



First 3 things to check to successfully log in:



Portal Web Address: login is at portal.cryo-trust.com



Username: your username is the exact email address where you received the portal invite.



Temporary password: this can be found in your portal invite email.

PRO TIPS for successful temporary password entry:



- **Type** the temporary password from your emailed portal invite instead of copy/pasting it.
- If you copy/paste the temporary password, make sure there isn't an extra "space" at the end of the password once pasted.
- Once you've entered the correct username + temporary password, click 'Login'.



Temporary or regular password not working?

Follow these steps to **reset your password**:

1

Enter your username in the portal login field. (Note: your username is the exact email address where you received the portal invite.)

2

Click 'Reset Password'.

3

Check your email for a verification code. (Allow up to 5 minutes to receive your code.)

4

Enter the verification code into the verification field, then select 'Verify'.

5

After password reset, return to portal.cryo-trust.com and log in using your username (email) and new password.



LOCKED OUT OF YOUR ACCOUNT?

Follow the "Reset Password" instructions above to regain access.



Setting up Multi-Factor Authentication (MFA)



Upon logging into the portal you'll be prompted to select a preference to where you want to receive your MFA code.

Option 1: Cell Phone (SMS)

- If this is your choice - enter your personal cell phone number

Option 2: Email (sent to the email used for your username)

Option 3: Authenticator App (i.e. Google Authenticator or similar app)

After choosing one of these 3 options select "Send Setup Code".



Enter the code into the verification code field.



PRO TIPS for Successful MFA Code Entry:

- **Type** the code instead of copy/pasting it.
- If you choose to copy/paste the code, make sure there isn't an extra "space" at the end once pasted.



If you update your email address in the portal, you will be required to reset your MFA.

Can You Opt Out of MFA? No.



You will go through the MFA process every time you log into the portal.



Please reach out to portal@cryo-trust.com if you have any questions or further issues. Thank you!