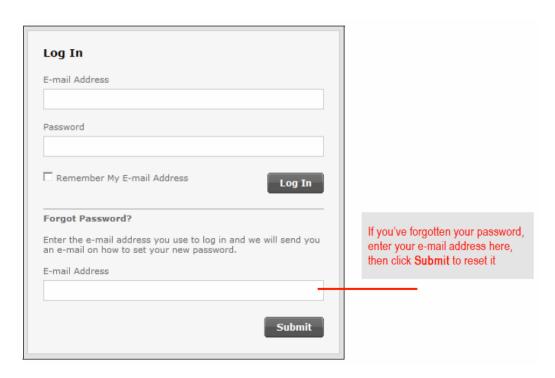
## What do I do if I forget my password to the Client Web Portal?

1	Go to the Client Web Portal Login Page	
	cwp.morningstar.com/	
2	Click the "Forgot Password? Click Here" Link	

When the field appears, enter your email address and click **Submit** 



Receive Email from
mailing 1@mail.morningstar.net with the
subject "Your New Morningstar Password"

If the e-mail does not arrive, it could also mean that your account is locked and you need to contact Hixon Zuercher for

assistance. If this happens, please give us a call at 419-425-2400 and we will be glad to assist you.

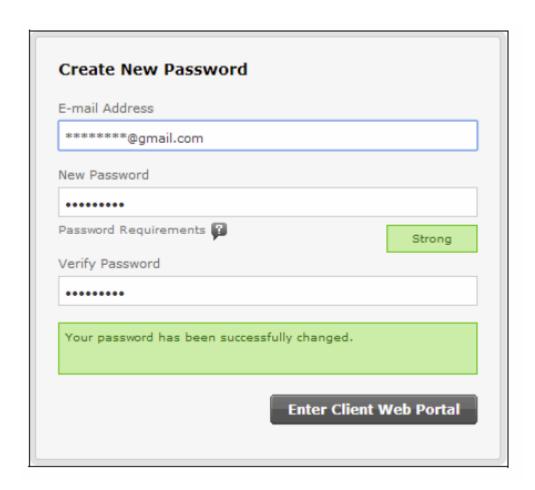


4	Open the	I ink from	the Fmail	Ahove
	Open the	LIIIK II OIII	LIIE EIIIaii	MDOVE

- **5** Create a New Password and Click "Continue" □
  - 1. It must be 8-16 characters long
  - 2. It must contain numbers
  - 3. It must contain lower and upper case letters
  - 4. It is allowed to contain the following symbols: !@#\$%  $^{*}$ ? ~
  - It cannot contain sequential character strings such as "abcd"
  - 6. It cannot contain part of your login email address
  - 7. It cannot contain the word "Morningstar"



## 6 Click "Enter Client Web Portal"



Enter your Email Address and New Password, then click "Log In"

8 Note

You have five attempts to log in. For security purposes, if you attempt to log in five times and are unsuccessful, you will be locked out, and Hixon Zuercher will need to contact Morningstar's Support team in order for you to access the Client Web Portal again. If this happens, please call us at 419-425-2400 and we will gladly assist you.