



When obtaining your username and/or resetting your password, please use Google Chrome as your browser. The portal will work with Microsoft Edge, but it will **not** work with Internet Explorer.

To retrieve your username in the LAMP Transaction Portal, follow the steps below:

1. Click the "Forgot Username" link below the Username field.

The screenshot shows a login form with the following elements: a title 'Login', a 'Username' label, an input field with placeholder text 'Enter username here', a 'Forgot Username' link highlighted in green, a 'Password' label, an input field with placeholder text 'Enter password here', a 'Forgot Password' link, a red 'LOGIN' button, and a 'Need help?' link at the bottom.

2. Enter your email associated with your LAMP account and your Investor ID in the following format: LA-01-XXXX

If you are on multiple accounts, you can enter any of the account numbers associated with your entity.

The screenshot shows a page titled 'Request Your User Name' with the LAMP logo at the top. Below the title is a lock icon. There are two input fields: 'Email Address' with placeholder text 'Please enter your email address' and 'Account Number' with placeholder text 'Please enter your account number'. At the bottom is a black button with white text that says 'SEND FORGOT USER NAME EMAIL'.

Once you submit your information, you should receive an email that contains the following information:

Sender: <LAMP-no-reply@publictrustadvisors.com>

Subject line: Forgot Username – LAMP Transaction Portal



Be sure to check your spam/junk email folder before reaching out to the Client Service Team.

Your email should look like the following:

Dear John Smith,

We received notification that you have forgotten your username for the LAMP Transaction Portal. Your username is **John.Smith** You can log in using the link below:

<https://utransact.ultimusfundsolutions.com/lamp/>

Please contact us if you have questions or need further assistance.

Thank you,

LAMP Client Services

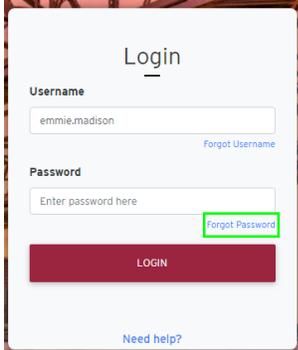
Client Service Team | LAMP | P (800) 272-8162 | F (800) 604-6988 | LAMPservices@publictrustadvisors.com | www.lamppool.com



Note: Please do not reply to this email; this email was sent from an unmonitored email address and replies to this email will not be received.

To reset your password in the LAMP Transaction Portal, follow the steps below:

1. Click the "Forgot Password" link below the Password field.



Login

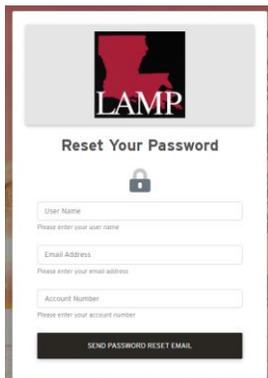
Username
emmie.madison [Forgot Username](#)

Password
Enter password here [Forgot Password](#)

LOGIN

[Need help?](#)

2. Enter your username (firstname.lastname), the email associated with your LAMP account, and your account number in the following format: LA-01-XXXX





Reset Your Password



User Name
Please enter your user name

Email Address
Please enter your email address

Account Number
Please enter your account number

SEND PASSWORD RESET EMAIL



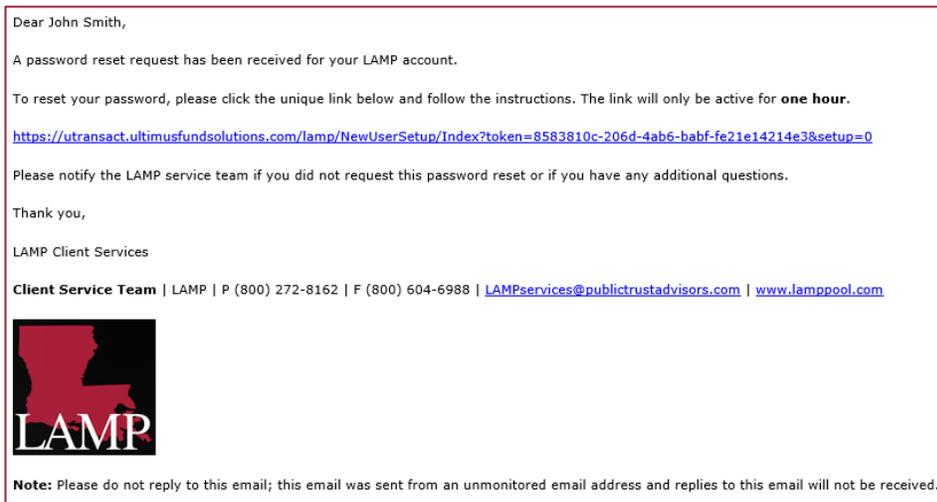
Once you submit your information, you should receive an email that contains the following information:

Sender: <LAMP-no-reply@publictrustadvisors.com>

Subject line: Password Reset Request – LAMP Transaction Portal

Be sure to check your spam/junk email folder before reaching out to the Client Service Team.

Your email should look like the following:



3. Click the link to reset your password. The password reset link will only be active for one hour.
4. When resetting your password, it must be between 8 and 20 characters and include at least one upper case letter, one lower case letter, and at least one of the following special characters (!@#%^&\$).
5. Once you have reset your password, you will receive an email confirmation that will look like below from the same sender with the subject line: Password Changed - LAMP Transaction Portal.

