

# NetXInvestor®

USER GUIDE FOR FIRST-TIME LOGIN AND USER ID COMMUNICATION

September 2016

© 2016 Pershing Advisor Solutions LLC. Pershing Advisor Solutions LLC, member FINRA, SIPC, is a wholly owned subsidiary of The Bank of New York Mellon Corporation (BNY Mellon). Clearing, custody or other brokerage services may be provided by Pershing LLC, member FINRA, NYSE, SIPC. Pershing Advisor Solutions relies on its affiliate Pershing LLC to provide execution services.

Bank custody and private banking solutions are provided by BNY Mellon, National Association (BNY Mellon, N.A.), member FDIC, a wholly owned subsidiary of The Bank of New York Mellon Corporation. Except with respect to uninvested cash held in a bank deposit account chosen by client as part of a sweep election, assets custodied at BNY Mellon, N.A. are segregated from the general assets of BNY Mellon, N.A.

Trademark(s) belong to their respective owners.

This User Guide contains illustrations and screen shots that are representative of information available within the secure pages of the NetXInvestor website. The information contained herein is for discussion purposes only and is subject to change without notice. Please refer to the secure web pages for additional details on use and/or applicable disclosures.

# Table of Contents

- 1. Introduction..... 2**
  
- 2. Initial Access to NetXInvestor..... 3**
  - First-Time Login and User ID Communication..... 3
  - Configure One-Time Passcode (OTP) Contact Method ..... 5
  
- 3. Future Access to NetXInvestor ..... 8**
  - Log In to NetXInvestor (Recognized Device)..... 8
  - Log In to NetXInvestor (Unrecognized Device) ..... 8
  - Log Out of NetXInvestor..... 9

# 1. Introduction

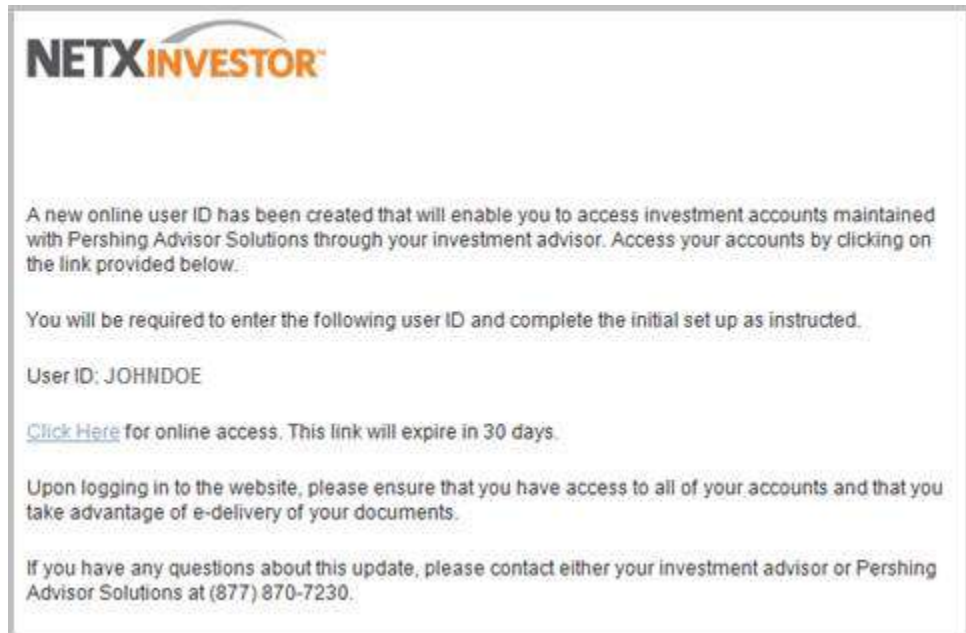
This guide provides you with information on how to:

- Access the NetXInvestor<sup>®</sup> website for the first time
- Configure One-Time Passcode
- Login to the NetXInvestor website from recognized and unrecognized devices in the future

## 2. Initial Access to NetXInvestor

### First-Time Login and User ID Communication

1. You will receive an email from [pershing@advisor.netxinvestor.com](mailto:pershing@advisor.netxinvestor.com) containing the user ID and temporary URL to login. The subject line of the email will be "Online Account Access: User ID Request Complete."



#### Notes:

- If the email address fails, an **Email Failure** letter with the user ID is sent.
  - If you are enrolled in e-delivery of documents, you will also receive an e-delivery enrollment email. Email failures will result in an e-delivery de-enrollment letter being sent to the address of record on the account.
  - The temporary URL expires after 30 days. If you are accessing the site for the first time after 30 days, you must contact your investment advisor to log in directly to [advisor.netxinvestor.com](http://advisor.netxinvestor.com) with temporary password credentials.
2. Click the **Click Here** link provided in the email.

## 2. INITIAL ACCESS TO NETXINVESTOR

3. Enter your mother's maiden name and your date of birth and click **Continue** as displayed below.

### Notes:

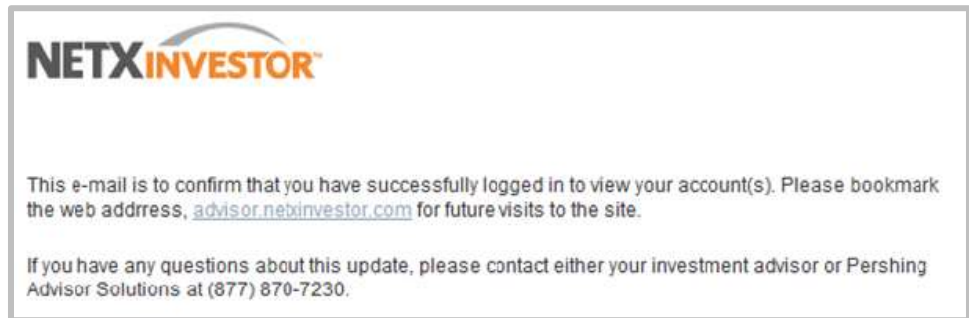
- Once you provide your mother's maiden name and your date of birth correctly, you will be required to set up the One-Time Passcode and password for online access to your account electronic communications.
- If you answer incorrectly three times, you will be locked out and must contact Pershing Advisor Solutions to unlock your account.

4. In the **New Password** and **Confirm New Password** fields, enter the new password.

5. Click **Continue**. The **Security Email Setup** page displays.

## 2. INITIAL ACCESS TO NETXINVESTOR

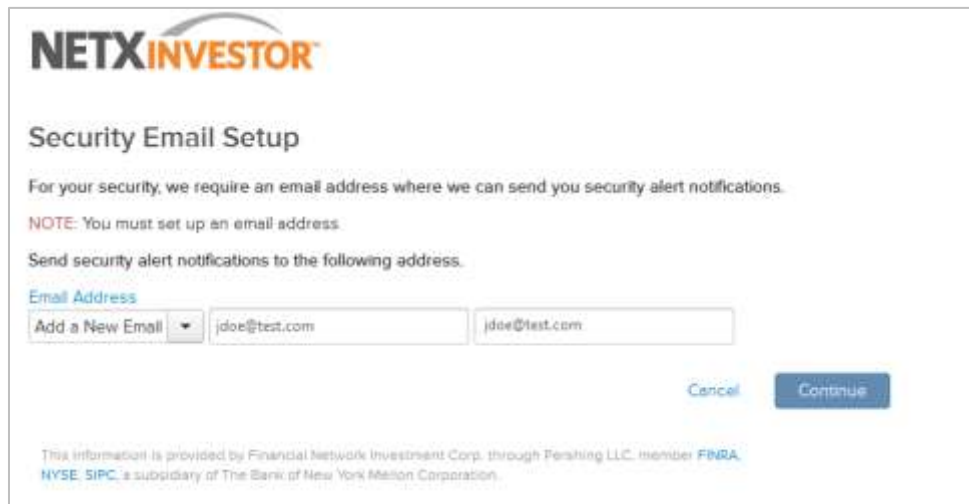
6. Enter your email address in the fields provided and click **Continue**.
7. Configure the One-Time Passcode (OTP) contact method when prompted. For information on configuring OTP, see below.
8. Click **Continue**. The **Go Paperless** page displays.
9. Click **Update Preferences** to set up your e-delivery instructions.
10. After setting up the e-delivery instructions, the **NetXInvestor** home page displays.
11. Once successfully logged in, you will receive a confirmation email (see below). To access the site in the future, use the Web address **advisor.netxinvestor.com**.



## Configure One-Time Passcode (OTP) Contact Method

One-Time Passcode protects your online information from unauthorized access

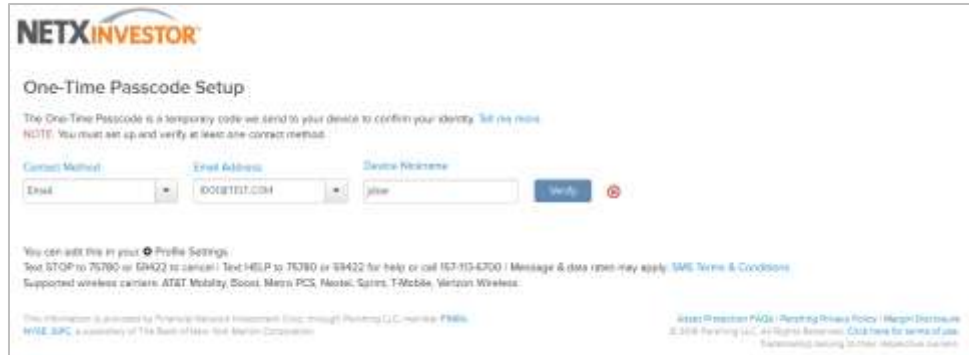
1. Once logged in, **the Security Email Setup** page displays.



The screenshot shows the "Security Email Setup" page. At the top is the NetXInvestor logo. Below the logo, the heading "Security Email Setup" is displayed. The text reads: "For your security, we require an email address where we can send you security alert notifications." A red "NOTE" states: "NOTE: You must set up an email address." Below this, it says: "Send security alert notifications to the following address." Under the heading "Email Address", there is a dropdown menu with "Add a New Email" selected, followed by two input fields containing "jdoe@test.com". At the bottom right, there are "Cancel" and "Continue" buttons. At the bottom of the page, there is a small disclaimer: "This information is provided by Financial Network Investment Corp. through Pershing LLC, member FINRA, NYSE SIPC, a subsidiary of The Bank of New York Mellon Corporation."

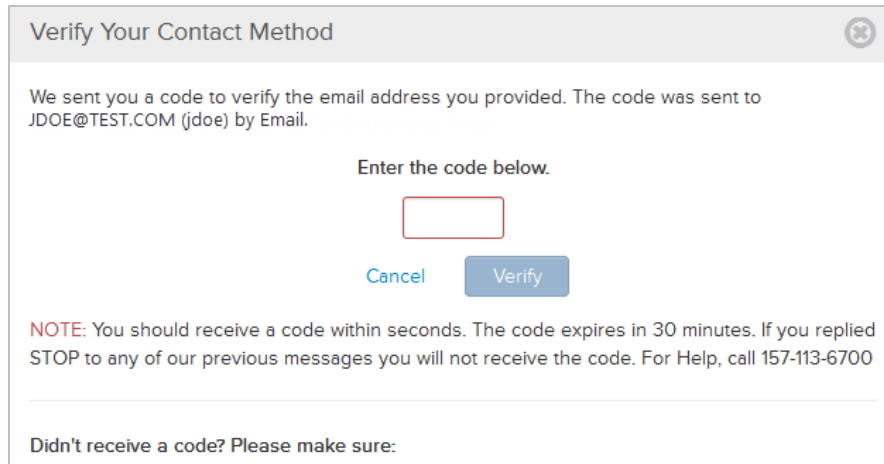
## 2. INITIAL ACCESS TO NETXINVESTOR

2. Enter your email address in the fields provided and click **Continue**. The **One-Time Passcode Setup** page displays.



The screenshot shows the 'One-Time Passcode Setup' page for NETXINVESTOR. It includes a header with the logo, a title, and a brief explanation of the passcode. Below this, there are three input fields: 'Contact Method' (set to 'Email'), 'Email Address' (set to 'JDOE@TEST.COM'), and 'Source Username' (set to 'jdoe'). A 'Verify' button is visible to the right of the fields. At the bottom, there is a 'Profile Settings' link and a list of supported wireless carriers.

3. Select a **Contact Method** from the list (Voice Call, Text/SMS and Email), provide appropriate information in the fields that display and click **Verify**. The **Verify Your Contact Method** window displays.



The screenshot shows a 'Verify Your Contact Method' dialog box. It contains the text: 'We sent you a code to verify the email address you provided. The code was sent to JDOE@TEST.COM (jdoe) by Email.' Below this is a prompt 'Enter the code below.' followed by an empty input field. There are 'Cancel' and 'Verify' buttons. A 'NOTE' section states: 'NOTE: You should receive a code within seconds. The code expires in 30 minutes. If you replied STOP to any of our previous messages you will not receive the code. For Help, call 157-113-6700'. At the bottom, it says 'Didn't receive a code? Please make sure:'.

4. Enter the passcode that was sent to your selected contact method.

### Tips:

- It is recommended that you set up more than one Contact Method.
- If you did not receive a code, click **Send a New Code**.



## 2. INITIAL ACCESS TO NETXINVESTOR

5. Click **Verify**. The **One-Time Passcode Setup** page displays a confirmation that the contact method is successfully verified.

**NETXINVESTOR**

### One-Time Passcode Setup

The One-Time Passcode is a temporary code we send to your device to confirm your identity. [Tell me more.](#)  
**NOTE:** You must set up and verify at least one contact method.

**Contact Method:**  **Email Address:**  **Device Nickname:**  ✔ Verified

[Add Contact Method](#)

---

### Remember My Device

Would you like to access your accounts from this device in the future without the need for a One Time Passcode?  
Check "No" if you are using a public device

Yes  No

**NOTE:** Your device will be remembered for 120 days

[Cancel](#) [Continue](#)

6. To access NetXInvestor from this device in future without a passcode, select **Yes** for **Remember My Device** and click **Continue**. The **NetXInvestor** home page displays.

## 3. Future Access to NetXInvestor

### Log In to NetXInvestor (Recognized Device)

1. Go to: **advisor.netxinvestor.com**.
2. Enter your user ID and password, and click **Continue**. The **NetXInvestor** home page displays.

**Note:** Click **Forgot Password** if you do not remember your password. You will be prompted to verify your security email address and identity using a one-time passcode.

### Log In to NetXInvestor (Unrecognized Device)

1. Go to: **advisor.netxinvestor.com**.
2. Enter your user ID and password, and click **Continue**. The **One-Time Passcode** page displays.

**Notes:**

- To remember your user ID the next time you access NetXInvestor, select the **Remember User ID** option.
- Click **Forgot Password** if you do not remember your password. You will be prompted to verify your security email address and identify using a One-Time Passcode.

3. Verify your identity by providing a passcode.
  - Select a contact method where you want to receive the passcode.
  - Click **Send Code**. A passcode is sent to the selected contact method.
  - Enter the passcode and click **Continue**. If the passcode is correct, the **NetXInvestor** home page displays.

**Tip:** If your device is secure, select **Yes** for the **Remember My Device** option. You will not be asked to verify your identity if you turn on this option.

### 3. FUTURE ACCESS TO NETXINVESTOR

**NETXINVESTOR**

#### One-Time Passcode

For your protection, we need to confirm your identity by sending you a One-Time Passcode to the contact method you select below. [What is this?](#)

**1** Select Contact Method

Select a contact method

**2** Once you receive your code enter it here.

#### Remember My Device

**3** Would you like to access your accounts from this device in the future without the need for a One-Time Passcode?

Check "No" if you are using a public device.

Yes  No

NOTE: Your device will be remembered for 120 days

**Note:** If you are locked out of the site on an unrecognized device, you cannot request a One-Time Passcode to reset your password. This is done for your protection and prevents someone from resetting a password fraudulently. For support, contact Pershing Advisor Solutions at (877) 870-7230.

## Log Out of NetXInvestor

- On the **NetXInvestor** home page, click **Logout**.