

Portal password reset guidelines

Your username was emailed to you on **14 September 2026**, and, in most cases, it will be your **investment entity number**.

Password Requirements

When creating a password, please ensure that it meets **all** the following requirements:

- ✓ At least 15 characters long
- ✓ At least 1 uppercase letter (A-Z)
- ✓ At least 1 lowercase letter (a-z)
- ✓ At least 1 number (0-9)
- ✓ At least 1 special character (e.g. ! @ # \$ %)

Important Notes and Troubleshooting Tips

1. Account Lockout

If you enter incorrect information or are unsuccessful after **six attempts**, your account will be locked. Should this happen, please contact us so that we can assist with unlocking your profile.

2. Password Reset Link Expiry

After completing the OTP (One-Time Pin) verification process, you will receive a password reset email. Please note that this link is only valid for a short period of time.

If the link expires before you create your password, you will receive an error message. In this case, you will need to:

1. Return to the login page: <https://cis-transact.fundrock.co.za/>
2. Select **Generate/Reset Password**
3. Enter your details again
4. Complete the OTP verification process
5. Wait for a new password reset email

3. OTP Delivery

Your OTP may be sent via **email and/or SMS**, depending on the contact details currently recorded on your profile.

If you only receive the OTP through one channel, it may indicate that the other contact detail has not previously been updated on your account.

4. "Unsafe Site" Browser Message

Some users may receive a browser warning indicating that the password reset page is "unsafe".

Please be assured that the site is secure. This warning may appear because certain browsers are not fully compatible with all aspects of the registration process.

5. Browser and Network Compatibility

We have found that some browsers and corporate network environments may interfere with the registration process.

If you experience difficulties:

- ✓ Try using Google Chrome, Microsoft Edge, or another modern browser
- ✓ Avoid using Bing browser search links to access the site directly
- ✓ If you are connected to a corporate Wi-Fi network, try switching to your mobile data connection and attempt the registration again

6. Check Your Spam or Junk Folder

Password reset emails and OTP notifications may occasionally be filtered into your spam or junk folder. If you do not receive an email within a few minutes, please check these folders before requesting a new OTP.

7. Ensure Your Details Match Our Records

The registration process relies on the personal and contact information we hold on record. If your registration continues to fail, your contact details may require updating. Please contact us for assistance.

Why Is the Process So Strict?

We understand that the registration process can be frustrating and may require additional steps. However, these security measures have been implemented to help protect your personal information and investments from unauthorized access and fraudulent activity.