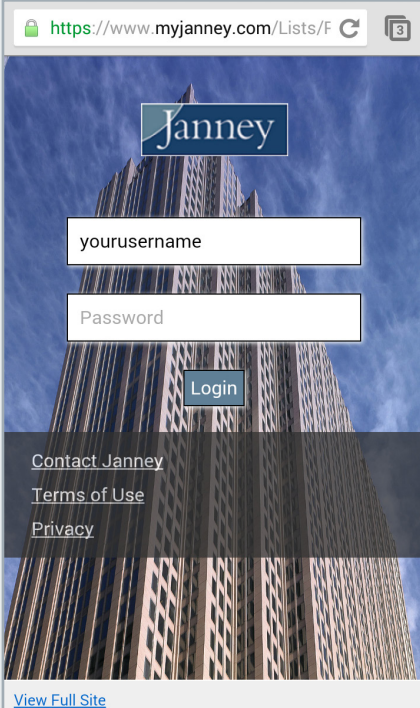


INTRODUCING THE NEW JANNEY ONLINE ACCESS MOBILE WEBSITE

The new Online Access mobile website lets users more easily access the most popular information available on the full Online Access website through their web enabled mobile devices. Content, navigation and overall design has been optimized for the smaller screens used by mobile devices.

LOG-IN



https://www.myjanney.com/Lists/F

Janney

yourusername

Password

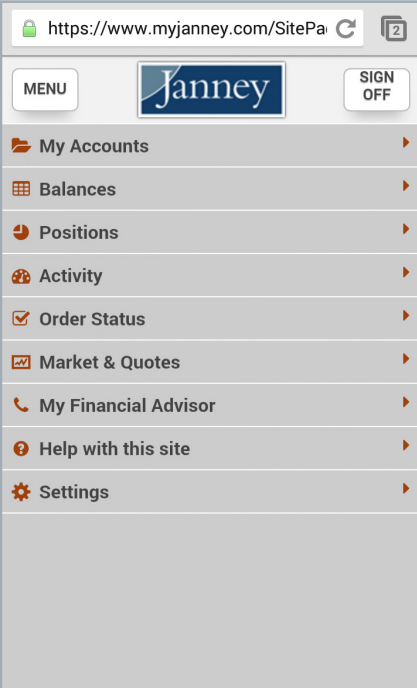
Login

Contact Janney
Terms of Use
Privacy

[View Full Site](#)

The mobile website will be automatically offered to all clients visiting janney.com on a mobile device. There is no need to buy or download an app to use the mobile website. However, if you do not wish to use the mobile website, choose the "View Full Site" link at the bottom of the login page and you will be directed back to the main Online Access website.

MAIN MENU



https://www.myjanney.com/SitePa

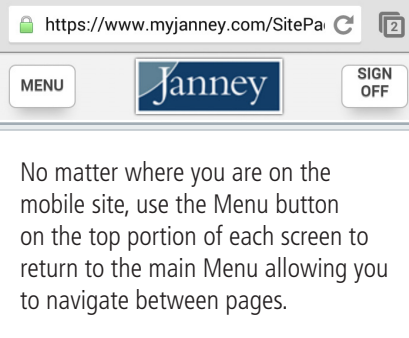
Janney

MENU SIGN OFF

- My Accounts
- Balances
- Positions
- Activity
- Order Status
- Market & Quotes
- My Financial Advisor
- Help with this site
- Settings

The Menu provides an easy way to navigate to any page offered on the mobile website. From here you can view a listing of your accounts, check balances, see the positions (securities) held in each account, check on recent activity, see the status of open orders and much more.

NAVIGATION & TABS



https://www.myjanney.com/SitePa

Janney

MENU SIGN OFF

No matter where you are on the mobile site, use the Menu button on the top portion of each screen to return to the main Menu allowing you to navigate between pages.



https://www.myjanney.com/SitePa

Janney

MENU SIGN OFF

Stock Quotes Market Overview Market News Watch List

Tabs within pages let users easily navigate through screens containing multiple layers of detail.

FAQ

If you need help you can browse through the online FAQs or Contact Us directly from your mobile device.

https://www.myjanney.com/SitePa

MENU Janney SIGN OFF

FAQ Contact Us

search

My account has been locked- what do I do?
Please contact the MyJanney Support department and at 1-888-882-0012 and they will assist you further. This is for security purposes to keep your account safe from fraud.

How do I reset my password?
To reset your password, go to the My Profile page. Click on the User Login and Security Settings tab, and follow the prompts to reset your password. You will need to enter your current password to change it to a new one.

I forgot my password - what do I do?
On your MyJanney (Web Version) login screen, click on the link next to the Sign In box that reads Forgot Your User ID or Password? and follow the prompts. You will need to answer security questions to reset your password. If you enter your user ID first, you can click on the link below the password box that reads Forgot Password also.

I forgot my user ID/login- what do I do?
Please contact the MyJanney Support at 1-888-882-0012 and they will assist you further. This is for security purposes to keep your account safe from fraud.

How do I change my physical/mailling address?
To change your mailing address, please contact your Financial Advisor. You can find their contact information at the top right corner of your MyJanney (Web Version) page to call or email them

TECHNICAL SUPPORT

For questions or technical support, contact:

1.888.882.0012

Monday to Friday:
7am to 9pm

Saturday and Sunday:
9am to 5pm

OnlineServices@janney.com

https://www.myjanney.com/SitePa

MENU Janney SIGN OFF

FAQ Contact Us

Contact Janney Technical Support

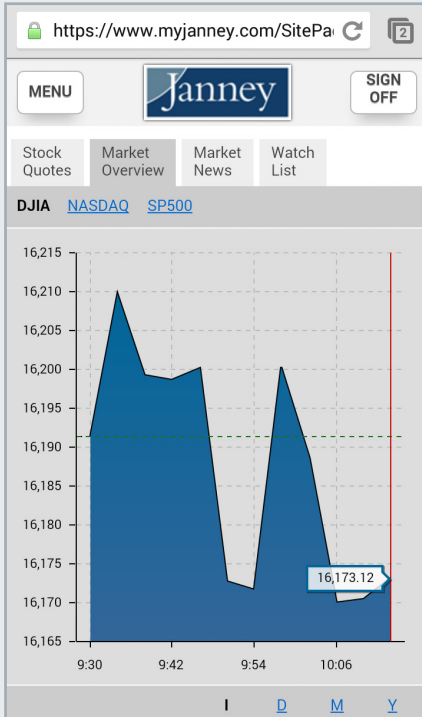
Web Support Hours

Monday - Friday: 7AM EST - 9PM EST

Saturday - Sunday: 9AM EST - 5PM EST

1-888-882-0012

THE NEW ONLINE ACCESS MOBILE WEBSITE HAS A LOT TO OFFER!



https://www.myjanney.com/SitePa

MENU Janney SIGN OFF

Positions Unrealized GL Switch Account

\$ 521.49

Symbol	Cur. Value	Total GL	Total G
Cash	\$ 472.93	\$ 0.00	(0.00)
LUV	\$ 44.96	\$ 9.26	25.9
SIRI	\$ 3.60	\$ (0.04)	(1.10)

https://www.myjanney.com/SitePa

MENU Janney SIGN OFF

Stock Quotes Market Overview Market News Watch List

Add Delete

SPY	\$ 15,450.00
Cost (100 @ \$ 30.00)	\$ 3,000.00
Value (100 @ \$ 184.50)	\$ 18,450.00
PTM	\$ 1,622.00
Cost (100 @ \$ 0.00)	\$ 0.00
Value (100 @ \$ 16.22)	\$ 1,622.00
BAC	\$ 0.00
Cost (0 @ \$ 0.00)	\$ 0.00
Value (0 @ \$ 16.28)	\$ 0.00

JANNEY ONLINE ACCESS



JANNEY ONLINE ACCESS MOBILE WEBSITE

FREQUENTLY ASKED QUESTIONS

What's the Janney Online Access mobile website?

Our mobile website is a smaller version of the full Janney Online Access website. It is optimized for the smaller screens used by mobile devices. The content, navigation and overall design are streamlined. This allows mobile users to more easily find the most popular functions of the full website, including account balances, account activity, watch list, and market news.

How can I access the mobile website?

The new mobile website is not an app. You don't need to buy or download anything to access the Janney mobile website. The site will be automatically offered to clients who visit janney.com and click on the Logon button, or those who navigate directly to myjanney.com using a mobile device.

Can I continue to use the full Janney Online Access site from my mobile device?

Yes. Upon accessing your account using a mobile device you will be asked which version of the site you would like to use.

Can all mobile devices use the new mobile website?

Generally any internet enabled smart phone can use the mobile website.

Does the mobile site contain all the functionality of the full website?

No, some functionality including changing your password, changing your delivery preferences, and accessing your account statements are not available on the mobile site. To access these functions simply logon to the full site.

Why should I use the new mobile website?

When you just want to quickly logon to see your account balances or check the status of a trade, through your mobile device, the mobile site will provide a more convenient mobile experience.

Janney Online Access Mobile Website Features

All functionality that is currently available on the desktop version is available on the mobile version except the following (due to limitations of smaller, low-power mobile devices):

- ❖ **Ability to view accounts at the household level**
Users can view data for only one account at a time, they will need to switch between accounts using “switch Accounts” link to view other accounts in their household
- ❖ **Ability to view statements/confirmations/tax documents**
Users will not be able to view their documents on the mobile version, they will need to use the full-site to access this feature
- ❖ **Ability to pay bills or view rewards**
Users will need to use the full-site version to pay bills or view reward information
- ❖ **Ability to link accounts or control e-delivery settings**
Users will need to use the full-site version to link other accounts or to change e-delivery options
- ❖ **Limited research reports**
Mobile version offers quotes and news on securities and indexes only. Users will need to use the full-site version to view additional S&P reports, commentaries etc.

Clients accessing myjanney.com on larger devices such as iPads and Android tablets may prefer to use the full-site since not all features offered by the full-site are available on mobile devices.