



Retirement Solutions

# System Notification

(This announcement is for informational purposes only. Do not reply to this e-mail; you will not receive a response. If you have any questions, please call FIS Relius Documents Support at 800-326-7235, option 2, or create an Incident using our Customer First feature located at <https://www.relius.net/Support/>.)

**DATE:** June 15, 2020  
**SUBJECT:** Relius Documents ASP – System Availability  
**DISTRIBUTION:** Relius Documents System Administration Users

## SUMMARY

The Relius Documents ASP system access has been restored. As mentioned in our last communication, unauthorized activity on the system exposed some credentials. Now that the system is operational, all system users are required to set a new password.

## CLIENT ACTION NEEDED

To access the Relius Documents ASP system, users should change their password using the “Forgot your login information?” link on the Login page as shown below:



Users will be asked to enter the email address associated with their Relius Documents ASP Account.



Authorized users will receive two emails, one email will contain the username, and the second email will contain a reset key necessary to create a new password. Upon receipt of the reset key email, users will need to enter the reset key along with their email address to create and confirm a new password. The screen to do so is shown below for reference:



The screenshot shows a web form titled "Reset Login Password" with a dark green header. The form contains four input fields: "ResetKey", "Email address", "New Password", and "Confirm New Password". The "New Password" and "Confirm New Password" fields are masked with asterisks. A "Log In" button is located at the bottom of the form. Below the form, the text "Copyright © 2020 FIS" is visible.

Upon completion of the process, users will be returned to the login screen (as shown in the first image above) and will be able to login to Relius Documents ASP using their new password.

Relius Documents ASP supports the use of MFA via Google Authenticator. While this is not required, it is strongly recommended that clients enable this functionality for Relius Documents ASP (and any supported FIS application). When MFA is enabled for Relius Documents ASP, users must also have the Google Authenticator app available and configured on their mobile device in order to login.

As a precaution, we strongly encourage users to reset their system credentials on other systems where the same credentials as Relius Documents ASP have been used.

Please note this communication has been sent to Relius Documents System Administration Users only. Please make other users in your firm aware of this communication as you see appropriate.

For users unable to view the graphics in this email, please access a PDF of these instructions by clicking [here](#) or navigating your web browser to Relius.net, then selecting Support, then Relius Documents ASP, then selecting the Password Reset Instructions document in the Additional Information and Links section.

### WHERE TO GO FOR MORE INFORMATION

We appreciate your business and your patience as we work through this issue.

For additional information, please contact Support during business hours by entering an incident on <https://www.relius.net/Support/> or by phone at 1-800-326-7235.

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