

JANNEY ONLINE ACCESS: SECURITY FEATURES

Log on securely: Janney clients are asked to authenticate their online identity by using a one-time PIN code that is sent via text or voice message. These security measures are only used when a log-on attempt is being made for the first time, or is made from an unrecognized or public computer.

INSTRUCTIONS FOR AUTHENTICATING A COMPUTER OR DEVICE

Step 1:

Go to www.MyJanney.com, enter your User Name and Password in the appropriate fields, and click **Login**.

On the Secure Login page, select whether you are using a public or private computer, then enter a username and password.

Step 2:

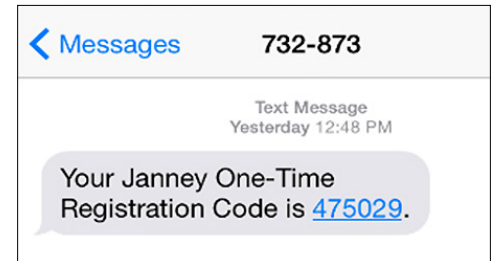
Select your preferred authentication method and click **Submit**.

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:



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