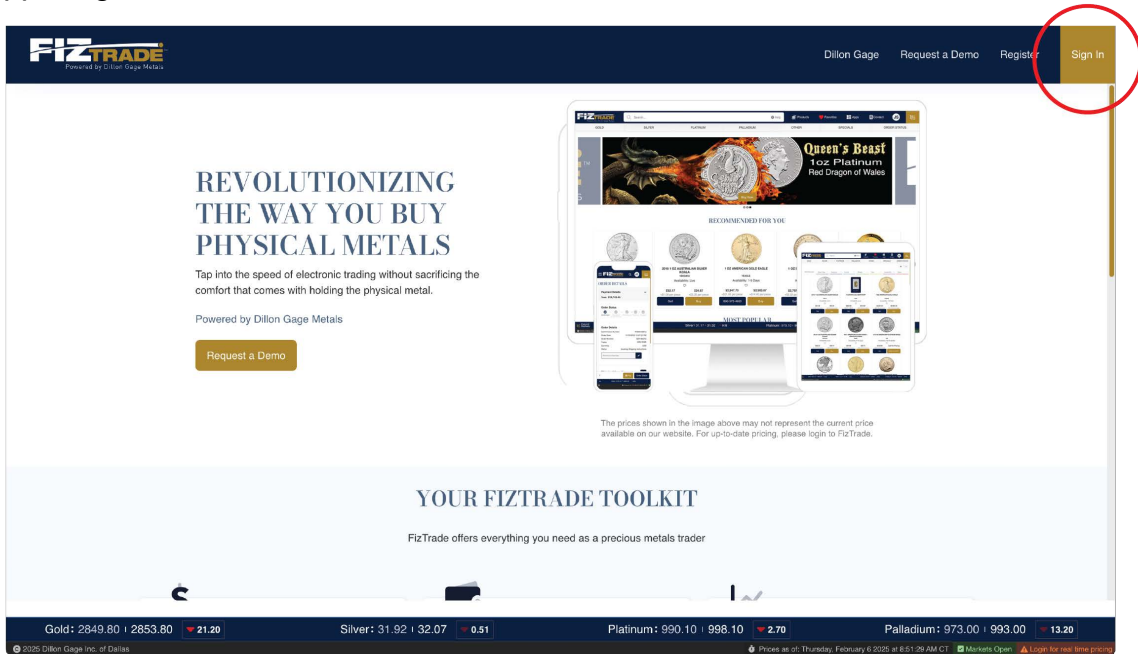
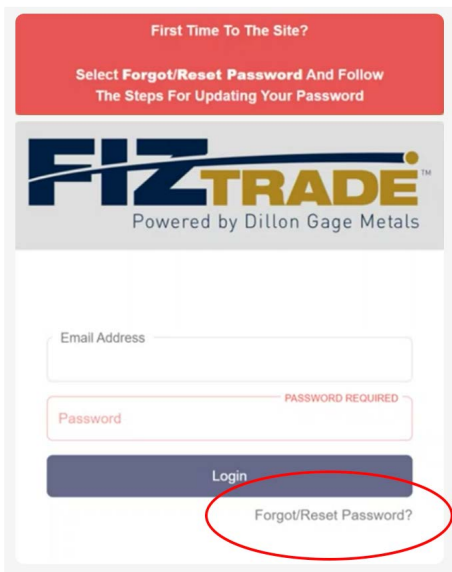


Starting February 19, 2025, current FizTrade users will need to login to the enhanced platform and reset their password. The new platform uses two-factor authentication to protect your account.

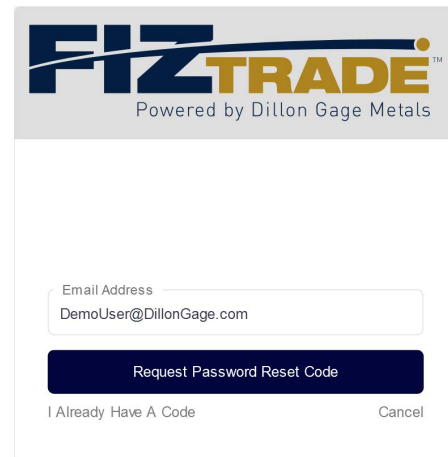
STEP ONE: To reset your login, please go to Fiztrade.com and click on the "Sign In" button in the upper right of the screen.



STEP TWO: You will then see the screen below. Please click on "Forgot/Reset Password".



STEP THREE: On this screen, enter your email address and click the "Request Password Reset Code" button.



STEP FOUR: The screen below will then open.

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Check Email For Reset Code

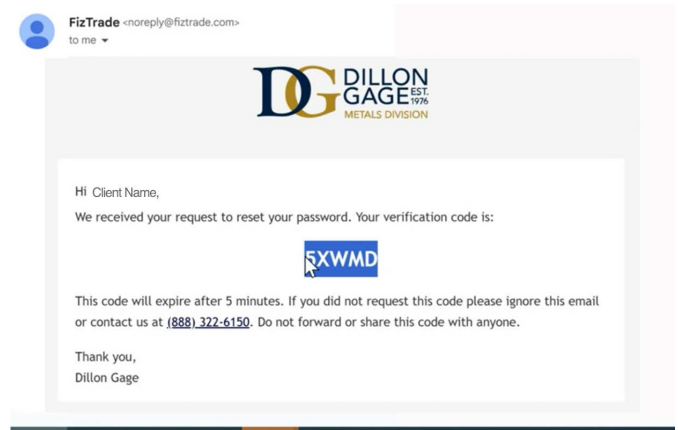
— — — — —

Type Or Paste Your Code Above

Submit

Get A New Code Cancel

STEP FIVE: Please check your email, for the Reset Code. A sample text is shown below.



STEP SIX: Enter five digit code as shown below

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Check Email For Reset Code

5 X W M D

Type Or Paste Your Code Above

Submit

Get A New Code Cancel

STEP SEVEN: The screen below will open.

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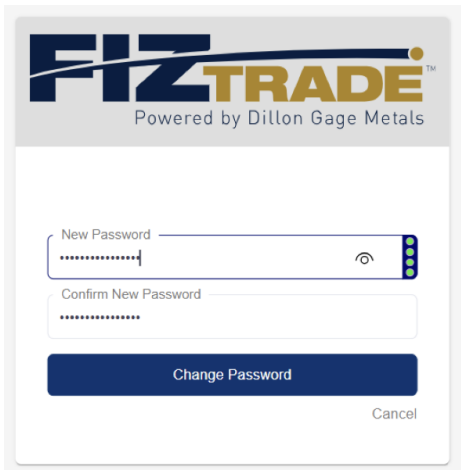
New Password

Confirm New Password

Change Password

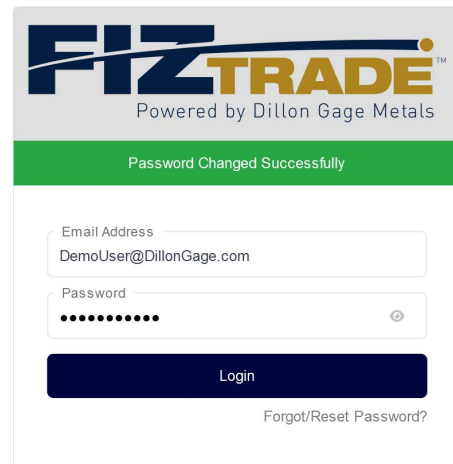
Cancel

STEP EIGHT: Enter your new password and then confirm it. (You can click on the eye icon to reveal the text.) Then click "Change Password".



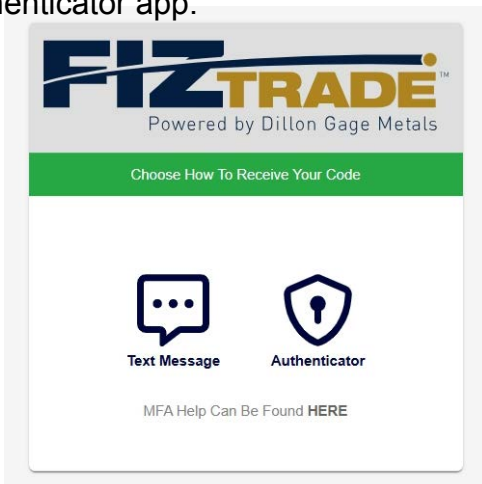
The screenshot shows the FIZTRADE logo at the top. Below it, there are two input fields: "New Password" and "Confirm New Password". Both fields contain masked text (dots) and have an eye icon to toggle visibility. A blue "Change Password" button is at the bottom, and a "Cancel" link is at the bottom right.

STEP NINE: You will then see the green "Password Changed Successfully" message. You can now enter your new login.



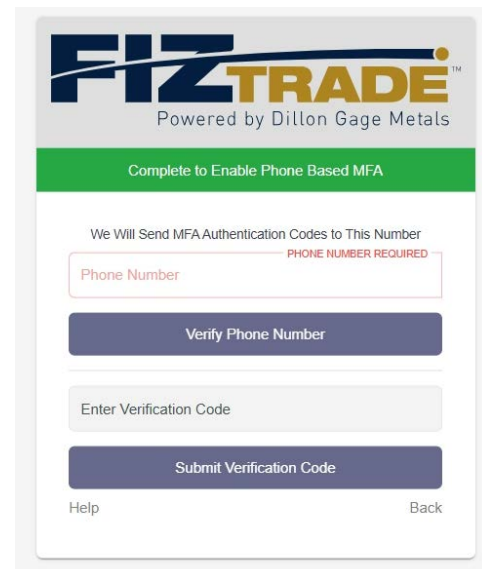
The screenshot shows the FIZTRADE logo at the top. A green banner at the top of the form area says "Password Changed Successfully". Below it are input fields for "Email Address" (containing "DemoUser@DillonGage.com") and "Password" (masked with dots). A blue "Login" button is at the bottom, and a "Forgot/Reset Password?" link is at the bottom right.

STEP TEN: You will need to take the next step in multifactor authentication. On this screen, click on your preferred method and follow the steps: "A" for texted code or "B" for a code from an authenticator app.



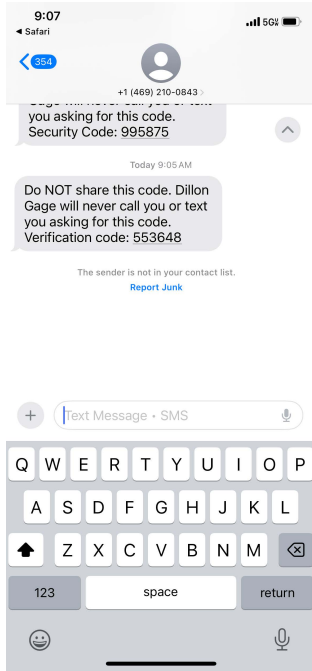
The screenshot shows the FIZTRADE logo at the top. A green banner says "Choose How To Receive Your Code". Below it are two options: "Text Message" (with a speech bubble icon) and "Authenticator" (with a shield icon). At the bottom, there is a link: "MFA Help Can Be Found [HERE](#)".

STEP ELEVEN-A: When you click on the text message icon, you will see this screen. Enter the mobile number you wish to use in the top field and click "verify phone number".

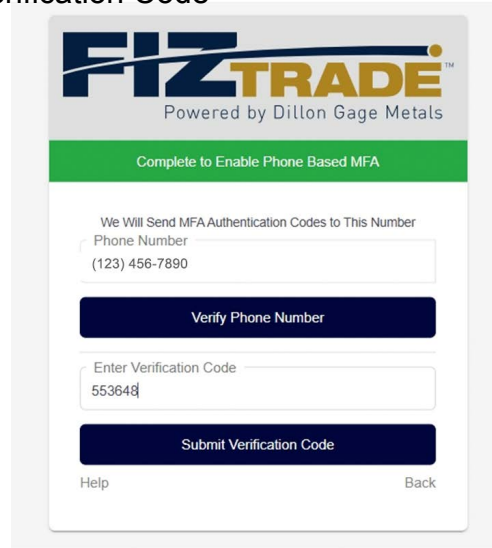


The screenshot shows the FIZTRADE logo at the top. A green banner says "Complete to Enable Phone Based MFA". Below it, text says "We Will Send MFA Authentication Codes to This Number". There is a "Phone Number" input field with a red error message "PHONE NUMBER REQUIRED". A blue "Verify Phone Number" button is below it. Below that is an "Enter Verification Code" input field and a blue "Submit Verification Code" button. At the bottom are "Help" and "Back" links.

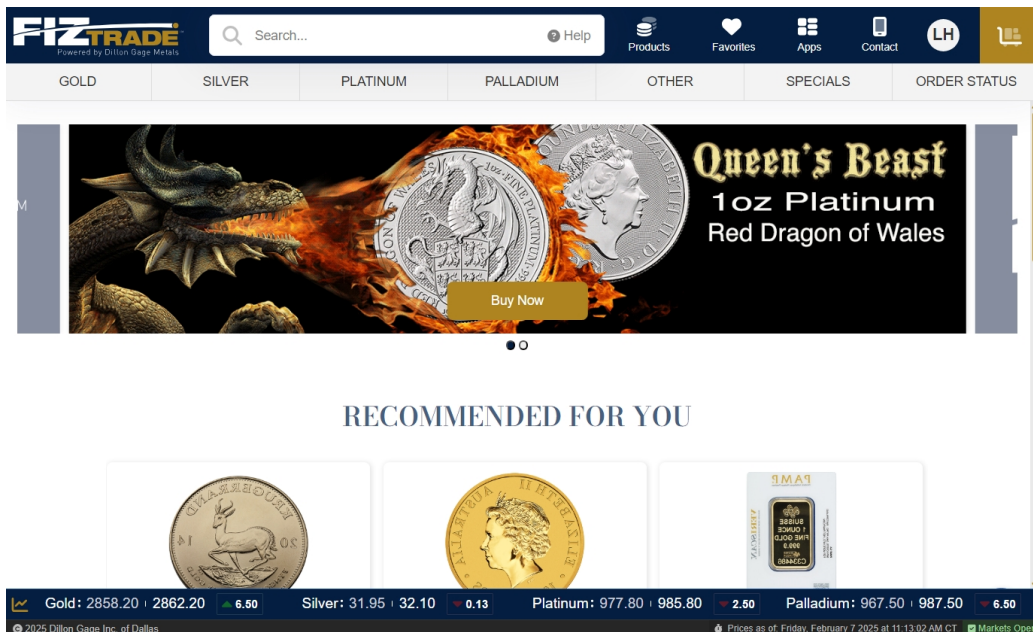
STEP TWELVE-A: Look for a text on your phone.



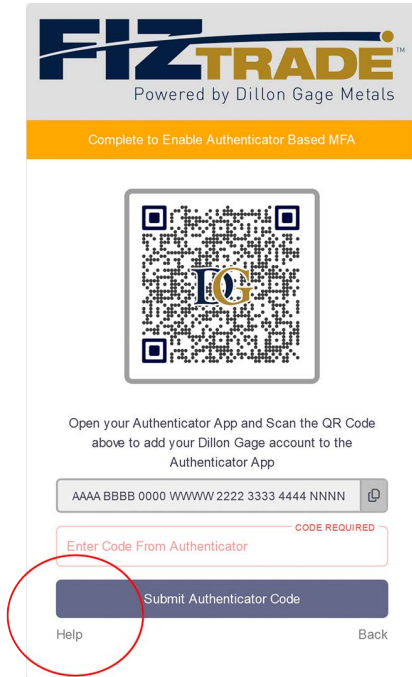
STEP THIRTEEN-A: Enter the code you received in the bottom field on the FizTrade form and click "Submit Verification Code"



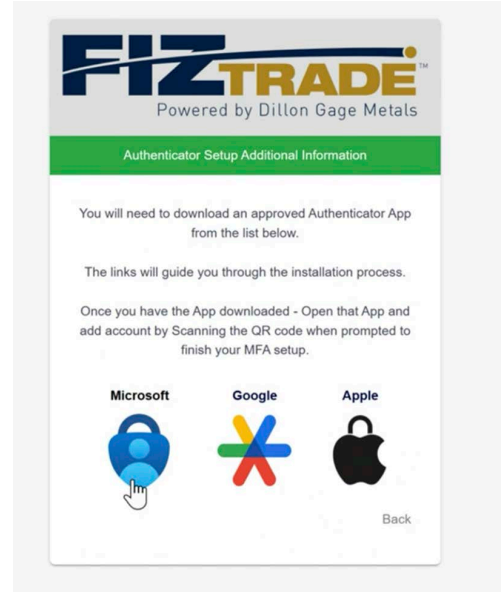
STEP FOURTEEN-A: You will then be connected to your dashboard.



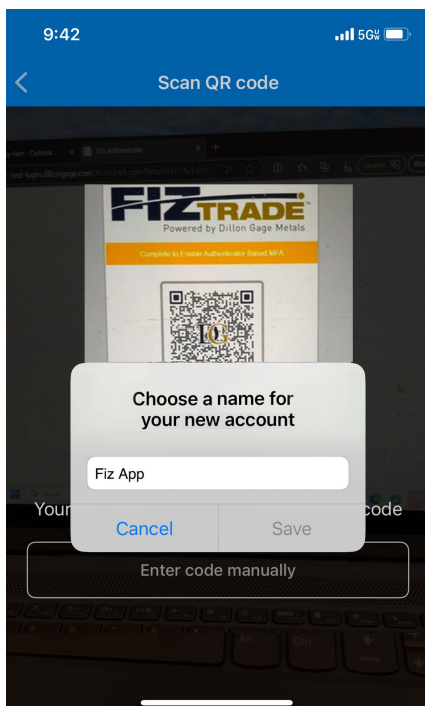
STEP ELEVEN-B: This screen opens when you click on the Authenticator icon. If your phone doesn't have an Authenticator app, click on the help link in the bottom left.



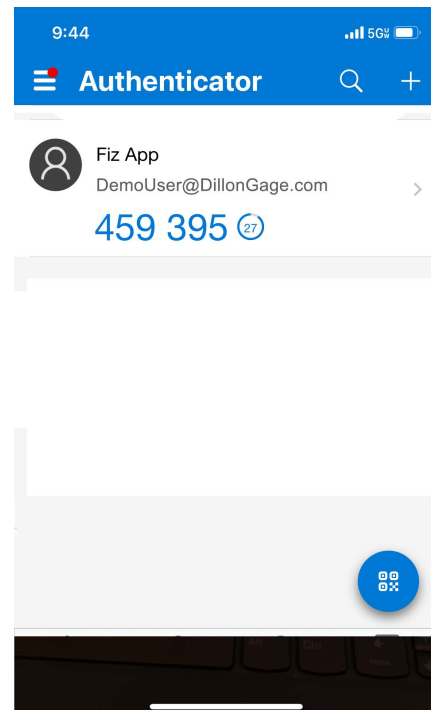
STEP TWELVE-B: This screen gives you information on all of the approved authenticator apps. You will need to install one on your mobile phone.



STEP THIRTEEN-B: Once you have app loaded, scan the QR code with your camera. You will be prompted to add an account. (Microsoft Authenticator is being shown here.)



STEP FOURTEEN-B: Click on the Authenticator icon on your phone. You will see the code in your account.



STEP FIFTEEN-B: Enter the number shown in your authenticator into the form field on Fiztrade. (You should do this quickly, as the authenticator scrolls through codes.) Then click the "Submit Authentication Code" button.

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Complete to Enable Authenticator Based MFA

Open your Authenticator App and Scan the QR Code above to add your Dillon Gage account to the Authenticator App

AAAA BBBB 0000 WWWW 2222 3333 4444 NNNN

Enter Code From Authenticator
459395

Submit Authentication Code

Help Back

STEP SIXTEEN-B: You will then be connected to your dashboard.

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