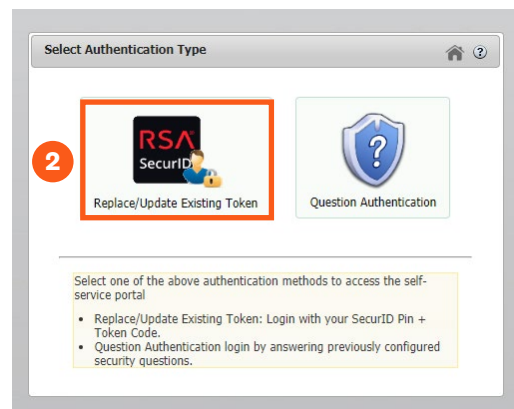


Managing a PIN or RSA Token for State Street Global Advisors Client Access Portal

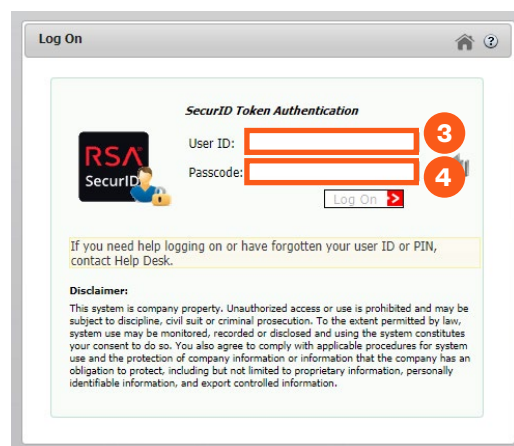
Client Portal are required to use an RSA token and PIN in order to access the Client Portal. Please see the document, “Client Portal — Process to onboard new users or update existing”, for details on how to setup an RSA token for a Client Portal user. This document outlines the steps to create a new PIN, change an existing PIN, and request a new RSA token.

Steps for setting up a PIN for an RSA token

- 1 Go to: <https://ssp.statestreet.com/>
- 2 Click "Replace/Update Existing Token"



- 3 Enter User ID: the user should enter their email address
- 4 Enter Passcode: since a PIN has not yet been setup, the user should enter the current 6 digit code from their RSA token.



- At the next screen, the user will be able to set the PIN.

- After the PIN is setup, the user should click on the "Security Questions" to provide answers to the questions in case this is needed in the future.

Steps for changing a PIN for an RSA token or replacing a token

- Go to: <https://ssp.statestreet.com/>
- Click "Replace/Update Existing Token"

- Enter User ID: the user should enter their email address
- Enter Passcode: since a PIN has already been setup, the user should enter the PIN plus the 6 digit code from their RSA token.

- 5 To change the PIN, click "Change Or Set PIN" and enter/confirm the new PIN.

Set PIN [X]

Set PIN:

Confirm PIN:

[➔]


The PIN complexity requirements are:


- 4-8 Characters long
- Soft Token use Numeric Characters
- No Special Characters(1,~,@,#,\$,% etc)
- You may not use the last 5 PINs

- 6 To replace the token, click "Replace Token", select the mobile phone type, and follow the prompts. Please note, hardware tokens are not available for Client Portal users at this time.

Which token do you want to replace with ? [X]

Software Token [➔]

 Android

 iPhone/iPad

Hardware Token [➔]