FIRST FINANCIAL TRUST

YOUR FUTURE FIRST

Total Wealth User Login Guide

FIRST FINANCIAL TRUST

Total Wealth Client Portal

This document contains the following sections:

Initial Log in (Enrollment) 2

Terms and Conditions/Enter One Time PIN 3

MFA set up and questions 3

Create a new password 5

Register/Unregister Device 6

Locked Password/Forgot Password 7

Failed to login 3 times or Forgot Password 7

Create a new Password 9

Failed Security Questions 3 times 11

Modify Security Profile 15

Initial Log in (Enrollment):

Total Wealth URL/Link: www.firstfinancialtrust.ecx.seic.com

Please enter your user ID and password.

- Your user ID is the email or user ID you used in Wealth Access. The user ID was emailed to you.
- Your one-time password (temporary) was emailed to you.

Terms and Conditions and One Time Password:

Enter your one-time password and check the box accepting the terms and conditions and privacy Policy.

Once OTP is entered the Continue Login button is available to select

MFA set up and questions:

Enter phone number and create security questions and answers:

Then either select security questions or create own – add answers to all before completing the page:

As a given question is selected, it is then removed from the available list

Select Continue Login

Create a new password:

- Passwords must be between 8 and 20 characters.
- Passwords must contain at least one number, one upper case character and one lower case character.
- Passwords must have no more than two repeating characters.
- Passwords must not contain User ID.
- Passwords must not contain your first or last name.
- Password must not be the same as any of your last five Passwords.

After you complete the enrollment, you will receive a Completed Enrollment Email (Example Below):

Enhanced Authentication Enrollment Successful

noreply@seic.com

Sent: Fri 28/07/2017 09:34

To: Bettis, Susan

Dear Client,

You have successfully completed the enhanced authentication enrollment process.

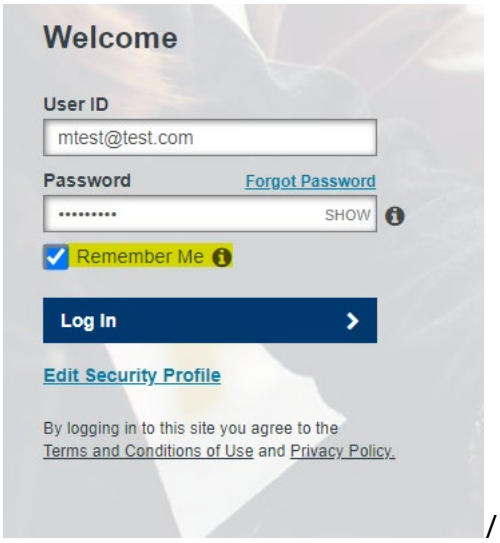
If you did not perform this action or you feel that you have received this message in error, please contact your System Administrator.

This is a system-generated message. Do not reply to this message.

Register/Unregister Device

To register a device, select the "Remember Me" checkbox while logging in. Then continue with the rest of the log in process. Once the log in has been completed, the device has been registered and will no longer require entry of an OTP or security questions for future log in's.

NOTE: If a user logs in and out repeatedly within a short period of time (for example: while testing the various features of SEI MFA), an Total Wealth MFA security feature will flag the you as a high risk user. This will prevent you from registering the device that is being used for a random time period (Between 5 minutes and 24 hours). Once this time period has passed, you will be able to register the device again. This flag does not prevent you from logging in.



/

Upon successful registration, you will receive the following email:

Dear Client,

This message is confirmation that your User ID has been registered for access from your selected computer.

If you did not perform this action or you feel that you have received this message in error, please contact your System Administrator.

This is a system-generated message. Do not reply to this message.

To unregister any device, enter log in credentials as usual, uncheck "Remember Me" and continue. The device will be unregistered and you will be required to enter an OTP or security questions.

Locked Password/Forgot Password

Failed to login 3 times or Forgot Password:

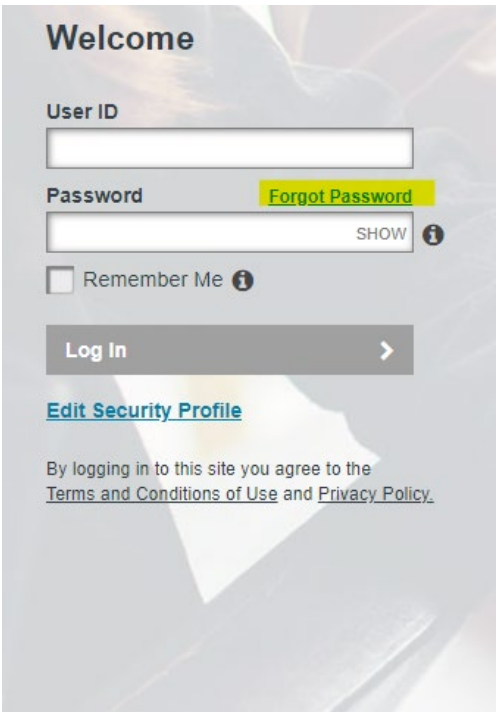
You will be notified with this screen and an email notification will be received. Select Reset Your Password or select Forgot Your Password after you are redirected to the Login screen. If you forget your password, just select Forgot Your Password immediately from the Login screen.

Dear Client,

Your account has been suspended due to exceeding the number of login attempts. We suggest you reset your Password using the 'Forgot My Password' link.

If you feel that you have received this message in error, or have any questions about this message, please contact your System Administrator.

This is a system-generated message. Do not reply to this message.



Answer Security Questions:

Followed by enter a One Time PIN:

Create a new Password:

Once you have created a new Password, you will be logged into TotalWealth and you will receive an email alerting you to a successful password update.

Dear Client,

You have updated your Password.

If you did not update your profile or you feel that you have received this message in error, please contact your System Administrator.

This is a system-generated message. Do not reply to this message.

Passwords must match – if any data does not match then a message will appear in red to warn the user:

Locked Security Questions:

Failed Security Questions 3 times:

If you fail to correctly answer security questions 3 times then they will get the following warning message in red:

You will be notified with the next screen and an email notification will be received

Dear Client,

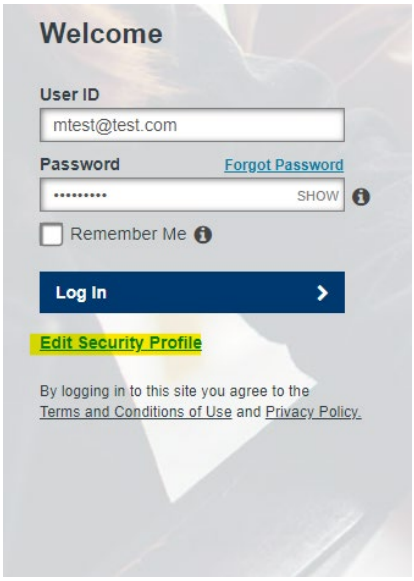
Your account has been suspended due to incorrect answers to your Security Questions. We suggest you reset your Security Questions and Answers using the 'Login & Edit Security Profile' functionality on home page and use Email option on next page.

If you feel that you have received this message in error, or have any questions about this message, please contact your System Administrator.

This is a system-generated message. Do not reply to this message.

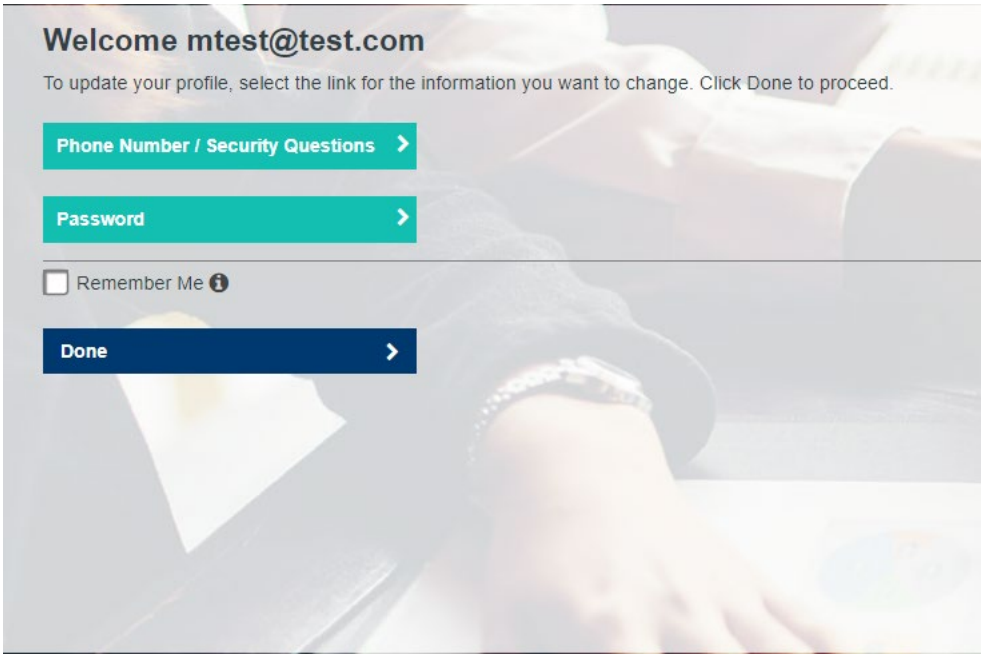
Click on Go to Home Page to return to the Login screen or wait to be redirected to the Login Screen. Attempting to login and verify your identity using your security questions will give you an error message. To reset your security questions, enter your credentials and select Edit Security Profile

Enter Credentials & Select Edit Security Profile:

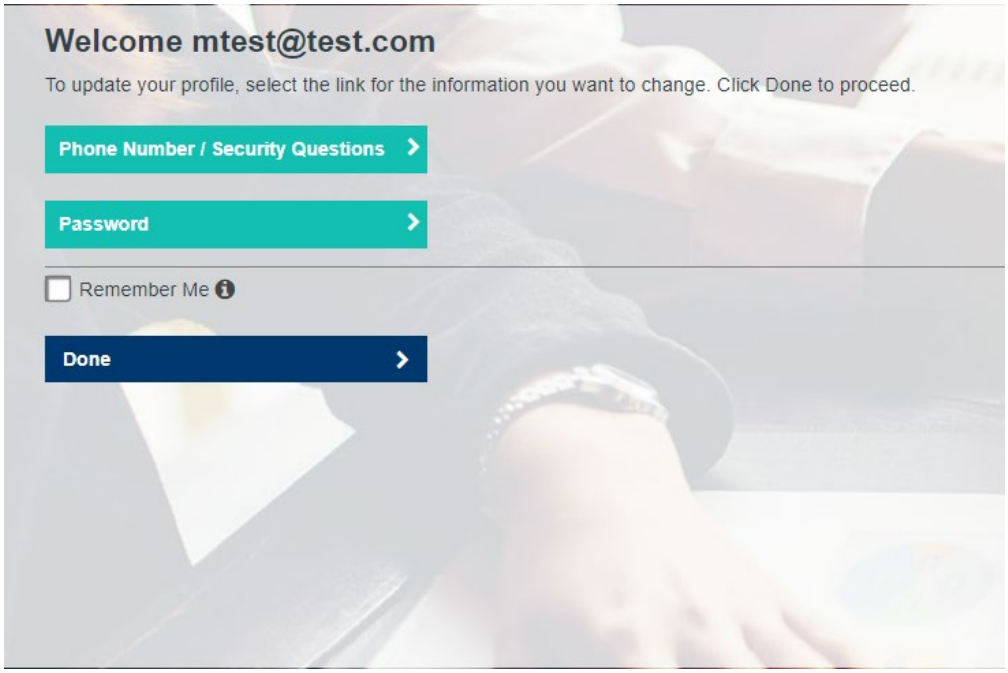


Authenticate using One Time PIN:

Select Phone Number/ Security Questions:



Update Phone Numbers or Security Questions:



Once you hit Update, you'll be taken back to the Update Profile screen. Clicking 'Done' will log you into your application

Modify Security Profile:

To change your phone number, security questions, or password at any time, you can enter your credentials on the main Login screen and select Edit Security Profile. Then proceed to follow the Security Questions or Password workflows as seen above.