INSTRUCTIONS FOR AUTHENTICATING A COMPUTER OR DEVICE

Step 1:
Go to www.janney.com and select the Online Access button. Enter a username on the following page and select Login.

On the Secure Login page, select whether a public or private computer is being used, then enter a username and password.

Step 2:
Select an authentication method and click Submit.

A phone call or a text message will be sent to the mobile number on file with a single-use PIN code.
Step 3:
Enter the PIN code you received via voice or text message. Click Submit. Authentication is complete.

Example of Single-Use PIN Code Text Message:

NEED ASSISTANCE?
For further assistance, you may contact the Online Services Department. Please have your Janney account information ready.

Phone: 888.882.0012
Email: OnlineServices@janney.com
Monday through Friday: 7AM – 7PM EST
Saturday, Sunday, and Holidays: 7AM – 12PM EST