

Text messaging user guide

Text with your branch team and take advantage of added security features.

You can:

- Text with your financial advisor, receive text appointment reminders and security alerts.
- Visit edwardjones.ca/text to learn more.

Enrolling in texting will make it easier to communicate with your advisor. If you are not enrolled in texting, you will have the texting option grayed out on the two-step authentication screen.

After selecting 'Enrol in Texting', you will need to input your mobile number. Our system will send you a unique verification code via text (see screenshot), which you will need to input to complete enrolment in texting.

The image shows two screenshots. The left screenshot is titled "Select Your Security Preference" and has a progress indicator with 5 dots, the second of which is highlighted in yellow. It features two radio button options: "Enrol in Texting" (which is selected and highlighted with a red box) and "Setup Security Questions" (highlighted with a red box). Below these options, it says "Enrolling in texting lets you:" followed by a list: "Text with your Edward Jones office", "Sign in to Online Access with additional security choices", and "Sign up for text alerts". A yellow "Continue >" button is at the bottom. The right screenshot is a text message from "EJ MSG:" with the content: "Your texting verification code is 619498. To verify your phone number, enter it online. Reply HELP for help, STOP to stop." Red arrows point from the "Enrol in Texting" option to the text message and from the "Setup Security Questions" option to the explanatory text below.

a. If you select texting, you will click **Continue** to enter the number for texting.

b. If you select security questions, you will click **Continue** to setup your questions and answers.

After you make your selection, you will click **Complete Enrolment**. Next, you will receive a welcome email with a reminder of the User ID you selected and a link to Online Access login portal.

If you encounter any issues during this process, please contact Online Client Support at 1-866-788-4880 or your branch.