

# Guide to eAccess Registration



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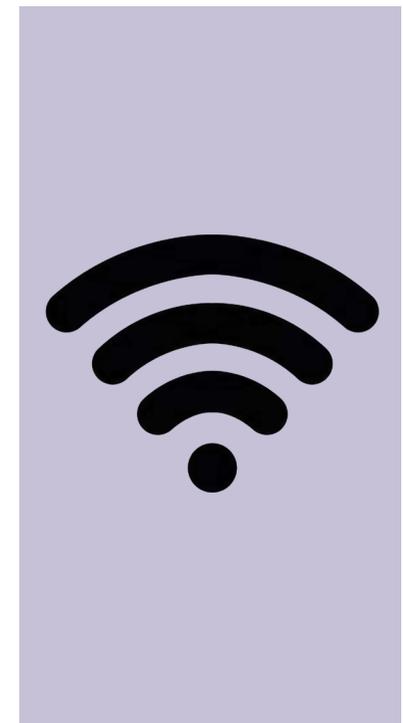
## Section 1

Before you register: What you need

# Before you register: What you need

## To register for eAccess you will need five things:

- Item 1:**
  - Your 'Activation Letter'
- Item 2:**
  - Your 'Password Letter'
- Item 3:**
  - A mobile device (such as a smartphone). Please contact your client team if you do not have access to a smart device
- Item 4:**
  - A personal computer (PC)
- Item 5:**
  - Internet access for both your mobile device and PC (internet access for smart device only needed to download app, not for subsequent use of app)





## Section 2

# Registration

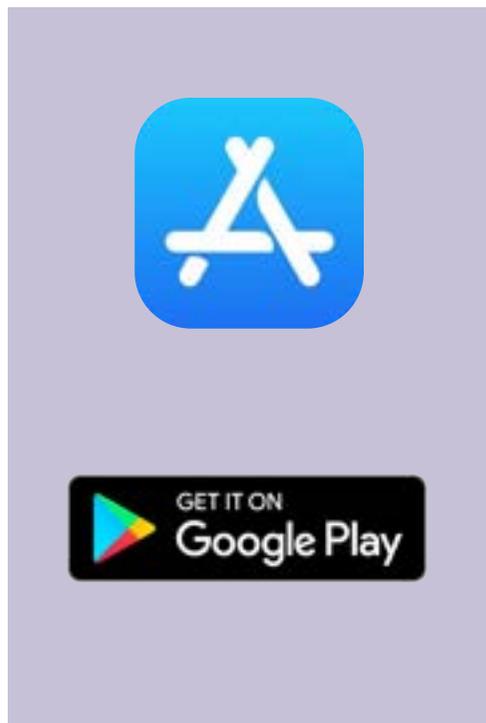
# Step 1: Downloading the R&Co Secure app

## Downloading the R&Co Secure app using your mobile device:

In order to register for eAccess and log-in, you will need to download the R&Co Secure app on your mobile device. This can be found on the App Store for Apple devices (as shown on the examples throughout) or on Google Play for Android devices.

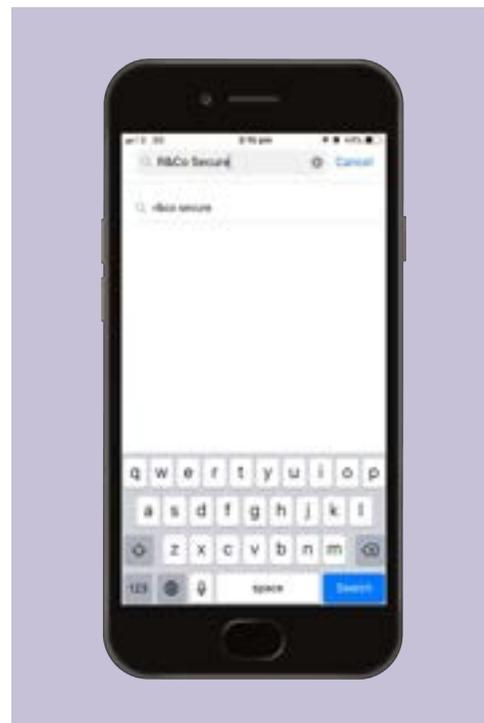
### Step 1a:

- Open the App Store by clicking on one of the icons as shown below



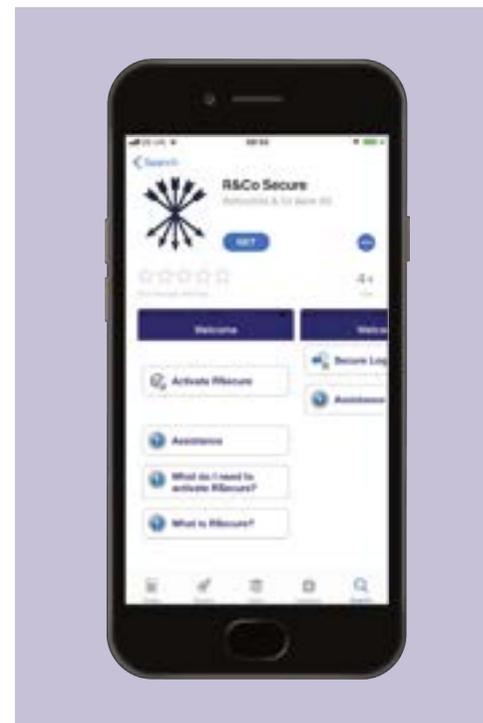
### Step 1b:

- Search 'R&Co Secure' in the App Store



### Step 1c:

- Download the app. You may need to enter your Apple password



### Step 1d:

- Once downloaded, you will find R&Co Secure on your device (you may need to swipe to locate it)



## Step 2: Registering for eAccess

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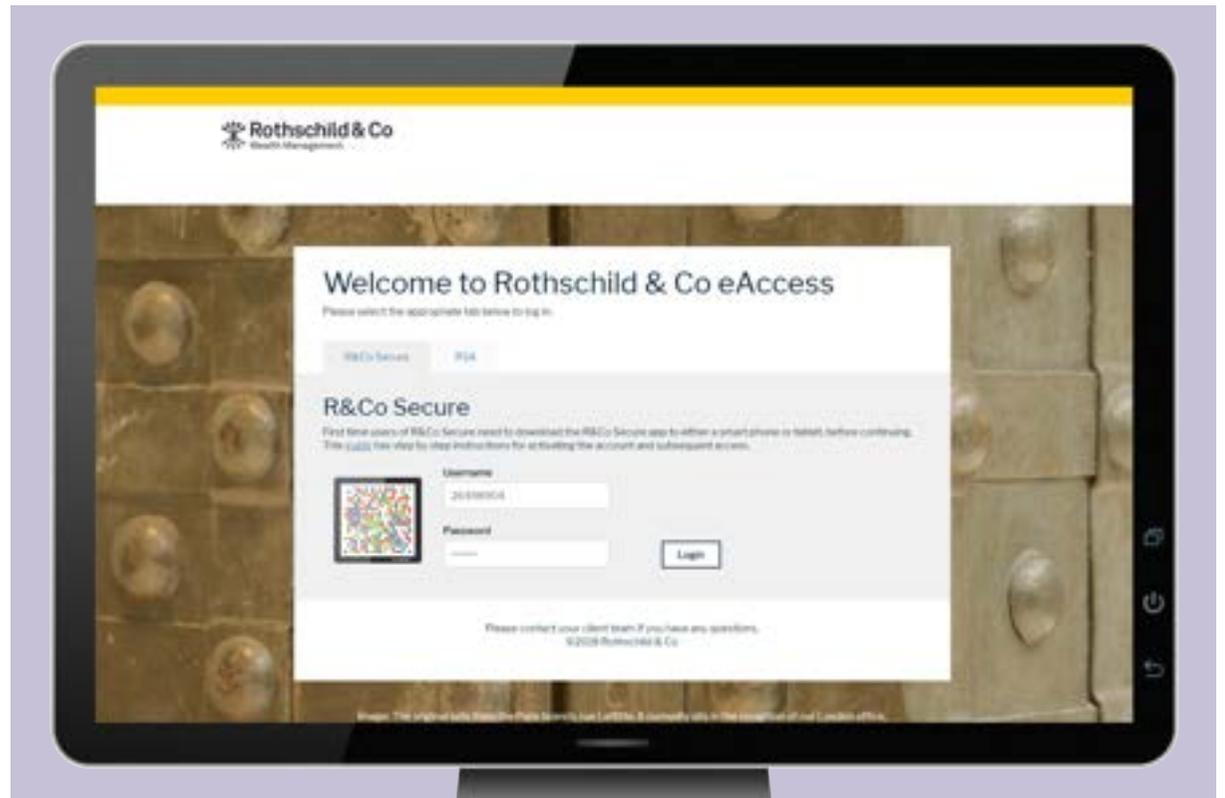
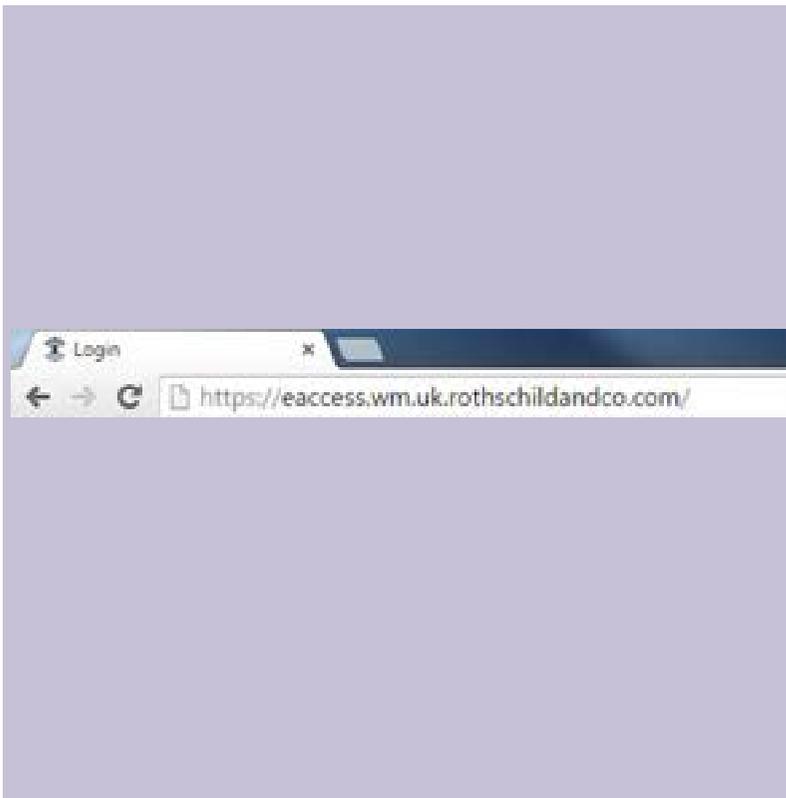
### Logging in to eAccess using your PC

#### Step 2a

- On your PC, enter <https://eaccess.wm.uk.rothschildandco.com> into your internet browser address bar

#### Step 2b

- Once entered, you will see the Rothschild & Co eAccess log-in page



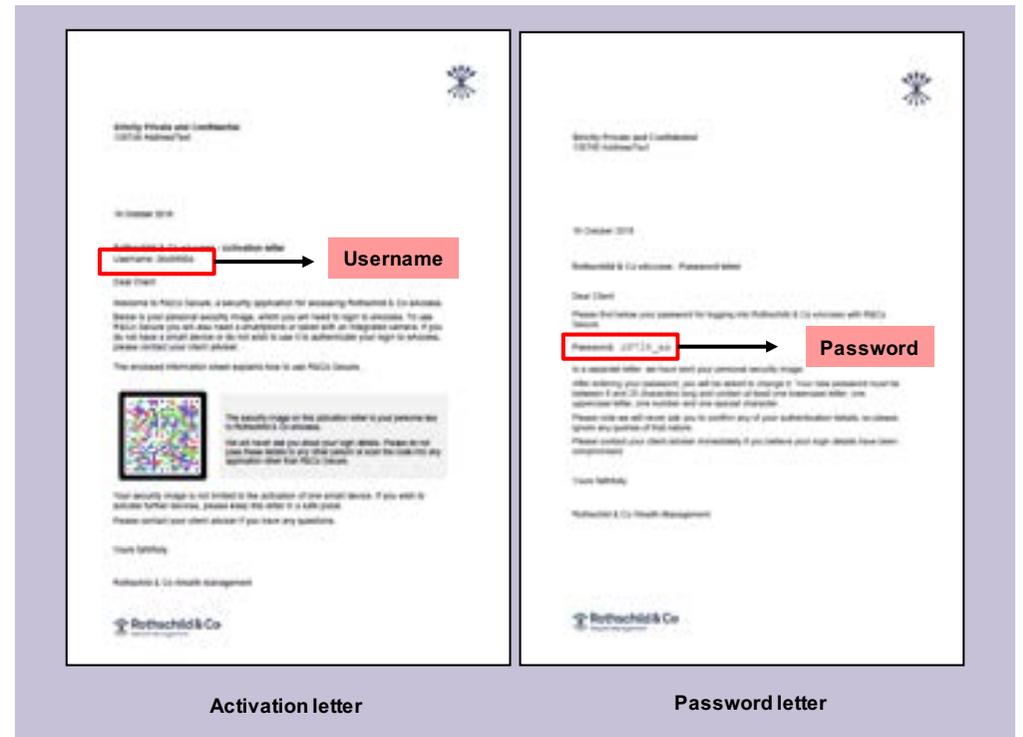
## Step 2: Registering for eAccess (cont.)

### Logging in to eAccess using your PC

To register, you will need to use your username from your 'Activation Letter' and the password from your 'Password Letter'.

#### Step 2c

- Enter your username from the 'Activation Letter' and password from the 'Password Letter' then press 'Login'.  
When successful, you will be asked for an 11-digit code. To get your code, continue to step 3



## Step 3: Opening the R&Co Secure app

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To scan your image, please open the R&Co Secure app on your mobile device.

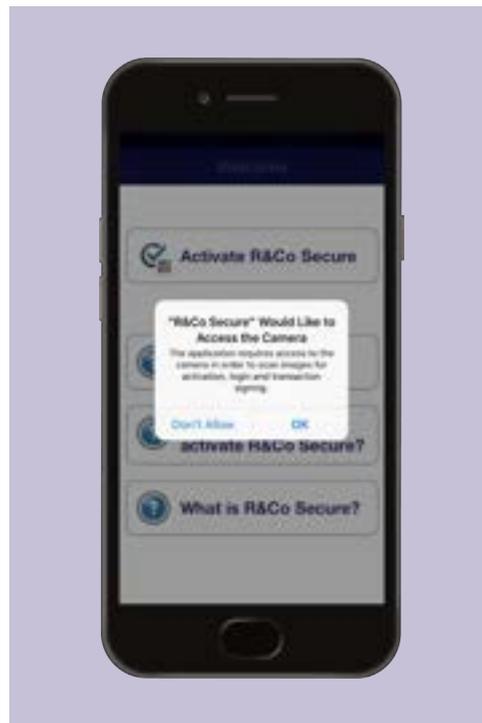
### Step 3a

- Open the R&Co Secure app by clicking on the icon as shown below



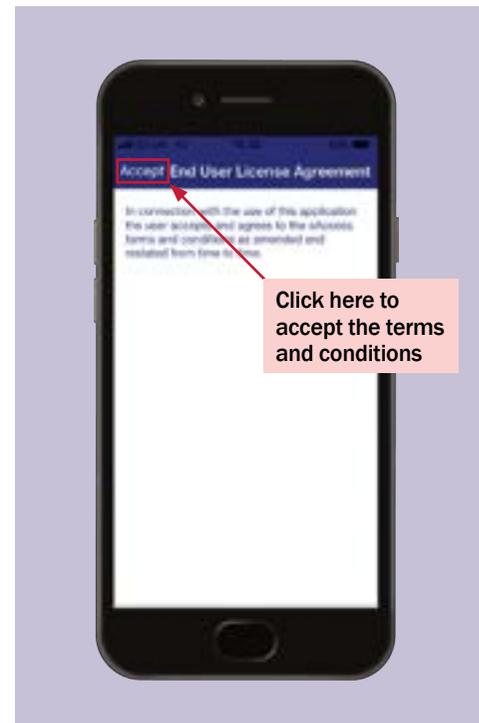
### Step 3b

- You may be asked for access to your camera, please click 'OK'



### Step 3c

- Click the 'Accept' button to accept the terms and conditions



### Step 3d

- To begin activation, please click 'Activate R&Co Secure'



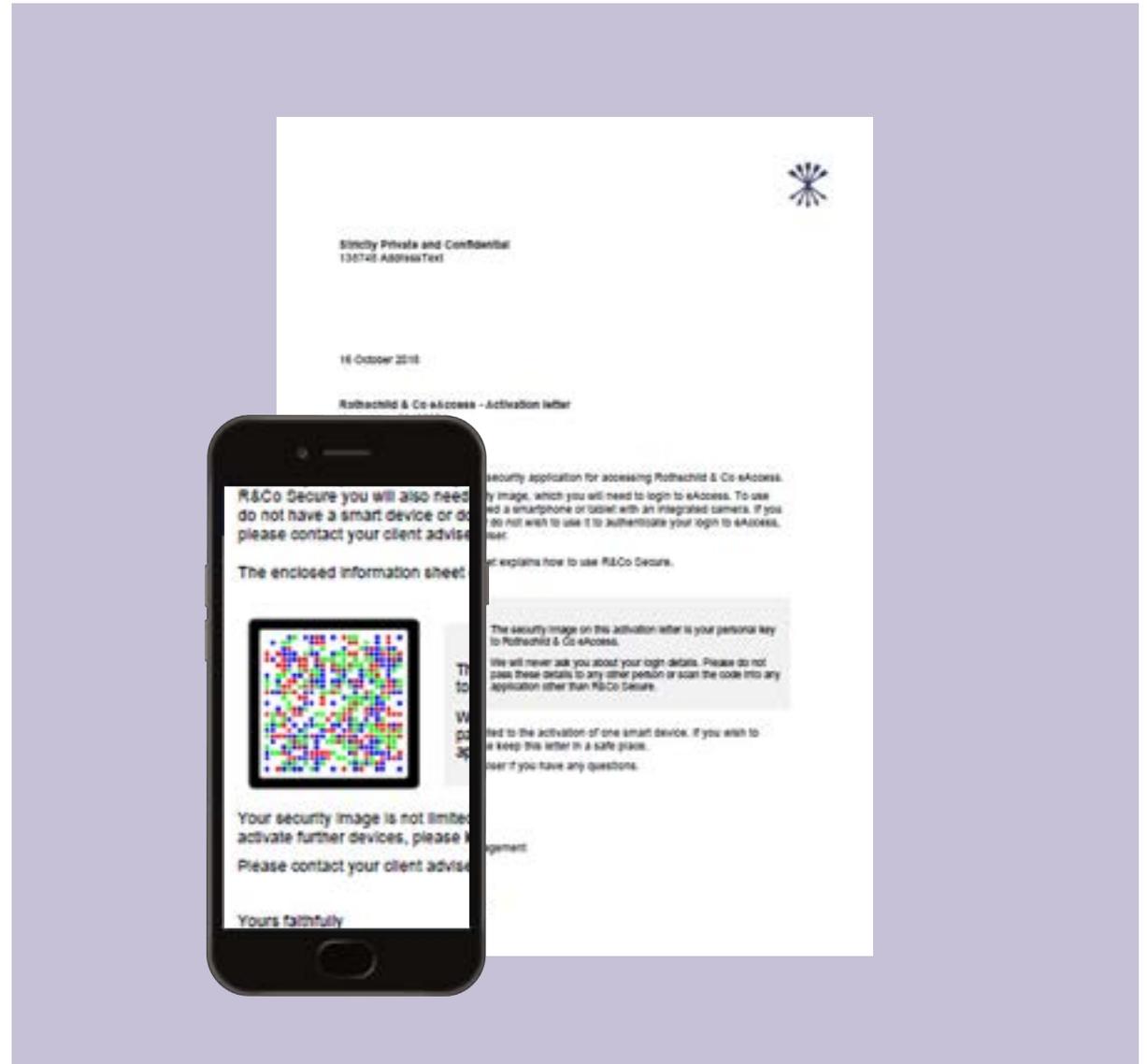
## Step 4: Entering your 11-digit code

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### Scanning the image on your 'Activation Letter'

#### Step 4a

- Using the R&Co Secure app on your mobile device, please point the camera at the image on your 'Activation Letter'



## Step 4: Entering your 11-digit code

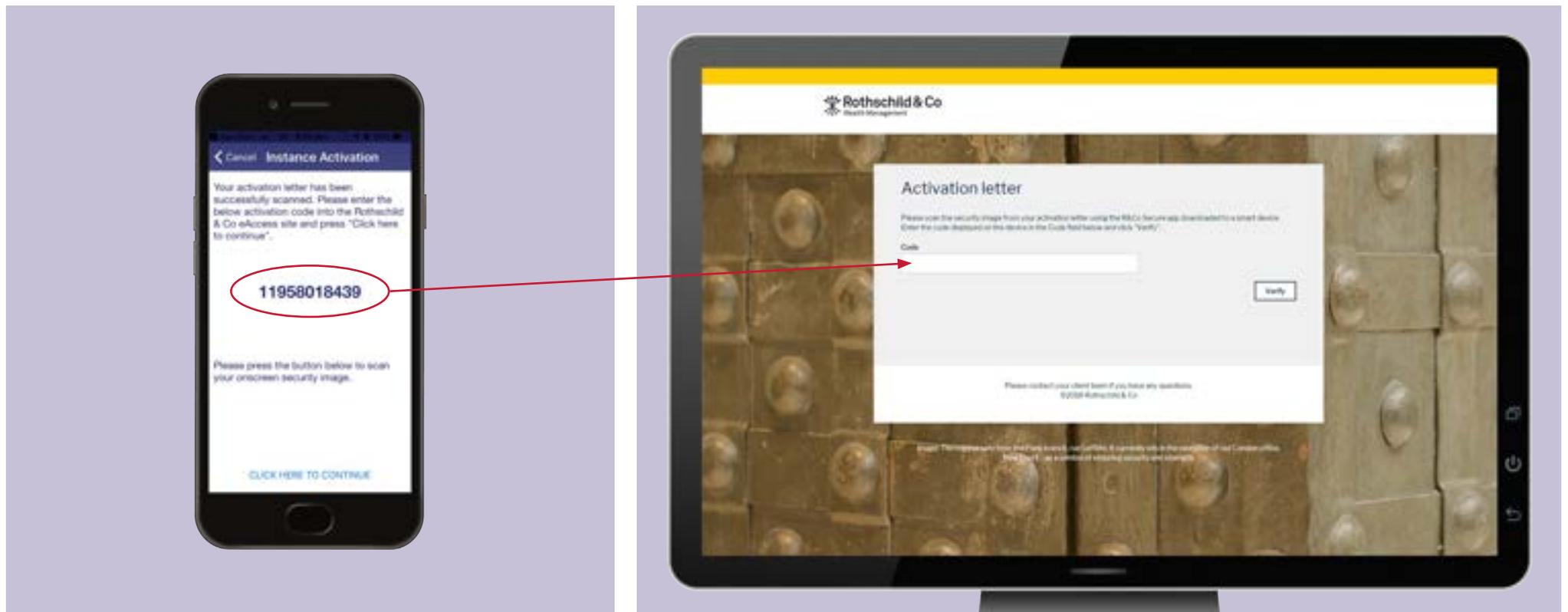
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### Step 4b

- When successful, an 11-digit code will appear on R&Co Secure

### Step 4c

- Enter the 11-digit code into your internet browser on your PC, then press 'Verify'



## Step 5: Scanning the on-screen image

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### Step 5a

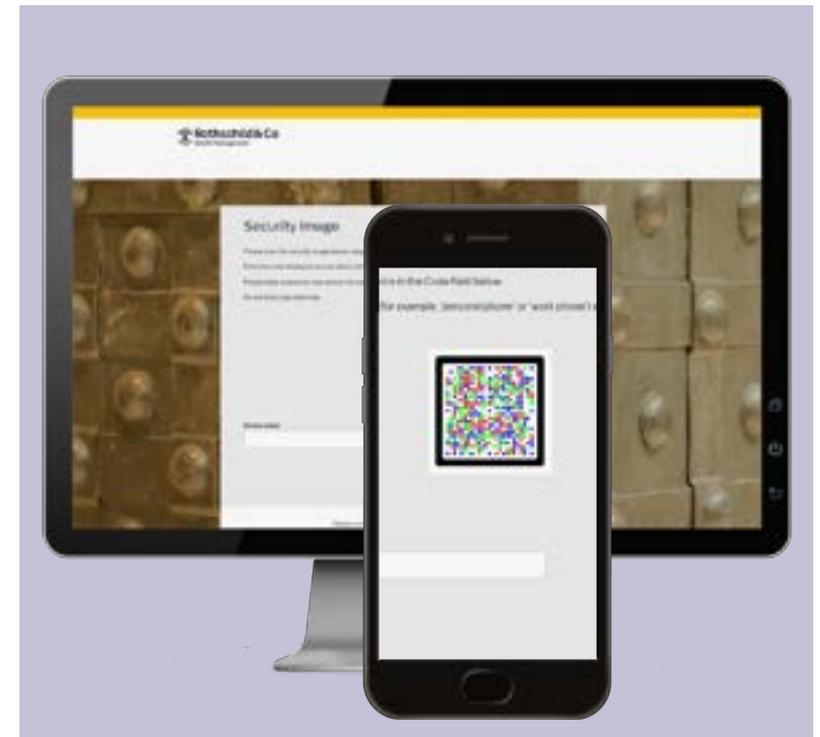
- When successful, you will be shown another image on the PC. You will need to scan this using the R&Co Secure app on your mobile device

### Step 5b

- Press the 'CLICK HERE TO CONTINUE' button on the bottom of your mobile device screen

### Step 5c

- Using the R&Co Secure app on your mobile device, hold your device up to the PC screen to scan the onscreen image



## Step 6: Entering your 7-digit code

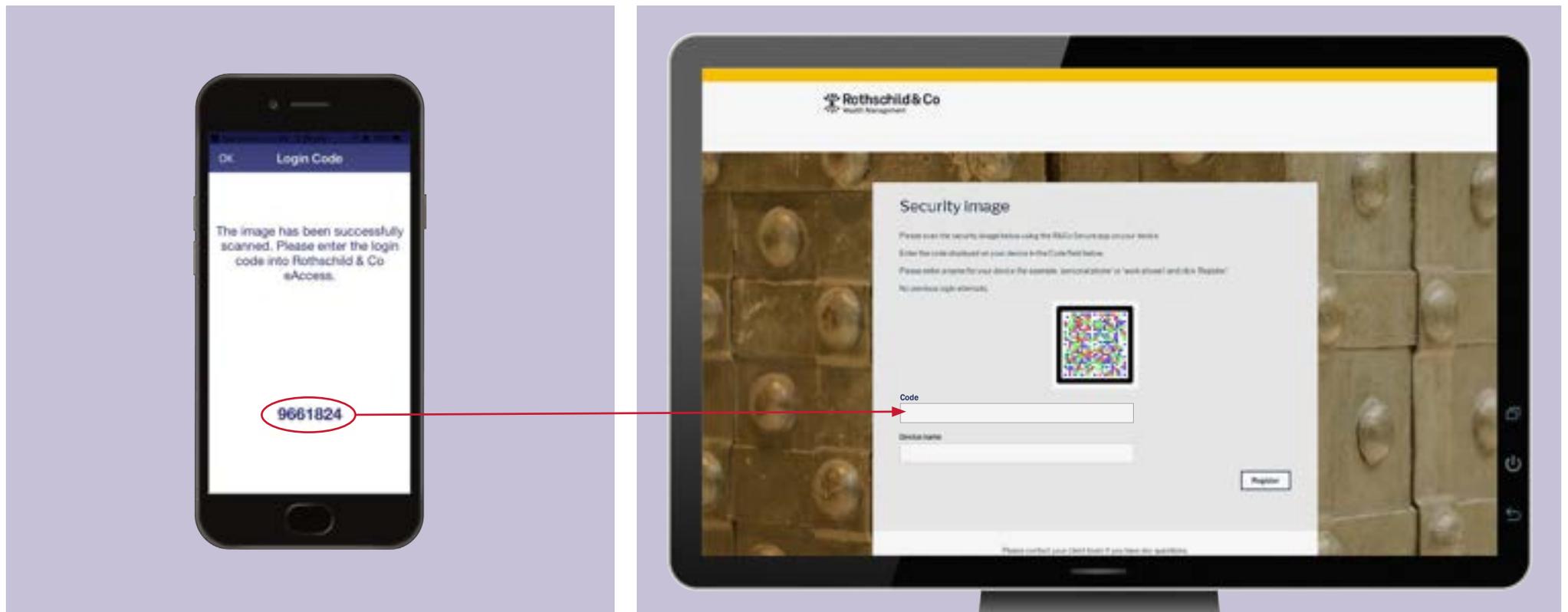
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### Step 6a

- When successful, a 7-digit code will appear on R&Co Secure

### Step 6b

- Enter the 7-digit code into the field marked 'Code' and enter a name for your device, for example 'John's iPhone 7'. Then press 'Register'



# Step 7: Changing your password

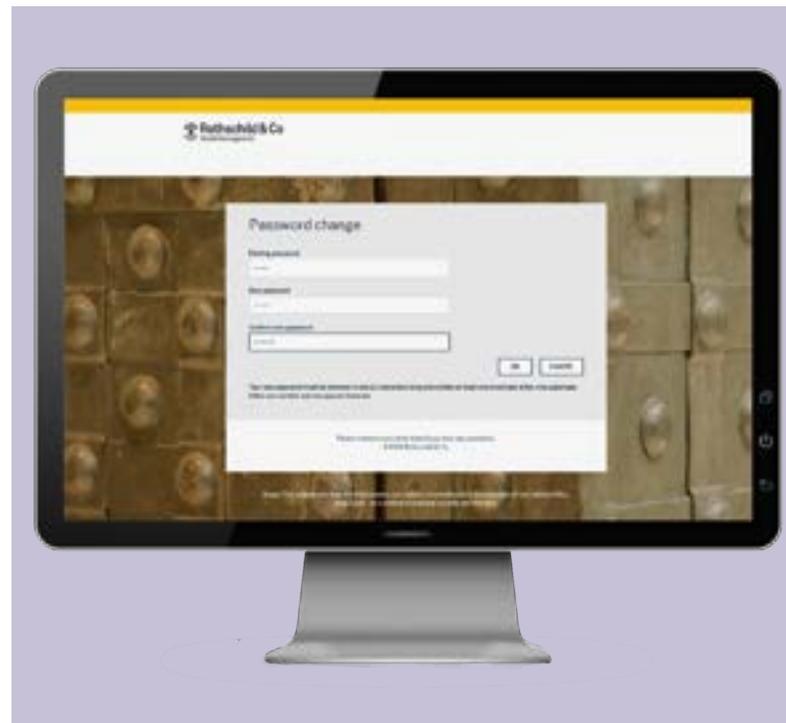
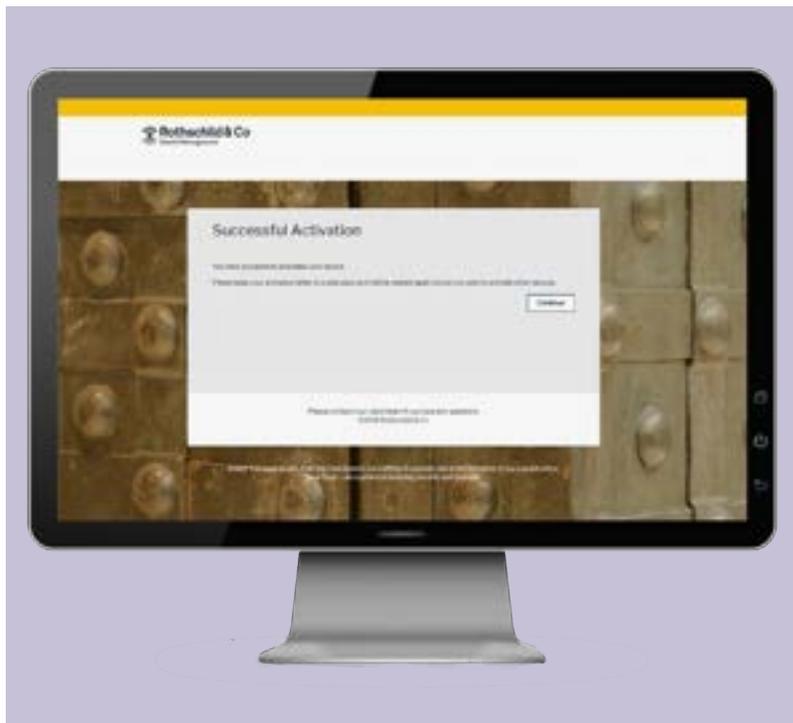
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## Step 7a

- You have successfully registered your device.  
Press 'Continue' to create your own password

## Step 7b

- Enter your existing password, which is found on your 'Password Letter'. Create a new password and press 'Ok'



**Your new password must be:  
Between 8 and 25  
characters long, and it  
must contain at least:**

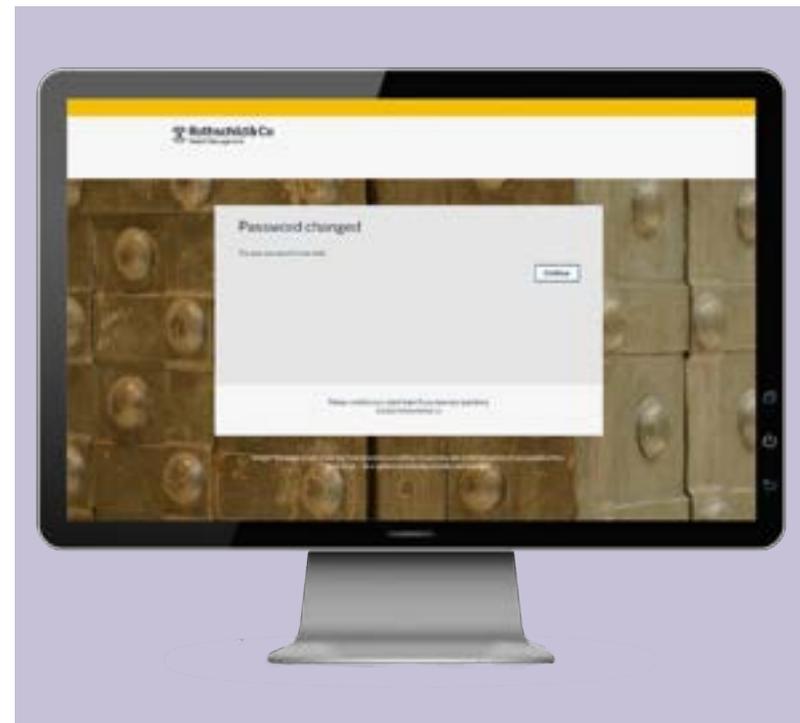
- one lowercase letter
- one uppercase letter
- one number
- one special character

## Step 8: Agreeing to the Terms of Service

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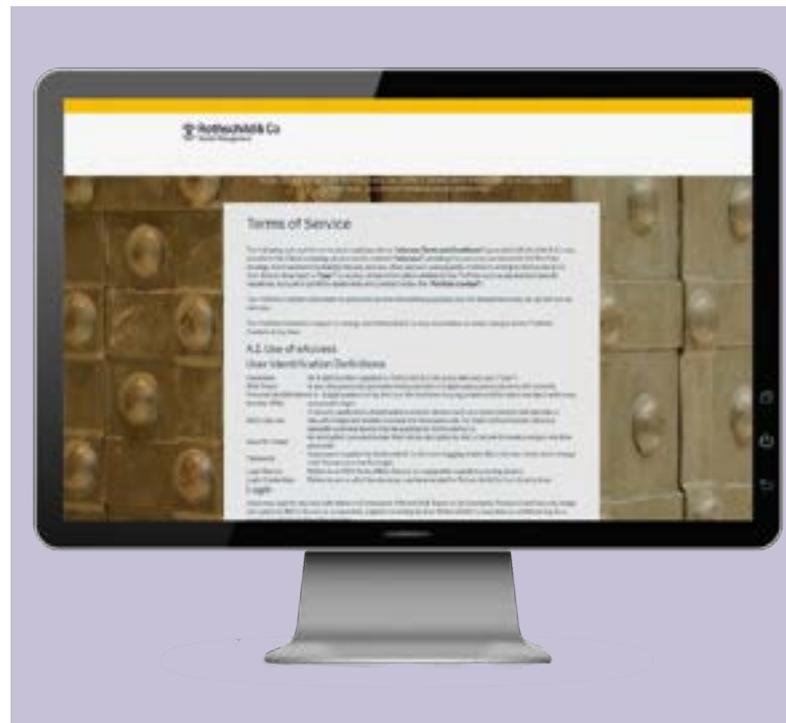
### Step 8a

- Your password is now changed. Please press 'Continue'



### Step 8b

- You are now registered. To enter eAccess, please read the Terms of Service and scroll to the bottom of the page to press 'Accept'

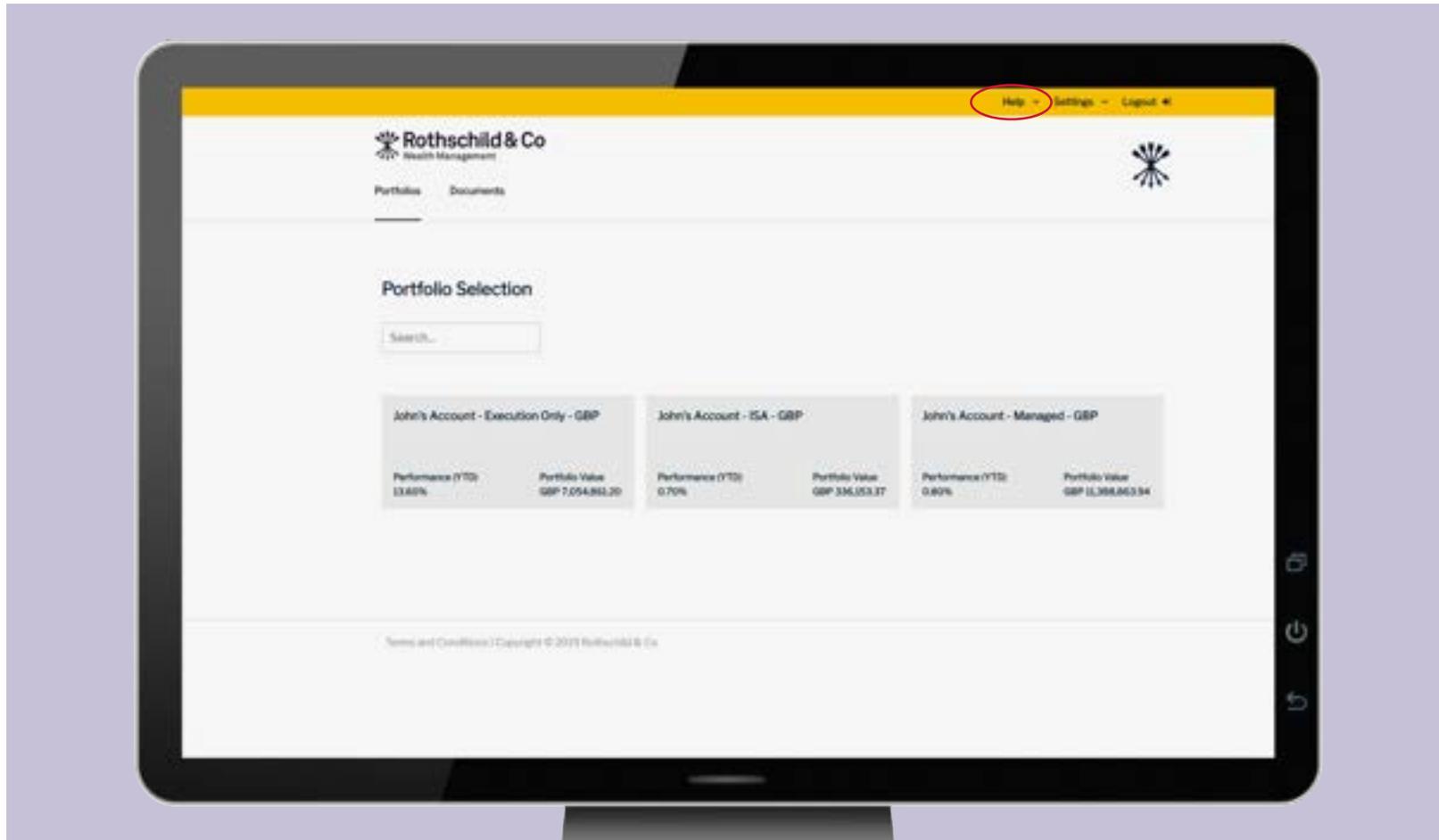


Please note, you must accept the Terms of Service to use eAccess.

## Step 9: Successful Login

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You have successfully logged into your eAccess account. Should you require any assistance on navigating your eAccess account, please click 'Help'.





## Section 3

Subsequent logins

# Step 1: Subsequent login to eAccess

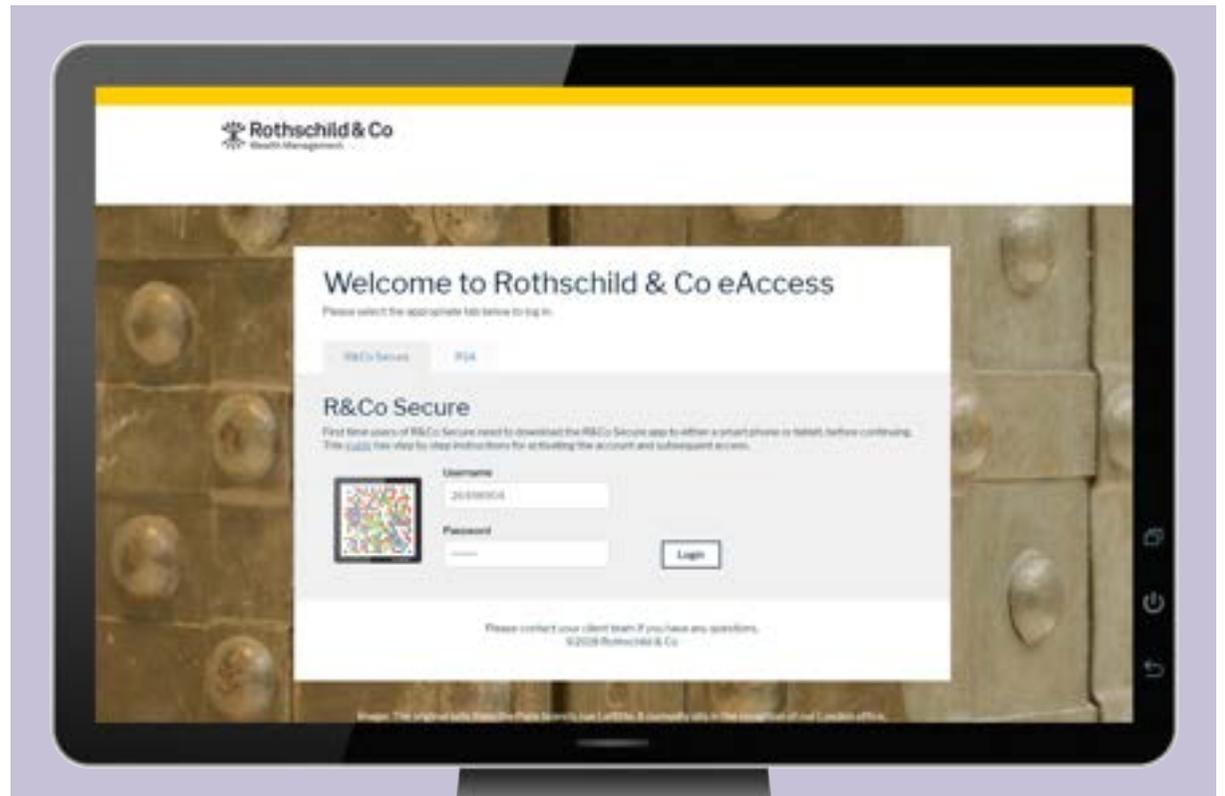
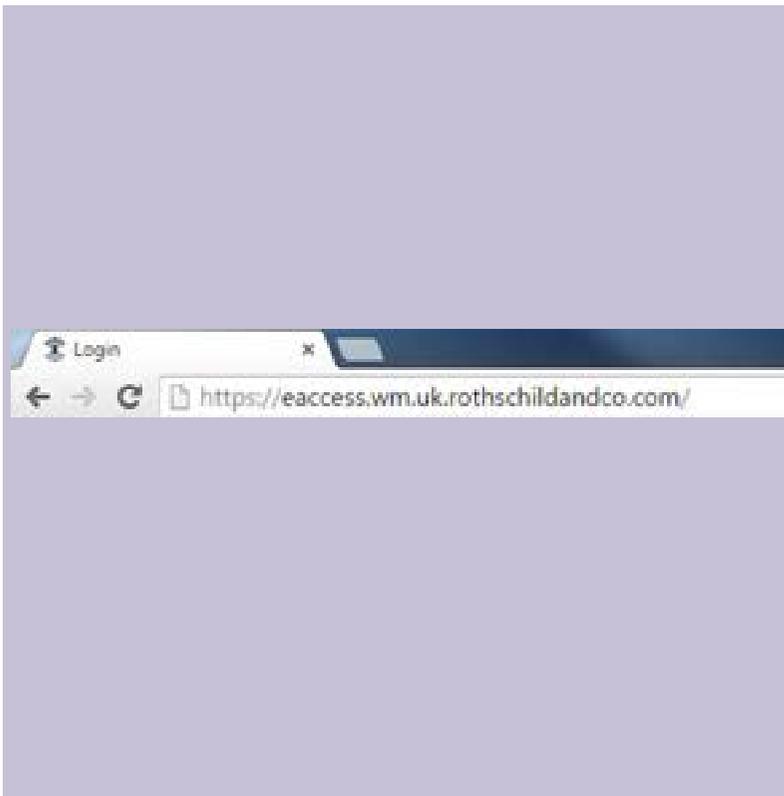
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## Step 1a

- On your PC, enter <https://eaccess.wm.uk.rothschildandco.com> into your internet browser address bar

## Step 1b

- Enter in your 'Username' and 'Password' and click 'Login'



## Step 2: Scanning the on-screen image

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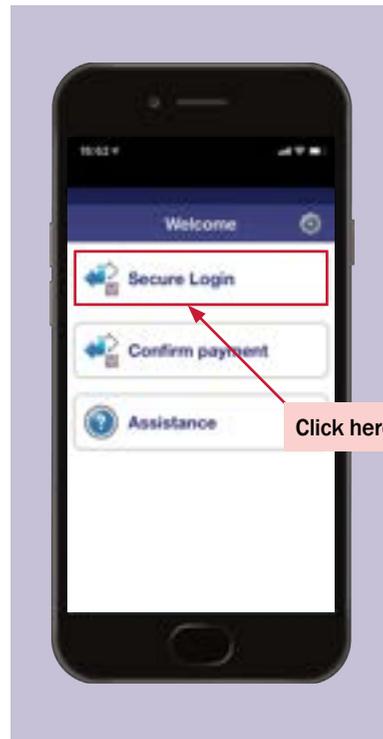
### Step 2a

- When successful, you will see an image on the PC screen



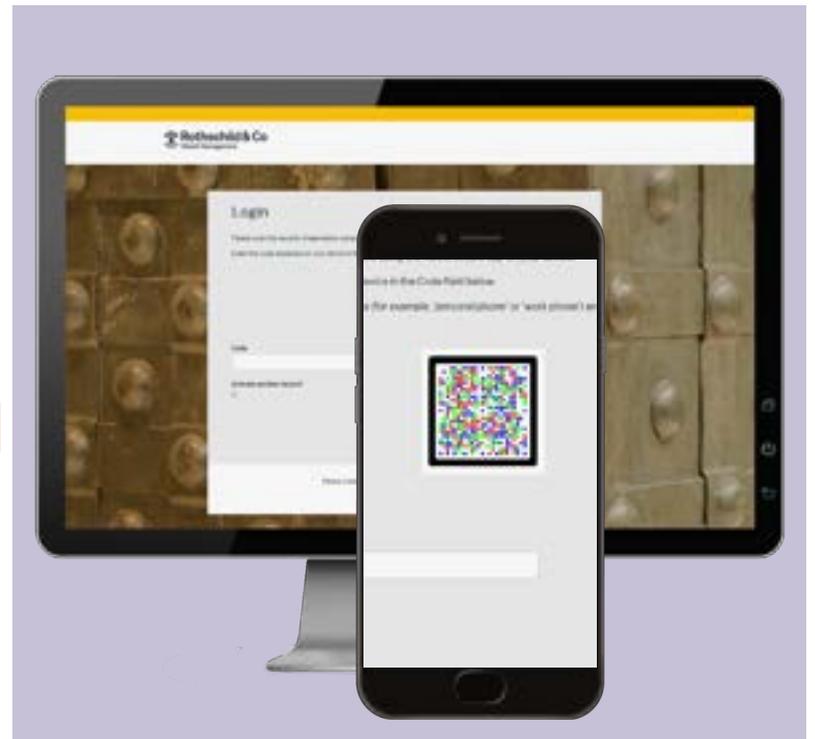
### Step 2b

- Open R&Co Secure app on your mobile device and select 'Secure Login'



### Step 2c

- Using the R&Co Secure app on your mobile device, hold your device up to the PC screen to scan the on-screen image



## Step 3: Entering your 7-digit code

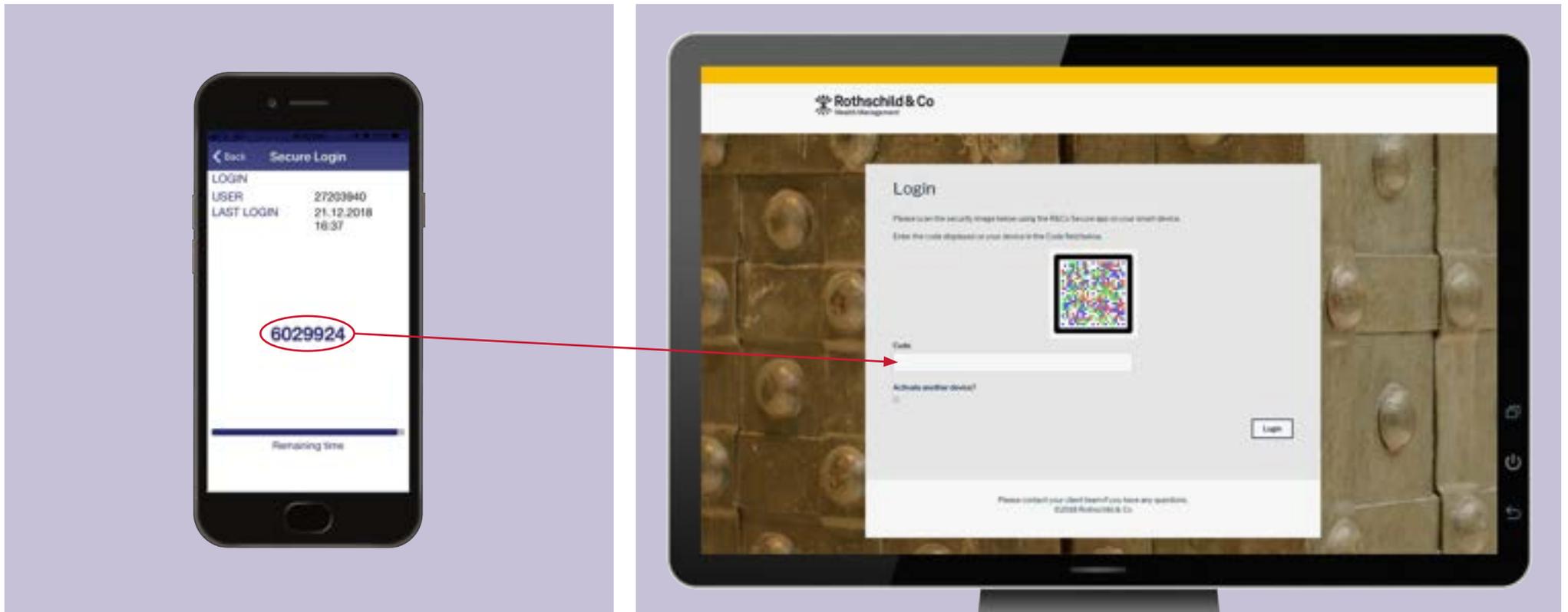
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### Step 3a

- When successful, a 7-digit code will appear on screen along with date and time of your last login. If the details of the last login are incorrect, do not continue with the login and contact your client team immediately.

### Step 3b

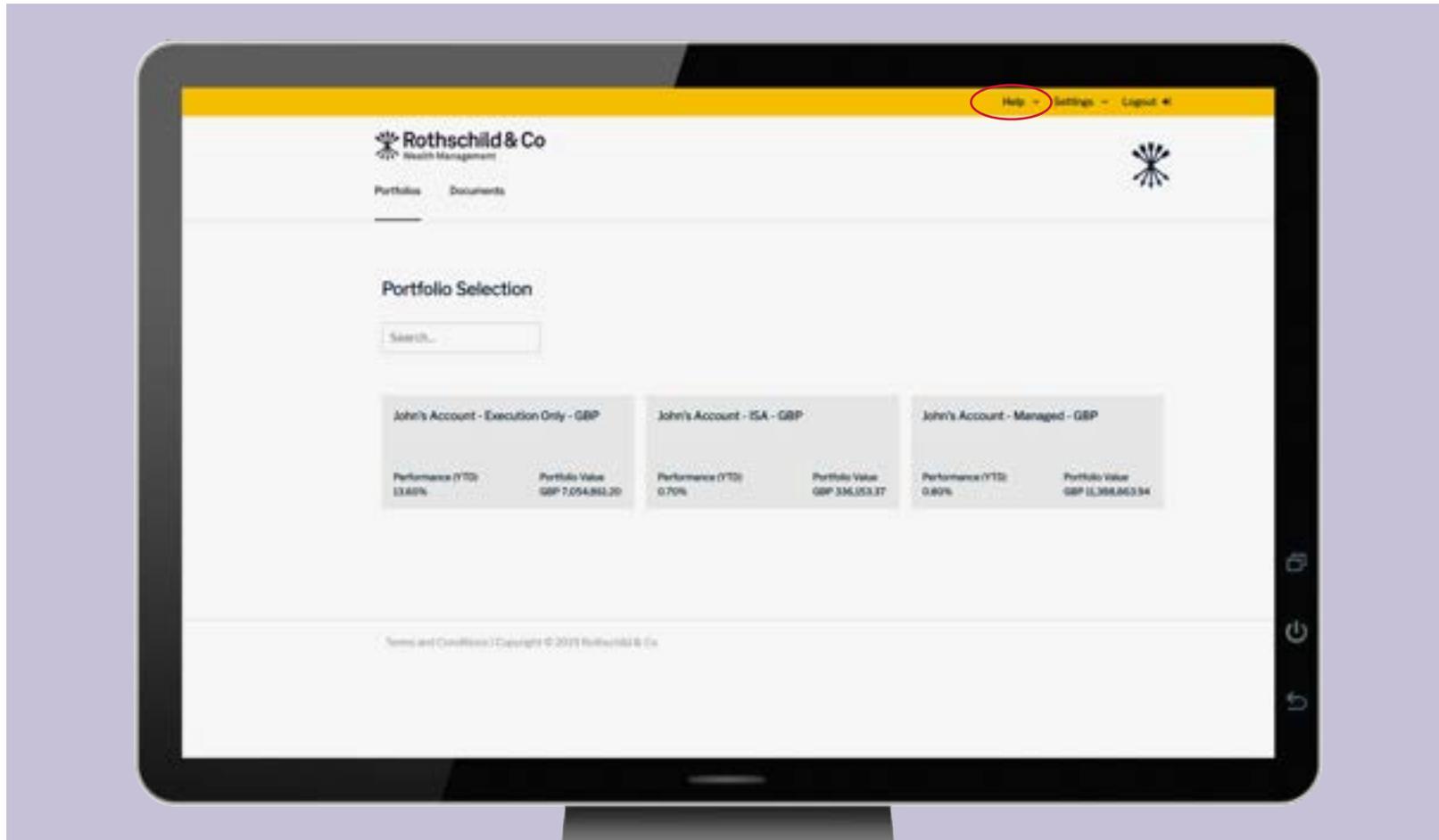
- Enter the 7-digit code into the field marked 'Code' and press 'Login'



## Step 4: Successful login

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You have successfully logged into your eAccess account. Should you require any assistance on navigating your eAccess account, please click 'Help'





## Section 4

Register a second device

# To register a second device

## To register for eAccess you will need five things:

### Item 1:

- Your 'Activation Letter'

Should you not have your activation letter, please contact your Client Team to send you another. Your existing password will not have been changed unless requested.

### Item 2:

- Your Original Activated device

### Item 3:

- Your new device with R&Co Secure app downloaded

### Item 4:

- A personal computer (PC)

### Item 5:

- Internet access for both your mobile device and PC (internet access for smart device only needed to download app, not for subsequent use of app)



- If you no longer have access to your existing device, please contact your Client Team and request that they remove it from your account. Once your Client Team has removed your existing device, you can then proceed to login and activate a new device from section 2, step 2c onwards, which requires your original activation letter.

# To register a second device

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To register a second device, login at <https://eaccess.wm.uk.rothschildandco.com> using your existing device.

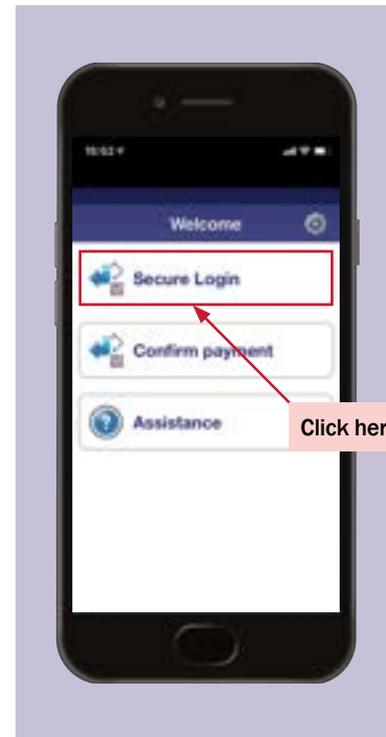
## Step 1a

- Open the URL to see the screen below



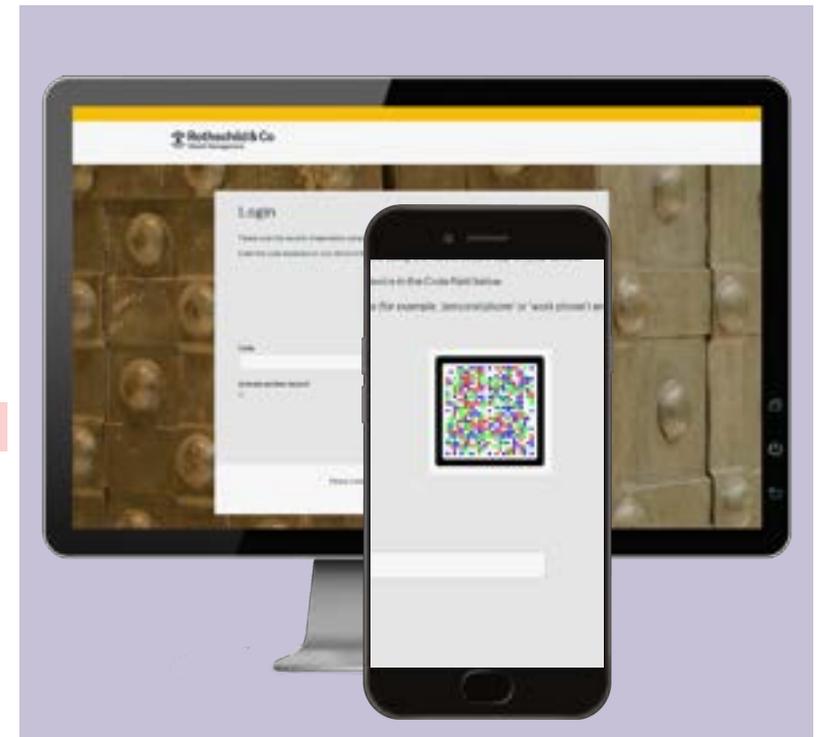
## Step 1b

- Open R&Co Secure app on your mobile device and select 'Secure Login'



## Step 1c

- Using the R&Co Secure app on your mobile device, hold your device up to the PC screen to scan the on-screen image



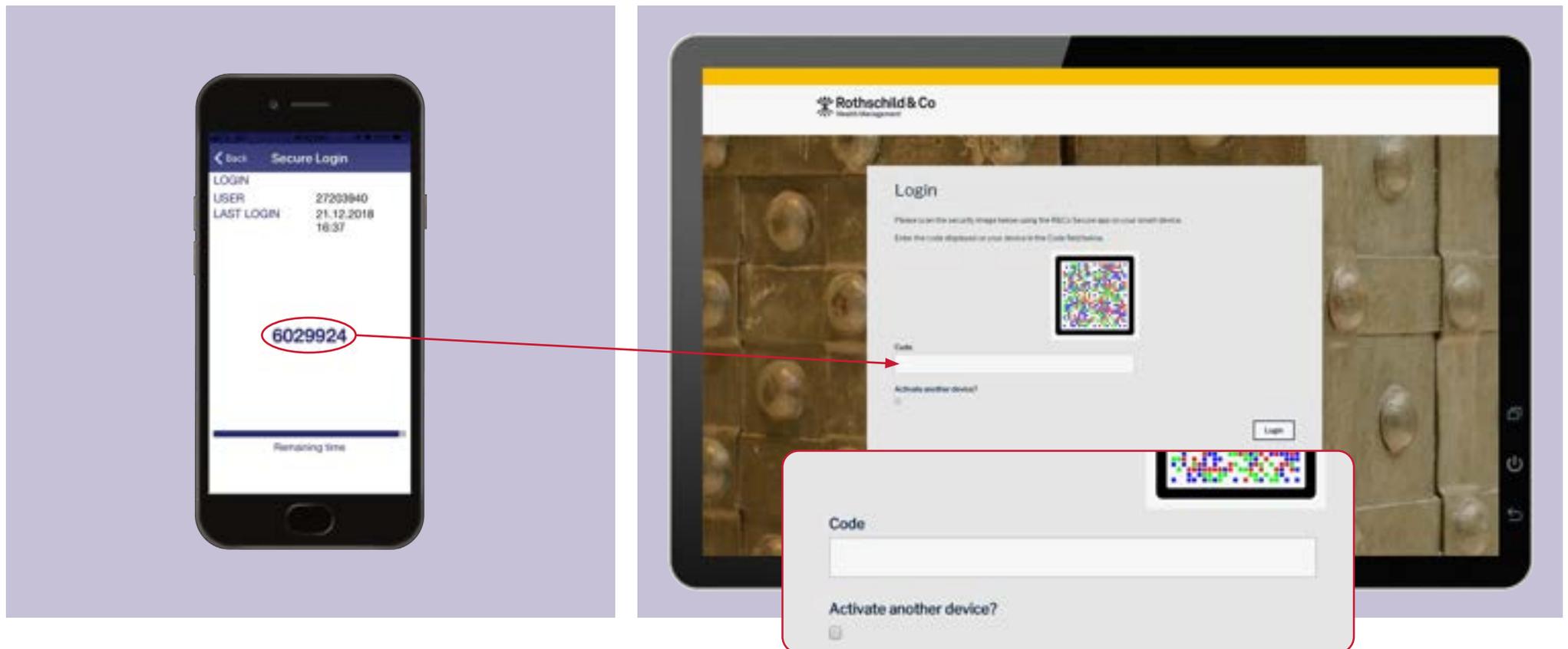
# To register a second device

## Step 2a

- When successful, a 7-digit code will appear on screen along with date and time of your last login. If the details of the last login are incorrect, do not continue with the login and contact your client team immediately.

## Step 2b

- Enter the 7-digit code into the field marketed 'Code,' tick 'Activate another device' and press 'Login.'

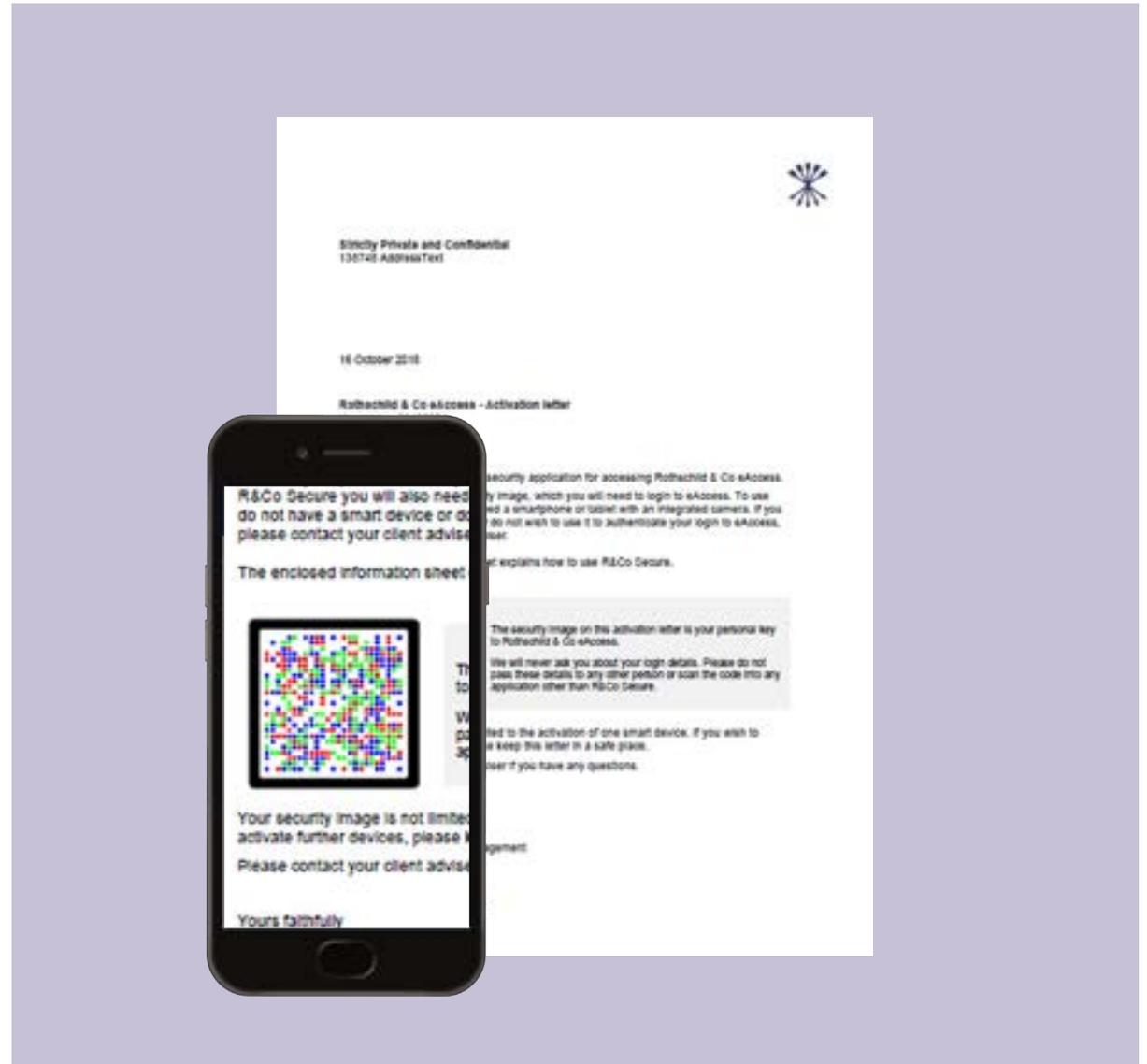


# To register a second device

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## Step 3a

- Using the R&Co Secure app on your new mobile device, please point the camera at the image on your 'Activation Letter'



# To register a second device

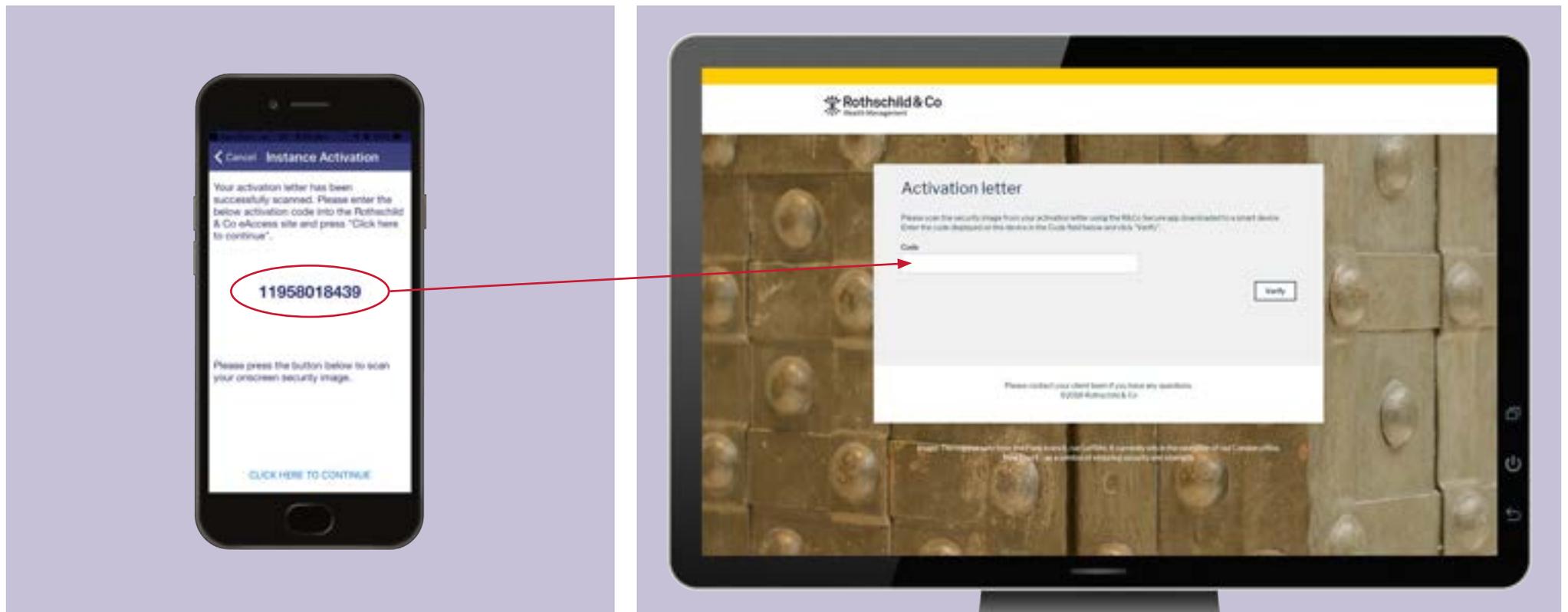
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## Step 3b

- When successful, an 11-digit code will appear on R&Co Secure

## Step 3c

- Enter the 11-digit code into your internet browser on your PC, then press 'Verify'



# To register a second device

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## Step 4a

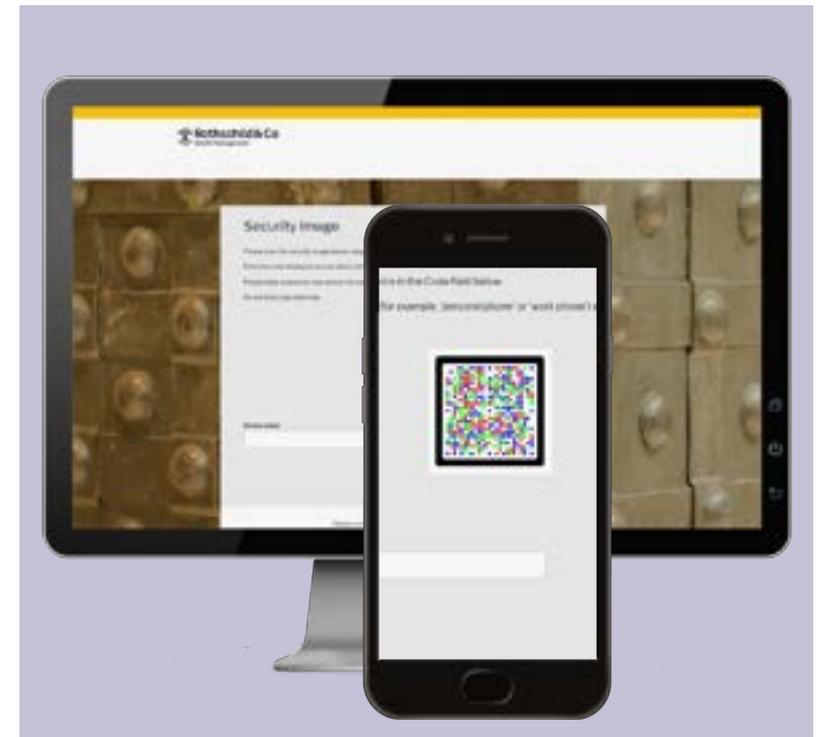
- When successful, you will be shown another image on the PC. You will need to scan this using the R&Co Secure app on your new mobile device

## Step 4b

- Press the 'CLICK HERE TO CONTINUE' button on the bottom of your new mobile device screen

## Step 4c

- Using the R&Co Secure app on your new mobile device, hold your device up to the PC screen to scan the onscreen image



# To register a second device

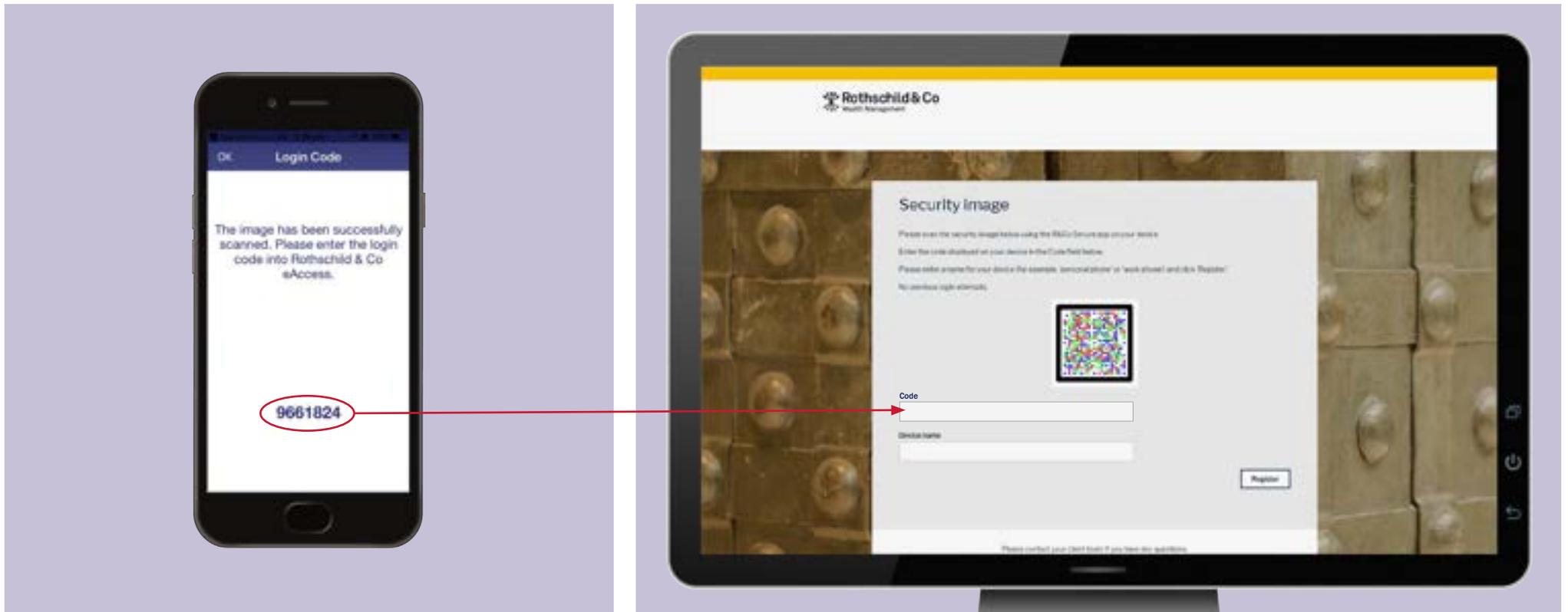
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## Step 5a

- When successful, a 7-digit code will appear on R&Co Secure

## Step 5b

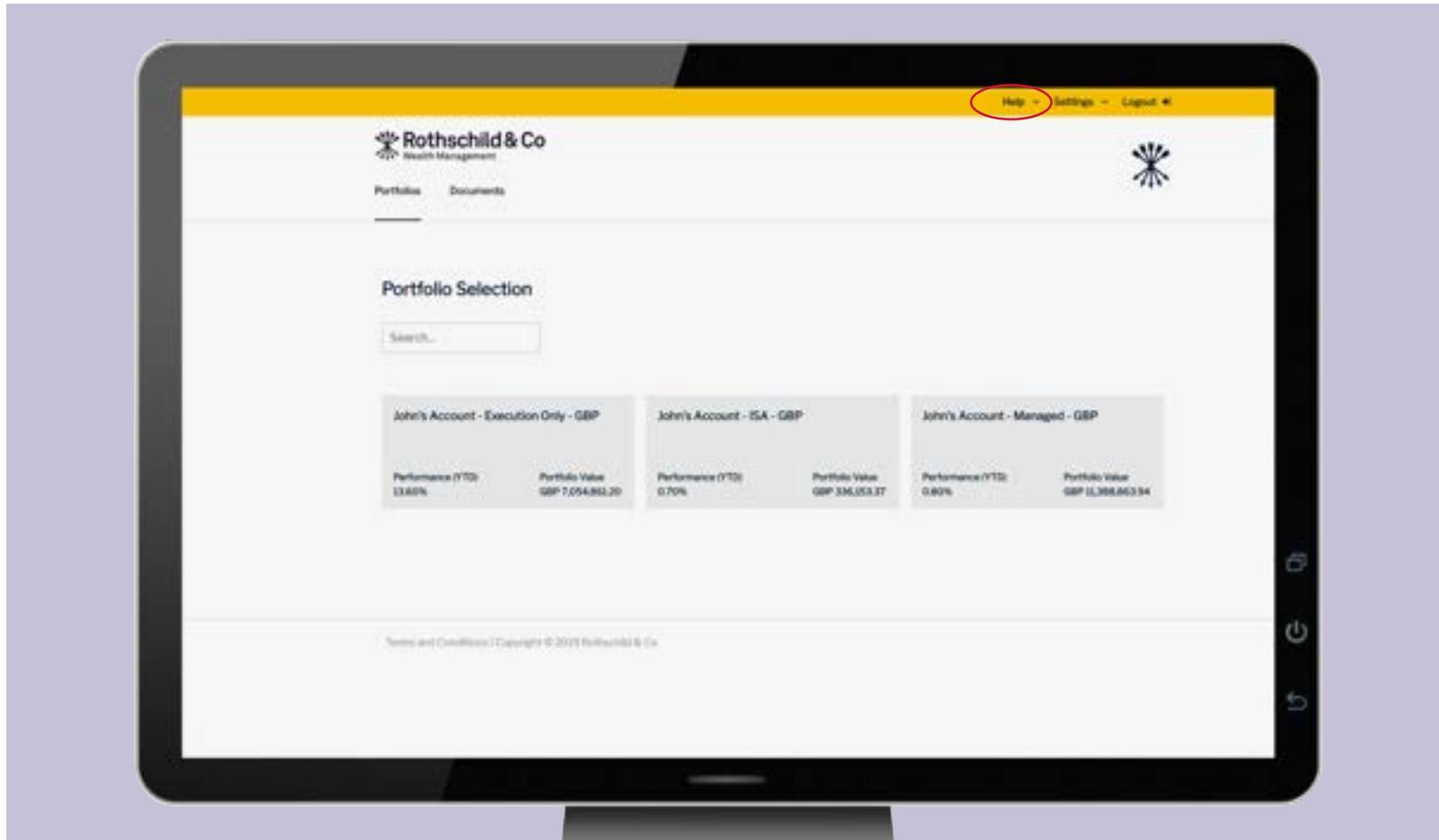
- Enter the 7-digit code into the field marked 'Code' and enter a name for your new device, for example 'John's iPhone 7'. Then press 'Register'



## To register a second device

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You have successfully logged into your eAccess account. Should you require any assistance on navigating your eAccess account, please click 'Help'.



# Ongoing support

For any questions, queries or issues, or if you lose your mobile device after registering for R&Co Secure, please contact your Client Team.