



MyConexim CLIENT FAQ's

HOW DO I REGISTER ON THE PORTAL?

If you have a **GMAIL account** select the **LOGIN WITH GOOGLE** option on your first login and follow the steps to setup.

If you have a **non-GMAIL account** select the **REGISTER** option on your first login and follow the steps to setup.

HOW DO I LOGIN?

If you have registered with a **GMAIL account** use the **LOGIN WITH GOOGLE** option.

If you have registered with a **non-GMAIL account** use the **LOGIN WITH EMAIL** option.

WHY AM I NOT RECEIVING THE SIX DIGIT SMS CODE?

Check if there are any phone applications / settings that are filtering SMS to spam/ junk folder.

HOW DO I CHANGE MY PASSWORD?

If you have a **GMAIL account** use the 'reset password' option in your **GMAIL\Google account**.

If you have a **non-GMAIL account** select the forgotten password option in the **LOGIN WITH EMAIL option**.

MY EMAIL ADDRESS WON'T LET ME LOGIN?

Ensure that the email address you are logging in with is the same email that you provided on your application form. If you are using the email address you provided and still having issues please email contact@conexim.ie

HOW CAN I ACCESS myconexim.net?

You can access the URL on www.myconexim.net with your preferred browser (Edge, Chrome, Firefox) on your laptop, PC or mobile phone.

I HAVE OPENED AN ACCOUNT BUT CAN'T SEE ANY DETAILS WHEN I LOGIN?

Details of your account (balance, transactions, holdings, etc) will be available once the account has been funded and holds cash and assets.

WHY CAN'T I SEE ALL THE DATA ON MY SCREEN?

Ensure your screen resolution is set correctly. You may need to reduce screen text size in your browser, or use the scroll bars..

WHERE CAN I SEE MY ACCOUNT HOLDINGS\ASSETS?

Select the **INVESTMENTS** option on the left side menu. These can be downloaded to a spreadsheet.

WHERE CAN I SEE MY ACCOUNT TRANSACTIONS?

On the Transactions tab, **select the relevant from\to dates** to view your Transactions. These can be downloaded to a spreadsheet.

WHERE CAN I SEE MY CONTRACT NOTES?

On the **Contract Notes tab**, select the relevant from\to dates and you can then download the PDF versions of your contract notes.

WHERE CAN I SEE MY ANNUAL VALUATION REPORTS, CTVS, TERMS OF BUSINESS ETC?

On the **Document tab**, select the PDF icon of the document you wish to view.

HOW DO YOU VIEW FULL CONTRACT NOTE HISTORY?

Full contract note history is available via the **Contract Notes tab** in MyConexim – you can extend the from/to date period out for the date range you require and then export to excel.