Welcome to Access Online

Use Access Online to securely and conveniently view your accounts, have your statements and other shareholder communications delivered digitally, stay on top of your entire investment portfolio, and keep updated on market information.
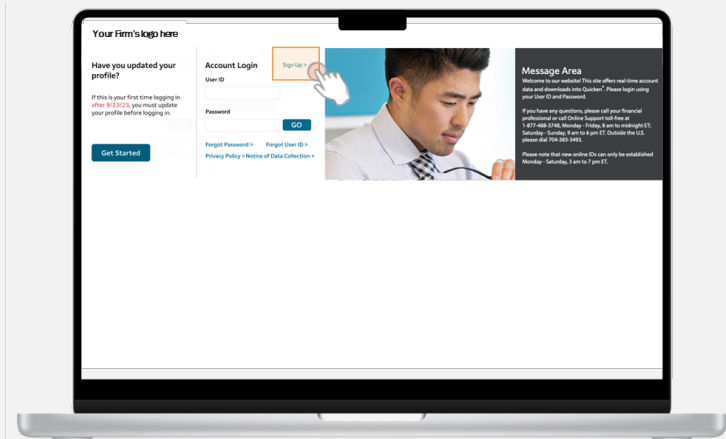
This resource will help guide you through the self-enrollment experience. Select the section below and follow the on-screen guidance throughout the guide. You can also select the navigational links at the top of the screen.

Self-Enrollment

Select **Go** if this is your first time accessing your accounts online.
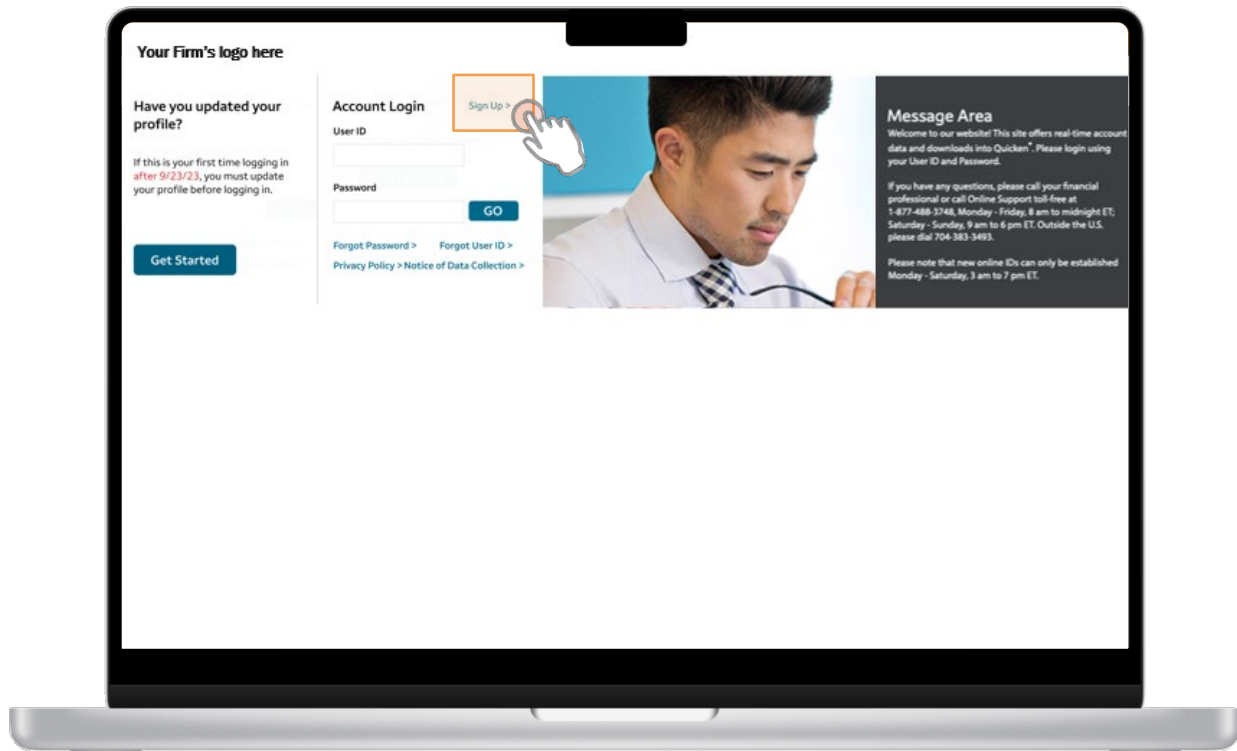
Go

Self-Enrollment Experience progress bar

Self-Enrollment Experience

If you need to enroll for online access, select **Sign up** to create a user profile.

Select the highlighted area, **Next,** or you can select
Back to return to the previous page.

Back   Next

Self-Enrollment Experience progress bar

Self-Enrollment Experience

Fill out all the fields on this screen and press **Next** to continue.

Select the highlighted area, **Next,** or you can select
Back to return to the previous page.

| Back | Next |

Your Firm's logo here

Contact Us | Privacy Policy

Enter Information   Verification   Review
1   2   3

Online Enrollment

Enter Information

Please enter the following information to create your account. All fields are required.

First Name	
Last Name	
Account Number	
	(XXXXXXXX)
Date of Birth	
	(MM/DD/YYYY)
Social Security Number	
	(XXX-XX-XXXX)
State	- Select -
ZIP	
User ID	

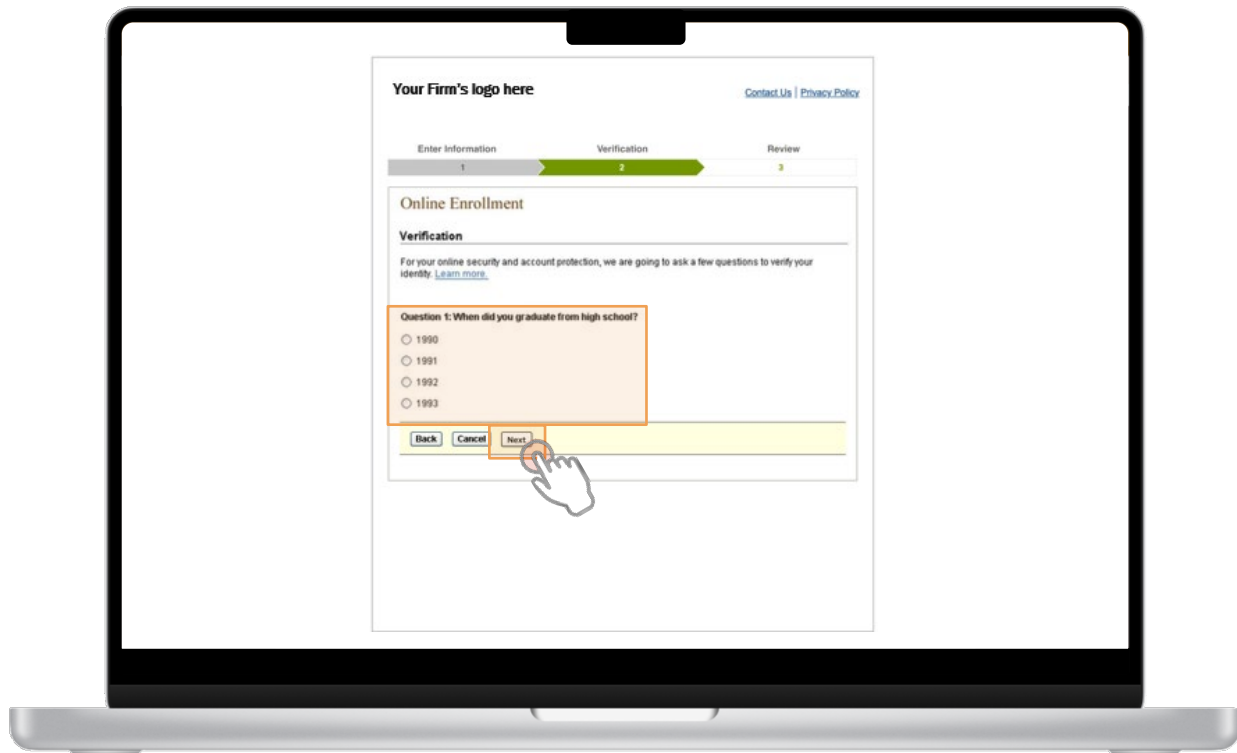| Back | Clear | Next |

Self-Enrollment Experience progress bar

Self-Enrollment Experience

For online security and account protection, you will be asked questions to verify your identity. After making your selection, press **Next** to continue.

Select the highlighted area, **Next,** or you can select **Back** to return to the previous page.

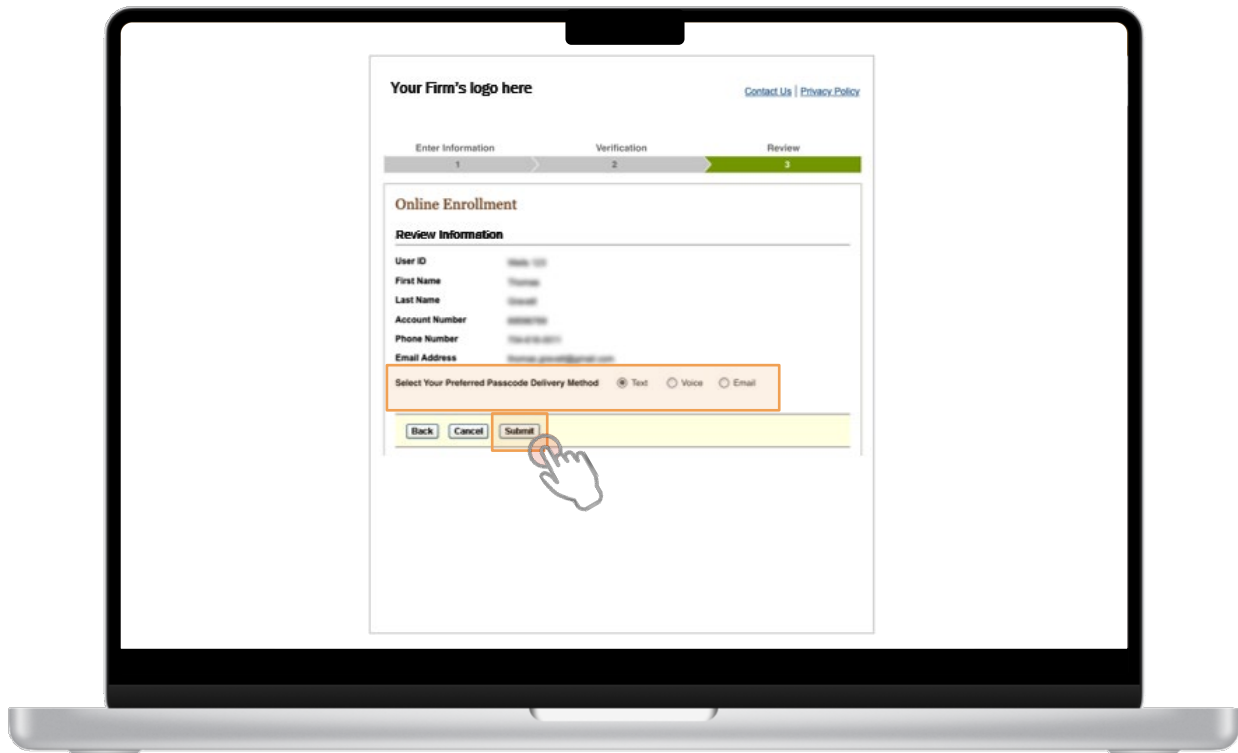| Back	Next

Self-Enrollment Experience progress bar

Self-Enrollment Experience

Review the user information you entered and select your preferred passcode delivery method. Press **Submit** to proceed.

Select the highlighted area, **Next,** or you can select **Back** to return to the previous page.

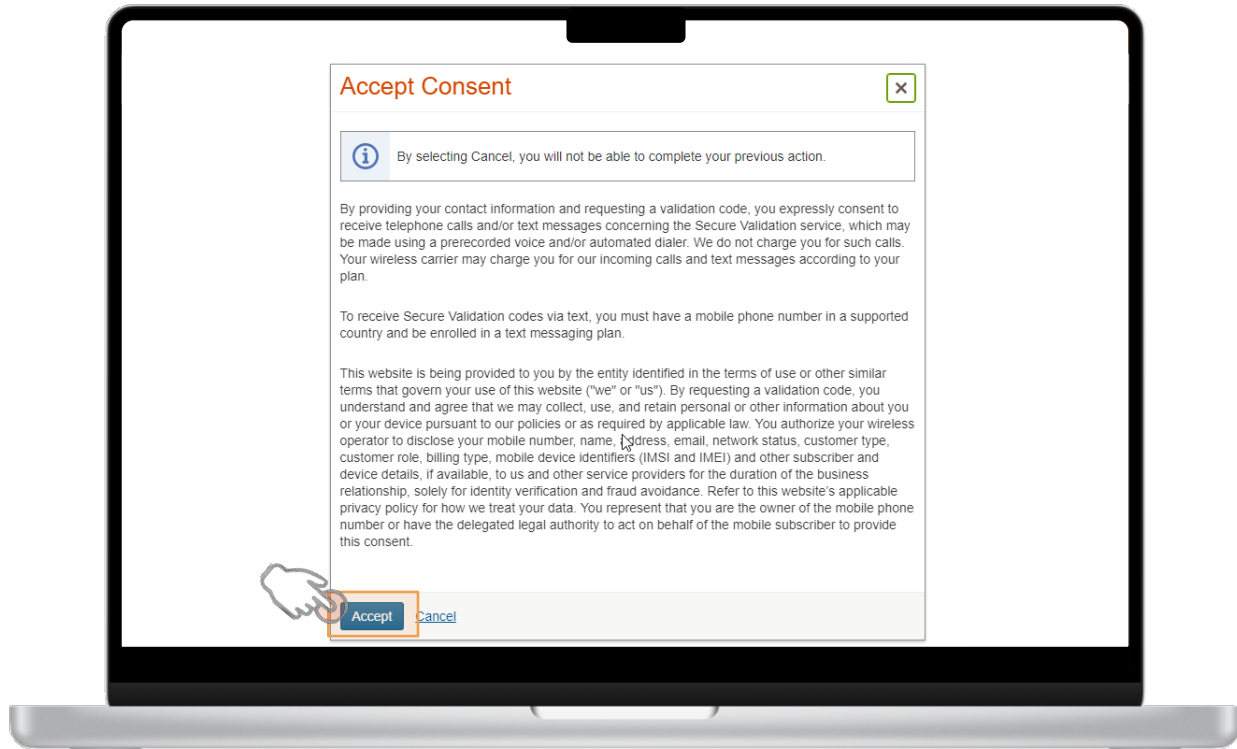| Back	Next

Self-Enrollment Experience progress bar

Self-Enrollment Experience

If you selected "Text" or "Voice" on the previous page you will be taken to this screen that states that you consent to receive telephone calls and/or text messages concerning the Secure Validation service. To proceed and consent, press **Accept.**

Select the highlighted area, **Next,** or you can select
Back to return to the previous page.

Back   Next

Accept Consent   ×

ⓘ By selecting Cancel, you will not be able to complete your previous action.

By providing your contact information and requesting a validation code, you expressly consent to receive telephone calls and/or text messages concerning the Secure Validation service, which may be made using a prerecorded voice and/or automated dialer. We do not charge you for such calls. Your wireless carrier may charge you for our incoming calls and text messages according to your plan.

To receive Secure Validation codes via text, you must have a mobile phone number in a supported country and be enrolled in a text messaging plan.

This website is being provided to you by the entity identified in the terms of use or other similar terms that govern your use of this website ("we" or "us"). By requesting a validation code, you understand and agree that we may collect, use, and retain personal or other information about you or your device pursuant to our policies or as required by applicable law. You authorize your wireless operator to disclose your mobile number, name, address, email, network status, customer type, customer role, billing type, mobile device identifiers (IMSI and IMEI) and other subscriber and device details, if available, to us and other service providers for the duration of the business relationship, solely for identity verification and fraud avoidance. Refer to this website's applicable privacy policy for how we treat your data. You represent that you are the owner of the mobile phone number or have the delegated legal authority to act on behalf of the mobile subscriber to provide this consent.
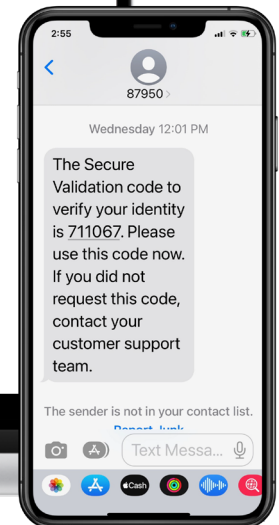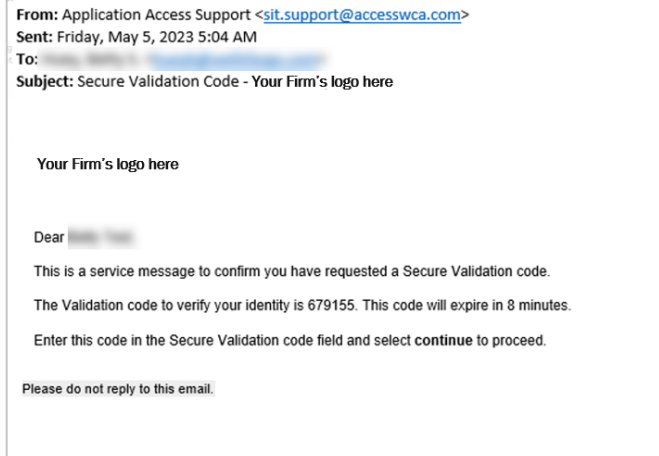
Accept   Cancel

Self-Enrollment Experience progress bar

Self-Enrollment Experience

You can select to have your secure validation code sent to you by email or phone. Copy down the code to enter it on the following page.

Select **Next** or you can select
Back to return to the previous page.

Back	Next

From: Application Access Support <sit.support@accesswca.com>
Sent: Friday, May 5, 2023 5:04 AM
To:
Subject: Secure Validation Code - **Your Firm's logo here**

Your Firm's logo here

Dear

This is a service message to confirm you have requested a Secure Validation code.

The Validation code to verify your identity is 679155. This code will expire in 8 minutes.

Enter this code in the Secure Validation code field and select **continue** to proceed.

Please do not reply to this email.

2:55

87950 ›

Wednesday 12:01 PM

The Secure Validation code to verify your identity is 711067. Please use this code now. If you did not request this code, contact your customer support team.

The sender is not in your contact list.
Report Junk

Text Messa...

Self-Enrollment Experience progress bar

Self-Enrollment Experience

Enter the validation code that was sent to you by phone or email and then press **Continue**.

Select the highlighted area, **Next,** or you can select
Back to return to the previous page.

Back	Next

New User Setup   ✕

> • Your Validation Code has been sent.

Enter the Validation Code you received and select **Continue**.

✱ Validation Code   538089

Your Validation Code will be valid for eight minutes.

If you have not received your Validation Code after two minutes, you may request to
have a new Validation Code sent. Requesting a new code will deactivate prior codes.

Continue   Cancel   Help

Self-Enrollment Experience progress bar

Self-Enrollment Experience

The password fields are dynamic and will help provide real-time guidance as you are entering your password. You can show or hide your password as you type. A green checkmark tells you what requirements have been met and a red "X" tells you what requirements haven't been met. After creating a new password that meets all the requirements, re-enter the password and press **Create**.

Select the highlighted area, **Next,** or you can select
Back to return to the previous page.

| Back | Next |

**Note:** If the password contains commonly used words or phrases, a pop-up will appear suggesting that you improve the strength of your password.

Within the laptop screen:

New User or Password Setup ✕

① Enter User Information — ② Enter Code — ③ Create Password — ④ Confirm User Profile

✱ Required Field

✱ New Password
[Example1!] [Hide]

✱ Re-enter Password
[••••••••••] [Show]

Password Requirements

Must contain:
✓ 8-15 Characters
✓ At least one upper case letter
✓ At least one lower case letter
✓ At least one number
✓ At least one special character (ex: ! ") % $)

Cannot contain:
Your first name, last name, email address or User ID
Your previous 6 passwords
The name of a month (ex:march123)
3 or more repeating characters (ex:XYZ000)
Commonly used words or phrases (Ex: password)

[Create] Cancel   Help

Self-Enrollment Experience progress bar

Self-Enrollment Experience

A confirmation that your password has been set should appear. Review the profile information on the screen and press **Continue.**

Select the highlighted area, **Next,** or you can select **Back** to return to the previous page.

Back	Next

New User or Password Setup

① Enter User Information   ② Enter Code   ③ Create Password   ④ Confirm User Profile

Your password has been set.

Confirm your profile information. Print this page for your records. To make changes, contact your support team.

User ID

First Name

Middle Initial

Last Name

Email

Phone Numbers

Continue

Help

Self-Enrollment Experience progress bar

Self-Enrollment Experience

After completing the user setup and password authentication, you will be welcomed to Access Online. To get started you will need to complete a three-step process. Select **Get Started** to proceed.

Select the highlighted area, **Next,** or you can select **Back** to return to the previous page.

Back   Next
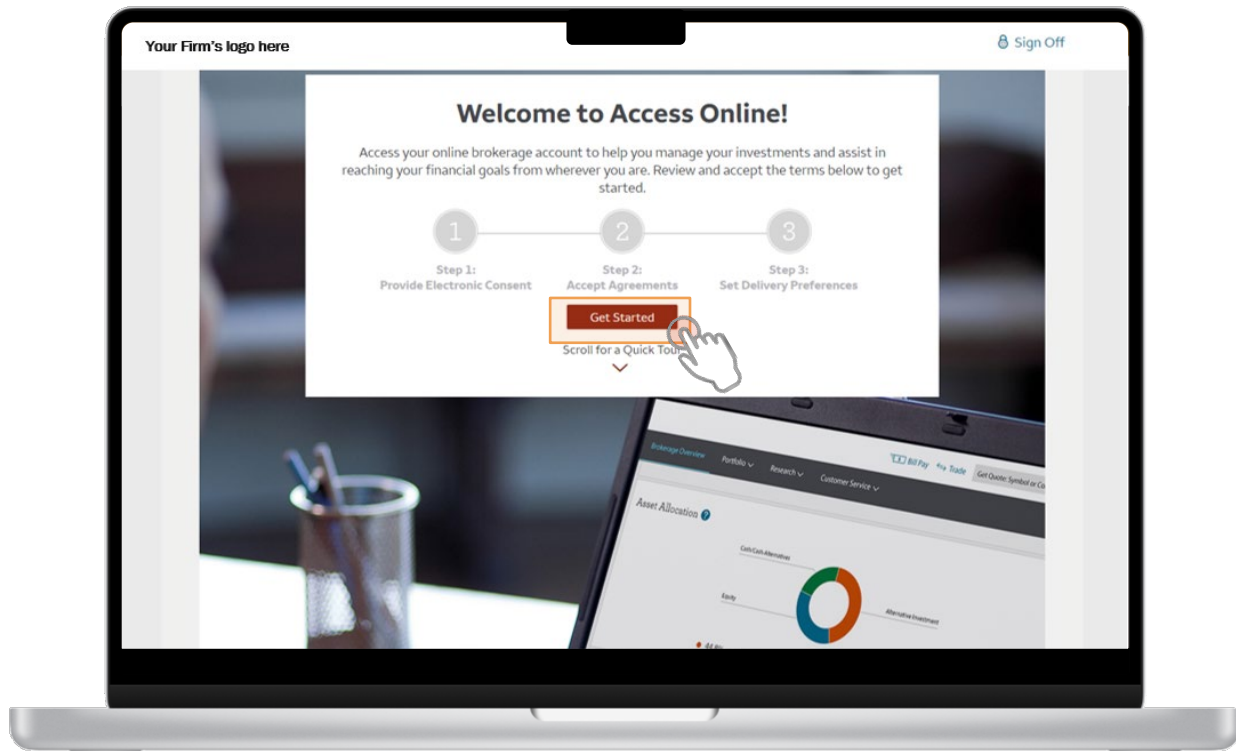
Self-Enrollment Experience progress bar

Self-Enrollment Experience

After reviewing the Electronic Consent information check the box to consent and the press **Submit.**

Select the highlighted area, **Next,** or you can select **Back** to return to the previous page.

Back   **Next**
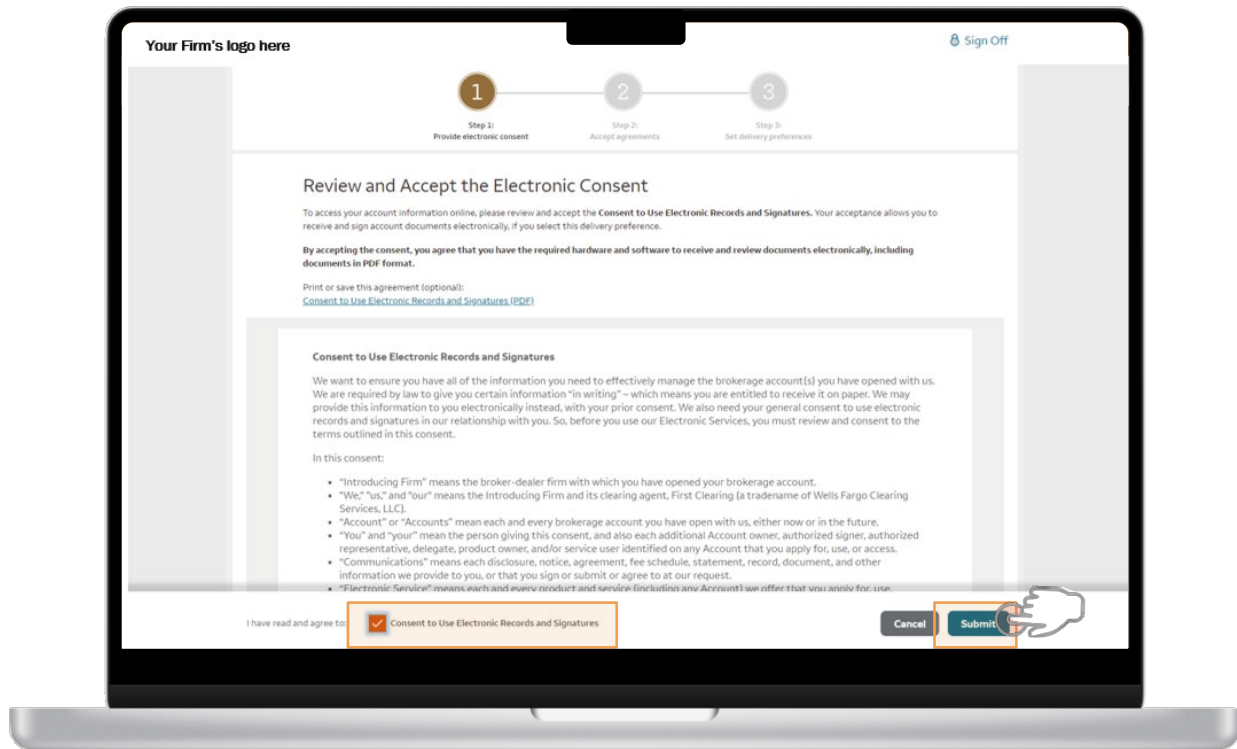
Self-Enrollment Experience progress bar

Self-Enrollment Experience

Next you will need to review four agreement forms. After reviewing these forms, check the box to consent and the press **Submit**.

Select the highlighted area, **Next,** or you can select **Back** to return to the previous page.

Back	Next
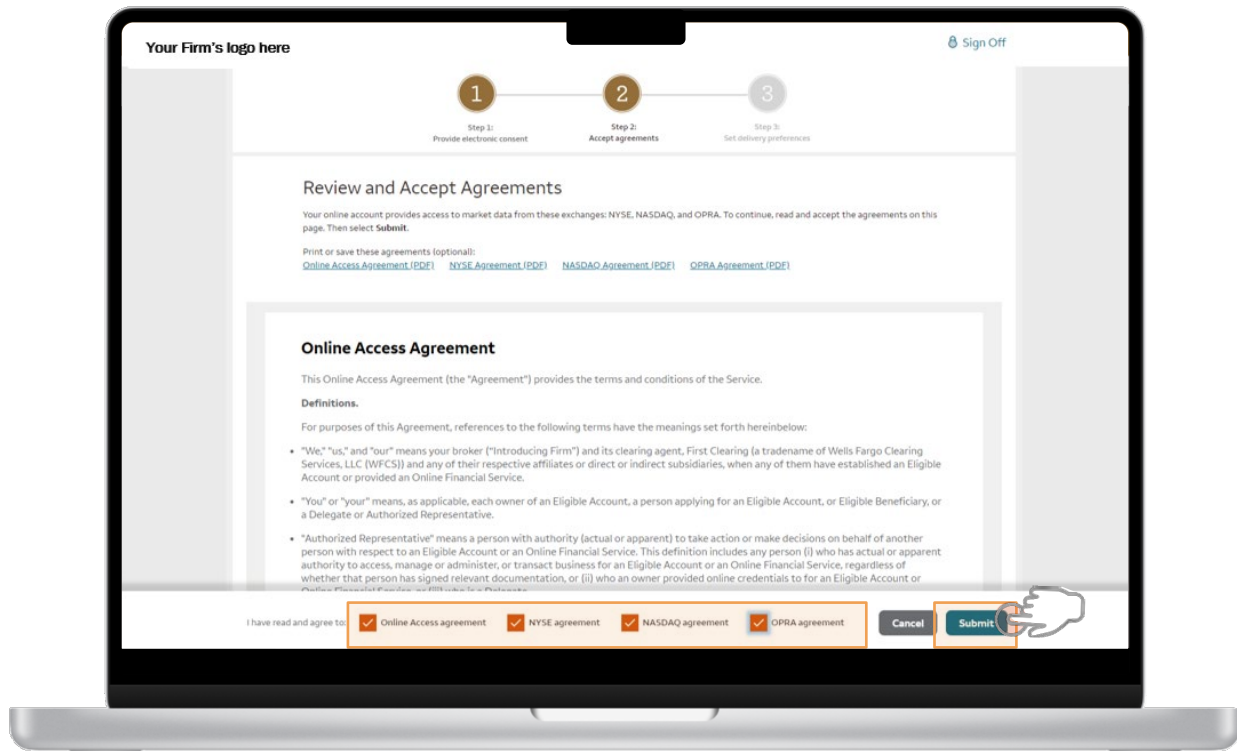
Self-Enrollment Experience progress bar

Self-Enrollment Experience

For the third and final step of the process you will need designate your delivery preferences. Once you have selected, press **Save** to continue.

Select the highlighted area, **Next,** or you can select **Back** to return to the previous page.

| Back | Next |
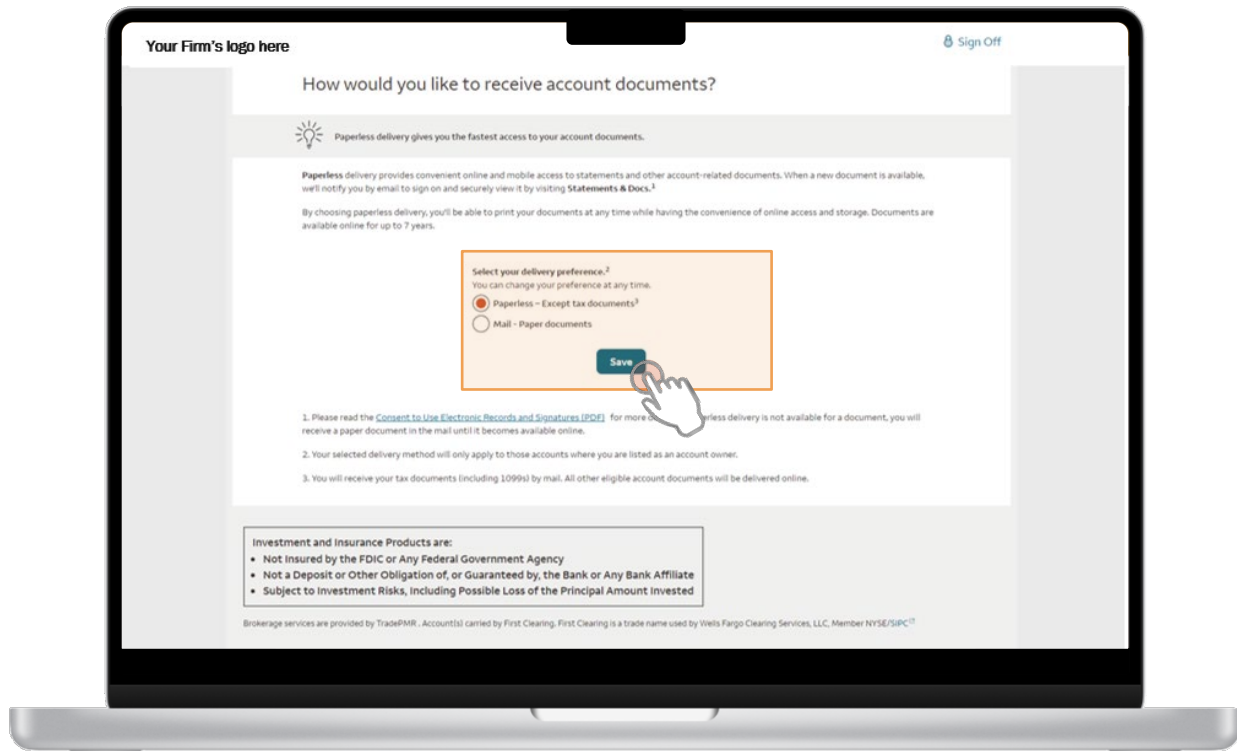
Self-Enrollment Experience progress bar

Self-Enrollment Experience

You will now be directed to your Brokerage Overview page without having to login again.

You have reached the end of this section. Select **Next** to continue to the "Help" section of the guide, select **Back** to return to the previous page, or use the navigational menu at the top of the page.

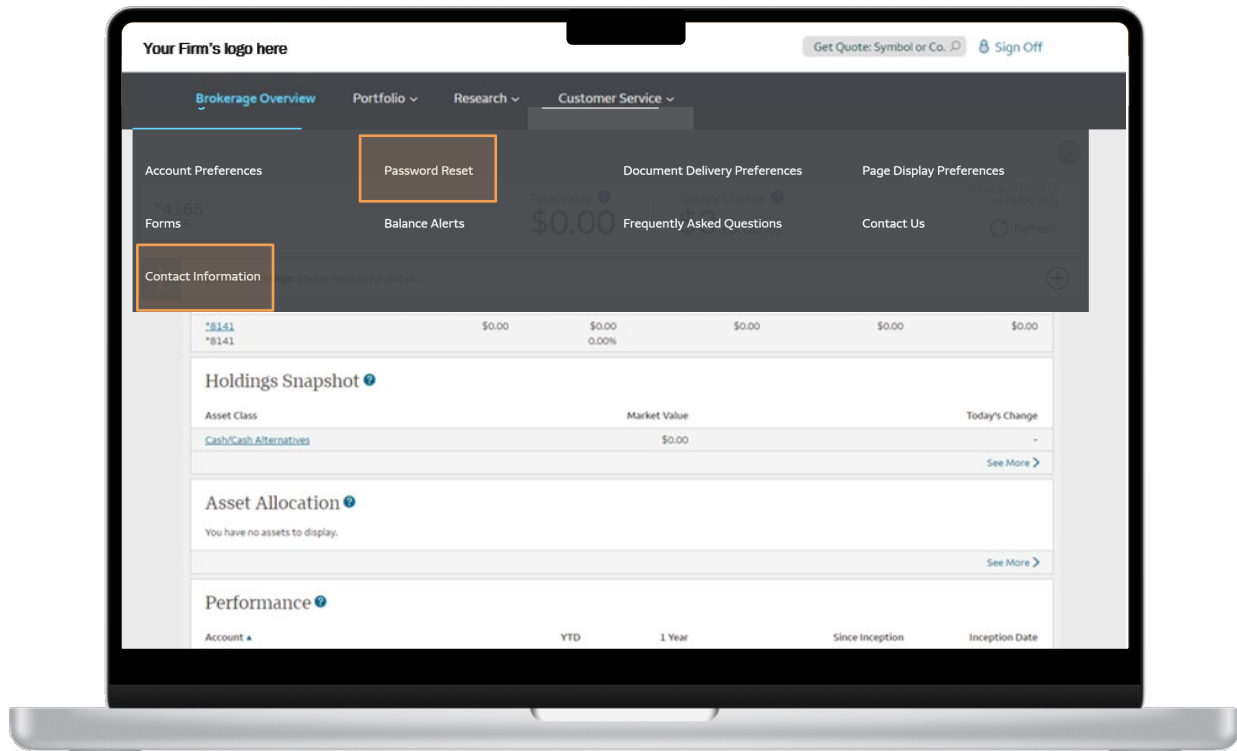[Back]   [Next]
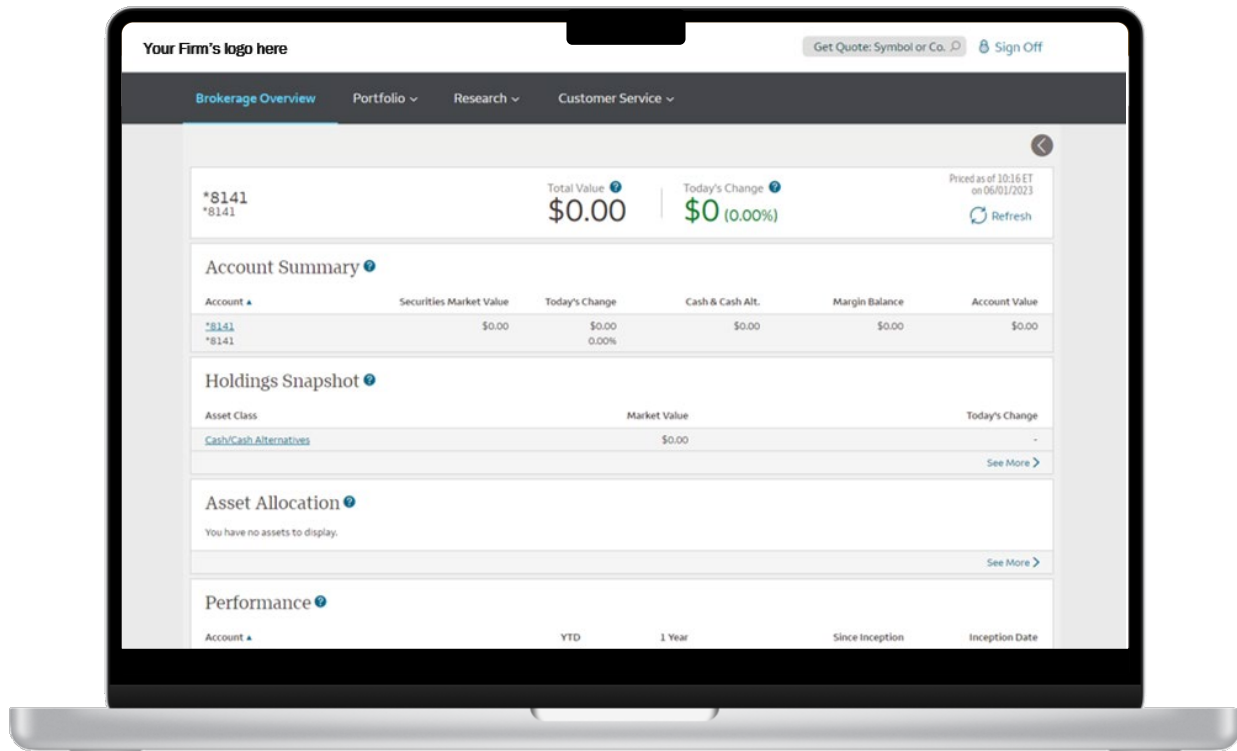
Self-Enrollment Experience progress bar

Self-Enrollment Experience

If you want to access and edit your Contact Information or Password you will need to verify your identity through secure validation.

Select the highlighted area, **Next,** or you can select **Back** to return to the previous page.

Back	Next

Self-Enrollment Experience progress bar

Self-Enrollment Experience

Select how you want to receive your code and press **Continue.**

Select the highlighted area, **Next,** or you can select
Back to return to the previous page.

Back   Next
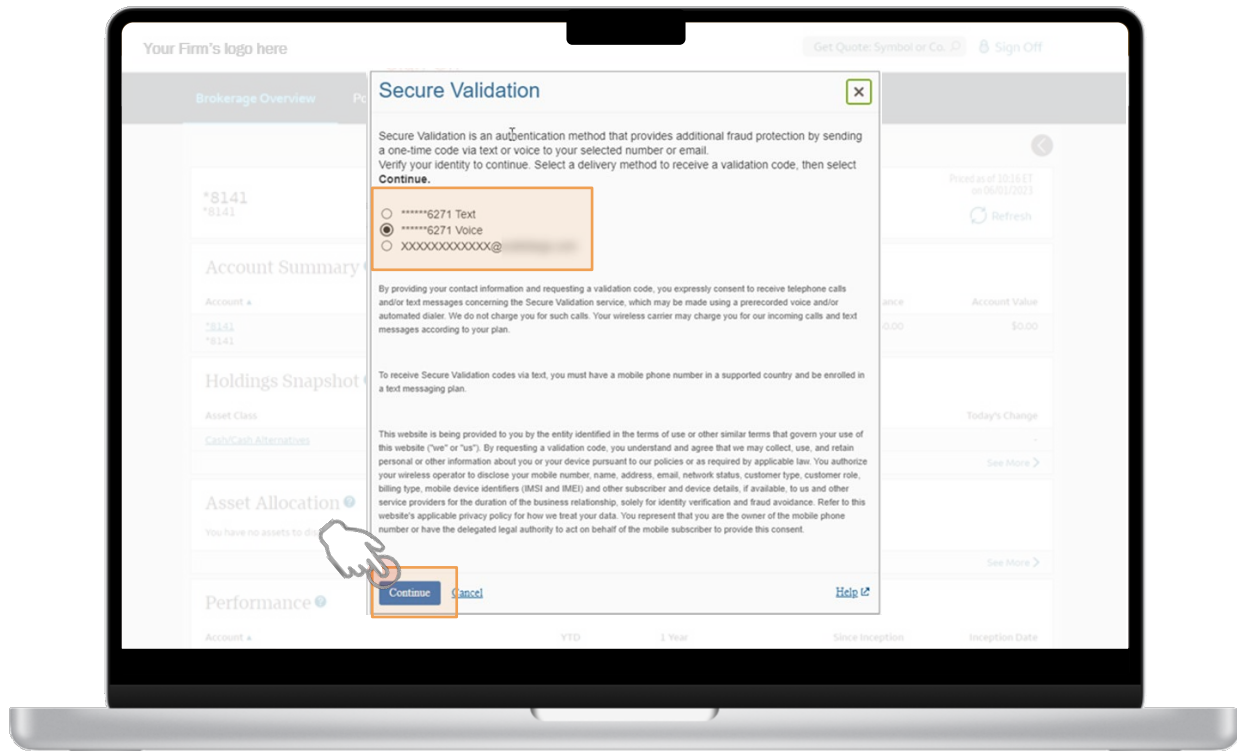
Self-Enrollment Experience progress bar

# Self-Enrollment Experience

Enter the validation code that was sent to you by phone or email and then press **Continue**. Depending on your original selection, you will be automatically re-directed to the "Contact Information" or "Password Reset" screen.

You have reached the end of this section. Select **Next** to continue to the "Help" section of the guide, select **Back** to return to the previous page, or use the navigational menu at the top of the page.

Back	Next
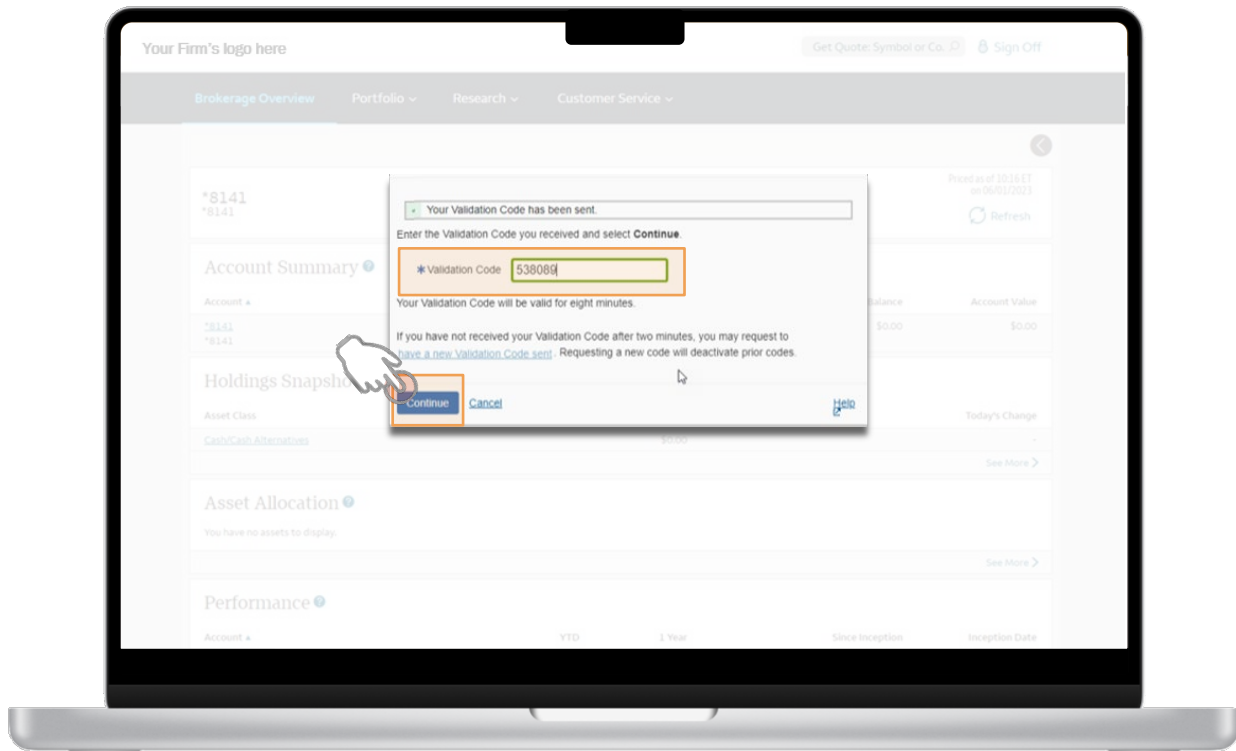
Help

For enrollment assistance, call toll free:
1-877-488-3748
Monday - Friday, 8 a.m. to midnight ET
Saturday-Sunday, 9 a.m. to 6 p.m. ET

Outside of the U.S., please call 1-704-383-3493

If you have questions about your account or need additional assistance, please contact the financial professional listed on your account statement.