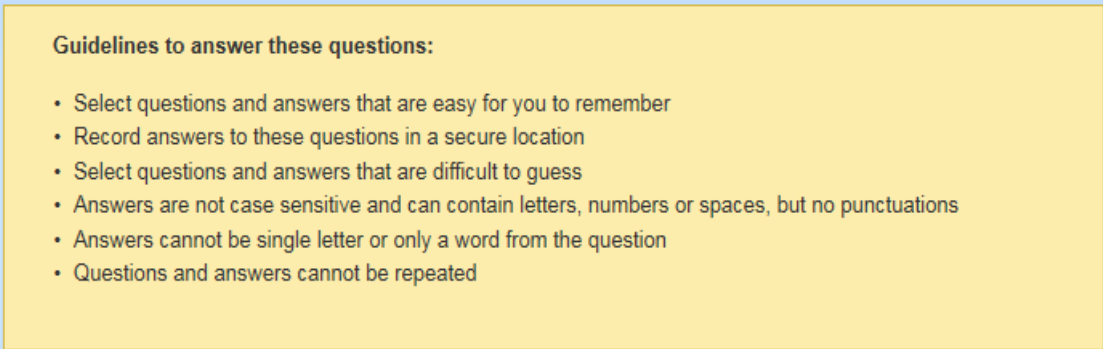

Step	Action
2	<p>Confirm "Display all websites in Compatibility View" is checked</p> 
3.	<p>Click .</p>


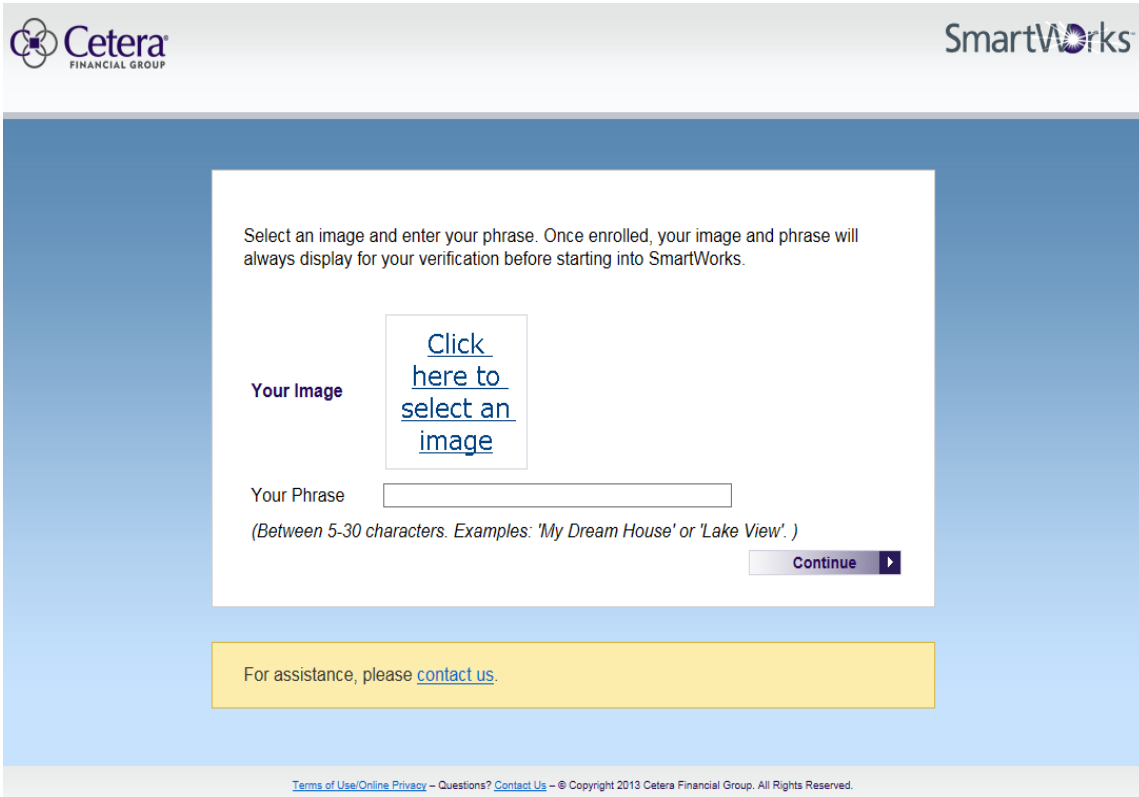
## Establishing your Enhanced SmartWorks Login

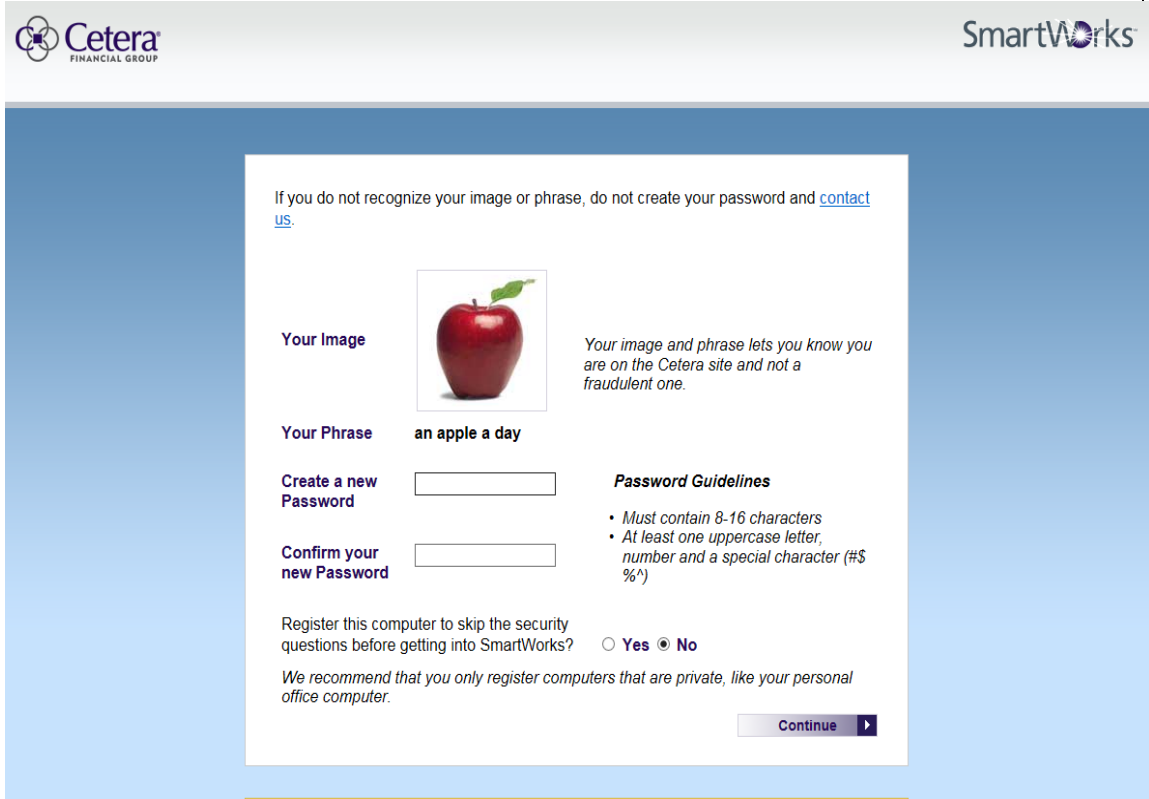
Follow the steps below to configure your SmartWorks Login:


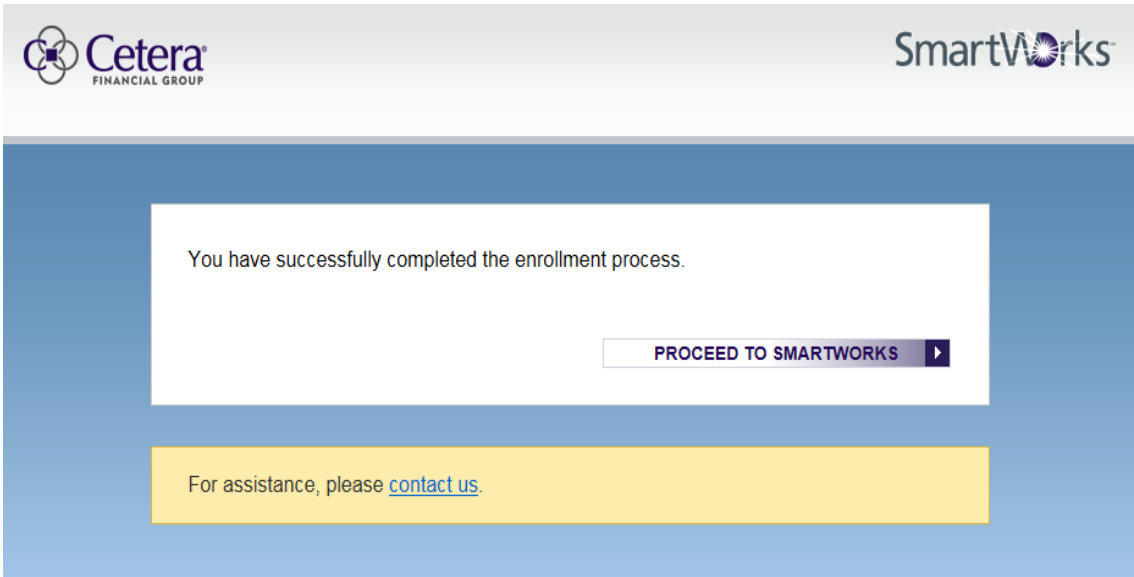
Step	Action
1	<p>Starting today, you will see a different screen when you visit the SmartWorks login page:</p>  <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>Do not click <a href="#">Start the Enrollment Process</a>. This is for users who have never logged into SmartWorks previously.</li> </ol>
2	<p>Enter your User Name and click .</p>

Step	Action
3	<p>On the next screen you will see an option to bypass setting up your enhanced SmartWorks login. If you choose to Enroll Later you can log in as you have in the past. However, on September 22 this option will disappear and you will be required to set up your login. Each time you login you will be reminded of how many days are remaining before enrollment is mandatory. Once enrolled this screen will no longer display.</p> <p>To enroll in Enhanced Smartworks Login now click </p>
4	<p>The next screen will ask for your current Smartworks password.</p>  <p>Enter it and click </p>

Step	Action
5	<p>The system displays a screen where you can select your security questions.</p> 
6	<p>Select a security question for each row and enter an answer in the field provided.</p> <p>There are guidelines displayed for more information on answering the questions.</p> 
7	<p>Click .</p>

Step	Action
8	<p>Click <a href="#">Click here to select an image</a> to select an Personal Assurance Image for the system to display each time you login. Also, enter a Personal Assurance Message in the "Please enter a personal message:" field.</p> <p>Click .</p> 

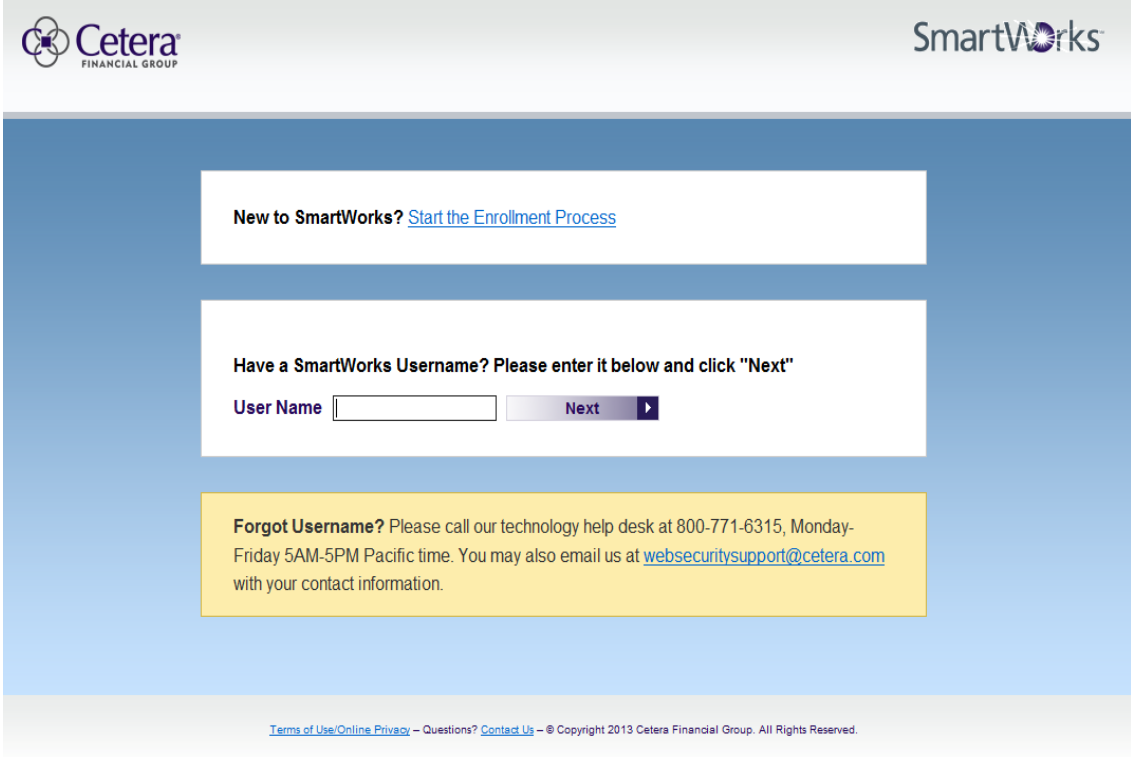

Step	Action
9	<p>Enter a new password in the "Create a new password:" and "Confirm your new password:" fields. For more information about selecting a password, please review the Password Guidelines.</p>  <p>The screenshot displays the Cetera SmartWorks login interface. At the top, the Cetera Financial Group logo is on the left and the SmartWorks logo is on the right. A central white box contains the following elements: a warning message at the top stating 'If you do not recognize your image or phrase, do not create your password and <a href="#">contact us.</a>'; an image of a red apple with the text 'Your Image' to its left and 'Your image and phrase lets you know you are on the Cetera site and not a fraudulent one.' to its right; the phrase 'an apple a day' under the heading 'Your Phrase'; two input fields for 'Create a new Password' and 'Confirm your new Password'; a 'Password Guidelines' section listing requirements: 'Must contain 8-16 characters', 'At least one uppercase letter, number and a special character (#\$%^)'; a checkbox for 'Register this computer to skip the security questions before getting into SmartWorks?' with 'Yes' and 'No' radio buttons; a recommendation note: 'We recommend that you only register computers that are private, like your personal office computer.'; and a 'Continue' button at the bottom right.</p>

Step	Action
10	<p>The system confirms you successfully created your login. When you click , the system displays the SmartWorks login page. Follow the steps in the “Subsequent Login to SmartWorks” to login.</p> 


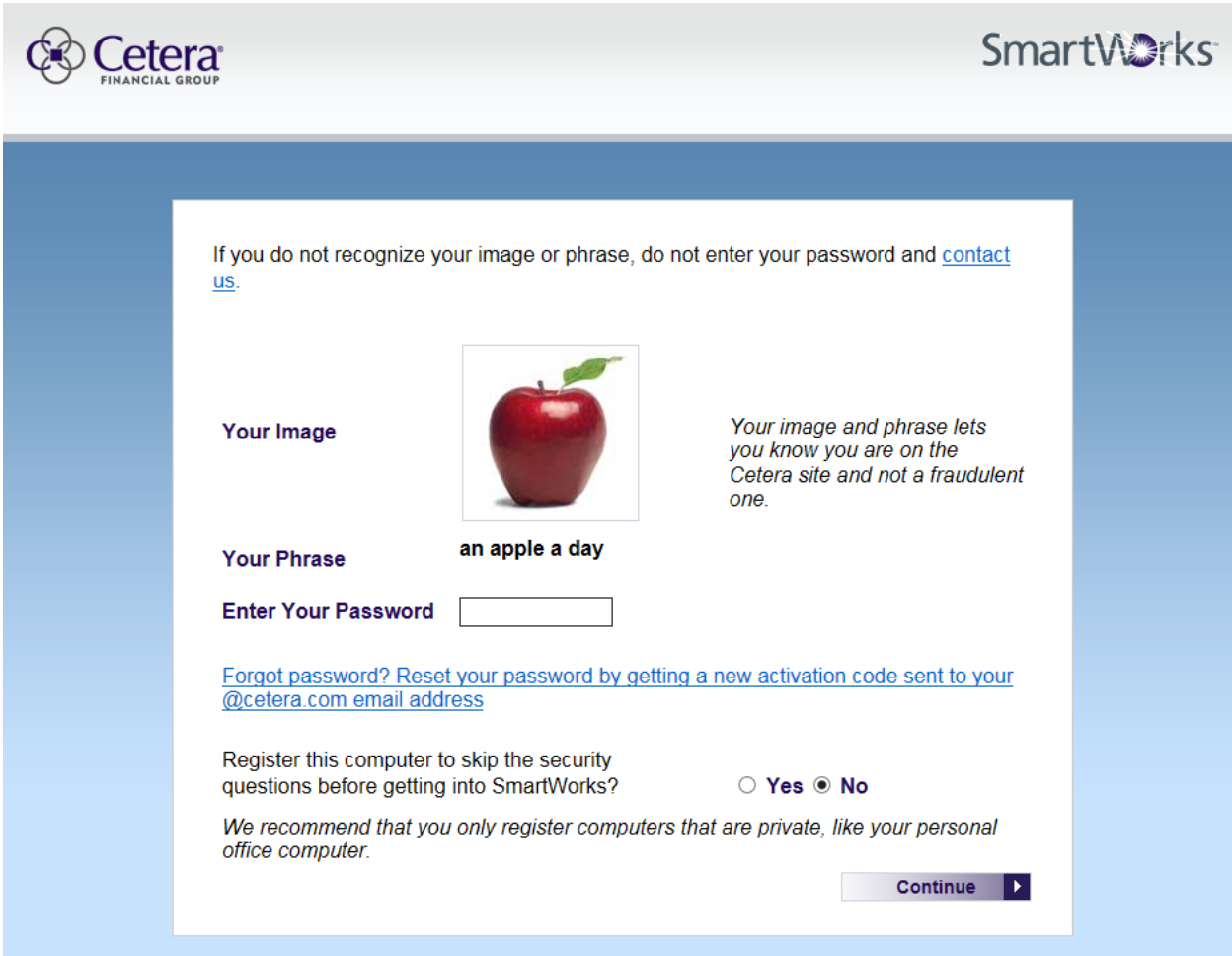
**Subsequent Login to SmartWorks**

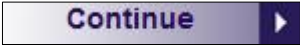
Follow these steps if you’ve already established your secure login.

Step	Action
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Step	Action
1	<p>On the SmartWorks login page, enter your User Name.</p> 
1a	<p>OPTIONAL STEP: Bookmark the new SmartWorks login page</p> <p>To easily navigate to the SmartWorks page on an ongoing basis, you may wish to bookmark the new SmartWorks page. To do this:</p> <ol style="list-style-type: none"> <li>1. Open a new browser page</li> <li>2. Navigate to the new SmartWorks login page</li> <li>3. Add it as a favorite or bookmark in your web browser.</li> </ol> <p>NOTE: Each browser is different, so if you are unsure how to do this, use your browser's help function to search for instructions.</p>
2	<p>Click .</p> <p>The system displays a screen containing a security question you answered when you established your secure login.</p>

Step	Action
3	<p>Enter your answer in the field provided.</p> <p>The screenshot shows a security question interface. At the top, the Cetera Financial Group logo is on the left and SmartWorks is on the right. The main content area has a blue background. A white box in the center contains the text: 'The computer you are using is not registered with us so you'll need to answer a security question <b>exactly</b> as you had previously answered when you created your account.' Below this is the question 'In what city does your nearest sibling live?' followed by a text input field. To the right of the input field is a 'Continue' button with a right-pointing arrow. At the bottom of the white box, there is a yellow box with the text 'For assistance, please <a href="#">contact us</a>'.</p>

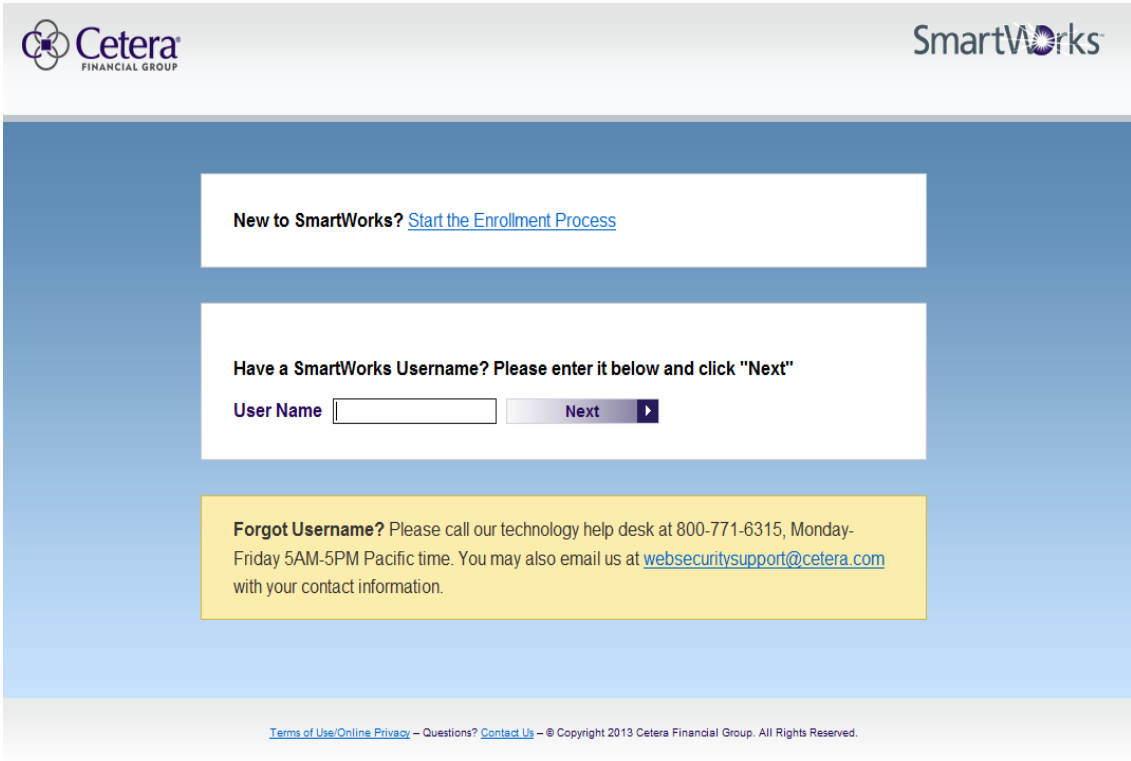

Step	Action						
4	<p>Click .</p> <p>The system displays a screen with the Personal Assurance Image and Personal Assurance Message you selected.</p>  <p>Using the definitions in the table below, select <b>Yes</b> or <b>No</b> for registering your computer.</p> <p>If you are using a Non-Public / Trusted Computer (<b>Yes</b>), the system does not display your security questions each time you login from that computer.</p> <table border="1"> <thead> <tr> <th>Title</th><th>Description</th></tr> </thead> <tbody> <tr> <td><b>Yes –</b> Non-Public / Trusted Computer</td><td>If this is the computer you regularly use to sign into SmartWorks, selecting this option locks in your computer as a safe platform and you will not be required to answer the security questions in the future. Your computer becomes part of the authentication process so select this option only if you are sure the computer will be in your possession all the time. Examples of private computers are your own laptop, desktop or private workstation</td></tr> <tr> <td><b>No –</b> Public / Non- Trusted Computer</td><td>You may not be the only person who uses this computer. Selecting this option also requires you to answer the security questions each time you log on. Examples of public computers are those found in airports, libraries and internet cafes. Because these computers are accessible by anyone, care must be taken when using them. For safe computing, you should close all browser windows and log off completely after done using it</td></tr> </tbody> </table>	Title	Description	<b>Yes –</b> Non-Public / Trusted Computer	If this is the computer you regularly use to sign into SmartWorks, selecting this option locks in your computer as a safe platform and you will not be required to answer the security questions in the future. Your computer becomes part of the authentication process so select this option only if you are sure the computer will be in your possession all the time. Examples of private computers are your own laptop, desktop or private workstation	<b>No –</b> Public / Non- Trusted Computer	You may not be the only person who uses this computer. Selecting this option also requires you to answer the security questions each time you log on. Examples of public computers are those found in airports, libraries and internet cafes. Because these computers are accessible by anyone, care must be taken when using them. For safe computing, you should close all browser windows and log off completely after done using it
Title	Description						
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Step	Action
5	Click  .
6	The system displays the SmartWorks home page.

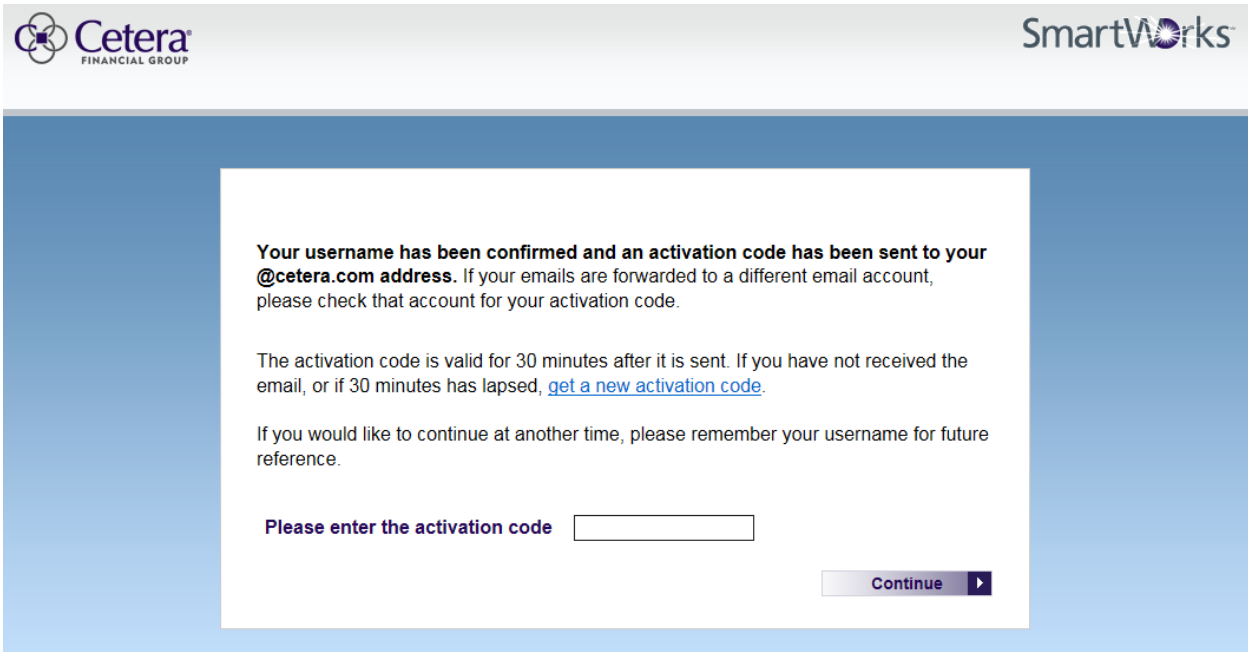
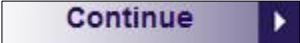
## Reset a Forgotten Password – Cannot Login to SmartWorks


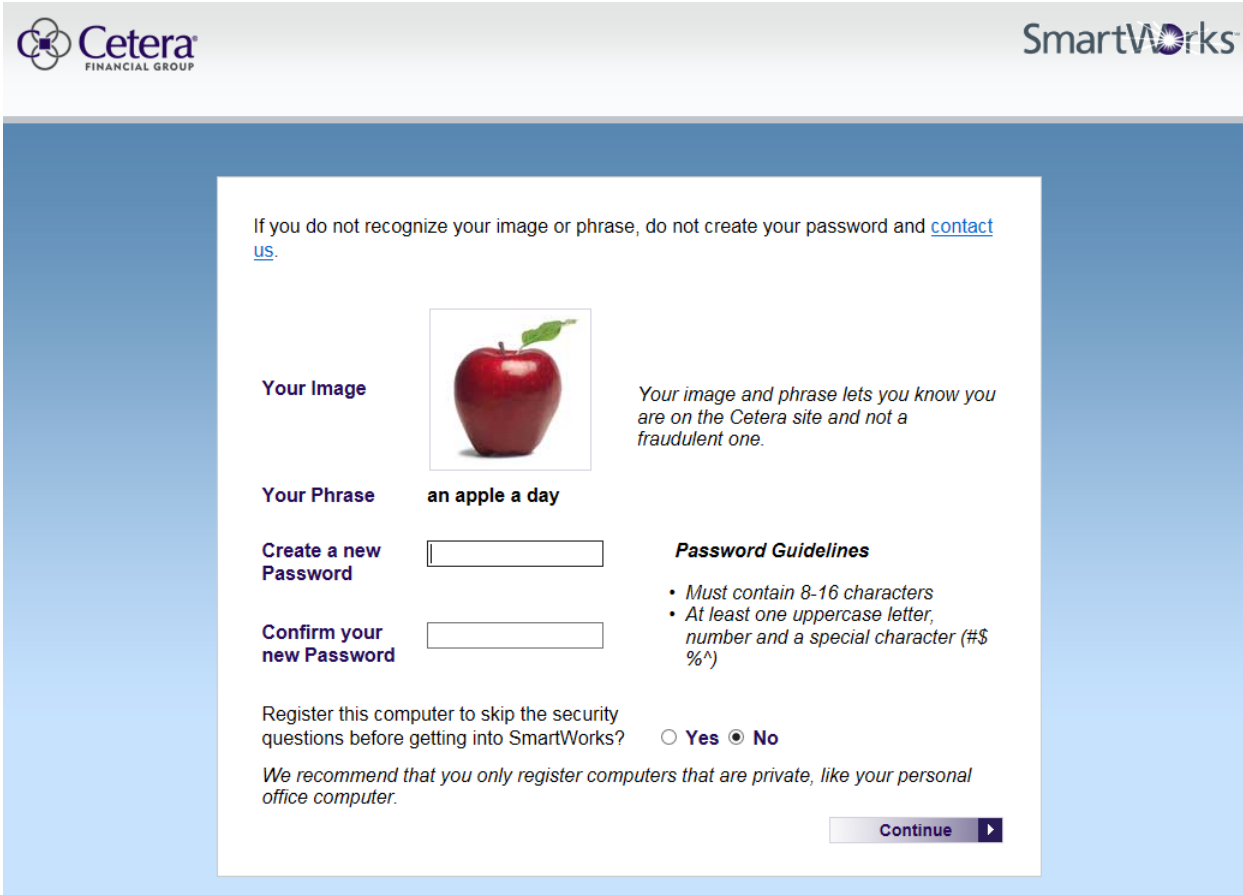
**Note:** The instructions below explain how to reset your password if you cannot login to SmartWorks. Following this section is an alternate method to reset your password if you cannot login to SmartWorks.

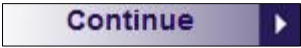
Follow the steps below if you forgot your SmartWorks password:

Step	Action
1	<p>On the SmartWorks login page, enter your User Name.</p> 
2	<p>Click .</p> <p>The system displays a screen containing a security question you answered when you established your secure login.</p>

Step	Action
3	<p>Select "<a href="#">Forgot password? Reset your password by getting a new activation code sent to your @cetera.com email address</a>" to reset your password.</p> <div data-bbox="368 495 1612 1352"> contact us.' Below this is a red apple image with the label 'Your Image' and the phrase 'an apple a day' with the label 'Your Phrase'. There is a text input field for 'Enter Your Password'. At the bottom, there is a link to 'Forgot password? Reset your password by getting a new activation code sent to your @cetera.com email address', a registration question 'Register this computer to skip the security questions before getting into SmartWorks?' with radio buttons for 'Yes' and 'No' (where 'No' is selected), a recommendation 'We recommend that you only register computers that are private, like your personal office computer.', and a 'Continue' button with a right arrow." data-bbox="227 236 993 644"/&gt; </div>

Step	Action
4	<p>The system automatically sends an activation code to your email. Enter this on the next screen:</p> <p><b>Note:</b> If you do not receive the activation code this is usually because of an incorrect email address on file. In that case please call the Help Desk for support.</p> <p>Activation codes expire after 30 minutes, so if you wait that long without inputting the code you will need to resend a new code by clicking on <a href="#">get a new activation code</a>.</p>  <p>Click </p>

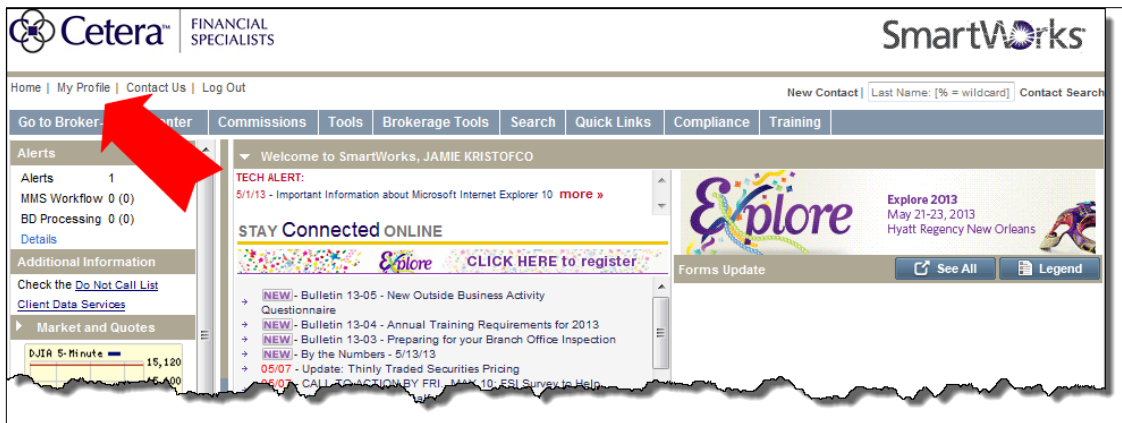
Step	Action
5	<p>The system displays your security questions. Answer your security question and click .</p>
6	<p>The system display a screen where you can select a new password:</p>  <p>Enter a new password.</p> <p><b>Note:</b> Please note the <b>Password Guidelines</b> for selecting a new password.</p>

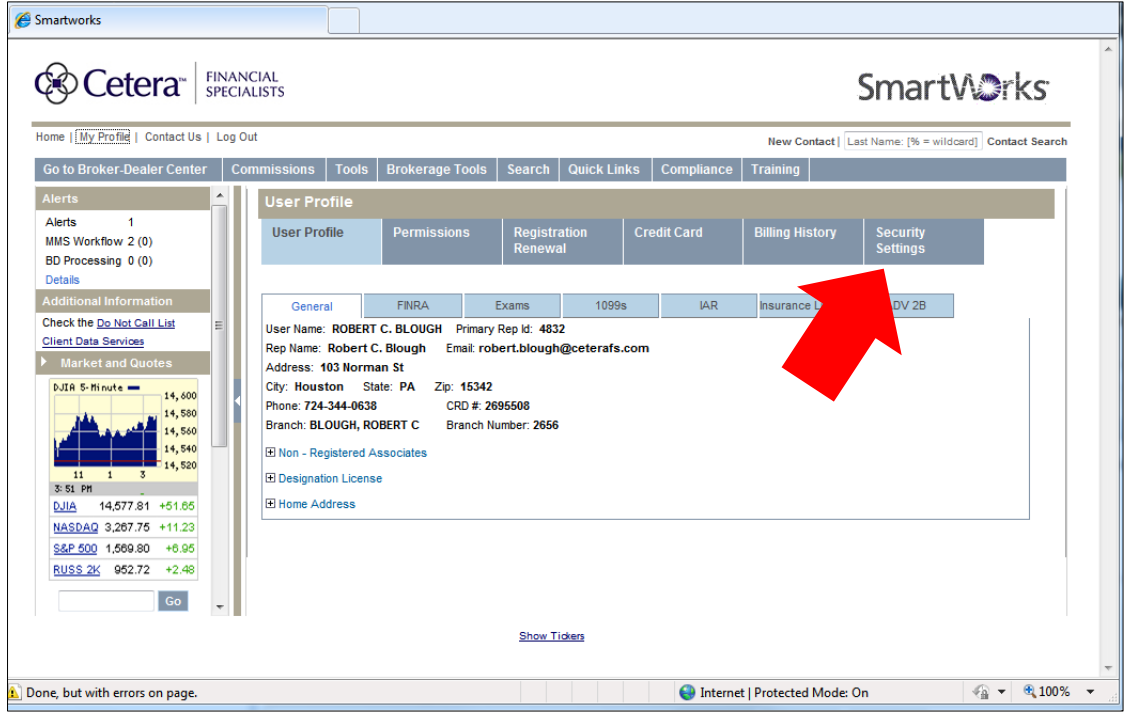
Step	Action
7	<div>Click .</div> <p>The system resets your password and logs you into SmartWorks. The next time you login to SmartWorks, use your new password.</p>

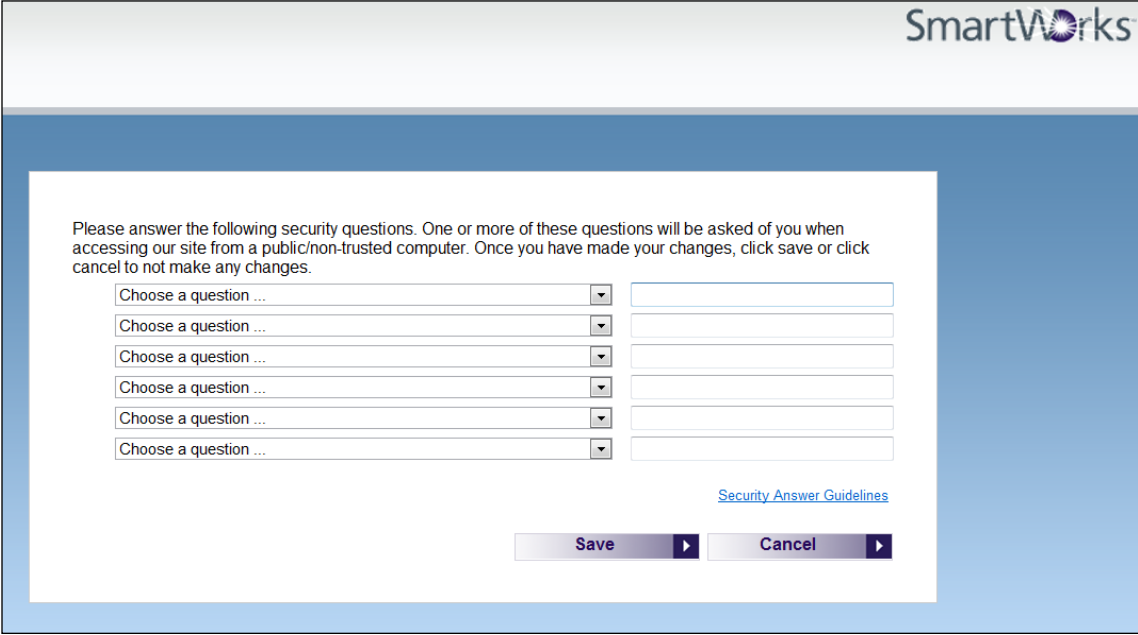
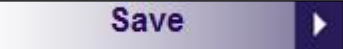
## Reset Your Security Questions, Image / Personal Message or Password

**Note:** The process to reset your security questions, image / personal message or password assumes you can login to SmartWorks. If you need to reset your password and cannot login to SmartWorks, follow the steps in the previous section of this document.

Follow the steps below if you forgot your SmartWorks password:

Step	Action
1	<p>After logging into SmartWorks, click <a href="#">My Profile</a>.</p> 

Step	Action
2	<p>Click the <b>Security Settings</b> tab.</p>  <p>The screenshot shows the SmartWorks user interface. On the left, there's a sidebar with 'Alerts' (1), 'MMS Workflow 2 (0)', 'BD Processing 0 (0)', and 'Additional Information'. The main area is titled 'User Profile' and has tabs for 'User Profile', 'Permissions', 'Registration Renewal', 'Credit Card', 'Billing History', and 'Security Settings'. The 'Security Settings' tab is selected and highlighted with a red arrow. Below the tabs, there's a 'General' section with fields for 'User Name: ROBERT C. BLOUGH', 'Primary Rep Id: 4832', 'Rep Name: Robert C. Blough', 'Email: robert.blough@ceterafs.com', 'Address: 103 Norman St', 'City: Houston', 'State: PA', 'Zip: 15342', 'Phone: 724-344-0638', 'CRD #: 2695508', 'Branch: BLOUGH, ROBERT C', and 'Branch Number: 2656'. There are also checkboxes for 'Non - Registered Associates', 'Designation License', and 'Home Address'. At the bottom, there's a 'Show Tickers' link and a status bar indicating 'Done, but with errors on page.' and 'Internet   Protected Mode: On'.</p>

Step	Action
3	<p>A new window opens with the options to change your security questions and answers, your personal security image and message or your password. Click the link that corresponds to what you wish to modify.</p>  <p><b>Notes:</b> If you change your security questions, you will need to set up all your questions and answers again.</p> <p>If you change your image and personal message, you will need to select an image and type your passphrase. The system does not remember your previous image and passphrase.</p> <p>If you change your password, you will need to know your previous password.</p>
4	<p>Click .</p> <p>The next time you login to SmartWorks, use your new security questions, image / personal message and / or password.</p>