



AFLPA RETIREMENT ACCOUNT PORTAL USER GUIDE

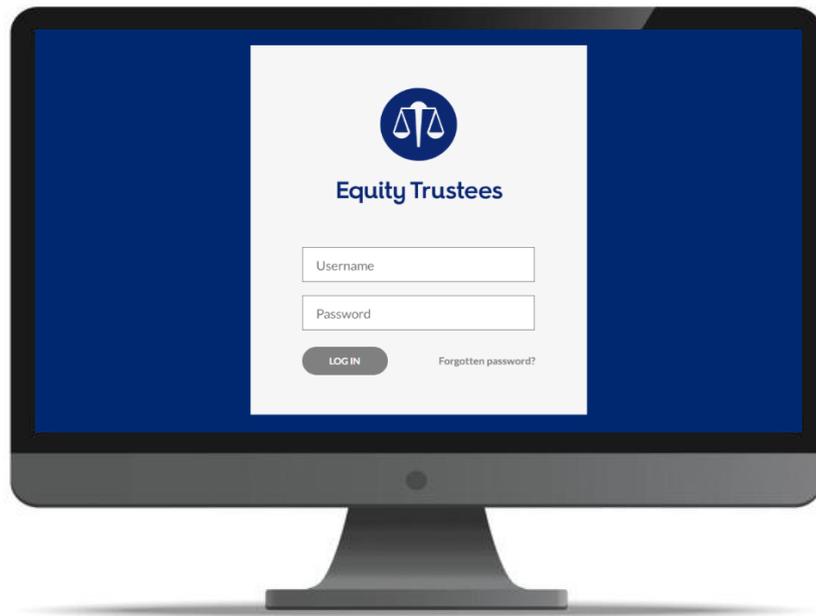




LOGGING IN

When logging in you will be prompted to enter your Username and Password. Your username will always begin with PRF followed by a series of numbers.

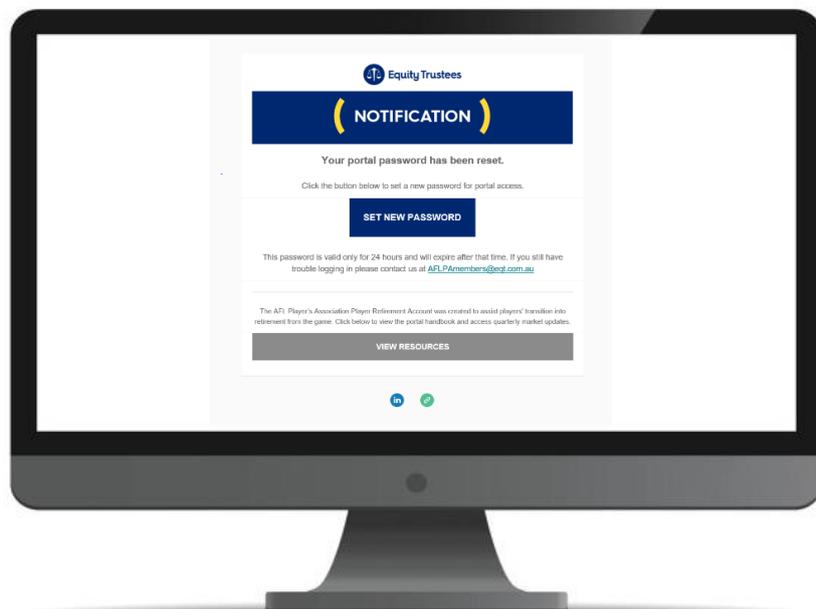
[LOGIN HERE](#)



RESET YOUR PASSWORD

To reset your password, you can either select 'Forgotten password?' or email aflpamembers@eqt.com.au and our team will be happy to help you.

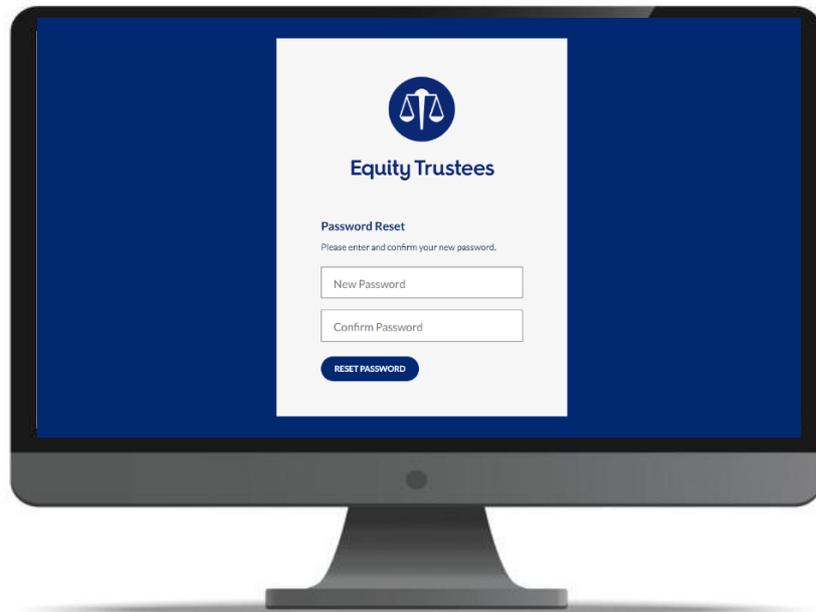
You will then receive an email notification like the below image prompting you to set a new password.





You will now need to select a new password and re-confirm this before resetting it.

NOTE: Your new password must contain at least 10 characters, 1 uppercase letter, 1 lowercase letter and 1 number.



The system will confirm your new password has been set and then take you to the main login screen to enter your 'Username' and new 'Password'.



SETTING UP MULTI-FACTOR AUTHENTICATION (MFA) FOR A NEW USER OR ON A NEW DEVICE

To enable Multi-factor Authentication, you will need a smart phone with a camera, and you will also need to download and Authenticator App. The approved Authenticators following are available through the App Store or Google Play Store:



Microsoft Authenticator



Google Authenticator



Duo Mobile

To link your account, open your authenticator app and add it using the QR code provided.

Go into the Authenticator 'TrustQuay - Portal' and a 6-digit code will be displayed. Enter this code in and select 'Verify'. You should then receive confirmation that your MFA is successfully set up.

NOTE: Each time you login you will be required to enter in a code, but you will not need to complete the set-up process again unless you get a new phone/device. Please contact aflpamembers@eqt.com.au if you have a new device.

The next page will explain how to setup MFA with the Microsoft Authenticator app.

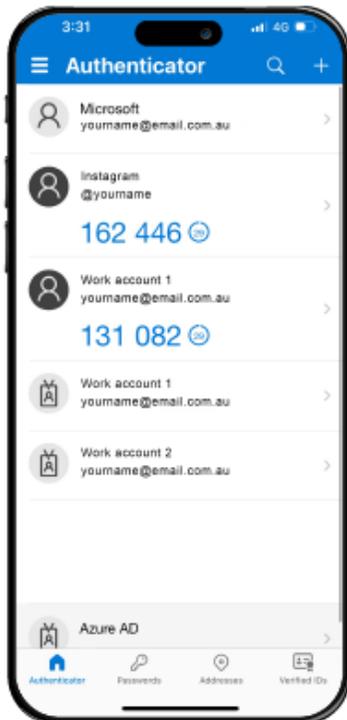




SETTING UP MULTI-FACTOR AUTHENTICATION (MFA) WITH THE MICROSOFT AUTHENTICATOR APP

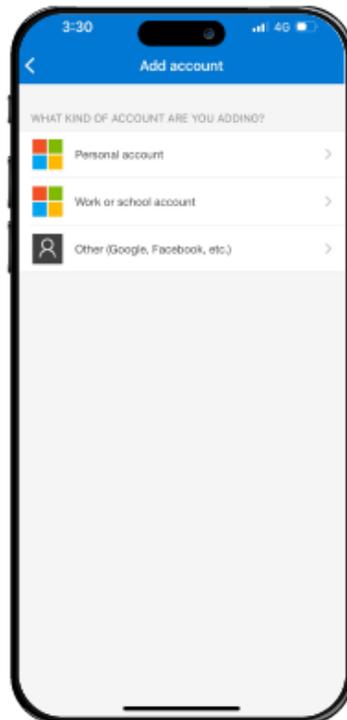
STEP 1

Open your Microsoft Authenticator App and select the plus in the top right-hand corner.



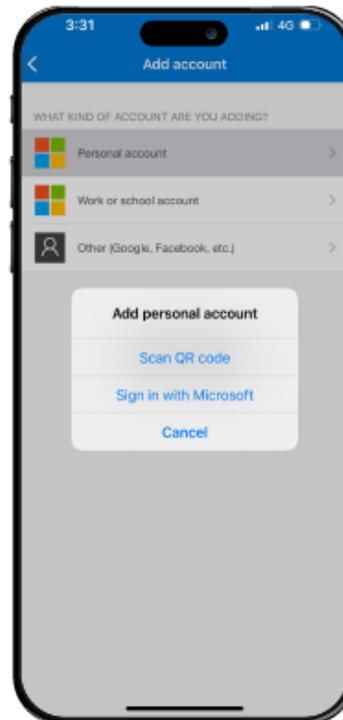
STEP 2

Once you see this screen select 'Personal Account'.



STEP 3

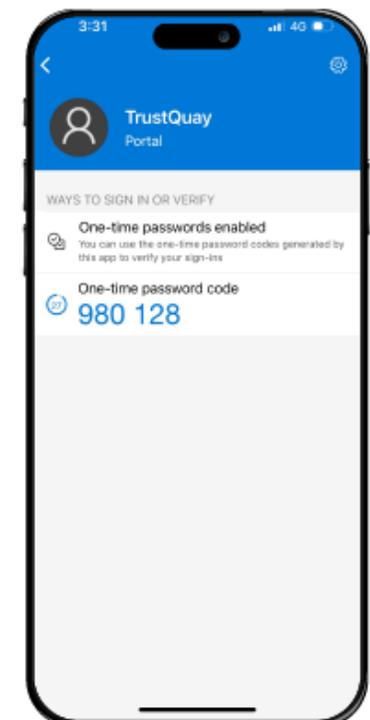
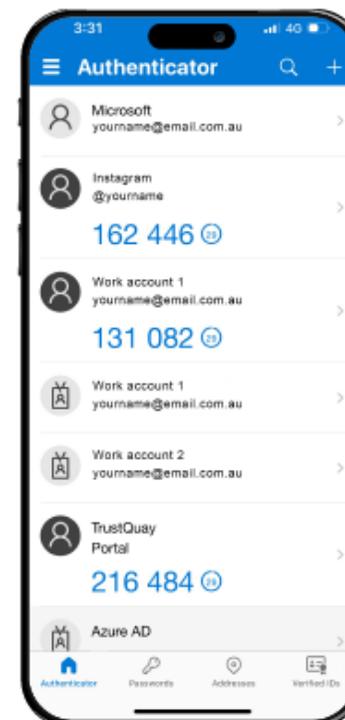
Select scan QR code and scan the QR code at the login screen on your desktop. See previous page.



STEP 4

After scanning, you will see the AFLPA portal listed in your authenticator app with a rolling one-time code. Tap the listing to open it.

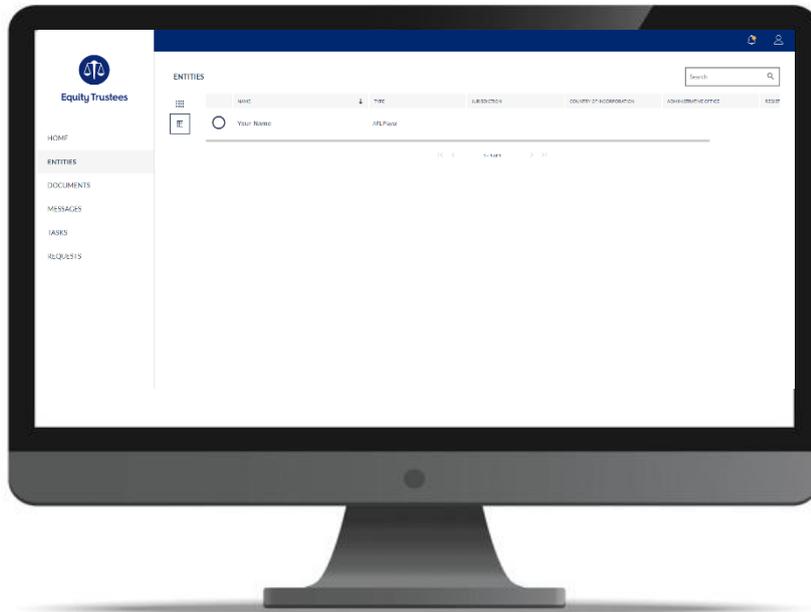
Each time you login to your Player Retirement Account, you'll be prompted to enter the one-time code as seen below in your authenticator app.





WHAT'S IN THE PORTAL?

Once you're logged in, you will see the below screen with your name listed. Click on your name to access your account details.

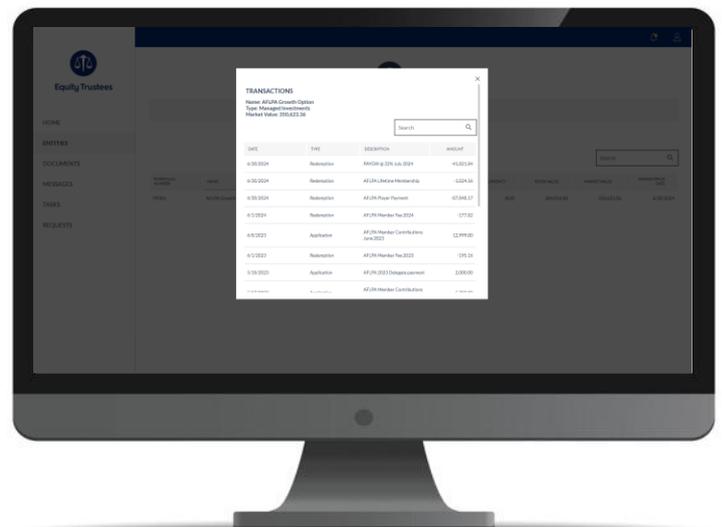
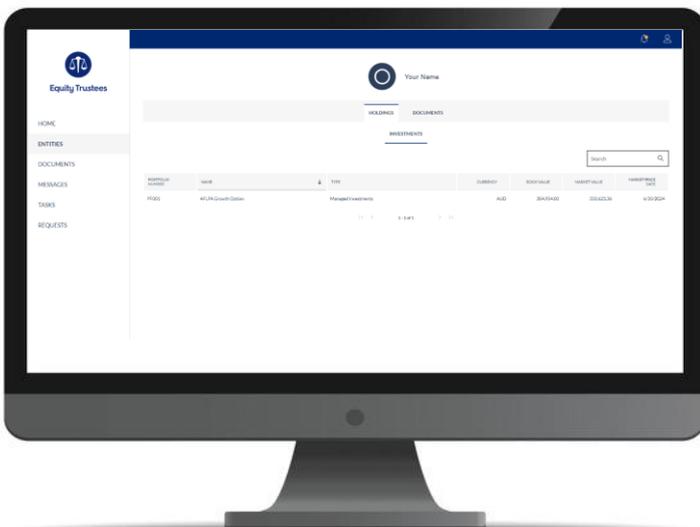


Once you can see your account balance you can see the market value and book value.

The book value is the cost price of your investment at time of purchase.

The market value is the balance of your investment based on latest available unit price.

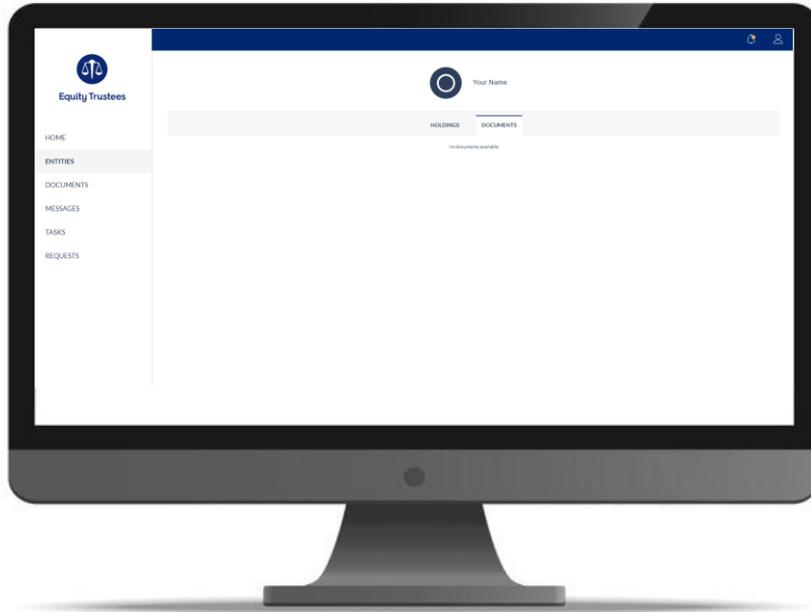
Click on your account balance to see a detailed list of transactions.





DOCUMENTS

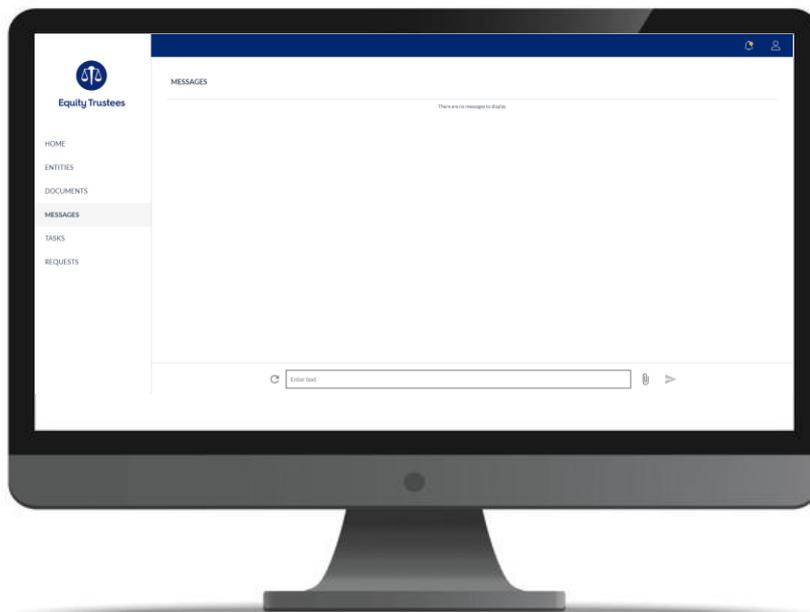
To view documents or statements in your account, select the 'Documents' tab at the top of the page or from the navigation on the left-hand side panel.



MESSAGES

Use the messages tab to contact Equity Trustees with any questions or queries about your Player Retirement Account. Here you can attach documents with your messages.

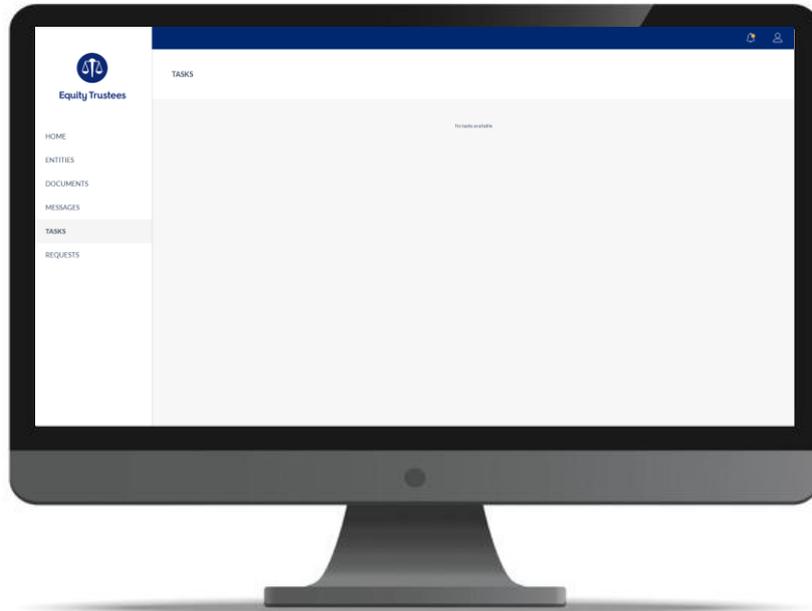
The team will respond to you by the following business day. You will receive an email notification once the team has responded then log back into your account to see the response.





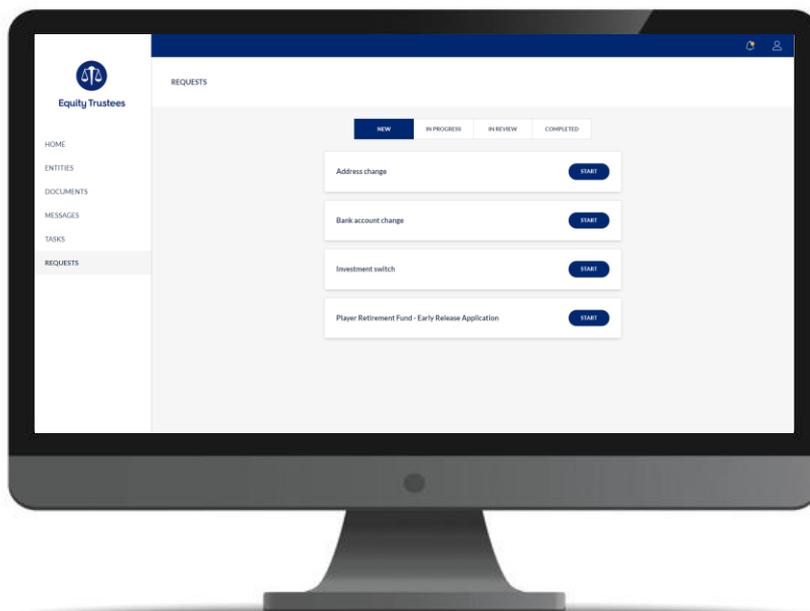
TASKS

In the event we require information from you, you will receive an email notification that you have tasks. You can access any outstanding action items via the 'Tasks' tab on the left-hand side panel.



REQUESTS

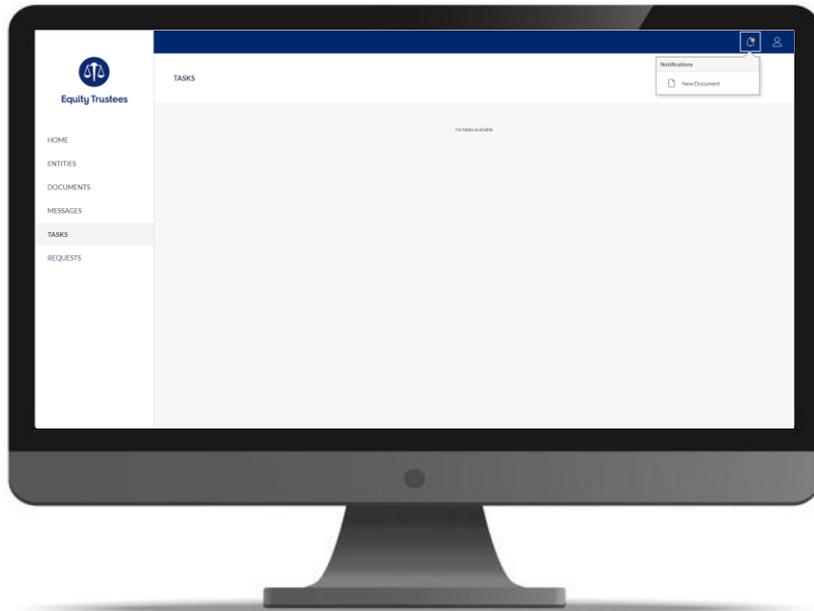
Under this tab you can request updates or changes to your account. You will find four preset requests – click 'start' on any of these and follow the prompts to issue the request. If you exit the portal before completing, the request will appear under the tab 'in progress'. Once you have completed the request our team will update your account accordingly.





NOTIFICATIONS

In addition to email notifications, once you are in the portal, navigate to the bell icon in the top right-hand corner of your account to view any notifications e.g. statements and documents that are ready to view, unread messages and more.



If you have any further queries or encounter any issues, please feel free to contact us at AFLPAmembers@eqt.com.au