To get started, log on to Online Access (www.MyJanney.com), go to the Profiles icon and select Interested Parties and Guest Access from the menu. Once there, look for the Authorize Account Access function shown below. Click Grant Access to initiate the authorization process.

You will be prompted to agree to the Terms & Conditions.

After agreeing to the Terms & Conditions, fill out information about the guest you wish to grant access to your accounts, including name, email, phone, and relationship. Be sure the phone number entered on the next screen is accurate, as it will be used during the PIN verification process for your guest.

Once you enter the required information, select the accounts you want the guest to access.

After confirming your request, your guest will receive an email with the information required to log in and set up a password.

Setting up a password requires a PIN verification, using the phone number you entered during the registration process. Your guest will then be prompted to go to a login page that resembles the Online Access login page. Your guest will not have access to any content except for Statements, Confirmations, and Tax documents.
HOW TO REMOVE OR EDIT ACCOUNT ACCESS AUTHORIZATION

You can update any authorized-user profile by accessing the same Account Access section where you first granted access. If a guest misplaces the email notification, visit the Resend Notification function in the Account Access Authorization section of the website to generate a duplicate registration email.

JANNEY’S ONLINE SERVICES TEAM IS HERE TO HELP

Contact our Online Services team with questions, or if you’d like additional support. To allow for more efficient assistance, please have your Janney account information handy.

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