

## NEED TO CREATE OR RESET YOUR PASSWORD? FOLLOW THESE STEPS

### Request a Reset Email

1. Navigate to <https://my.stonex.com> and click on 'Reset Password'
2. Enter your email address that is associated to your RJO/StoneX account and click 'Send me code'

The image shows two screenshots of the StoneX web interface. The left screenshot is the 'Log in' page, featuring fields for 'E-mail / Username' and 'Password', a 'Reset password' link, and a 'Log in' button. The right screenshot is the 'Reset your password' page, which prompts the user to 'Enter your email address to receive a password reset code.' and includes a 'Send me code' button.

Check your inbox for an email from [authmail@stonex.com](mailto:authmail@stonex.com) titled 'StoneX - Account Password Reset'

### Resetting Your Password

Once you receive the reset email, you can click the 'Reset Password' link directly in the body of the email OR you can click to enter the 6 digit code in the reset dialog box.

The image shows two screenshots related to the password reset process. The left screenshot is an email from StoneX with the subject 'StoneX Account - Password Reset Requested'. It contains a 'Reset Password' button and instructions. The right screenshot is the 'Reset your password' dialog box, which displays 'An email with code was sent to' followed by a redacted email address, and asks the user to 'Enter the code below to continue.' with a 'Verify' button.

Follow the on-screen instructions to create a new password.

The image shows the 'Setup new password' dialog box. It includes a 'New password' input field and a list of requirements: 'Your password must:' followed by 'Be at least 14 characters long' and 'Be different from your username'. A note below states 'Please avoid recently used or easy-to-guess passwords.' and there is a 'Save' button at the bottom.

You can now use your email address and new password to log in to [my.stonex.com](https://my.stonex.com).

# StoneX<sup>®</sup>

Questions?

The Client Services team is available to answer any questions you may have during this migration. You may reach the team by email at [ClientServices@stonex.com](mailto:ClientServices@stonex.com) or by phone Toll-Free: 866-438-7564