

How to recover your user ID or password

Edward Jones Online Access — Step-by-step guide

Need help getting back into your account? We are here to help. This guide will walk you through two simple processes: finding a forgotten user ID and resetting a forgotten password. Please read through the section that applies to you.

Before you begin

To get started, please visit the Online Access login page at: onlineaccess.edwardjones.ca

You will need the following information on hand before you begin:

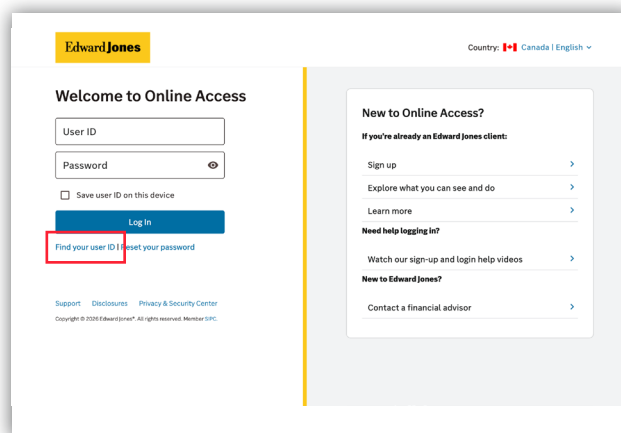
- Your date of birth
- The email address your Edward Jones Financial Advisor's office has on file for you
- The last four digits of your social insurance number OR your driver's licence number

Part 1 Finding your forgotten user ID

If you have forgotten your user ID, follow these five steps.

Step 1: Go to the login screen and click “Find your user ID”

On the login page, look below the large blue login button. You will see a link that says “Find your user ID”—click on it.



Step 2: Click “Continue”

Click the “Continue” button to proceed to the next screen.

Continue

Step 3: Enter your personal information

Fill in the following fields on the screen:

- Your date of birth
- Your email address (the one your Financial Advisor’s office has on file)
- The last four digits of your social insurance number OR your full driver’s licence number

The screenshot shows the Edward Jones login interface. The 'Find your user ID' section is highlighted with a red box. It contains three input fields: 'Date of birth (YYYY/MM/DD)' with a calendar icon, 'Email', and 'Social Insurance Number (Last 4 digit...)'. Below these fields is a 'Continue' button. A 'Reset your password' link is located below the 'Continue' button. At the bottom of the page, there are links for 'Support', 'Disclosures', and 'Privacy & Security Center', along with a copyright notice: 'Copyright © 2028 Edward Jones®. All rights reserved. Member SIPC'.

Step 4: Click “Continue”

Click “Continue” and you should receive an email shortly containing your user ID.

Continue

Did not receive the email?

Do not worry—this happens sometimes. Please try the following:

Check your spam or junk folder.

Emails can sometimes be filtered there automatically by your email provider.

Confirm your email address.

Make sure you are using the exact email address that your Financial Advisor’s office has on file. If you are unsure, please contact your Advisor’s office directly.

Still having trouble? Please call our Online Client Support team:

 **1-866-788-4880**

Part 2 Resetting your forgotten password

If you have forgotten your password, follow these seven steps to create a new one.

Step 1: Click “Reset Your Password”

On the login screen, click the link that says “Reset Your Password”.

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Country: Canada | English

Welcome to Online Access

User ID

Password

☐ Save user ID on this device

Log In

Find your user ID | **Reset your password**

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New to Online Access?

If you're already an Edward Jones client:

- Sign up
- Explore what you can see and do
- Learn more

Need help logging in?

- Watch our sign-up and login help videos

New to Edward Jones?

- Contact a financial advisor

Step 2: Enter your personal information

Fill in the following fields:

- Your user ID
- Your date of birth
- The last four digits of your social insurance number OR your full driver's licence number

Edward Jones

Find your user ID

Date of birth (YYYY/MM/DD)

Email

☒ Last 4 of SIN ☐ Driver's Licence

Social Insurance Number (Last 4 digit...)

Continue

Reset your password

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Step 3: Click “Continue”

Click the “Continue” button to move to the next screen.

Continue

Step 4: Verify your identity

You will be asked to confirm your identity. Choose whichever method is most convenient for you:



Text message — A six-digit PIN will be sent to your mobile phone.



Phone call — A six-digit PIN will be read to you over the phone.



Email — Click “Confirm my identity another way” to receive a PIN by email instead.

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Select Your Delivery Method

We'll need to confirm your identity before you can log in.

Text me a code
XXX-XXX-XXXX

Call me with a code

Confirm my identity another way

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Step 5: Enter your PIN and click “Continue”

Once you receive your six-digit PIN, type it into the field on the screen and click “Continue”.

Continue

Step 6: Create your new password

You will now be asked to create a new password. Please keep the following rules in mind when choosing it:



Your password **MUST**...

- Be between 8 and 60 characters long
- Include at least 2 letters
- Include at least 1 number or special character



Your password **CANNOT**...

- Be the same as your user ID
- Contain any spaces
- Include these special characters:
& ` () = [] | ; “ ’ < >

Step 7: Confirm your new password and click “Continue”

Type your new password a second time to confirm it, then click “Continue”. A pop-up window will appear to confirm your password has been successfully changed. Click “Continue” one final time and you will be taken to the login screen, where you can sign in with your new password.

Continue

Need more help?

If you have followed the steps in this guide and are still experiencing difficulties, please do not hesitate to reach out to us. Our Online Client Support team is available to assist you:



Online Client Support: 1-866-788-4880

We appreciate your patience, and we thank you for your continued trust in Edward Jones.