



Helios Login Guide

November 2022

1. General Information

1.1 Contact details

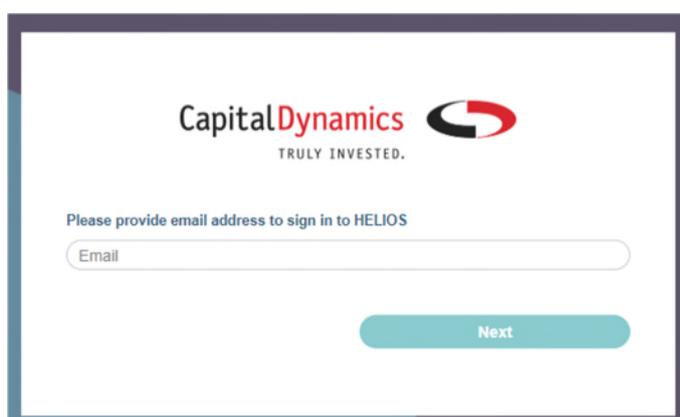
Should you have any questions or want to report any issues or provide feedback on Helios, please email the Client Relations team at clientrelations@capdyn.com. Additional contact details are below.

1.2 Browser

Helios is optimized for most mainstream web browsers, but is best experienced in Google Chrome.

1.3 Logging into Helios

Helios is hosted by Colmore, our fund administrator. Please use this link to obtain access: <https://capdyn.mycolmore.com>. You will be greeted by a login page as shown below:



The login page prompts you for your email address. This will be the email address to which your HELIOS invitation was sent. For existing users, this is your existing email address registered in HELIOS.

Please note that for security purposes, shared (i.e. group) e-mail addresses are not granted Helios access. Shared e-mail addresses can be set up to receive email notifications, in order to provide an alert when a new document has been uploaded to the portal.

If your email account is connected to a Microsoft Personal Account (for example, Office 365) you can log in to HELIOS using your own personal details, including your password.

If your email domain is managed by your organization and is federated with Azure AD, you can log in using your organization details, including your network/account password from your organization. You will likely see your company logo on the login/agreement page.

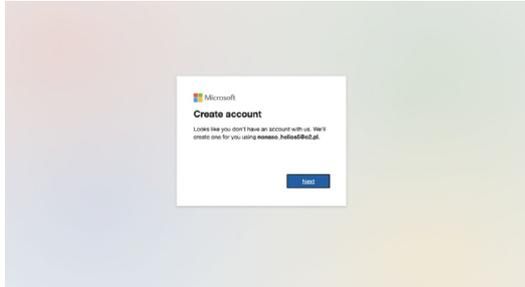
Following the entry of your email address, HELIOS will guide you through a number of steps before you access your data and documents. As mentioned above, this can vary depending on your email account type as detailed in the following pages.

Upon logging in to Helios, the full User Guide will then be available to view and download in the 'Documents' section.

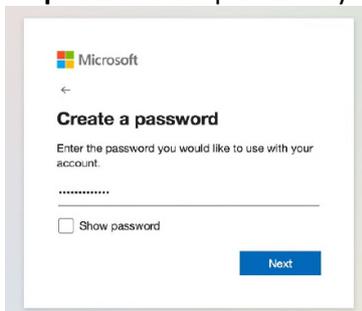
If your email is related to accounts other than those described above, you may need to follow some, if not all, of the following steps:

Step 1. Visit your HELIOS address: <https://capdyn.mycolmore.com>. Once you have entered your email address and clicked *Next* you will be redirected to create Microsoft Personal Account process.

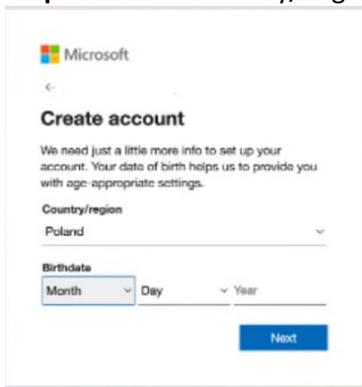
Step 2. Click *Next*.



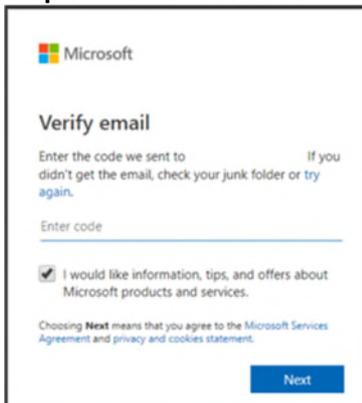
Step 3. Enter the password you would like to use and click *Next*.



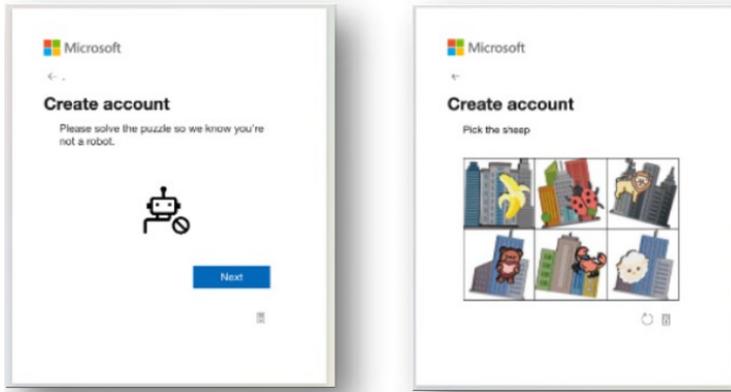
Step 4. Provide Country/Region, Birthdate and click *Next*.



Step 5. Enter the code sent to your email and click *Next*.

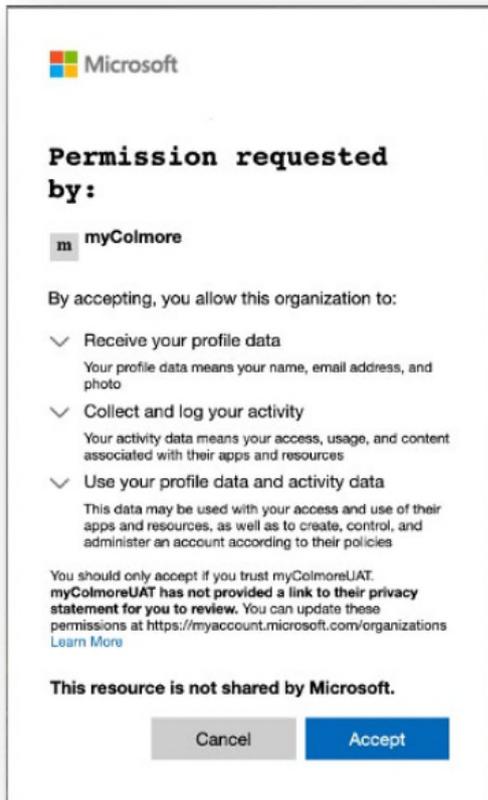


Step 6. Once the Create Account page opens, click *Next*, and solve the puzzle.



Step 7. Accept tenant permission by clicking *Accept*. If you are a new user of HELIOS you will need to select the 'I have read terms and conditions' checkbox and click *Accept*.

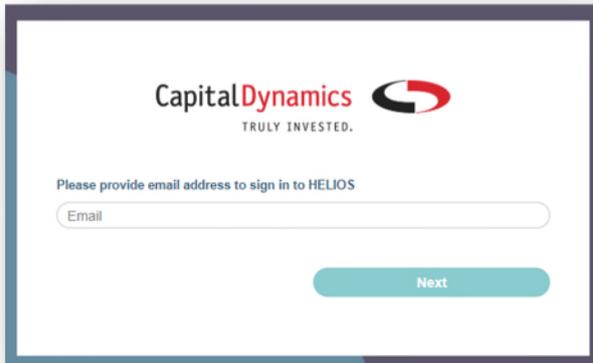
If you have logged into the previous version of HELIOS before, this step won't be necessary.



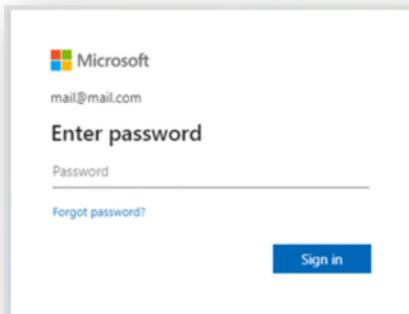
You will then be logged into HELIOS.

1.4 Accessing HELIOS if you have forgotten your password

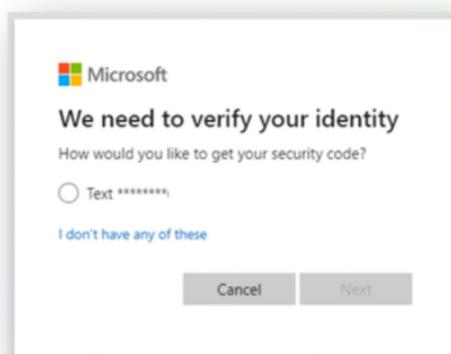
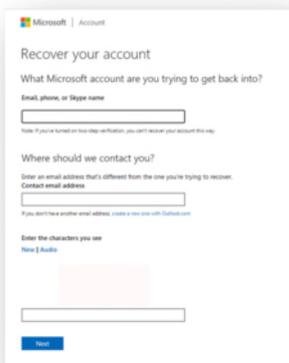
If the email account you use with HELIOS is connected to a Microsoft Personal Account (for example, Office 365) you can retrieve or reset your password through Outlook online, or through the “Forgot password” link following the entry of your email address on the HELIOS front page:



At this point, you will likely be redirected to a password entry screen:



From here, click “Forgot password?” and you will be directed to password recovery screens. Follow the steps to recover/reset your password. This will be dependent on the settings applied by yourself, or your email administrator, upon setup of your email account.



If your email domain is managed by your organization and is federated with Azure AD, your password will need to be recovered/reset in line with your organization's policies and procedures. Please contact your network administrator if you are unsure of the steps required.

2. For further information, please contact:

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