Login Procedures

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First Time Login Procedure for existing users

When you first access https://portal.six-group.com or https://portal.fip.six-group.com you will be asked to enter your corporate email address:

Note that only email addresses provided by your company are allowed. Private email addresses will be rejected.

Once you have entered it and clicked “Next”, the following page will be shown:
On this page, you must enter:

1. your existing customer id, in the form CCNNNN where CC is a country code, for example CH, and NNNN is a number.

2. your existing user id

3. your current password, as you are using on www.tkfweb.com or www.tkflink.com

Should you not remember any of these, they are the same values you were using on www.tkfweb.com or www.tkflink.com:
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After 13th March 2023 this page will no longer be accessible. If you don't remember the password you were using on it, please contact us at support@six-group.com.

Once you have entered the values, click on ‘Switch to email credentials’. The system will send you an email containing a code for the following page that will be displayed next in your browser:

The email that you receive (seen below) will include the required code and a link:
Hello John,

You are nearly there, we care about your security and privacy. Please use the following code to [reset the password] for your account CH35677-johndoe.

**0X9D4X**

This code is valid for the next 24 hours.

Yours faithfully,
SIX

Your customer ID: CH35677
Your user ID: johndoe

To contact us, reply to this email, send us your query at [support@six-group.com](mailto:support@six-group.com) or call your local Customer Support.
Login Procedures

After entering the authentication code you will need to enter and confirm a new password to ensure the security of your account:

![Renew password form](image)

Please click on “Renew” once you have entered the new password twice. The system will confirm that your password has been renewed, and take you to the login page. You will also receive an email confirming that your password has been renewed.
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Standard Login Procedure

When you access https://portal.six-group.com or https://portal.fip.six-group.com you will be asked to enter your corporate email address:

Enter it and click “Next”. If this address is associated with a single account, you will then be asked for your password:
When you have entered your password, click "Login" and you will be taken to the home page where you can access your services.

If the email you entered in the first step is associated with more than one account, you will be asked to choose the one you want to connect with on this page, before entering the password.
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Your email john.doe@bank.com is associated with more than one account.

Add account

Please select the account you want to login with:

- CH35077-johndoe
- CH35077-johndoe
- CH35077-maria

Next

Contact us
Login Procedures

Forgotten Password Procedure

If you have forgotten your password please go to the password entering page and click on “Forgot password?”. The system will send you an email and display this page:

The email you have received will contain a 6-alphanumerical code:
Hello John,

You are nearly there, we care about your security and privacy. Please use the following code to reset the password for your account CH35677-JohnDoe.

**FCF5QM**

This code is valid for the next 24 hours.

Yours faithfully,
SIX

Your customer ID: CH35677
Your user ID: JohnDoe

To contact us, reply to this email, send us your query at support@six-group.com or call your local Customer Support.

Please enter the code on the code authentication page which can also be accessed by following the link in the email. Once the code has been entered properly, you will be presented the following page to set a new password:
Once you have entered your new password twice, click on “Reset”. The password reset be confirmed on the page:
You will also receive a password reset confirmation email.

**Important notes**

1) In order to protect your account from unauthorized access, it will be locked for 30 minutes after six (6) failed login attempts.

   If you have forgotten your password we therefore suggest you use the “Forgot Password” workflow by clicking on the link before the sixth attempt.

2) To protect your account, the authentication code is only valid for 24 hours. If you need another one, you can click the “Send me a new code” link, or restart the procedure.
Changing your password

On the home page, please access the drop down menu under your name and choose “Change Password”.

You will be taken to the page below. Please enter your current password followed by your new one twice before confirming by clicking on “Change”: 
Login Procedures

Change password

Current password

New password

Minimum 8 characters, at least a number and a capital letter.

Confirm password

Change

Contact us
Onboarding Procedure for new users

As a new user your account needs to be created by SIX. After it has been created you will receive a set up email from SIX with the following content:

---

Hello John,

Thank you choosing SIX. We are happy to introduce you to our services. Please proceed and start setting up your account CH35677-john doe.

[Setup your account]

The link above is valid for the next 24 hours. You can set up your account anytime at [https://portal-qa.np.six-group.com](https://portal-qa.np.six-group.com).

Yours faithfully,
SIX

Your customer ID: CH35677
Your user ID: john doe

To contact us, reply to this email, send us your query at support@six-group.com or call your local Customer Support

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Click on “Setup your account”. This will lead you to the page where you will have to set your password:
When your password has been checked against the security requirements, and has been entered twice correctly, a confirmation will be shown:
After your password has been set correctly you will be able to follow the standard login procedure as described on page 7.

To keep your account safe, the link in the Welcome Email is only valid for 24 hours. If you try to use the link after the initial 24h period has expired, an error message will be shown:
Just click on “Back to login” link to receive a new email with a valid link.
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Multiple accounts sharing an email address

In cases where an email address must be associated with more than one account, you will need to go through the following process.

Setting up the first account

The first account must be setup by following the First Time Login Procedure for existing users on page 2.

Setting up the second account

To setup the second account, enter the email as usual. On the password page, click “Add account”.

The following page will appear:
On this page, enter the customer id, user id and password of the second account. When you click “Add account”, the system will send you an email containing a code for the following page that will be displayed next in your browser:
Once you enter the proper code, you must set a password for this second account.

Once you have set up at least two accounts on the same address, an additional page will be displayed after entering the email address.

On this page, you select the Customer Id and User Id you want to use, by opening the list:
You will then be asked for your password:
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When you have entered your password, click “Login” and you will be taken to the home page where you can access your services.
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Setting up more accounts

If you need to add a third, or more accounts to the same email address, click “Add account” on this page:

You will then have to follow the same steps as for the second account: enter an authentication code, then set a password. Note that the password is associated with the account, not the email address. Accounts never share passwords.
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Simultaneous access attempts

A single account can only be connected to the system once. So if you try logging in with an account which is already being used, you will get the following error:

You have two options:

1. Click "Login Anyway": this will terminate the running session and let you log in.
2. Close the browser tab to let the existing session run.

In case you have multiple accounts associated to the same email address, you can start the login process again and use another account which has no running session.
Password expiration

For security reasons you will have to define a new password at least once a year. You can of course change it more often, using the Changing your password procedure on page 14. When your password is one year old and you login, you will be asked to provide a new password:

As usual, you will receive an email confirming that your password has been updated.
Adding more email addresses for notifications

When subscribing to SIX notifications, you may need to have them sent to other email addresses than the one you use for login. You can add such emails to your profile page. To open it, access the drop down menu under your name and choose “Profile”:

On the Profile page, click the “Add E-Mail” button
Login Procedures

And enter any email address:

Additional E-Mails: john.doe@gmail.com

An email is then sent to this address. Please click the “Verify” button.

Hello John,

In order to finalize the verification of your email address, please click the verify button below.

Verify

The link above is valid for the next 24 hours.

Yours faithfully,
SIX

To contact us, reply to this email, send us your query at support@six-group.com or call your local Customer Support.
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If you are not already logged in, the login screen will be shown. You must enter the main email address of the account, not the additional one you are in the process of adding. If that main email address is associated with multiple accounts, make sure to choose the proper one.

A confirmation page will be shown.

Please note the following:

- Such additional emails cannot be used for logging in. Only the main email address can be used for logging in.
- There is no limitation to which type of email address can be used for such additional emails. In particular, personal addresses can be used.
- You can add as many additional emails as you need.
Managing ftp password

In case you need to change the ftp password associated with your account, scroll down to the bottom of the Home page, and select Change ftp password:

This will open the following page:

On this page, you must enter:

1. Your current password
2. The new ftp password
3. The new ftp password again for confirmation

Then, click Change.
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Frequently asked questions

In order to help you as much as possible, find below frequently asked questions and the corresponding answers.

1. What should I do if I have forgotten my customer ID and/or user ID?
   If you cannot remember or find your customer ID and/or user ID, please contact SIX using the Contact Us link on the login page.

2. I am using different customer IDs and/or user IDs, but I only have one single email address, what should I do?
   Please follow the steps “Multiple accounts sharing an email address” on page 20.

3. The system tells me "Your account has now been locked. Please retry in 30 minutes or contact us.". What should I do?
   This means that you have failed logging in 6 times in a row, and your account has been temporarily locked to prevent any unauthorized access. For more information please refer to the “Forgotten Password Procedure” section (page 9).
   If you don't want to wait 30 minutes to access your account, you can follow the “Forgotten Password Procedure” on page 9. You can also contact us to have your account unlocked quicker.

4. Do I need to update my firewall/proxy configuration?
   Your network configuration must allow access to the domain: portal.six-group.com via https if you are using public Internet, or to the domain: portal.fip.six-group.com via https if you are using leased lines (Finance IPNet).

5. Can group emails, such as IT support groups, be used to login?
   Yes, this is possible following the same procedure as in question 2. Please note that emails related to Forgot Password or Change
Login Procedures

Password will be sent to that group email. Of course, passwords are never included in such emails.

6. I thought the migration process should happen only once, but I am seeing the migration page again, why?

This could be because the migration workflow was not completed properly. If so, follow the process as described on page 2. This could also be there is a typo in the email address or a different one than the one being used was entered when the account was migrated. Please double-check the email shown on the migration page. If it is wrong, click ‘Choose different email’ and then enter your proper email address.

This could also be because someone else in your organization has associated his/her email address to the same account. In this case please contact us with the list of accounts that people in your organization are sharing and an email address to associate them to.

7. I get a ‘Please enter a corporate email address’ error when I enter my email. What does it mean?

This is because you have entered an address that is provided by a private email provider such as @gmail.com, @hotmail.com, etc. Please enter the email address provided by your company. If you have done so and it is rejected, please contact us.

8. How many times can an account be logged in?

At any point in time, a given account can only be logged onto once. If trying to log in a second time on another machine, or another internet browser, the user will be prompted to terminate the previous session. There is no constraint to opening multiple tabs or windows of the same browser on the same machine.

9. I don't see the account I need in the list that is presented.
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This is very likely because the account has not been associated with that email address. Please follow the steps in Multiple accounts sharing an email address on page 20.

10. Will ftp passwords expire?
No, only personal accounts passwords will expire.

11. I am not receiving the email with an authentication code.
Before contacting us, please verify that emails from support@six-group.com are not being sent to your spam folder or processed by some Outlook rule.

12. The links in the emails I receive from SIX are no longer working, what is going on?
The links in emails that you receive from SIX now point to portal.six-group.com or portal.fip.six-group.com. When you use them, for the first time, you will be taken through the First Time Login Procedure for existing users.

How to get more information?

If you have any questions on the various workflows in this document please do not hesitate to contact us using the contact details available at:
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It is the sole responsibility of the recipient of this document to familiarize itself with any applicable laws, regulations and decrees and to assess and implement them accordingly. SIX Financial Information does not provide any legal, compliance, financial, investment, tax or other advice.

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