

**Here are some answers to common questions about our new Innovue client portal system:**

**Q** We received the new user account ID and temporary password, but we cannot access our account using this info.

**A** Log in to Innovue via this link: <https://innovue30.innovestsystems.com/ucf/ucf/>  
Select the “I am using a private machine” box at the top of the login page and use the username and temporary password provided. Upon logging on, you’ll be required to select a custom password to use on a go-forward basis.

**Q** We are not sure of the email address to which the organization’s username and temporary password were sent.

**A** Reach out to [info@ucfunds.org](mailto:info@ucfunds.org), and we will send you your username and temporary password. Upon logging on to the system, you will be required to select a custom password to use on a go-forward basis.

**Q** We tried to access our account, but we were prompted with security questions to which we don’t know the answer.

**A** Log in to Innovue via this link <https://innovue30.innovestsystems.com/ucf/ucf/>  
Select the “I am using a private machine” box – even if you’re using a shared device – at the top of the login page. This step should resolve the issue, and you will then be prompted to change your password. You can also provide answers to security questions for using shared devices (see FAQ, above, for instructions for customizing your account profile).

If you’re still experiencing problems accessing Innovue, please contact UCF’s Client Services team at [info@ucfunds.org](mailto:info@ucfunds.org) or 877-806-4989. Please note that response times may be slightly delayed due to the high volume of inquiries we’re currently receiving. We appreciate your patience.

**Q** We successfully logged in using the new username and temporary password. However, we can’t see all of our investment accounts.

**A** As we roll out UCF’s new Innovue client portal, we have learned of an issue that we are working to correct as quickly as possible. Clients with multiple investment accounts may not be able to view all of their accounts in the portal. This is merely an issue related to linking accounts to client-specific usernames. Rest assured that all of your accounts are safe and secure. We appreciate your understanding and patience as we work on the solution.