WELCOME TO MY.STATESTREET.COM PASSWORD OR PIN RESET FOR CLIENTS

State Street Password Reset is a self-service tool that allows you to quickly reset a PASSWORD or PIN. To reset your PASSWORD or PIN, you must create a User Information Profile. When you log into my.statestreet.com for the first time, the system prompts you to create your user profile. Once you create your user profile, you can reset your password or pin. You may be prompted by the system to update your user profile at a later time.

- Creating/Updating your User Profile
- Resetting your Password or Pin

CREATING/UPDATING YOUR USER PROFILE

1. Enter https://my.statestreet.com in your browser's address box.
   RESULT: The Login screen displays.
2. In the My State Street Login screen.
   If you use a Standard login:
   a. From the Standard tab, enter your User ID and Password.
   b. Click Login.
   If you use a Token login:
   a. Follow the steps in the package that you received with your token to create a password and PIN.
   b. From the Token tab, enter your User ID and PIN+Token.
   c. Click Login.
   RESULT: The User Profile Information screen displays.

   ![User Profile Information Screen]

3. In the User Profile Information screen:
   a. Enter your Favorite Teacher’s Last Name.
   b. Select your two-digit month of birth (MM).
   c. Select your two-digit day of birth (DD).
   d. Select your First Custom Question from the drop-down list.
   e. Enter the answer to your selected question. (Your answer is case sensitive.)
   f. Verify your answer.
   g. Select your second and third custom questions.
   h. Enter your answers, and then re-enter to verify.
   NOTE: It is important to remember your answers for future authentication.
4. When your entries are complete, click Submit.
   RESULT: The Profile Update Results confirmation screen displays.
5. In the Profile Update Results screen, select Return to my.statestreet.com.
6. Refer to Site Support if you require additional assistance.

To reset your Password or Pin, continue to the next page....
RESETTING YOUR PASSWORD OR PIN
Once you create your user profile, you can reset passwords or PIN using the State Street Password Reset tool.

1. Enter https://my.statestreet.com in your browser's address box.
   RESULT: The Login screen displays.
2. In the Login screen, select Forgot Password or PIN.
   RESULT: The State Street Password Reset screen displays.
3. In the State Street Password or PIN Reset screen:
   a. Enter your User ID.
   b. Enter your two-digit month of birth. Date of Birth (MM):
   c. Enter your two-digit day of birth. Date of Birth (DD):
   d. If you need to clear the fields and retype your answers, click Clear.
   e. To continue, click Next.

RESULT: The Identity Confirmation screen displays.
4. In the Identity Confirmation screen, enter the answer to your custom question.
5. Click Next to continue.
   RESULT: The Reset screen is displayed.
6. In the Reset screen, enter your new Password or PIN, then re-enter to verify.
7. Click Next to continue.

RESULT: The system displays the Password or PIN Reset Results screen with a confirmation that you successfully reset your Password or PIN. The system also sends you an email notification to confirm that you have reset your password.

NOTE: You must wait five minutes before attempting to log back into my.statestreet.com with your new Password or PIN.

7. In the Profile Update Results screen, select Return to my.statestreet.com.
8. If you require additional assistance, select Site Support.