

NetXInvestor® One-Time Passcode

Forgot your NetXInvestor password? Logging on from a new device? You'll soon be able to streamline these processes through a new feature called One-Time-Passcode. Use the following frequently asked questions to learn more about the service.

1. WHAT IS ONE-TIME PASSCODE (OTP)?

One-Time Passcode (OTP) is a secure way to confirm your identity when accessing NetXInvestor from an unrecognized device. It also helps you regain access to NetXInvestor if you forget your password or need to reset it after being locked out. OTP replaces the previously-used security questions and answers and verifies your identity by sending a secure single-use code to your personal device via voice, text message or email.

2. WHAT ARE THE BENEFITS OF OTP?

OTP offers a greater level of security and convenience. As an easy self-service feature, OTP helps you regain access to your account at any time of day or night, without having to make a support call – saving time and hassle. It also provides added security, protecting your account from unauthorized access.

3. WHY DO YOU NEED TO VERIFY MY IDENTITY?

We take protecting your assets very seriously. As such, we use a secondary authentication process to verify your identity when logging on to NetXInvestor from an unrecognized device, or if you are “locked out” of the website after forgetting your password. The new OTP process replaces the prior questions and answers as a more secure way to verify your identity when accessing the NetXInvestor platform.

4. HOW DO I GET STARTED?

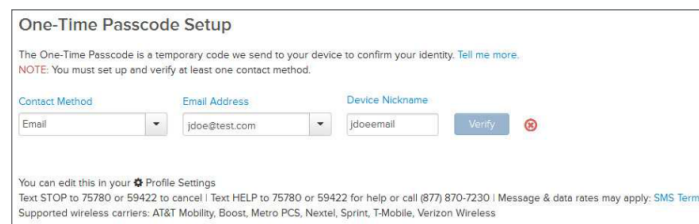
To use OTP, follow these steps after logging in to NetXInvestor to set it up.

(a) Once logged in, **the Security Question and Answer** page displays. Enter your response in the field provided and click **Continue**.

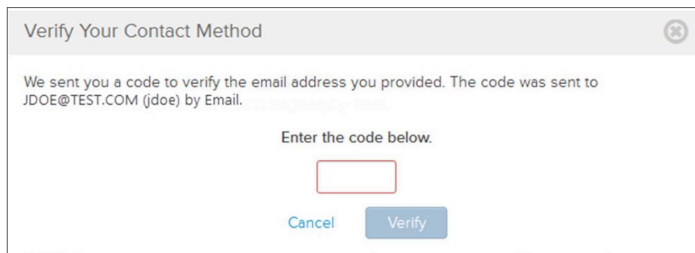
4. HOW DO I GET STARTED (CONTINUED)



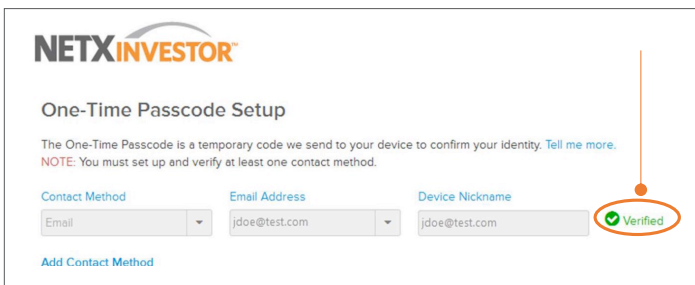
(b) Next, the **One-Time Passcode Setup** page displays. Select a **Contact Method** from the drop-down list (voice call, text/SMS or email). Enter the appropriate contact information and supply a device nickname, which can help you more easily recognize the chosen device after setup. Then, click **Verify**.



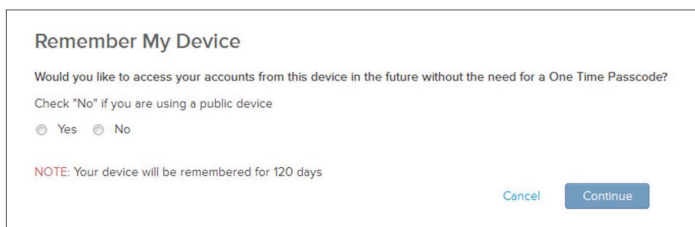
(c) From the **Verify Your Contact Method** window, enter the unique passcode sent to your selected contact method and click **Verify**. It is recommended that you set up more than one contact method by repeating this process during initial setup. You can add or delete your contact methods any time by going to One-Time Passcode Methods Security Settings in the NXI Settings tab.



(d) The **One-Time Passcode** page displays the contact method is successfully verified.



To access NetXInvestor from this device in the future without a passcode, select “Yes” for **Remember My Device** and click **Continue**. Next, you’ll see the NetXInvestor home page display.



5. WHAT IF I DON'T HAVE A CELL PHONE?

OTP works with landline phones and cell phones. NetXInvestor gives you the option to receive the OTP via voice call, text message or email, catering to your preferred device and contact method.

6. HOW LONG IS AN OTP VALID?

When the OTP is sent, the on-screen notification lets you know that the code is valid for 30 minutes. If you request an OTP multiple times during that period, you’ll 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 initially told the code is valid for 30 minutes and a second request is made 10 minutes later, the code is resent and you will be informed that the code is valid for 20 minutes.

7. 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 from access for 10 minutes. Once 10 minutes have elapsed, you can request a new OTP.

8. WHAT IF I ENTER THE OTP INCORRECTLY?

If an OTP is entered incorrectly three times, your account will be locked and you will need to contact your broker-dealer for assistance.

9. IS OTP AVAILABLE FOR INTERNATIONAL USE?

Yes, OTP is available for both U.S. and International use via text/SMS, voice call or email. When a phone number is added for an international device, OTP contact methods setup for text/SMS or voice call allow the selection of the applicable country code from a drop-down menu.

10. WHICH OPERATING SYSTEMS AND WEB BROWSERS ARE SUPPORTED BY OTP?

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

	IE 11+	Chrome 67+	Firefox 48+	Safari 6+
Microsoft Edge	Yes	Yes	Yes	
OS X (10.15+)		Yes	Yes	Yes
iOS 13+				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.

12. WHY AM I BEING PROMPTED FOR AN OTP EACH TIME I LOG IN?

For security purposes, One-Time Passcode is used at log in to confirm your identity and protect from unauthorized use of your account. Click the “Remember This Device” box on the login screen so that NetXInvestor can recognize your device in the future without the need for OTP.

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

13. WHAT IF I AM EXPERIENCING ISSUES WITH OTP?

If you are experiencing issues when logging in to NetXInvestor, please walk through the following steps. This will help you resolve the most common concerns impacting your ability to use OTP and authenticate devices, helping protect your privacy, data and assets:

- In 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 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 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.

For more information about NetXInvestor One-Time Passcode, please contact your financial organization.

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