



# How to reset StockTreasury access if you lose your mobile phone

16 Steps [View on Tango](#)

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Created by

Allan Luik

Creation Date

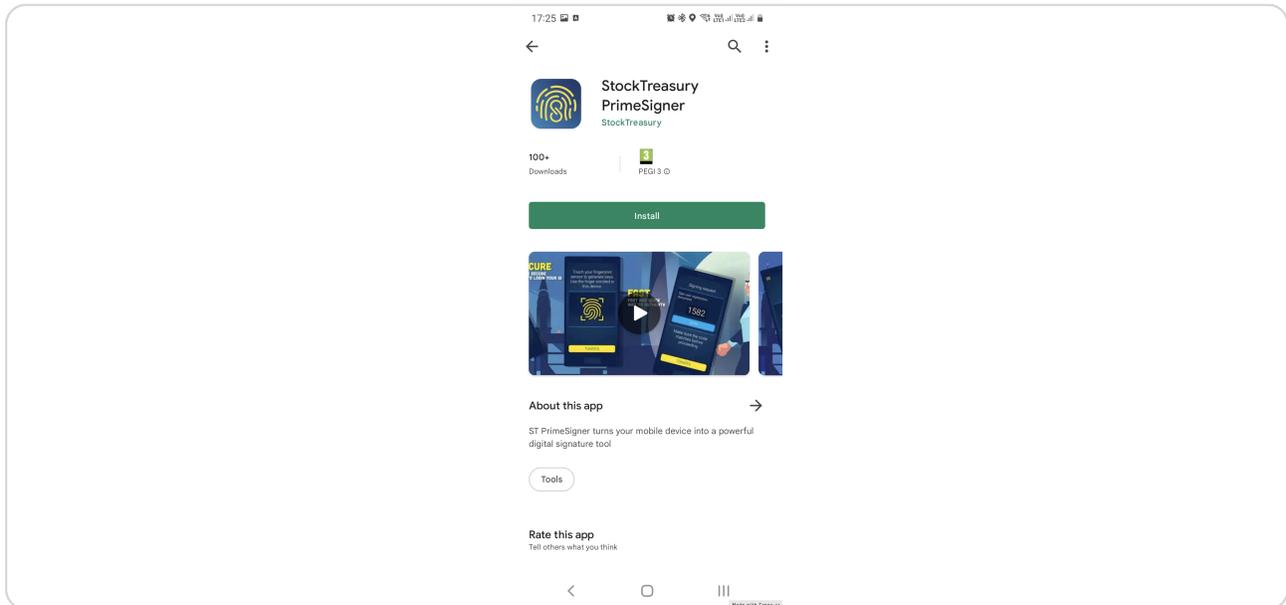
January 28, 2022

Last Updated

January 28, 2022

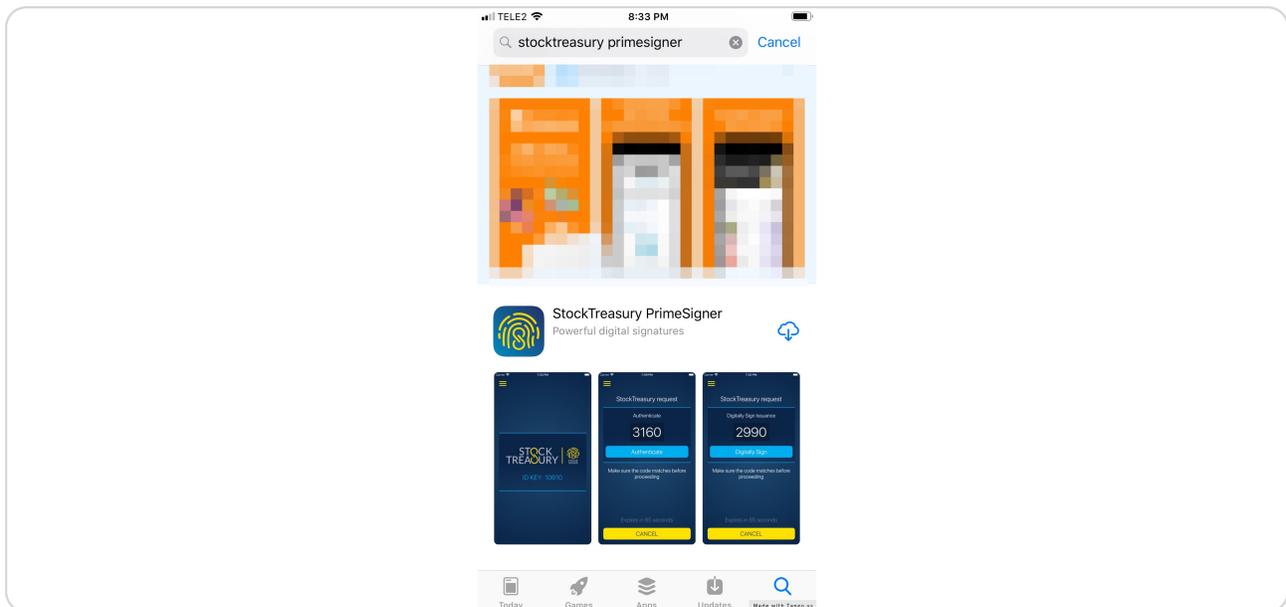
## STEP 1

**If your new phone is an Android device, download and install StockTreasury PrimeSigner app from Google Play store. Your new device has to have a fingerprint reader or facial recognition**



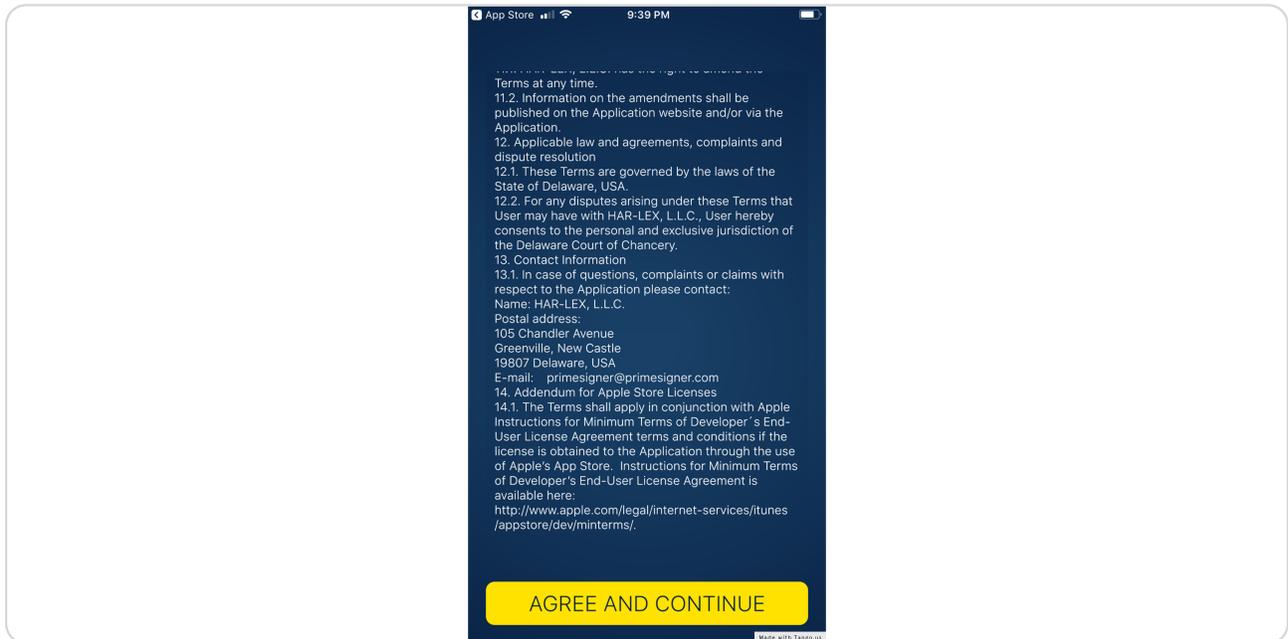
## STEP 2

**If your new phone is an iPhone, download and install StockTreasury PrimeSigner from the App Store**



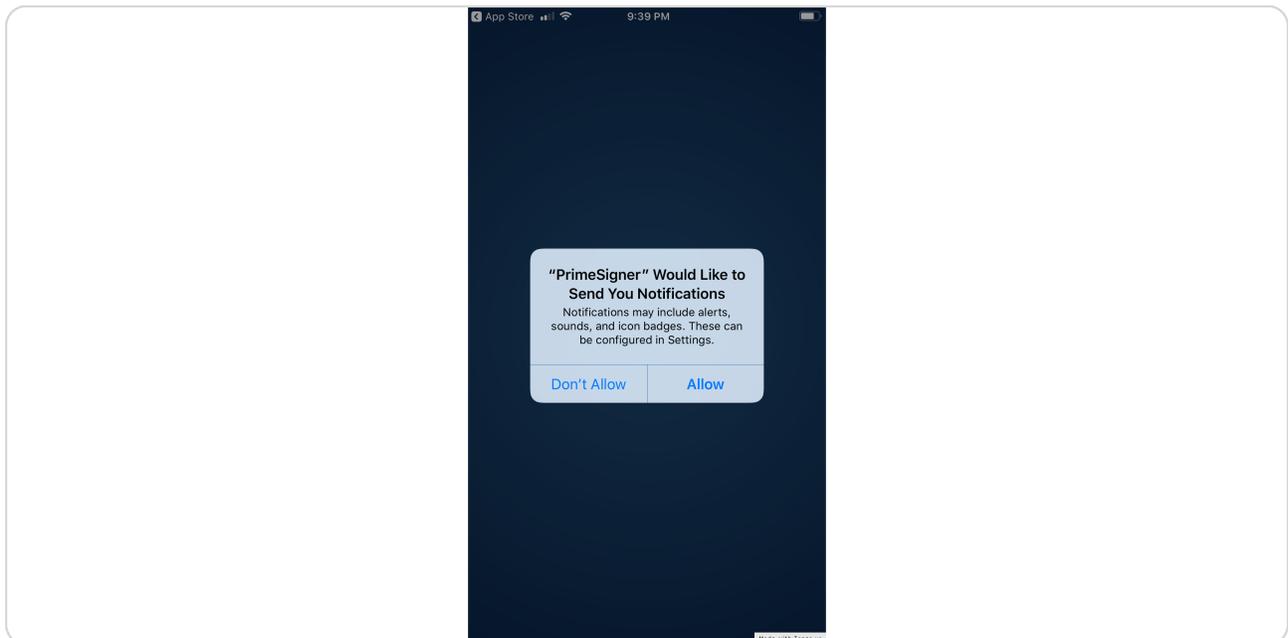
### STEP 3

## Open the app and click on **AGREE AND CONTINUE**



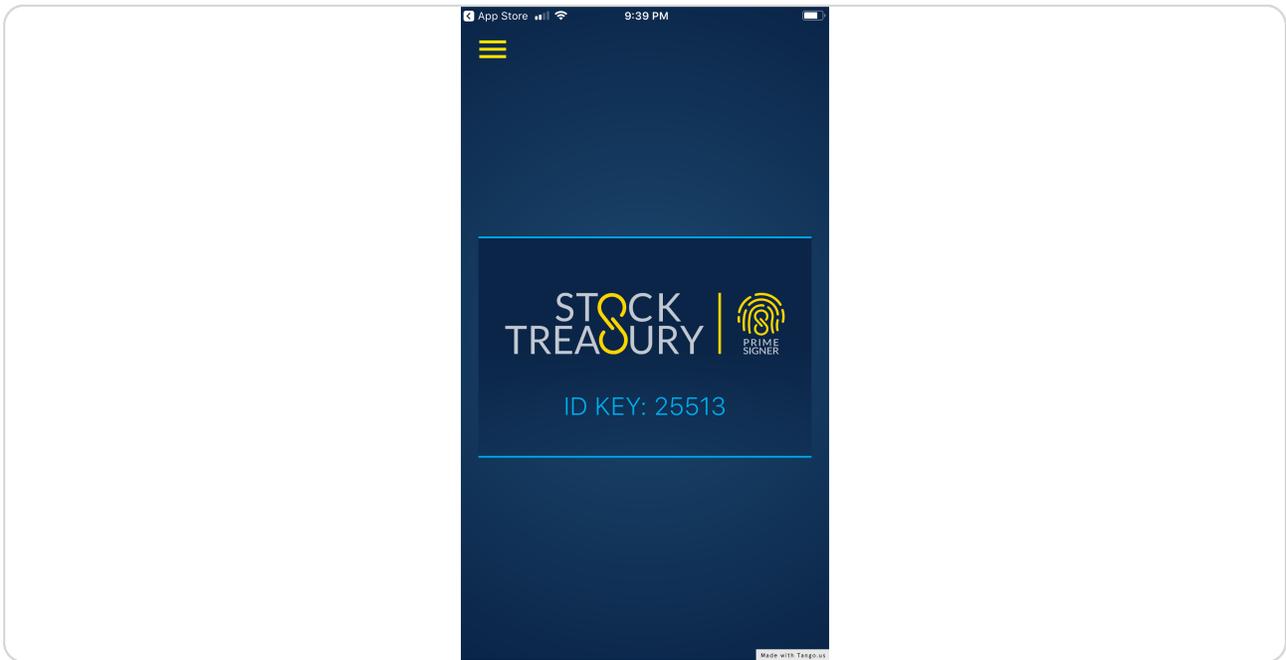
### STEP 4

## Allow notifications and make sure fingerprint or facial recognition is turned on in the phone's settings



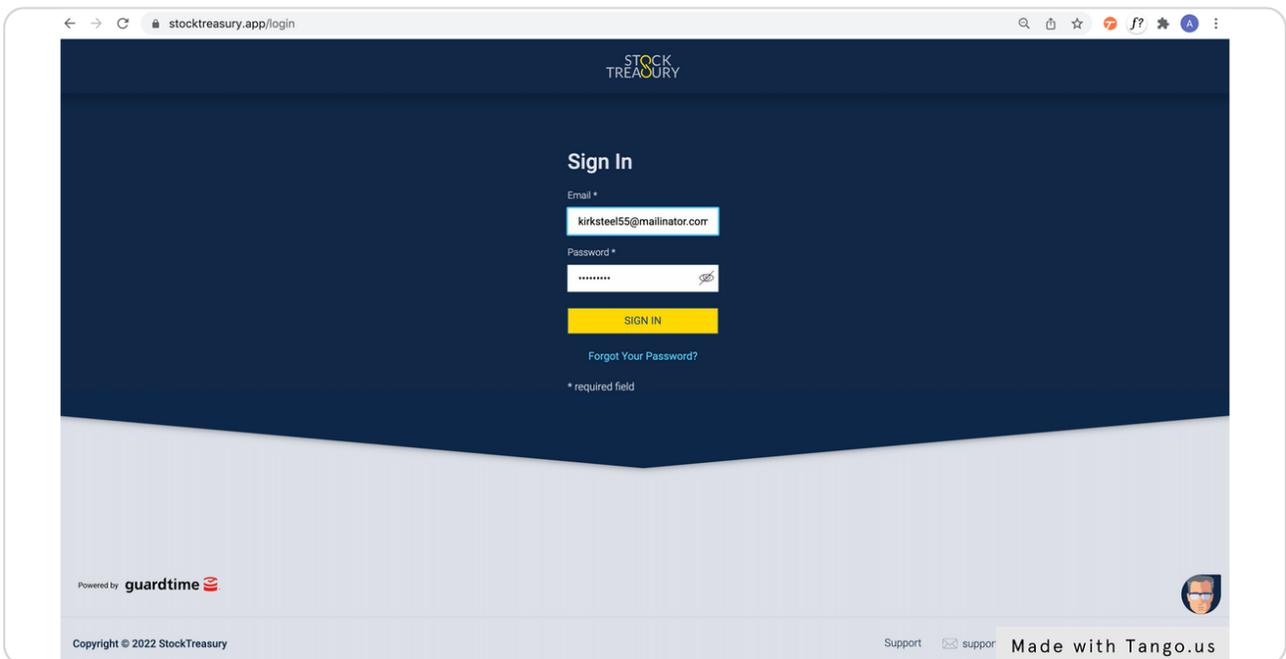
STEP 5

Open PrimeSigner and make a note of your new ID KEY



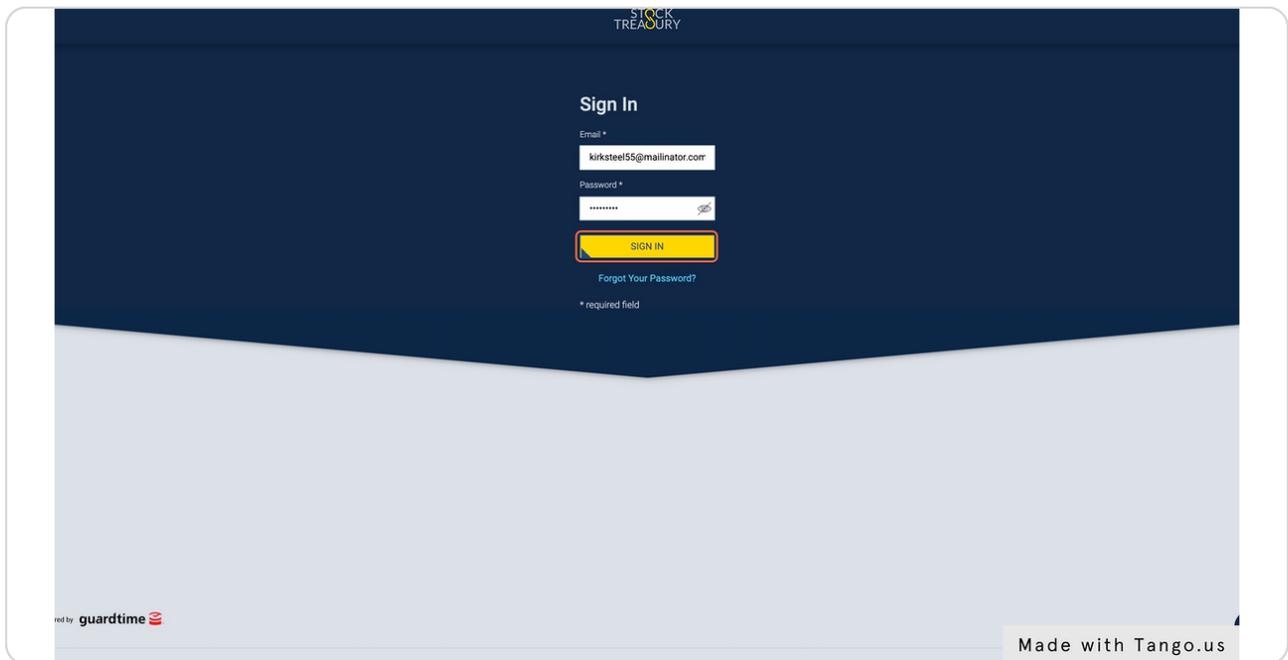
STEP 6

Go to StockTreasury login page



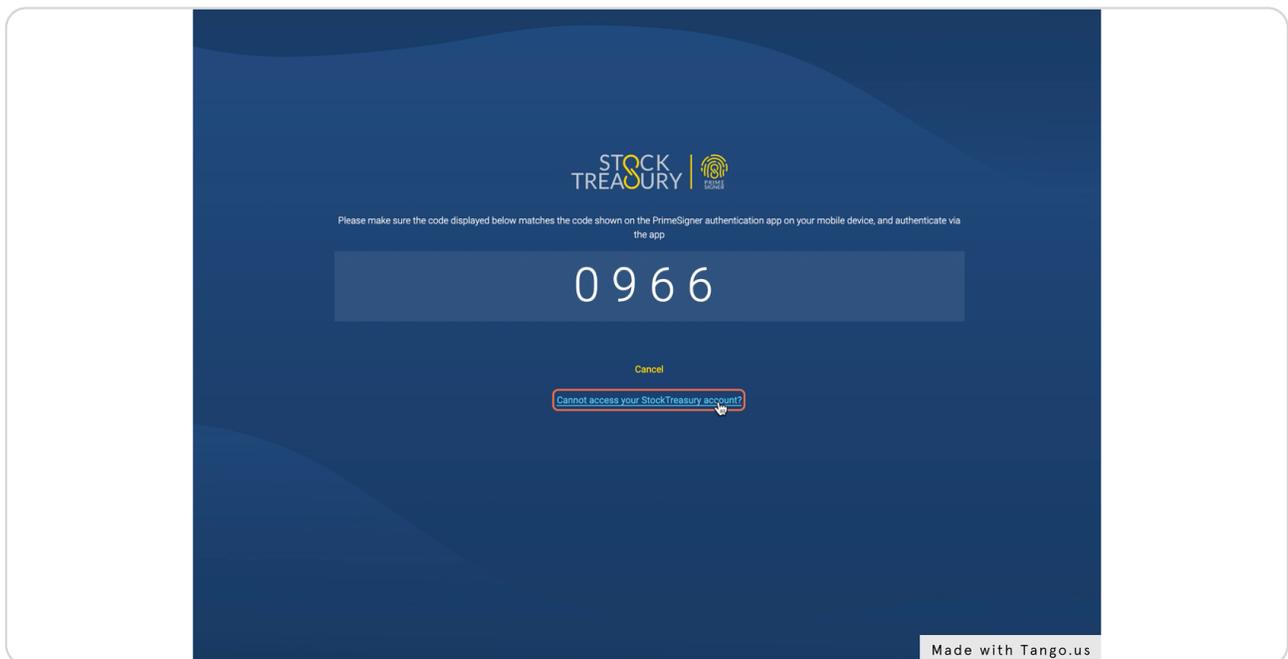
STEP 7

Enter your StockTreasury account email and password and click SIGN IN



STEP 8

Click on Cannot access your StockTreasury account?



## STEP 9

**Check your messages. You should have an SMS with a six-digit code. Enter the SMS code**



STOCK TREASURY

### Recovery by SMS

StockTreasury will send a one time security code which you must provide alongside the new PrimeSigner ID Key

SMS Code \*

Re-send SMS

ID Key \*

RECOVER

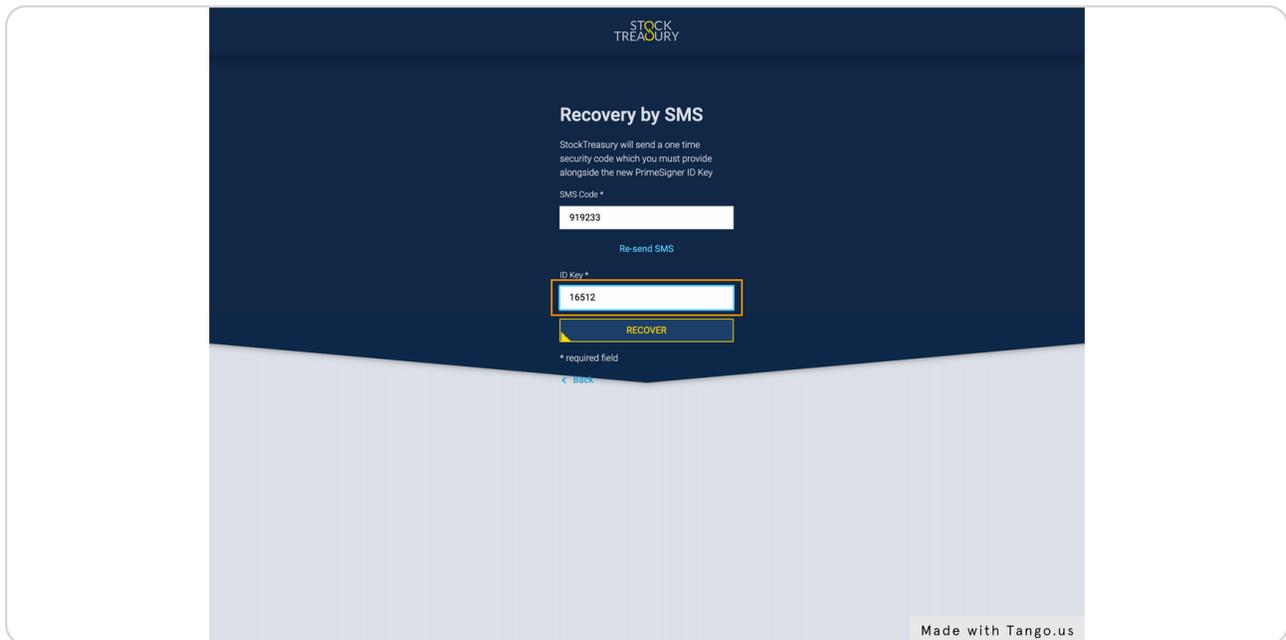
\* required field

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## STEP 10

**Enter the new ID Key displayed in the PrimeSigner app**



STOCK TREASURY

### Recovery by SMS

StockTreasury will send a one time security code which you must provide alongside the new PrimeSigner ID Key

SMS Code \*

Re-send SMS

ID Key \*

RECOVER

\* required field

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## STEP 11

### Click on RECOVER

STOCK TREASURY

### Recovery by SMS

StockTreasury will send a one time security code which you must provide alongside the new PrimeSigner ID Key

SMS Code \*

Re-send SMS

ID Key \*

**RECOVER**

\* required field

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## STEP 12

### A four-digit security code is displayed

STOCK TREASURY | PrimeSigner

Please make sure the code displayed below matches the code shown on the PrimeSigner authentication app on your mobile device, and authenticate via the app

2696

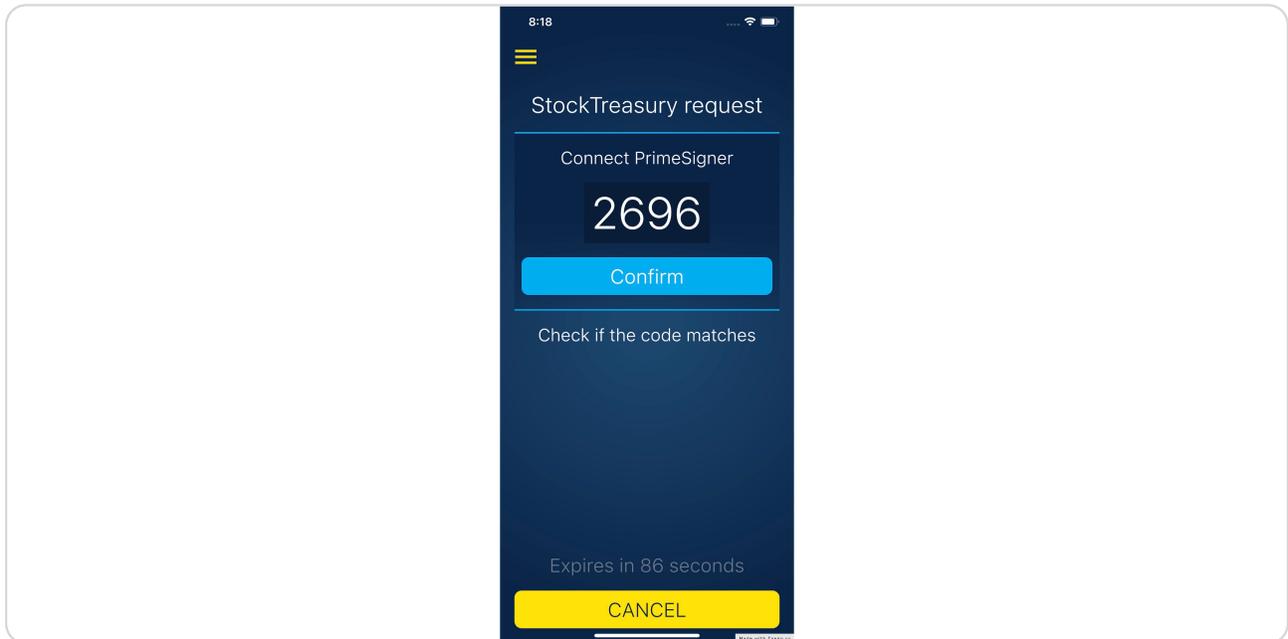
[Cancel](#)

[Cannot access your StockTreasury account?](#)

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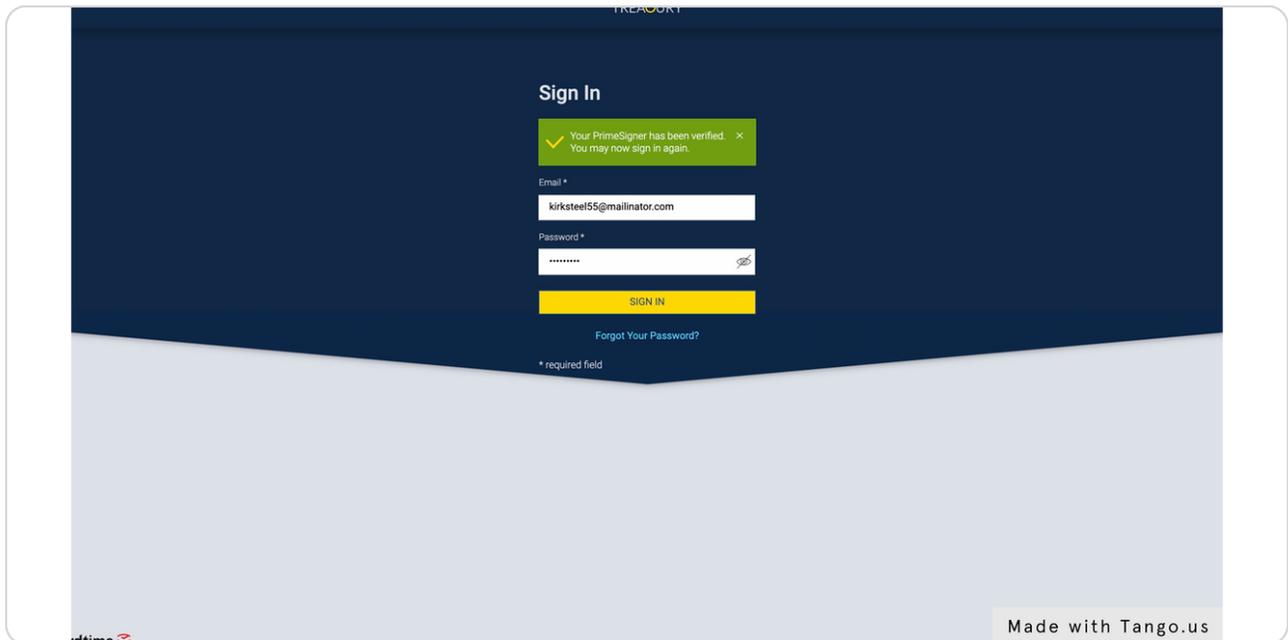
STEP 13

Open PrimeSigner, make sure the codes match and click on Confirm



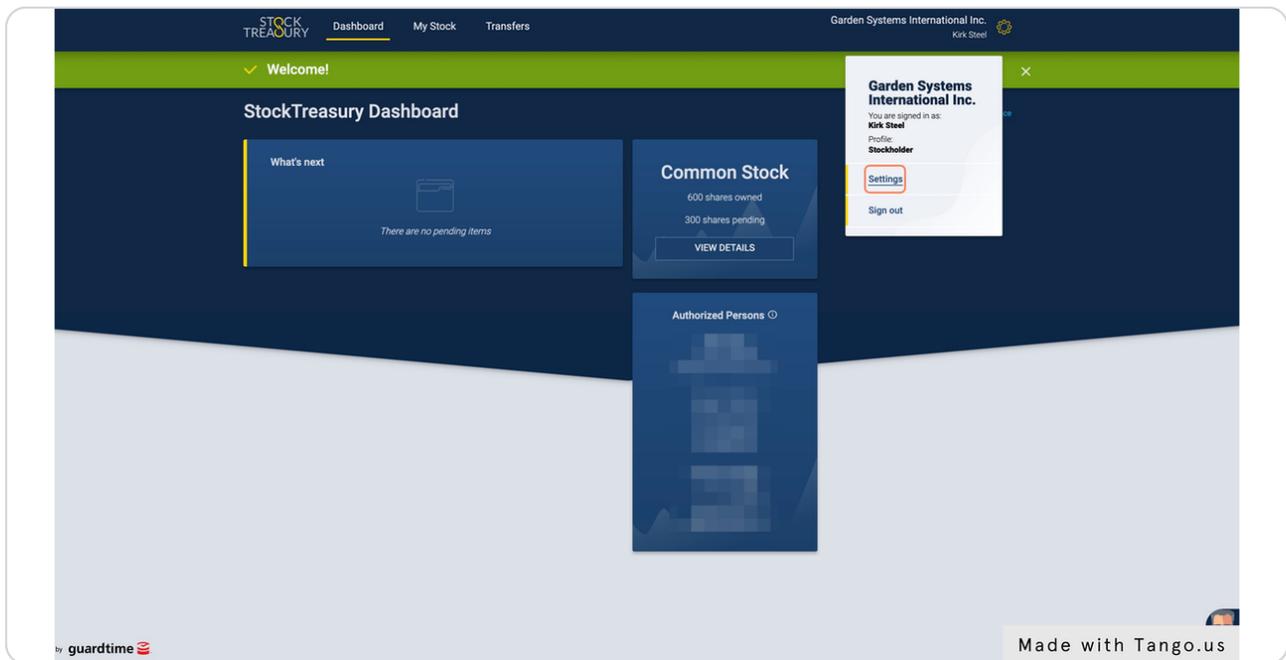
STEP 14

Congratulations! Your new PrimeSigner app has been verified and you are ready use StockTreasury with your new phone



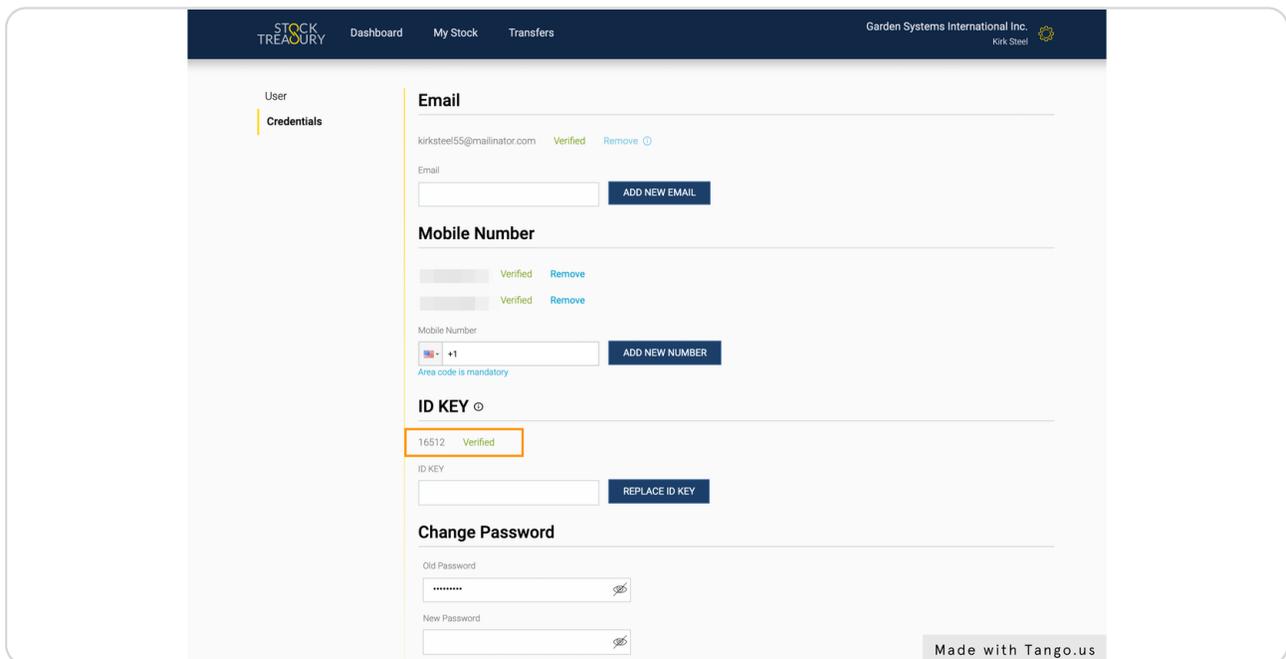
## STEP 15

Once logged in, you can click on the gear icon and then Settings and...



## STEP 16

Check your new verified ID Key on Credentials page



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