



OLDMUTUAL

USER GUIDE FOR REGISTRATION ON THE OLD MUTUAL WEALTH CLIENT SITE



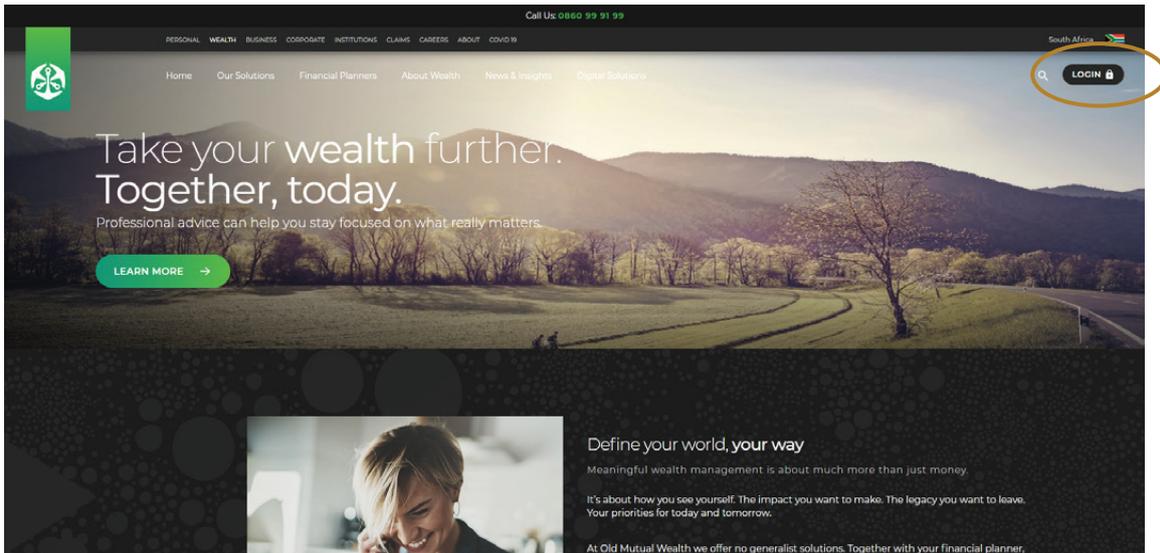
WEALTH

USING THE REGISTRATION GUIDE

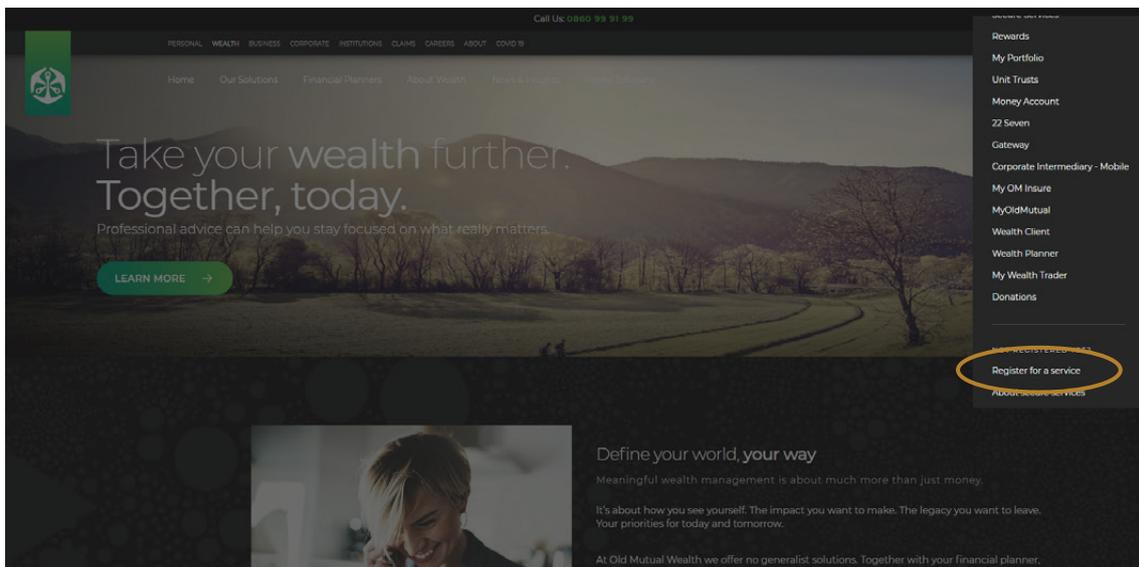
This guide is designed to assist clients with the registration process on the Old Mutual Wealth website.

HOME SCREEN

Once you visit the Old Mutual Wealth secure website [https:// www.oldmutual.co.za/wealth/](https://www.oldmutual.co.za/wealth/) Click on **“LOGIN”**



At the bottom of the dropdown menu click on **“REGISTER FOR A SERVICE”**



CAPTURE PERSONAL DETAILS

By clicking on Register you are directed to the “PERSONAL DETAILS” tab.

The screenshot shows the registration process for Old Mutual Secure Services. At the top, it says "OLD MUTUAL SECURE SERVICES REGISTRATION". Below this is a progress indicator with three steps: 1. PERSONAL DETAILS (highlighted in green), 2. LOGIN DETAILS, and 3. DONE. The main form area is titled "Tell us about yourself" and contains several required fields marked with an asterisk (*):

- * Required fields
- * FIRST NAMES (as they appear on your ID or passport) - text input field
- * SURNAME (as it appears on your ID or passport) - text input field
- * ID TYPE - dropdown menu with "South African ID" selected
- * ID NUMBER - text input field
- * DATE OF BIRTH (dd/mm/yyyy) - text input field with " / /" as a placeholder

NOTE: All fields marked with * are mandatory

Click on the “TERMS AND CONDITIONS” to read and tick the box to agree

Please make sure you have your cellphone with you, as you will need it on the next step

* COUNTRY CODE

South Africa (+27)

* CELLPHONE NUMBER

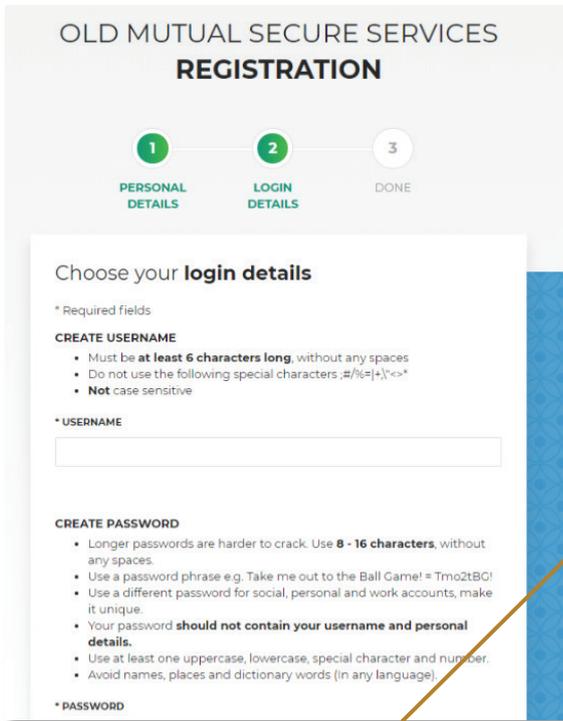
e.g. 0xxxxxxxx

I agree to the [terms and conditions](#)

NEXT: CHOOSE YOUR LOGIN DETAILS

CAPTURE LOGIN DETAILS

Once you click on **“NEXT: CHOOSE YOUR LOGIN DETAILS”** you will be directed to Login Details tab



OLD MUTUAL SECURE SERVICES
REGISTRATION

1 PERSONAL DETAILS 2 LOGIN DETAILS 3 DONE

Choose your login details

* Required fields

CREATE USERNAME

- Must be **at least 6 characters long**, without any spaces
- Do not use the following special characters: #/%=@+!~<->*
- **Not** case sensitive

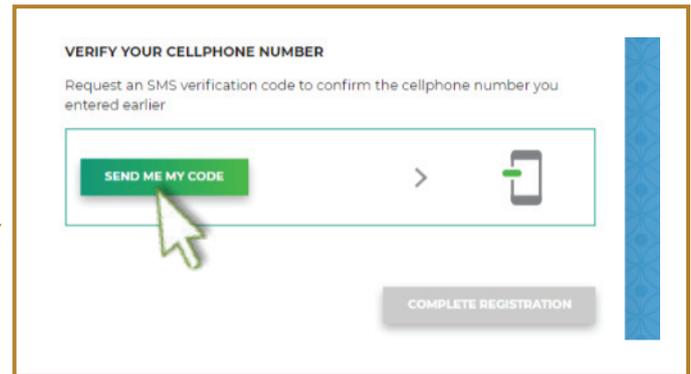
* USERNAME

CREATE PASSWORD

- Longer passwords are harder to crack. Use **8 - 16 characters**, without any spaces.
- Use a password phrase e.g. Take me out to the Ball Game! = Tmo2tBG!
- Use a different password for social, personal and work accounts, make it unique.
- Your password **should not contain your username and personal details.**
- Use at least one uppercase, lowercase, special character and number.
- Avoid names, places and dictionary words (in any language).

* PASSWORD

An SMS verification code will now be sent to the cellphone number you entered earlier during registration



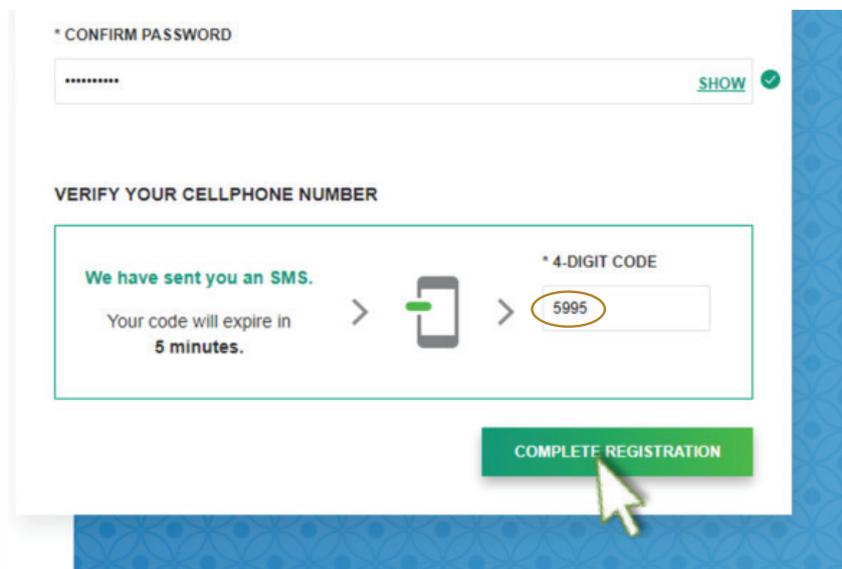
VERIFY YOUR CELLPHONE NUMBER

Request an SMS verification code to confirm the cellphone number you entered earlier

SEND ME MY CODE > 

COMPLETE REGISTRATION

Once you have received sms enter the **4 DIGIT CODE**



* CONFIRM PASSWORD

 SHOW ✓

VERIFY YOUR CELLPHONE NUMBER

We have sent you an SMS. >  > * 4-DIGIT CODE

Your code will expire in **5 minutes.** >

COMPLETE REGISTRATION

Click on **“Complete Registration”** to save.

YOU ARE DONE - LOG IN TO THE OLD MUTUAL WEALTH CLIENT WEBSITE

Now log in with the details you've just created

OLD MUTUAL SECURE SERVICES
REGISTRATION

1 PERSONAL DETAILS 2 LOGIN DETAILS 3 DONE

You have registered successfully
Please log in with the details you've just created

USERNAME / USERNUMBER

PASSWORD
 [SHOW](#)

[LOG IN](#)

[Forgot your password?](#)
[Forgot your username/number?](#)

And select the **“OM WEALTH - CLIENT”** option

Your Websites

- MyPortfolio**
Old Mutual's customer portal
- MyOldMutual
- Old Mutual Rewards
- OM Wealth - Client**

[Get access to more sites >](#)



If you need any further assistance please contact the Secure Services Support Centre at 0860 60 6500 (within South Africa); +27 21 503 1710 (outside South Africa) or email help-secure@oldmutual.com.

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WEALTH

Old Mutual Wealth is brought to you through several authorised Financial Services Providers in the Old Mutual Group who make up the elite service offering.