



**GENISTAR**  
Financial Freedom For All

A large, faint background graphic featuring a compass rose with eight points in various colors (yellow, orange, red, pink, purple, blue, green, light blue) and a semi-circular scale with tick marks, resembling a protractor or a dial, positioned behind the text.

**VITALITY LOGIN  
PASSWORD RESET PROCESS**

1. When Vitality has setup the Advisor hub login, you will receive an email instructing you to complete the registration. This will expire in 30 minutes. If missed, please follow Step 2.
2. Please make sure to use your registered email address, which would be the email that you used for your Genistar IBA (Independent Business Application).

3. Once you click on the link labelled “here”, you will be directed to another page to enter your registered email address.

4. You will then receive the email below and will have a 30 minute window to reset your password and set up a new password.  
\*Please note: if you did not receive it, please check your junk/spam inbox.



## Password reset request

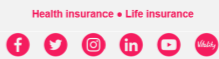
Hello,

We received a request to reset the password for the account that's associated with this email address.

If you made this request, please securely reset your password. This link will expire 30 mins from when the password reset was requested.

If you didn't request to have your password reset, please ignore this email. No changes to your account will be made.

[Reset password](#)



This email is confidential. If you're not the original intended recipient, please delete it straight away.

5. Please click on the “Reset password” button in the email. You will then be directed to enter the new password and confirm.
6. Once this is complete, you can then login using your new password.
7. If you are having trouble resetting, please contact Vitality 0345 0510044 - Option 1, they will be able to assist.



# GENISTAR

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## **GENISTAR LIMITED**

Victoria House, Harestone Valley Road,  
Caterham CR3 6HY  
Telephone: +44 (0)20 3372 5085

*Authorised and Regulated by Financial Conduct Authority*