

BCGS / Pershing Brokerage Account Online Self-Registration

Online self-registration is limited to the account types listed below:

- Retirement Accounts
- Individual Accounts
- Joint Accounts (where you are the **primary** account holder)

All other account types should follow the financial firm's (IBD) process for registration requests.

1. Go to: **netxinvestor.com**. or click on the **Client Login** button on the BCGS Home page, www.bcgsecurities.com.
2. Click **Register Now**.
3. Review the **Welcome Screen** and click **Next**.
4. Review the terms and conditions regarding identity verification and click **I Agree**.
5. Provide user information, including your name, a valid email address, Social Security number, legal U.S. address, and account number on which you are listed as the primary account holder.
6. Verify your identity and proceed.

To verify your identity and for the safety and security of your information, you will be asked three questions.

- If you provide the correct answer to all three questions, you will be taken to the next step.
 - If you fail to provide the correct answer for one question, the fourth question will be displayed. If your answer to the fourth question is correct, you will be taken to the next step.
 - If you fail to provide the correct answer for more than two questions, a message displays indicating you have failed to verify your identity. You can either try again later or contact your firm for assistance.
7. Create a **temporary user ID and password**.
 8. Enter **email address, date of birth** and **mother's maiden name**.
 9. An email with further instructions is sent to the entered email address. Action should be taken within three days of receiving the email.
 10. Click the link in the email within three days to make the **user ID** permanent.
 11. The self-registration for online access is completed.
 12. If you desire e-delivery, click **Go Paperless** and follow the instructions to add email address and create paperless preferences.

Configure One-Time Passcode (OTP) Contact Method

One-Time Passcode protects your online information from unauthorized access.

1. Once logged in, the **Security Email Setup** page displays.
2. Enter your email address in the fields provided and click **Continue**.
3. Select a **Contact Method** from the list (Voice Call, Text/SMS or Email), provide appropriate information in the fields that display and click **Verify**.
4. Enter the passcode sent to your selected contact method.

Tips:

- It is recommended that you set up more than one contact method.
 - If you did not receive a code, click **Send a New Code**.
5. Click **Verify**. The **One-Time Passcode Setup** page displays a confirmation that the contact method is successfully verified.
 6. To access NetXInvestor from this device in future without a passcode, select **Yes** for **Remember My Device** and click **Continue**. The **NetXInvestor** home page displays.

Log In to NetXInvestor (Recognized Device)

1. Go to: **netxinvestor.com**.
2. In the **Financial Org #** field, enter your firm number.
BCG Securities Financial Org # is **NCN**
3. Enter your user ID and password, and click **Continue**. The **NetXInvestor** home page displays.

Note: Click **Forgot Password** if you do not remember your password. You will be prompted to verify your security email address and identity using a One-Time Passcode.

Log In to NetXInvestor (Unrecognized Device)

1. Go to: **netxinvestor.com**.
2. In the **Financial Org #** field, enter your firm number.
BCG Securities Financial Org # is **NCN**
3. Enter your user ID and password, and click **Continue**.

Notes:

- To remember your user ID the next time you access NetXInvestor, select the **Remember User ID** option.
 - Click **Forgot Password** if you do not remember your password. You will be prompted to verify your security email address and identity using a One-Time Passcode.
4. Verify your identity by providing a one-time passcode or answer to a security question.
 - **Verify by OTP:** Select a contact method where you want to receive the passcode and click **Send Code**. The selected contact method receives the passcode. Enter the passcode and click **Continue**. If the passcode is correct, the **NetXInvestor** home page displays.
 - Verify by security question: Enter the answer to the displayed security question and click **Continue**. If the answer is correct, the **NetXInvestor** home page displays.

Tip: If your device is secure, select **Yes** for the **Remember My Device** option. You will not be asked to verify your identity if you turn on this option. Secure device indicates your own computer and not a work computer or a computer at an Internet café.

NetXInvestor® One Time Passcode

This document is designed to answer your questions about One Time Passcode in NetXInvestor®.

The following frequently asked questions provide more clarification around the service. Please contact your financial advisor for further detail.

1. What is a One Time Passcode?

If you are locked out of NetXInvestor after entering the wrong password or forget your password on a recognized device, you may request a One Time Passcode (OTP) to reset your password. If you are accessing your account on an unrecognized device, you will be prompted to receive an OTP to login. This process replaces the security questions and answers in the current NetXInvestor platform and provides you with a greater level of security.

The OTP can be sent via voice, text message or email. Your online information is protected from unauthorized access by OTP, as a one time use code is generated and securely sent to your personal device. The code expires within 30 minutes.

2. What are the benefits of the OTP?

If you forget your password and are locked out of the website on a recognized device, or if you are authenticating a new device, you can request an OTP to regain access. The OTP is delivered almost instantly and securely. By using the code, you can regain access to NetXInvestor any time of day, without having to call your financial advisor to request access—saving time and hassle.

3. Do I need to re-authenticate and request an OTP (One Time Passcode code) each time I log in to NetXInvestor from the same device?

No. Provided you click the “remember this device” box on the log in screen and have cookies enabled, NetXInvestor will remember you the next time you log in from the same device. It is imperative that the “Continue Remembering This Device”

box under the password dialog box is checked in order to save the device and avoid needing to enter your OTP (One Time Passcode code) upon every login attempt.

“Remember User ID” on the pre-login page does not remember the device but saves the user ID and prefills on the login page for future visits to the site.

4. Why do you need to verify my identity?

Pershing takes the protection of client assets very seriously. We use an authentication process to verify your identity when you log in to NetXInvestor from an unrecognized device, or if you are “locked out” of the website after forgetting your password. A new process, which uses an OTP, has replaced security questions and answers to verify your identity when accessing the NetXInvestor platform.

5. How do I set up an OTP?

Set Up:

1. Once logged in, the **Security Email Set Up** page displays. Enter your email address in the fields provided and click **Continue**.
2. The **One Time Passcode Setup** page displays. Select a **Contact Method** from the list (Voice Call, Text/SMS, and Email), provide appropriate information in the fields that display and click **Verify**.

3. **Verify Your Contact Method** window displays. Enter the passcode that was sent to your selected contact method and click **Verify**. It is recommended that you set up more than one Contact Method.

4. The **One Time Passcode** page displays the contact method is successfully verified.

To access NetXInvestor from this device in future without a passcode, select **Yes** for **Remember My Device** and click **Continue**. The **NetXInvestor** home page displays.

6. What if I don't have a cell phone?

The process works with a cell phone or a land line phone. You can receive your OTP via text message, email or voice call, depending on your device.

7. How long is an OTP valid for?

When the OTP is sent, the onscreen notification notifies the user that the code is valid for 30 minutes. If you request an OTP multiple times during that period, you will receive the same code—but each time the request is made you will be advised of the current countdown. For example, if you request a code and are initially told the code is valid for 30 minutes and a second request is made 10 minutes later, the same code is resent but you will be informed that the code will be valid for 20 minutes.

8. How many OTPs can I request?

You can request an OTP up to five times in 30 minutes. If a request is made five times in 30 minutes without an attempt to enter the code, as a security precaution you will receive a warning and be suspended for 10 minutes. Once 10 minutes have elapsed, you can request a new OTP.

9. What if I enter the OTP incorrectly?

If an OTP is entered incorrectly three times, your account will be locked and you must contact Pershing at (877) 870-7230 for assistance.

10. Which operating systems and web browsers are supported by OTP?

While Pershing does not recommend any specific browser/operating system combination, the following have been validated.

	IE 8 through 11	Chrome 28+	Firefox 24+	Safari 5.1+
Windows 8 +	Yes	Yes	Yes	
OS X 10.5 +				Yes
OS X 10.6 +		Yes	Yes	Yes
iOS 7 +				Yes
Android		Yes		

11. Are cookies required to use OTP?

Yes. You should retain your recommended browser settings with cookies enabled to ensure the best experience with NetXInvestor. If you make changes to your browser's cookie settings it may make it difficult to navigate the site or require you to re-authenticate yourself when you log in.

"Remember User ID" on the pre-login page does not remember the device but saves the user ID and pre-fills on the login page for future visits to the site.

12. What if I am experiencing issues with OTP?

If you are experiencing issues when logging in to NetXInvestor and setting up OTP, please walk through the following steps. This will enable you to set up OTP and authenticate devices, helping protect your privacy, data and assets.

- › Within your internet browser, access internet options and delete all temporary internet files, history and cookies and verify that the "Delete browsing history on exit?" box is unchecked.
- › Delete old bookmarks to all NetXInvestor sites.
- › Close your internet browser and open a new window.
- › In the address bar, enter the appropriate URL for your financial organization.
- › Save the login page as a new bookmark or favorite in your internet browser.
- › Enter your login ID and click *Continue*. If this is the first time you are logging into the new site, you will need to verify a method of receiving your OTP for password resets. This code can be received via text message, email or voice call.

- › Continue to follow the prompts through the device verification for the OTP.
- › You will be asked to verify the OTP by receiving a 6-digit code via text message, email or voice call.
- › Once verified, you will be asked for your password to log in successfully. It is imperative that the “Continue Remembering This Device” box under the password dialog box is checked in order to save the device and avoid needing to enter your OTP code upon every login attempt.
- › You will then be directed to your account information.

Note: It is important that you only attempt to log in from the URL specified by your financial advisor. If you are still unable to log in, please contact Pershing at (877) 870-7230 for assistance.

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