

NetXInvestor

Registration and Setup Guide



OVERVIEW

NetXInvestor is a platform for users to view their Pershing accounts and review account statements online. This user guide will provide instructions for the key categories below for using the platform. *(Click hyperlink to jump to section)*

- [Self-Registration Instructions](#)
- [Enroll In E-Delivery](#)
- [Linking Additional Accounts](#)
- [Password Resets](#)

To access NetXInvestor use the below URL web addresses:

- [Vendor site](#)
- [Voya internal website interface](#)
- [iPad/iPhone users](#)

Note: Both sites are the same platform, however, when using www.netxinvestor.com please type **3Z1** in the financial Org# box located above the user ID box

SELF-REGISTRATION INSTRUCTIONS

OVERVIEW

This is an overview of how to online self-registration for NetXInvestor for the following registration types:

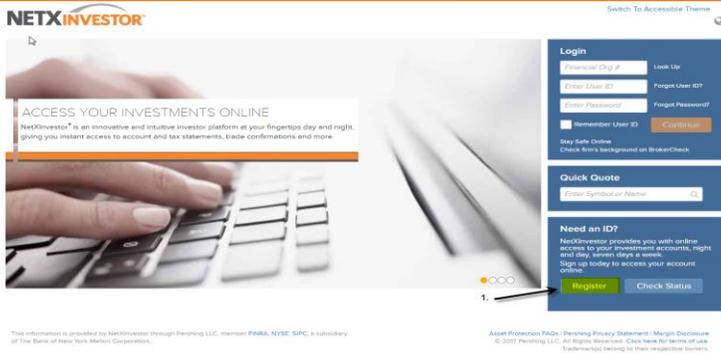
- Retirement Accounts
- Individual Accounts
- Joint Accounts (where the primary owner is the one registering for access)

SUPPORTED BROWSERS

- **Windows browsers:** Microsoft® Internet Explorer 11 and higher, Google Chrome™ Version 52.x and higher and Mozilla® Firefox® Version 48.x and higher
 - **Mac OS X 10.5+ browsers:** Apple® Safari Version 6.x and higher
 - **Mac OS X 10.6+ browsers:** Google Chrome Version 52.x and higher, Mozilla® Firefox® Version 48.x and higher and Apple® Safari Version 6.x and higher
 - **Apple® iOS 7+ browsers:** Apple® Safari Version 6.x and higher
 - **Android browsers:** Google Chrome Version 52.x and higher
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STEP 1

Go to: netxinvestor.com and click **Register Now**



STEP 2

Review the Welcome Screen and click **Start Registration**



Online Registration

- 1. Welcome
- 2. Terms & Conditions
- 3. Profile Information
- 4. Identity Verification
- 5. User ID & Password
- 6. Confirmation

Welcome

The registration process will allow you to create a new user ID and password with which to access your investment information on this site.

Please contact Voya Financial Advisors, Inc. if you have an existing user ID and wish to link additional accounts.

You will be guided through 4 simple steps to complete your registration, during which you will be asked to:

1. Review and agree to the Terms and Conditions regarding the use of this website
2. Provide user information, including an e-mail address
3. Verify your identity
4. Create a user ID and secure password

At the end of the process you will have to activate your account by clicking a link in an e-mail that will be sent to the e-mail address you provided.



STEP 3

Review the terms and conditions regarding identity verification and check **I Agree**, then click **Continue**

Online Registration

- 1. Welcome
- 2. Terms & Conditions
- 3. Profile Information
- 4. Identity Verification
- 5. User ID & Password
- 6. Confirmation

Terms & Conditions

Read and agree to the terms and conditions of the Identity Verification Agreement before proceeding.

Identity Verification Agreement

You must have a Social Security number to register on this site. If you do not have a Social Security number, please contact your financial advisor. In addition, you must register using an account for which your Social Security number is primary on the account. For example, you cannot register as a joint account holder.

When registering on this site, **you will be asked a series of multiple-choice questions.** The questions have been developed by a third party and compare your answers to the information available from these sources.

You may be asked questions about yourself, people you know or were once associated with, places you have lived or worked, and things related in any way to the information on the specific account(s) held at your financial organization.

We strongly encourage you to review the [Frequently Asked Questions](#) about online registration, which provide greater detail about the registration process. Successful online registration will provide immediate access to your accounts. At this time, accounts without a Social Security number are not recognized as being associated with the account number you enter into the system, your online registration will not be successful.

To continue with online registration, **please click I Agree below.**

If you are ineligible for online registration, or you do not want to complete the registration process online, click Cancel below and contact your financial advisor.

By accepting this Agreement, **you affirm that you are at least 18 years of age.**

I agree



STEP 4

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. Please note that all fields are required.

Online Registration

1. Welcome 2. Terms & Conditions 3. Profile Information 4. Identity Verification

User Information

Provide the following information, which will be used to authenticate your identity. This service is provided by a third party credit rating.

Please do not click the "Back" button in your browser during the registration process.

All fields are required.

First Name:

Last Name:

Social Security Number:

Account Number: Please enter an account number for w

Legal Address:
(U.S. address only)

City:

State:

Zip:

STEP 5

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 try again later to complete the identity verification steps.

STEP 6

Create a **Temporary User ID** and **Password**

Enter **Email Address**, **Date of Birth** and **Mother's Maiden Name**

STEP 7

PLAN | INVEST | PROTECT



An email with further instructions is sent to the entered email address. Action should be taken within **Three Days** of receiving the email. Click the link in the email within **Three Days** to make the user ID permanent.

Create personalized security questions when prompted.

The self-registration for online access is complete.

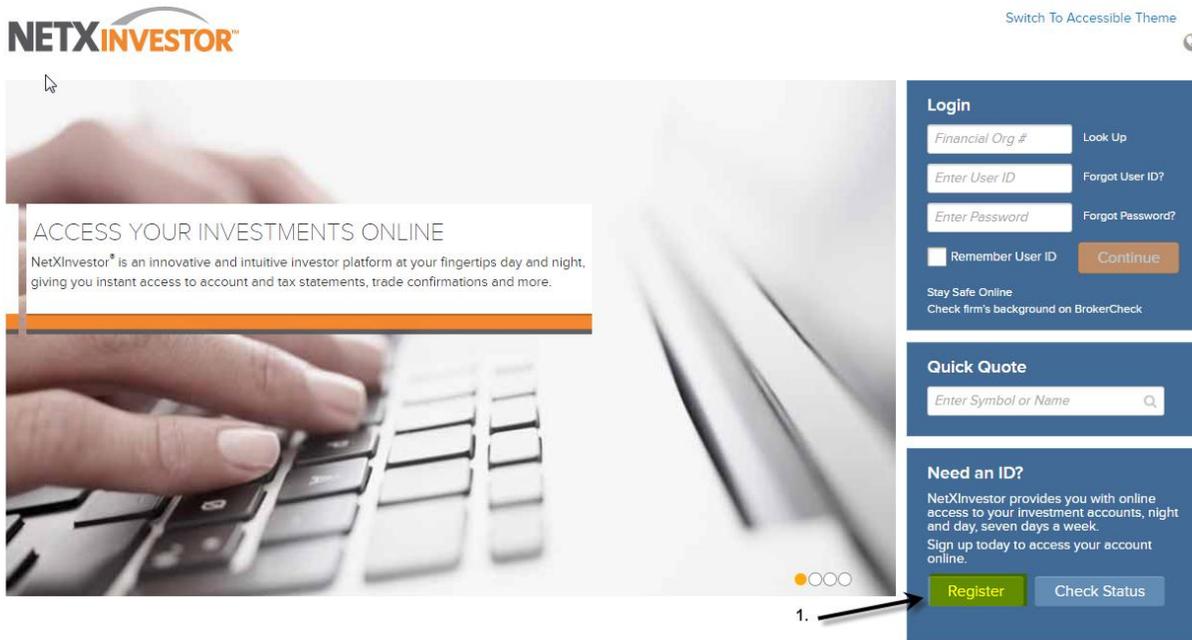
ENROLL IN E-DELIVERY

OVERVIEW

E-Delivery allows statements, reports, trade confirmations, and tax documents to be sent electronically to the registered email address. This allows users to receive information quickly in an electronic format. The steps below will guide users to setting up this feature.

STEP 1

Go to: netxinvestor.com and log into your account



The screenshot displays the NetXInvestor website interface. At the top left is the **NETXINVESTOR™** logo. A navigation menu is visible with the following items: Home, Log In, My Account, My Investments, My Documents, My Settings, and My Alerts. A "Switch To Accessible Theme" link is located in the top right corner. The main content area features a large image of hands typing on a laptop keyboard. Overlaid on this image is a white box with the text: "ACCESS YOUR INVESTMENTS ONLINE. NetXInvestor® is an innovative and intuitive investor platform at your fingertips day and night, giving you instant access to account and tax statements, trade confirmations and more." To the right of the image is a blue sidebar with three sections: "Login" with input fields for "Financial Org #", "Enter User ID", and "Enter Password", and buttons for "Look Up", "Forgot User ID?", "Forgot Password?", and "Continue"; "Quick Quote" with an input field for "Enter Symbol or Name" and a search icon; and "Need an ID?" with a description of online access and buttons for "Register" and "Check Status". A red arrow labeled "1." points to the "Register" button.

STEP 2

Upon signing in select the profile settings in the upper right corner of your screen

The screenshot shows the VOYA Financial dashboard. At the top left is the VOYA logo. To its right is the text "for Voya Financial Advisors, Inc., clearing through Pershing LLC." and a search bar with "Enter Symbol or Name" and a "Logout" button. Below this is a navigation bar with "Portfolio" selected. On the right of the navigation bar are "Go paperless", a mail icon, and a gear icon (profile settings) which is highlighted with a black arrow. Below the navigation bar are tabs for "Overview", "Balances", "Holdings", "Valuation Over Time", "Unrealized Gain/Loss", "Realized Gain/Loss", "History", and "Projected Cash Flow". The main content area shows a "Summary" section with "All Accounts" and a "TOTAL VALUE" of "0.00". There is also a "Market Value (Last 12 Months)" chart and a "Composition" section with a message: "Asset Allocation cannot be displayed when there are no assets held in the account." On the right side, there are "Quick Links" (My Holdings, My Documents, My Balances, My Watchlists, Markets Today), "Trading" (Quick Trade), "Open Orders", "Recently Executed Trades", and "My Portfolio in the News".

STEP 3

To set up all accounts for e-Delivery click **Quick Enroll**

To set up accounts individually click **Edit**

The screenshot shows the "e-Delivery Preferences" settings page. The "Communications" tab is selected. Under "e-Delivery Preferences", there are three main sections: "Security Settings", "Email Address(es)", and "e-Delivery Preferences". The "e-Delivery Preferences" section has a "Quick Enroll (for all accounts)" button and an "Edit" button, both highlighted with yellow boxes and arrows. Below these sections is a table with columns "ACCOUNT" and "DOCUMENTS". The table contains one row: "PXC000000" and "Statements and Reports" with the email address "WILLIAM.HURST@VOYA.COM". Below the table is a pagination control "1 - 1 of 3 results" and a set of navigation arrows. At the bottom, there are footnotes: "1 *e-mail address of another user linked to this account. Changes to delivery preferences will affect this e-mail address." and "2 Electronic only delivery for Quarterly Performance Reports (QPR) from Pershing Managed Account Solutions is available only when ALL accounts in your household receiving a QPR are enrolled. Please contact your investment professional to add additional accounts in your household to electronic delivery. Additionally, please note that your advisor, financial professional or financial organization may continue to print and send paper copies of this report."

STEP 4

Select the boxes next to the documents to opt-in for e-Delivery.
If **Quick Enroll** was selected all accounts will opt-in

Document Delivery Preferences

Enroll me for all these types of documents across all my accounts

<input type="checkbox"/> Statements and Reports	<input type="checkbox"/> Notifications ¹
<input type="checkbox"/> Trade Confirmations	<input type="checkbox"/> Tax Documents ¹
<input type="checkbox"/> Quarterly Performance Reports (for applicable accounts) ^{1,2}	
<input type="checkbox"/> Prospectus (for applicable accounts) ¹	<input type="text" value=""/>
<input type="checkbox"/> Proxy/Shareholder Communications ¹	<input type="text" value=""/>

Save **Cancel**

REMINDER: By checking the box next to the account communication type, you are choosing electronic delivery. An e-mail notification will be sent when a new communication is available to view online. When you select **Save**, you will be asked to accept the [Electronic Notification Agreement](#). You may change your delivery preferences at any time by returning to this page and unchecking the box next to the communication type. *e-mail address of another user linked to this account. Changes to delivery preferences will affect this e-mail address.
¹Available communication types are subject to change.
²Electronic only delivery for Quarterly Performance Reports (QPR) from Pershing Managed Account Solutions is available only when ALL accounts in your household receiving a QPR are enrolled. Please contact your investment professional to add additional accounts in your household to electronic delivery. Additionally, please note that your advisor, financial professional or financial organization may continue to print and send paper copies of this report.

If **Edit** was selected, selections will need to be made by each account listed on this screen

Document Delivery Preferences

ACCOUNT	DOCUMENTS
PXC	<input checked="" type="checkbox"/> Statements and Reports <input type="checkbox"/> Trade Confirmations <input type="checkbox"/> Notifications ¹ (Included) <input type="checkbox"/> Tax Documents ¹ (Included) <input type="checkbox"/> Quarterly Performance Reports ^{1,2} (Included) <input type="checkbox"/> Prospectus ¹ (Included) <input type="text" value=""/> <input type="checkbox"/> Proxy/Shareholder Communications ● <input type="text" value=""/>
QHG	<input checked="" type="checkbox"/> Statements and Reports <input type="checkbox"/> Trade Confirmations <input type="checkbox"/> Notifications ¹ (Included) <input type="checkbox"/> Tax Documents ¹ (Included) <input type="checkbox"/> Quarterly Performance Reports ^{1,2} (Included) <input type="checkbox"/> Prospectus ¹ (Included) <input type="text" value=""/> <input type="checkbox"/> Proxy/Shareholder Communications ● <input type="text" value=""/>

Save **Cancel**

REMINDER: By checking the box next to the account communication type, you are choosing electronic delivery. An e-mail notification will be sent when a new communication is available to view online. When you select **Save**, you will be asked to accept the [Electronic Notification Agreement](#). You may change your delivery preferences at any time by returning to this page and unchecking the box next to the communication type. *e-mail address of another user linked to this account. Changes to delivery preferences will affect this e-mail address.
¹Available communication types are subject to change.
²Electronic only delivery for Quarterly Performance Reports (QPR) from Pershing Managed Account Solutions is available only when ALL accounts in your household receiving a QPR are enrolled. Please contact your investment professional to add additional accounts in your household to electronic delivery. Additionally, please note that your advisor, financial professional or financial organization may continue to print and send paper copies of this report.

STEP 5

Click **Save**. A window displays the terms and conditions. Read through the terms and conditions and click **I Agree**. A window displays stating the e-delivery preferences have been saved. Click **OK** to continue.

LINKING ADDITIONAL ACCOUNTS

OVERVIEW

Account linking enables you to link all accounts which have the same Social Security number as yours. Through account linking, you can access all your account information from one place. You can link account (s) only if you had created your user ID via online self-registration.

STEP 1

On the NetXInvestor home page, click **Settings**.

The screenshot shows the VOYA Financial NetXInvestor home page. The top navigation bar includes 'Portfolio', 'Transact', 'Research', 'Tools', and 'Communications'. A search bar and 'Logout' button are also present. The 'Settings' icon in the top right navigation bar is highlighted with a yellow box and an arrow. The main content area shows a 'Summary' section with a 'TOTAL VALUE' of 0.00 for 'All Accounts'. Below this is a 'Market Value (Last 12 Months)' chart and a 'Composition' table. The 'Settings' icon is located in the top right corner of the page.

STEP 2

In the **Account Linking** section, select the account to link by clicking on the check box and click **submit**.

Account Linking

We have detected that you have access to the following accounts. You can link any or all of these accounts to this user id.

ACCOUNT	MAILING ADDRESS
<input type="checkbox"/>	1 MAIN STREET ANY TOWN, NJ 00000

PASSWORD RESET

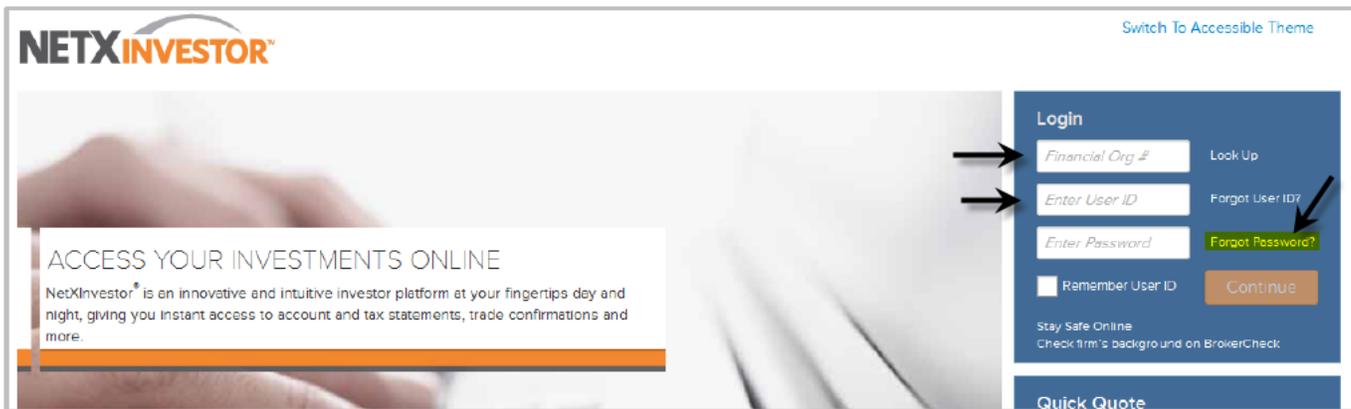
OVERVIEW

NetXInvestor is enabled for users to reset their password directly through the website. The following guide will outline the steps for online access users to do password resets on the NetXInvestor platform.

Note: If using the www.netxinvestor.com link please type **3Z1** in the Financial Org # box located above the user ID box.

STEP 1

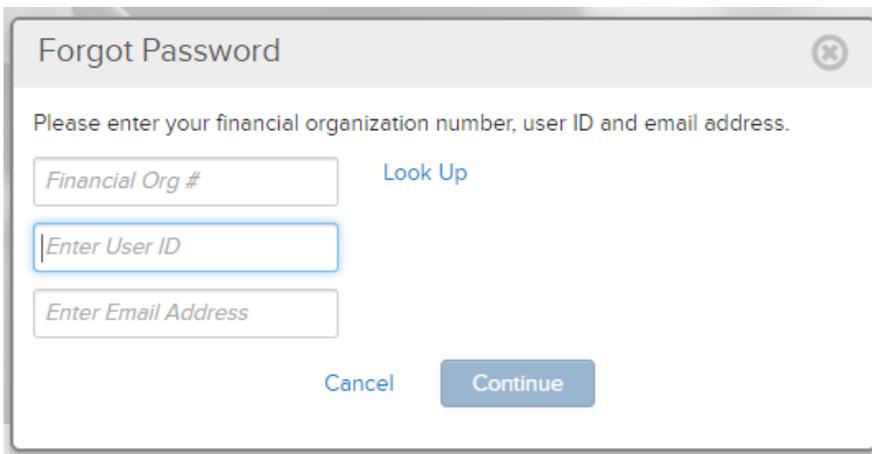
On the NetXInvestor home page, enter the Financial Org # (3Z1) and user ID you would like to reset. Click **Forgot Password**



The screenshot shows the NetXInvestor website interface. On the left, there is a banner with the text "ACCESS YOUR INVESTMENTS ONLINE" and a description of the platform. On the right, there is a "Login" form with the following fields: "Financial Org #", "Enter User ID", and "Enter Password". Below these fields is a "Remember User ID" checkbox and a "Continue" button. A "Forgot Password?" link is highlighted in green, and an arrow points to it from the right. Above the "Forgot Password?" link is a "Forgot User ID?" link. Below the "Continue" button is a "Quick Quote" section. In the top right corner, there is a link for "Switch To Accessible Theme".

STEP 2

After clicking **Forgot Password**, a screen will display to confirm financial Org # (which is 3Z1), user ID and registered email address.



The screenshot shows a "Forgot Password" dialog box. The title bar says "Forgot Password" with a close button. The main text reads: "Please enter your financial organization number, user ID and email address." Below this text are three input fields: "Financial Org #", "Enter User ID", and "Enter Email Address". To the right of the "Financial Org #" field is a "Look Up" button. At the bottom of the dialog box are two buttons: "Cancel" and "Continue".

STEP 3

After completing verification and answering challenge questions you will be prompted to reset your password. Please note the requirement below for the new password. After successfully setting up a new password you will be able to access NetXInvestor.com

- Cannot contain VOYA FINANCIAL ADVISORS, INC. ID
- Must contain a minimum of 8 and a maximum of 12 characters
- Cannot contain any special characters. For example, AA-BB-CC
- Must contain at least one alpha and one numeric character. For example, 1redcar2
- Cannot contain your first, last or middle name