















**LOGGING IN CONNECTING ACCOUNTS** 

**SIGNING DOCUMENTS TEXT MESSAGING** 

#### **Online Access**

Online Access allows you to view, track and explore your financial accounts and goals anytime from your desktop or mobile device.

Click a topic below for detailed, step-by-step instructions.



If you have any questions, please contact your Edward Jones team.









**CONNECTING ACCOUNTS** 

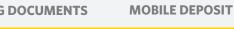


**TEXT MESSAGING** 





**SIGNING DOCUMENTS** 





# Sign up by invitation from your Edward Jones team or on your own

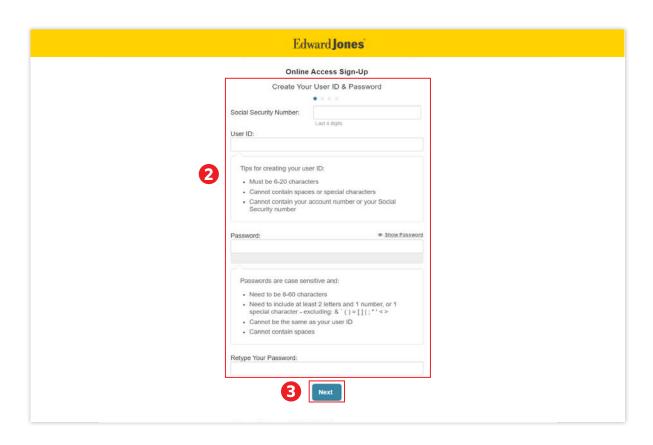


If you received an invitation by email, see below.

If you're signing up at edwardjones.com/access or using our mobile app, go to Page 4.

#### A. Your financial advisor emailed you an invitation.

- 1. Open the email and select the "Complete sign-up" link.
- 2. Complete the required fields and create a user ID and password.
- 3. Click "Next."





**STEP** 









**TEXT MESSAGING** 





**MOBILE DEPOSIT** 

**SIGNING DOCUMENTS** 











# Sign up by invitation from your Edward Jones team or on your own (continued)

- B. If you're signing up at edwardjones.com/access or using our mobile app:
  - 1. Enter your account number, date of birth and last four digits of your Social Security number.
  - 2. Click "Next."



- 3. Create a user ID and password.
- 4. Click "Next."



- 5. If you already have a verified email address on file with us, you'll be asked to confirm that it's correct.
- 6. If you don't, you'll need to enter your email address. We'll send you an email to confirm your address. Simply select the link in the email to verify it.
- 7. Click "Next."



















**MOBILE DEPOSIT** 



**LOGGING IN CONNECTING ACCOUNTS** 

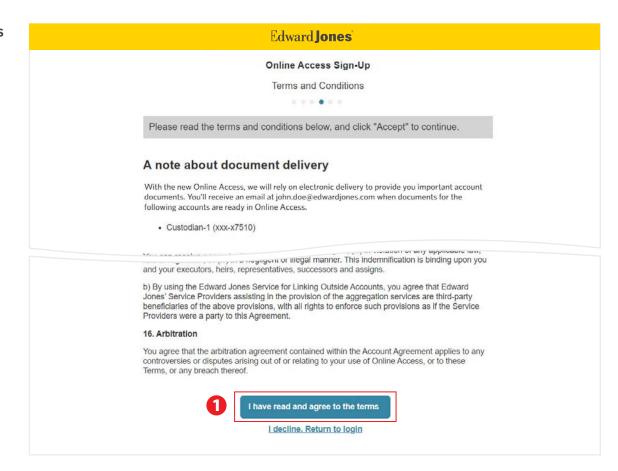
**TEXT MESSAGING** 

**SIGNING DOCUMENTS** 



#### **Terms and Conditions**

- A. Read the Terms and Conditions before agreeing to them.
  - 1. Click to accept terms.











**CONNECTING ACCOUNTS** 



**TEXT MESSAGING** 





**MOBILE DEPOSIT** 

**SIGNING DOCUMENTS** 

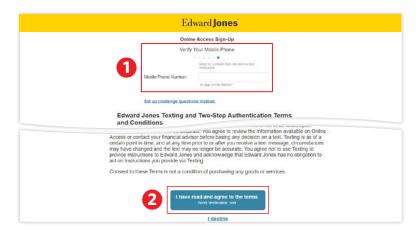


#### **Select your security preference**

A. Sign up for text messaging.



- 1. Verify your mobile phone number.
- 2. Click "Send Verification Text" to consent to terms.



- 3. Enter the verification code you received by text.
- 4. Click "Complete Verification."





You can choose from two security options:

- 1. Sign up for text messaging
- 2. Answer security questions











**CONNECTING ACCOUNTS** 



**TEXT MESSAGING** 





**SIGNING DOCUMENTS** 

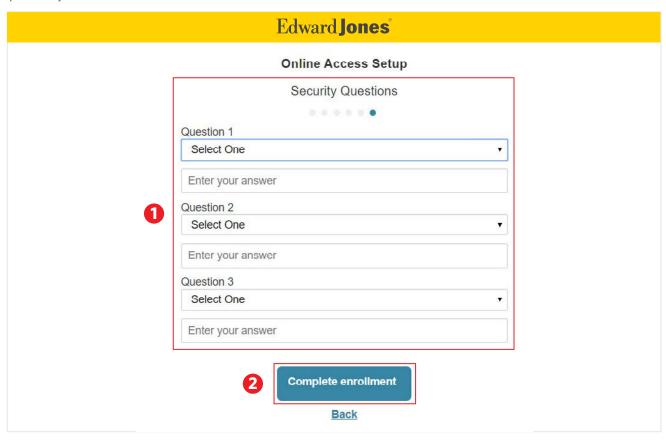
**MOBILE DEPOSIT** 



#### **Select your security preference (continued)**

#### B. Set up security questions.

- 1. Choose your security questions and answers.
- 2. Select "Complete enrollment."
- 3. Once you've completed these steps, you should see a welcome screen that features a snapshot of your accounts.

















**MOBILE DEPOSIT** 





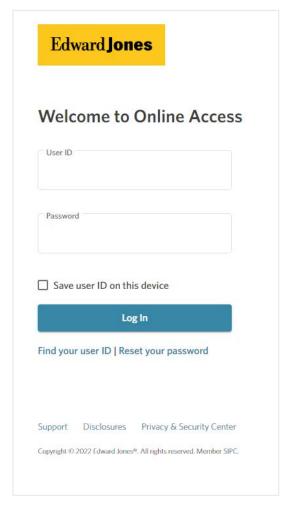






# Log in to Online Access at edwardjones.com/login

With two-step authentication, we'll send you a code to confirm your identity when you log in to Online Access.























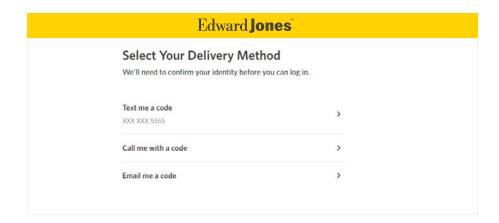
**TEXT MESSAGING** 



### Select one of three options to receive your security code

We offer three ways you can receive a security code: by text, a phone call or email with security questions.

- 1. Text me a code (go to Page 10).
  - i. Already signed up for text messaging with Edward Jones
  - ii. Not signed up for text messaging with **Edward Jones**
- 2. Call me with a code (go to Page 13).
- 3. Email me a code (go to Page 14).









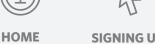








**MOBILE DEPOSIT** 







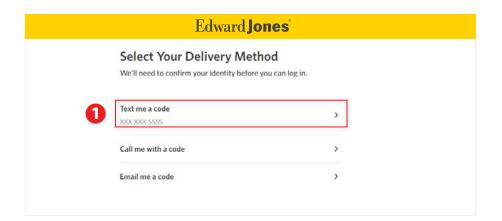


#### Select one of three options to receive your security code (continued)

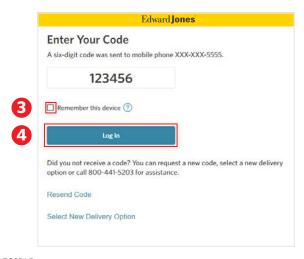
Not signed up for text messaging with Edward Jones? Go to Page 11.

#### A. Text me a code.

- 1. Select "Text me a code."
- 2. We'll text a code to the verified mobile number we have on file. Simply enter it to continue.



- 3. Choose if you'd like to remember your device.
- 4. Click "Log In" to complete your login.





















**CONNECTING ACCOUNTS** 

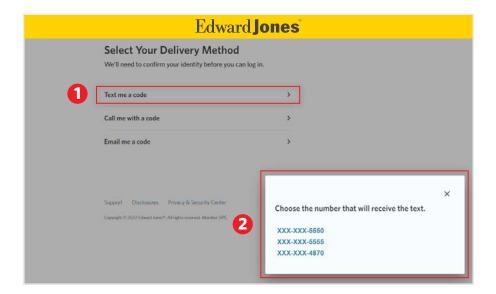
**TEXT MESSAGING** 

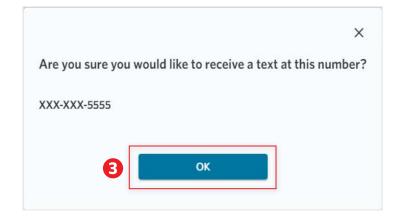


### Select one of three options to receive your security code (continued)

#### B. New users: Sign up for text messaging.

- 1. Select "Text me a code."
- 2. Then select the phone number you'd like to use to receive texts.
- 3. If you've chosen a number that isn't listed as "mobile" on your account, you'll see this pop-up. Click "OK."





















**HOME** 

**LOGGING IN CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

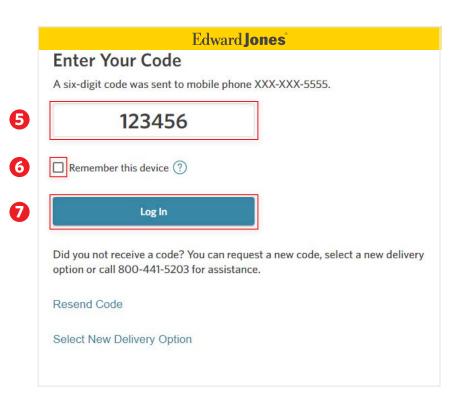
#### Select one of three options to receive your security code (continued)

4. Read and accept the Terms and Conditions.

Edward Jones Review Terms & Conditions: Since this is your first time texting with us, please review our Texting Terms and Conditions. With texting, you'll be signed up to text with your Edward Jones office, receive appointment reminders and access account security features. Download (PDF) **Edward Jones Texting and Two-Step Authentication** Terms and Conditions These terms and conditions ("Terms") govern your sending of text to and receipt of texts from Edward Jones ("Texting"), which may include marketiauthentication codes to log into Edward Jones Or" ar responsibility to ensure Lu. reeing to these Terms, as well as by using tate via text. Torms are in addition to 10. Texuno ... .....e Only You agree that Texting is provided solely for your convenience and is not to be relied upon. Texting is not guaranteed to be accurate. You agree to review the information available on Online Access or contact your financial advisor before basing any decision on a text. Texting is as of a certain point in time, and at any time prior to or after you receive a text message, circumstances may have changed and the text may no longer be accurate. You agree not to use Texting to provide instructions to Edward Jones and acknowledge that Edward Jones has no obligation to act on instructions you provide via Texting. Consent to these Terms is not a condition of purchasing any goods or services. I have read and agree to the terms I decline

MKT-11935E-A EXP 30 SEPT 2024 © 2023 EDWARD D. JONES & CO., L.P. ALL RIGHTS RESERVED, AECSPAD.

- 5. We'll text a code to the mobile number you provided. Simply enter the code to continue.
- 6. Choose if you'd like to remember your device.
- 7. Click "Log In" to complete your login.





STEP







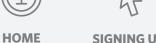




**SIGNING DOCUMENTS** 



**MOBILE DEPOSIT** 





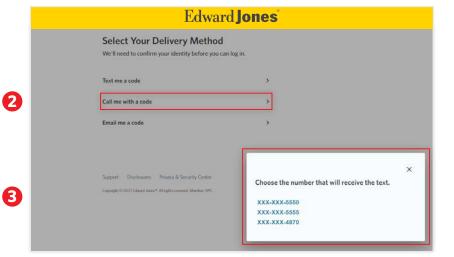
**CONNECTING ACCOUNTS** 

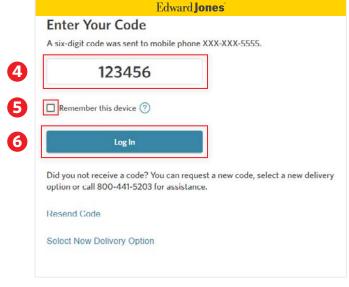
**TEXT MESSAGING** 

# Select one of three options to receive your security code (continued)

#### C. Call me with a code.

- 1. You'll receive an auto-dialed call containing your security code.
- 2. Select "Call me with a code."
- 3. Select your preferred number.
- 4. Enter the code.
- 5. Choose if you'd like to remember your device.
- 6. Click "Log In" to complete your login.





















**MOBILE DEPOSIT** 



**HOME** 



**LOGGING IN** 

**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

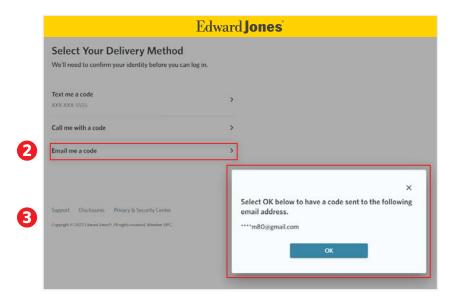
**SIGNING DOCUMENTS** 



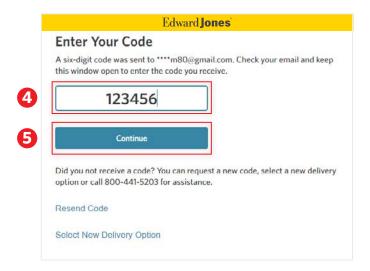
### Select one of three options to receive your security code (continued)

#### D. Email me a code.

- 1. We'll email a security code to your email address on file.
- 2. Select "Email me a code."
- 3. Then click "OK."



- 4. Enter the code.
- 5. Click "Continue."







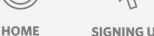














**CONNECTING ACCOUNTS** 

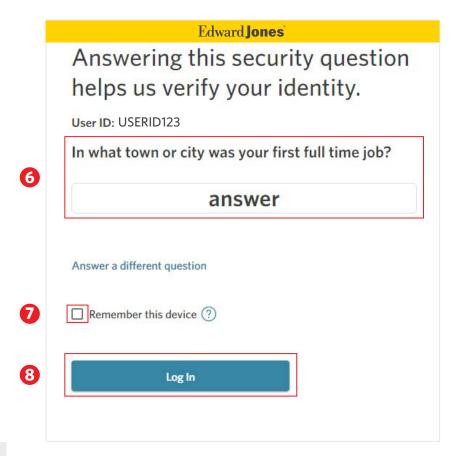
**TEXT MESSAGING** 

SIGNING DOCUMENTS



### Select one of three options to receive your security code (continued)

- 6. You'll be asked a security question before you can continue.
- 7. Choose if you'd like to remember your device.
- 8. Click "Log In" to complete your login.





If you haven't previously set up security questions, you won't be able to select the "Email me a code" option. However, you can set up security questions later, after you've logged in, by visiting the "Settings" page in Online Access.







**SIGNING UP** 



















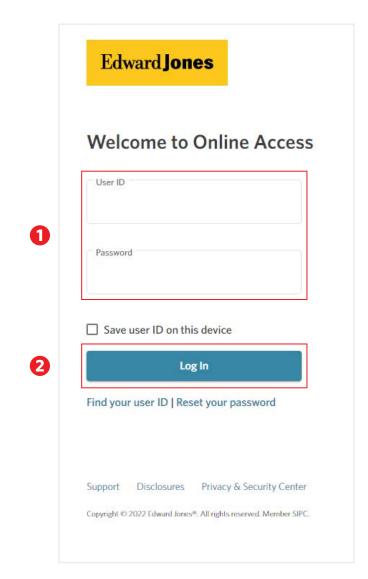


#### **Log in to Online Access**

- A. Before you get started, compile your list of outside accounts and login information.
  - 1. Enter your username and password.
  - 2. Click "Log In."



If you'd like to have a more complete view of your financial situation in Online Access, you can connect accounts you have outside of Edward Jones. The information will be shared with your financial advisor too.







STEP









**TEXT MESSAGING** 



**SIGNING DOCUMENTS** 



**MOBILE DEPOSIT** 



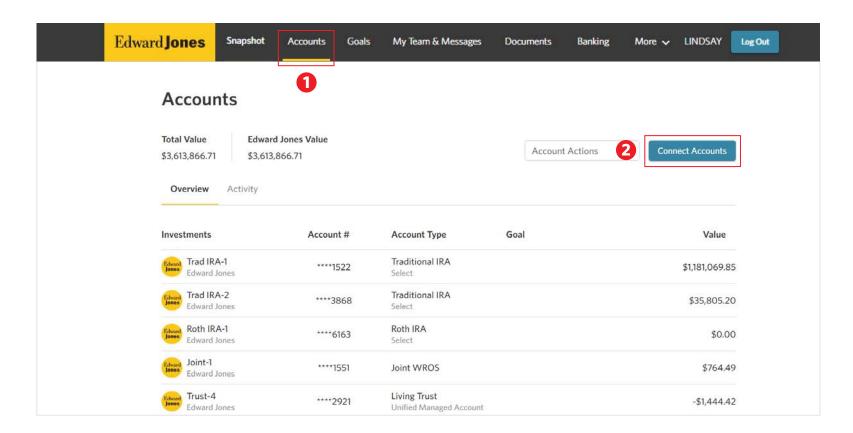




**CONNECTING ACCOUNTS** 



- 1. Go to "Accounts."
- 2. Click the "Connect Accounts" button.











**LOGGING IN** 





**TEXT MESSAGING** 





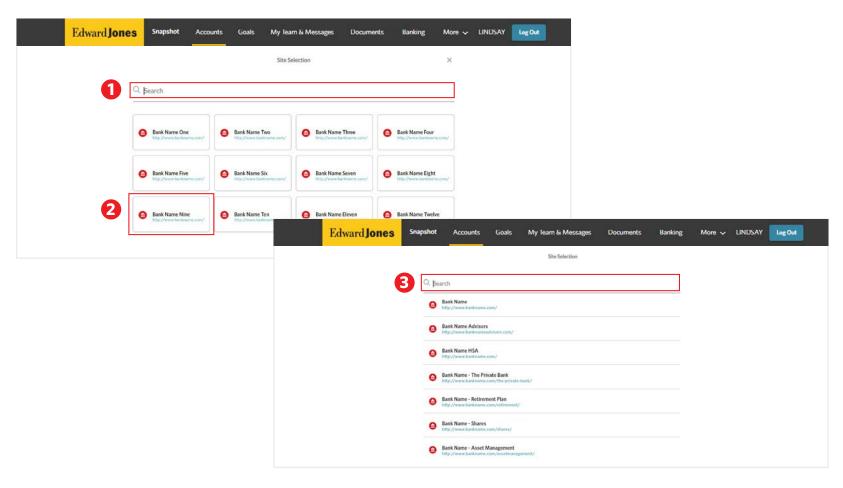
**SIGNING DOCUMENTS** 

**MOBILE DEPOSIT** 

STEP

#### **Select a site**

- 1. Select a suggested site or enter the name or web address of the financial institution in the search box.
- 2. Select appropriate site.
- 3. Click "Search."











**SIGNING UP** 



**LOGGING IN** 

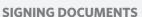




**CONNECTING ACCOUNTS** 





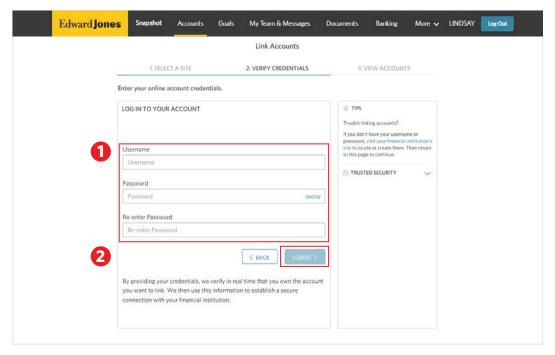






### **Verify your credentials**

- 1. Enter your user ID and password for that specific account.
- 2. Click "Submit."



Note: The credential screen experience may differ depending on the institution.



If you do not have your user ID or password, visit your financial institution's site to locate or create them. Then return to this page to continue.

Edward Jones will not have access to or be able to view or save client user ID and password information for outside accounts.

Some financial institutions use security tokens, challenge questions or passcodes. You may be asked to provide this information on the account credentials screen.















**TEXT MESSAGING** 



**SIGNING DOCUMENTS** 



**MOBILE DEPOSIT** 

**HOME** 

**SIGNING UP** 

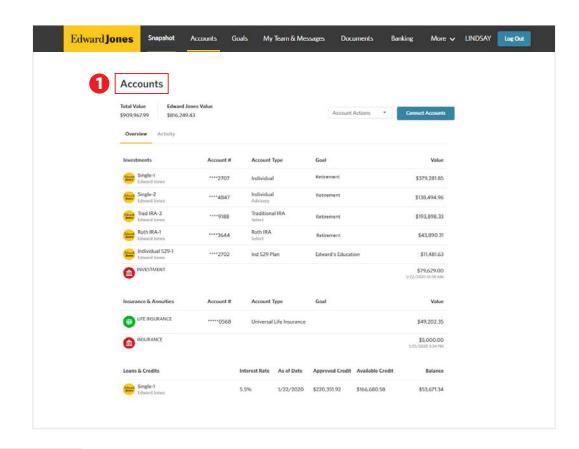
**LOGGING IN** 

**CONNECTING ACCOUNTS** 



# **View your accounts**

1. Once connected, the outside accounts will appear in the "Accounts" section.





Note: Your account value (lump sum) will display, but your holdings and transactions will not.

You'll have the option to connect additional accounts at any time.









**LOGGING IN** 



**CONNECTING ACCOUNTS** 



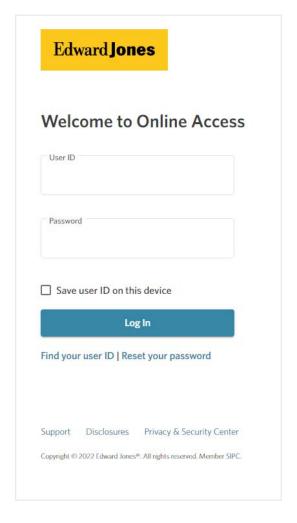




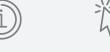


#### **Log in to Online Access**

If you haven't already signed up for text messaging during login, you can sign up by updating your account settings.

















**MOBILE DEPOSIT** 



**SIGNING UP** 

**LOGGING IN** 

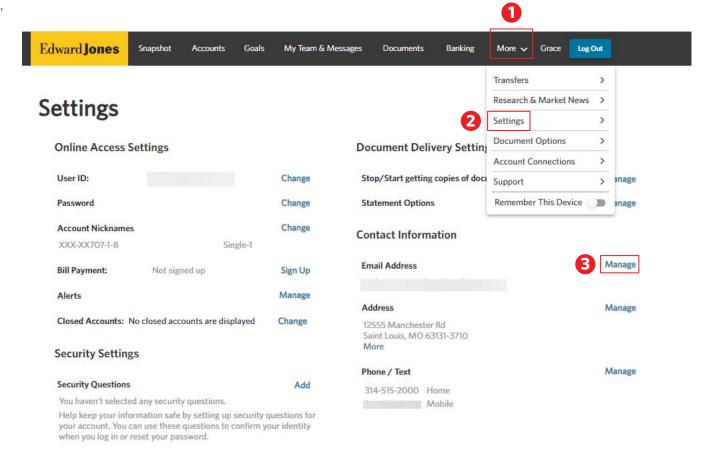
**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

STEP

#### **Update your account settings**

- 1. Select "More" in the top header bar.
- 2. Click "Settings" in the drop-down menu.
- 3. Then click "Manage."











**LOGGING IN** 



**CONNECTING ACCOUNTS** 



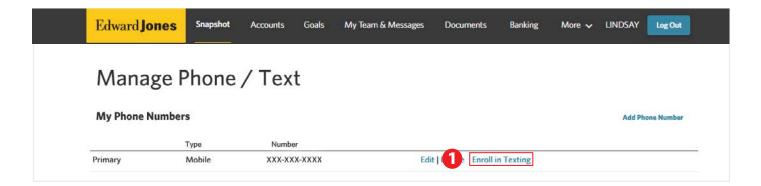






### **Manage your messages**

1. Click the "Enroll in Texting" link next to the number you'd like to use for text messaging.











**SIGNING UP** 



**LOGGING IN** 



**CONNECTING ACCOUNTS** 







**TEXT MESSAGING** 

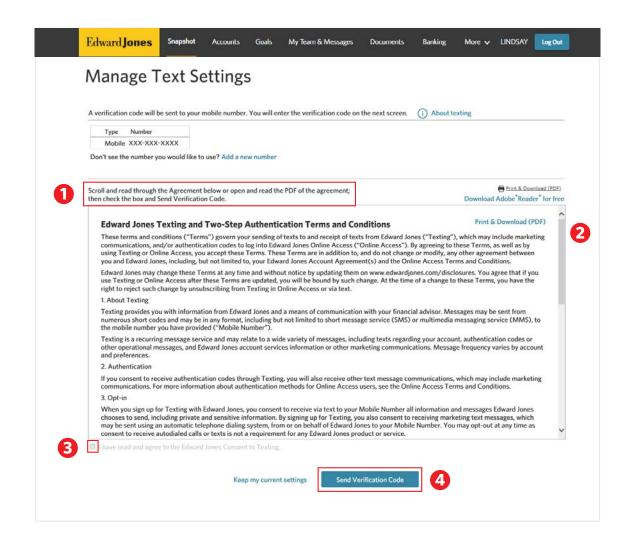
SIGNING DOCUMENTS

**MOBILE DEPOSIT** 



#### **Terms and Conditions**

- 1. Read and accept the Terms and Conditions.
- 2. Scroll to the bottom.
- 3. Click "I have read and agree to the Edward Jones Consent to Texting.
- 4. Click "Send Verification Code."























**SIGNING UP** 

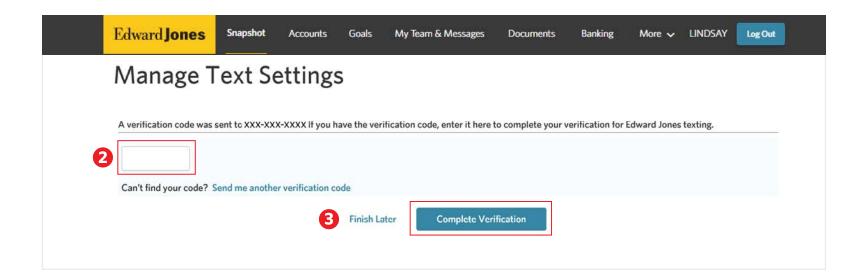
**LOGGING IN** 

**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 



- 1. You'll receive a text with a verification code.
- 2. Enter the code in Online Access.
- 3. Then click "Complete Verification."





















STEP

**SIGNING UP** 

**LOGGING IN** 

**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

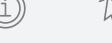


- 1. Once your information is verified, you'll receive a welcome text.
- 2. Save your financial advisor's shortened number to your phone contacts and use it to communicate with your Edward Jones team.

Text Message Today 9:30 AM Your EJ Office: Welcome to **Edward** Jones texting. Text 56637 to contact your financial advisor's office. Reply HELP for help, STOP to opt out

















**SIGNING UP** 

**LOGGING IN** 

**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

SIGNING DOCUMENTS



#### **View your documents**

- 1. You'll receive an email letting you know you have documents to sign. Select the link in the email.
- 2. If you're already logged in to Online Access, you may notice a blue dot by "Documents" in the header. This indicates that you have a new document to review or sign.
- 3 Click "View Documents"
- 4. Or you can navigate to your documents by logging in to Online Access and selecting "Documents" in the header.

# **Edward Jones**

#### You have new documents to sign

#### Taylor,

Your financial advisor is requesting your electronic signature on one or more documents. By following the steps below, you agree to access and receive these documents electronically, and your consent is in effect until you sign them. If you'd like paper copies, you can request them from your financial advisor at no cost. To electronically sign your documents, simply follow these steps.

- 1. Access your documents. Click the "View Documents" link below
- 2. Click the "Sign" button next to the document.
- 3. Verify your identity, if prompted.
- 4. Review and consent to the e-signature Disclosure and Consent.
- 5. View and sign your document. Review the document in its entirety and apply your e-signature to the last page.
- 6. Click the "Finish" button to complete your e-signature of the document



#### View Documents

By using electronic signature, you acknowledge that certain risks exist with electronic delivery of documents, including but not limited to unauthorized access, systems outages and disruptions in telecommunications services. The safeguarding of your email address is your sole responsibility, and failure to do so may result in others viewing your private information.

If you have any questions about how to access or electronically sign your

Edward Jones

Snapshot

Accounts Goals My Team & Messages

**Documents** 

Banking

LINDSAY

Log Out





**SIGNING UP** 



**LOGGING IN** 



**CONNECTING ACCOUNTS** 



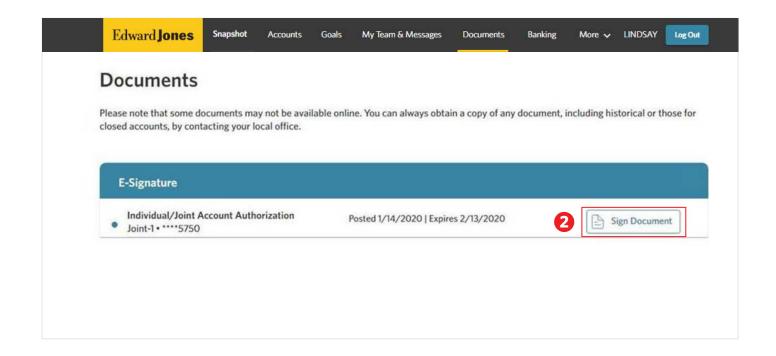






# **Sign your documents**

- 1. You'll see the documents that need your signature under the "E-signature" section at the top.
- 2. Click the "Sign Document" button.











**LOGGING IN** 



**CONNECTING ACCOUNTS** 



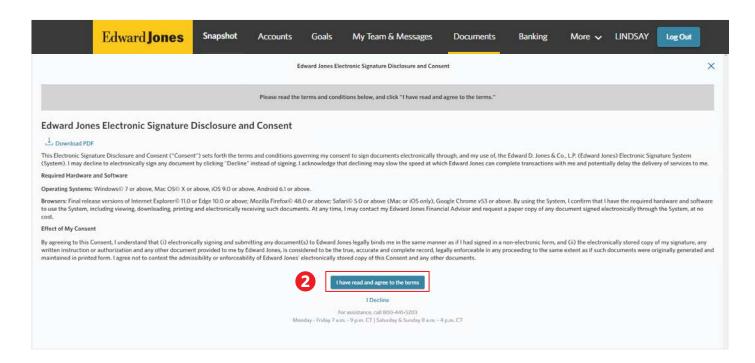






#### **E-signature Disclosure and Consent**

- 1. Read and accept the Edward Jones Electronic Signature Disclosure and Consent.
- 2. Click "I have read and agree to the terms."











**SIGNING UP** 



**LOGGING IN** 



**CONNECTING ACCOUNTS** 



**TEXT MESSAGING** 



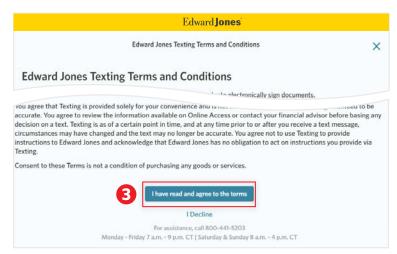




#### **Confirm your identity**

#### A. Text confirmation

- 1. You must be signed up for text messaging to confirm your identity by text. If you select "Text" and you're not signed up, you'll see our text messaging Terms and Conditions.
- 2. Read and agree to the Terms and Conditions.
- 3. Click "I have read and agree to the terms."



- 4. Once you've accepted the Texting Terms and Conditions, or if you've previously accepted the terms, you'll receive a code to confirm your identity.
- 5. Select "Send Text" to receive an authentication code from Edward Jones.
- 6. Enter the authentication code.
- 7. Click "Complete Verification."





Before you can access your document, you may be required to confirm your identity using either (a) text or (b) identification questions.







**SIGNING UP** 



**LOGGING IN** 



**CONNECTING ACCOUNTS** 



**TEXT MESSAGING** 





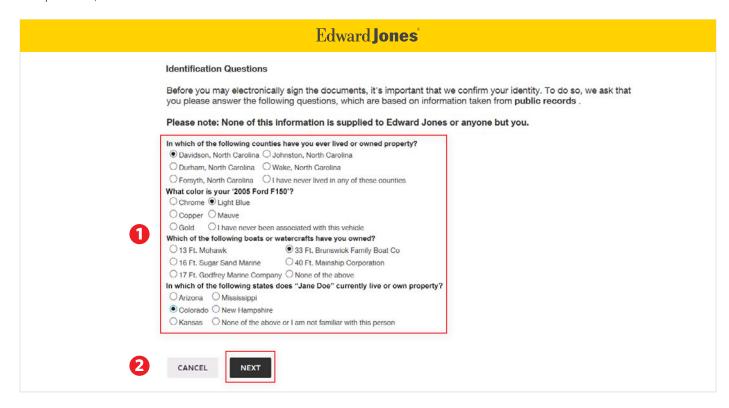




# **Confirm your identity (continued)**

#### **B.** Identification questions

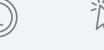
- 1. If your document requires identification questions, you'll see the following screen.
- 2. Answer the questions, then click "Next" to continue.



Note: Edward Jones does not generate these questions, nor do we see or retain the selected answers.







**SIGNING UP** 



**LOGGING IN** 



**CONNECTING ACCOUNTS** 



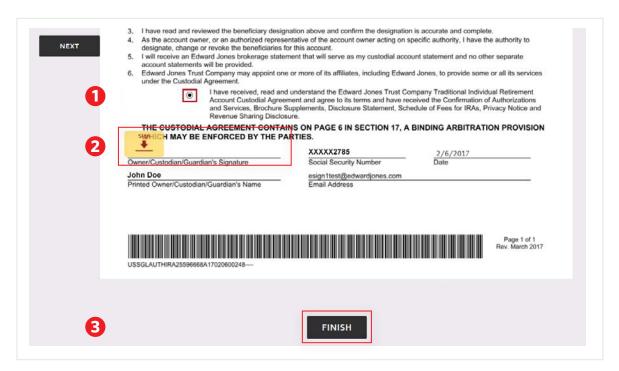






#### **Open the document(s) and sign each box**

- 1. Check the box "I have received, read and understand..."
- 2. Click the "Sign" button to capture your e-signature.
- 3. Click "Finish."











**LOGGING IN** 



**CONNECTING ACCOUNTS** 



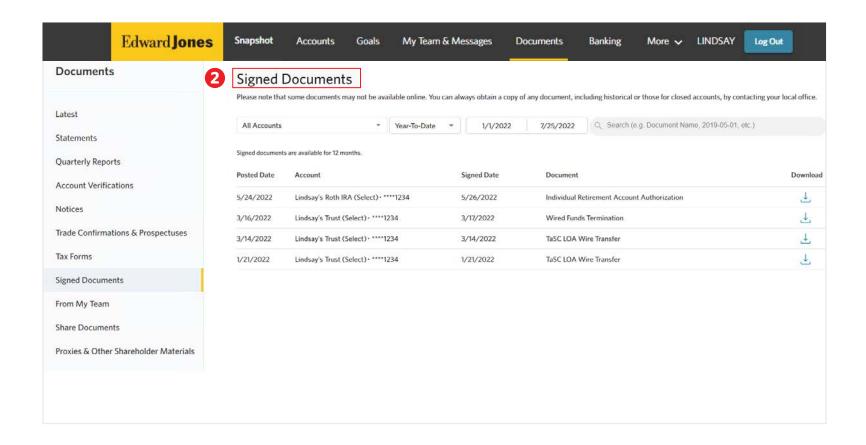






#### **Complete the signing process**

1. The document will move to "Signed Documents" once all parties have signed and will be stored there for 12 months.



















**SIGNING UP** 

**LOGGING IN** 

**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

**SIGNING DOCUMENTS** 

**MOBILE DEPOSIT** 

STEP

# **Grab your check**



















**SIGNING UP** 

**LOGGING IN** 

**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

**SIGNING DOCUMENTS** 

STEP 02

# **Open the Edward Jones app from your smartphone or tablet**

MKT-11935E-A EXP 30 SEPT 2024 © 2023 EDWARD D. JONES & CO., L.P. ALL RIGHTS RESERVED. AECSPAD.











**SIGNING UP** 



**LOGGING IN** 



**CONNECTING ACCOUNTS** 





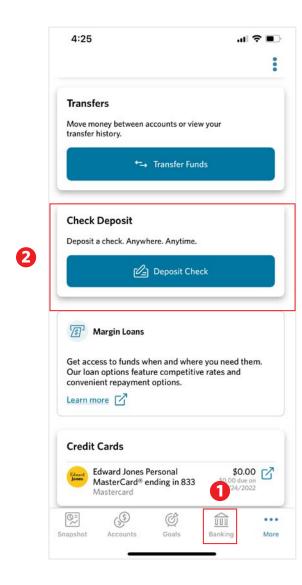


**TEXT MESSAGING SIGNING DOCUMENTS**  **MOBILE DEPOSIT** 

STEP

# **Select "Check Deposit"**

- 1. Open the app, log in and select "Banking" from the bottom navigation.
- 2. Then click "Deposit Check" from the list.





















**SIGNING UP** 

**LOGGING IN** 

**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

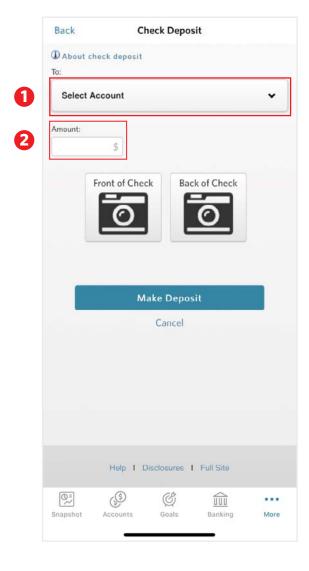
**SIGNING DOCUMENTS** 

**MOBILE DEPOSIT** 



# Input the value of the check

- 1. Select your account.
- 2. Input the value of the check.



















**SIGNING UP** 

**LOGGING IN** 

**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

**SIGNING DOCUMENTS** 

**MOBILE DEPOSIT** 



# Take a photo of the front of your check





















**SIGNING UP** 

**LOGGING IN** 

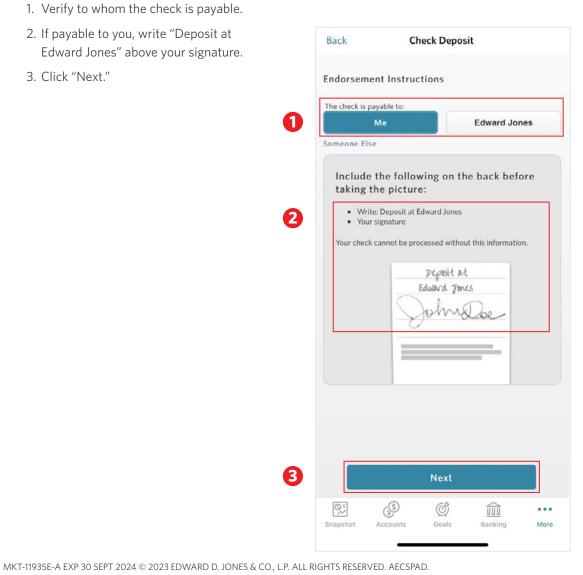
**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 



#### Take a photo of the back of your check

- 1. Verify to whom the check is payable.
- 2. If payable to you, write "Deposit at Edward Jones" above your signature.
- 3. Click "Next."



















**LOGGING IN SIGNING UP** 

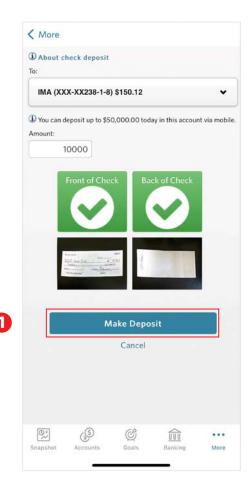
**CONNECTING ACCOUNTS** 

**TEXT MESSAGING** 

**SIGNING DOCUMENTS** 

**STEP** 

#### **Select "Make Deposit"**



For additional assistance, visit edwardjones.com/access or call Online Client Support at 800-441-5203, Monday-Friday (7 a.m.-9 p.m. CT) or Saturday-Sunday (8 a.m.-4 p.m. CT).

