

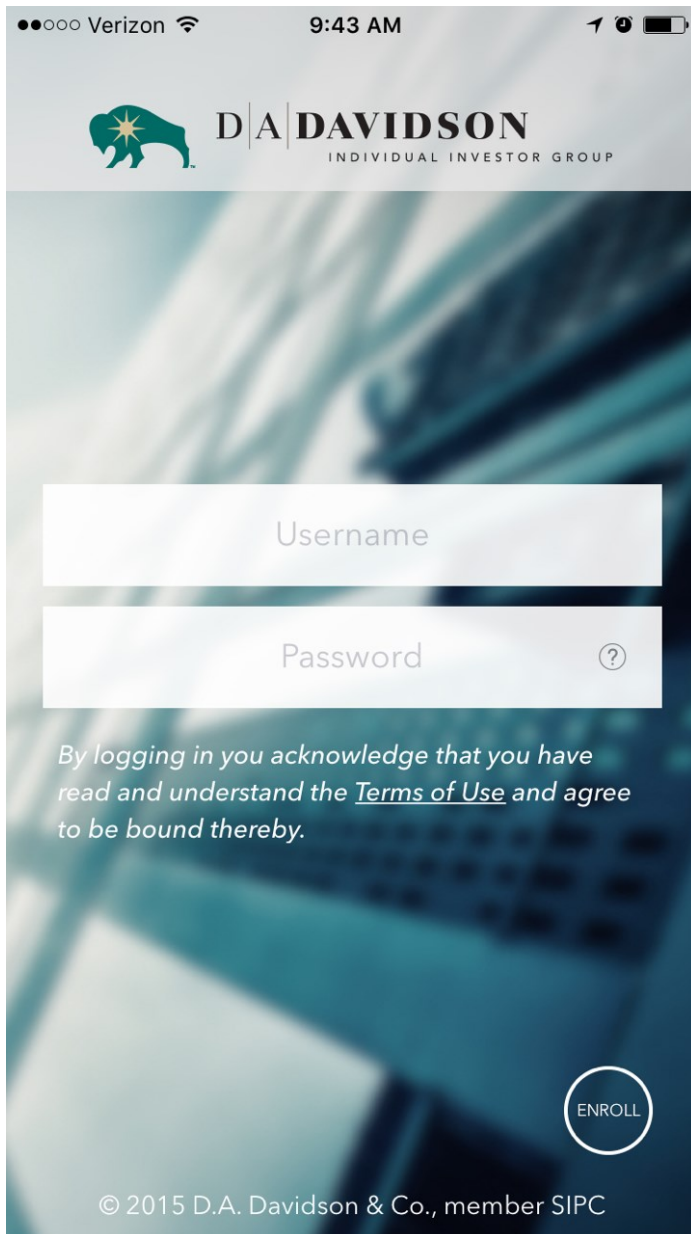


D|A|**DAVIDSON**

User Guide & Frequently Asked Questions

D.A. DAVIDSON CLIENT ACCESS
mobileapp

Logging in



Installing & Launching the App

Locate the App in the Store by searching for "D.A. Davidson". Once the App is installed, the icon will appear on the desktop. Tap the icon to launch the App.



Username & Password

Enter the same username and password that you use on the desktop version of the website.

Password Reset

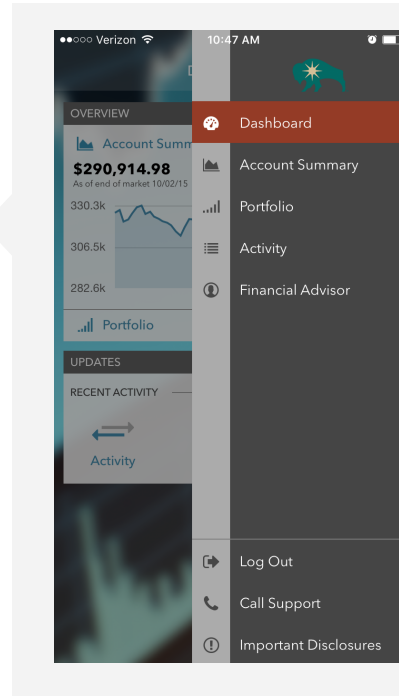
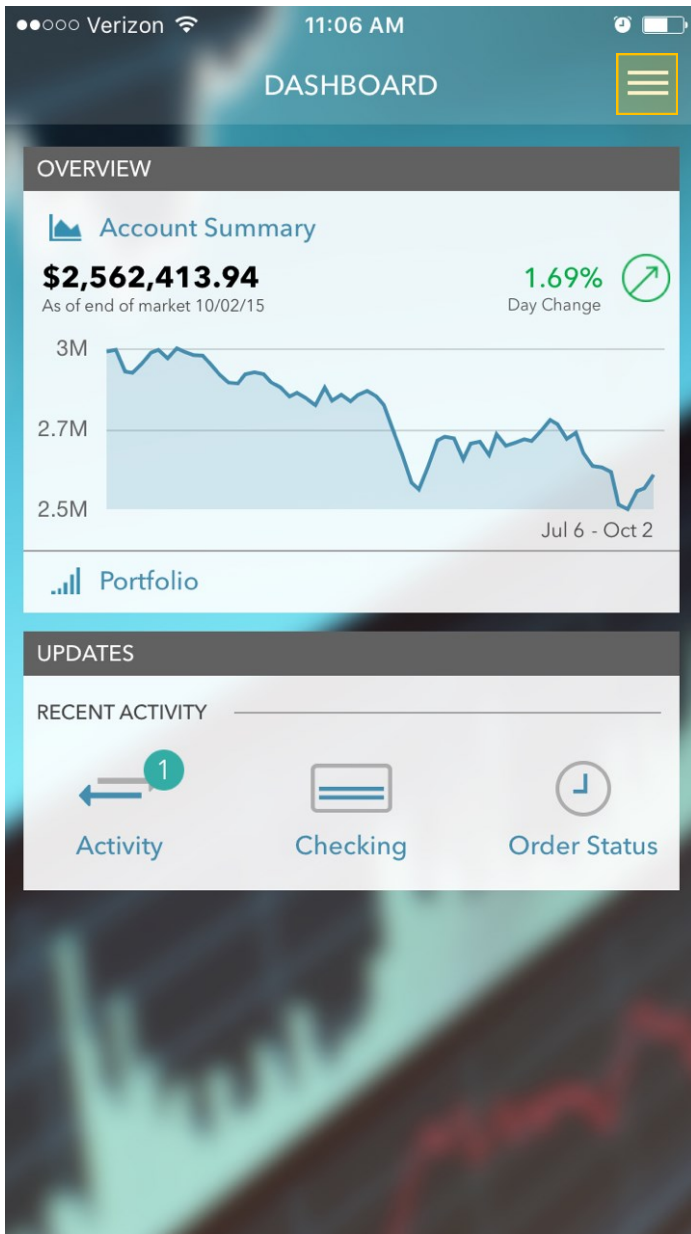
If you need to reset your password select the "Forgot Password" icon. You will be directed to the full version of the website via your device's web browser to complete the password reset process.

Self Enrollment

The mobile application is available to existing users of Client Access. To Enroll in Client Access, select the Enroll button and proceed through the Self-Enrollment process.

IMPORTANT: If you are accessing the App the same day you've enrolled in Client Access, you may see limited data until the following business day.

The Dashboard and Menu



The Menu

Tapping the Menu icon will reveal the main navigational menu. From the menu, you can access the various sections of the App as well as Log Out, Call Support or access Important Disclosure information.

Updates: Recent Activity

If there has been any new activity (on any account associated with your User ID) since the last business day, an update bubble will be shown.

This information is not updated throughout the day; recent activity reflects end-of-day changes.

Account Summary



Account Summary Information

With the exception of the chart, the values on the Account Summary screen represent the same values shown on the home page of the desktop version of Client Access on the "Account Summary" tab, under the heading of "Portfolio Balance Summary".

Account balances are as of the open of the current business day. Securities positions reflected in balances are priced as of the prior market date closing price.

Show Detail

Tapping an Account Number will reveal additional details.

XXXX1994 **\$47,219.48**
 Sally's IRA

Cash & MMF \$18,147.71
 Market Value \$29,071.77
 Previous Day Value \$47,160.43
 Change in Value **\$59.05 [0.13%]**

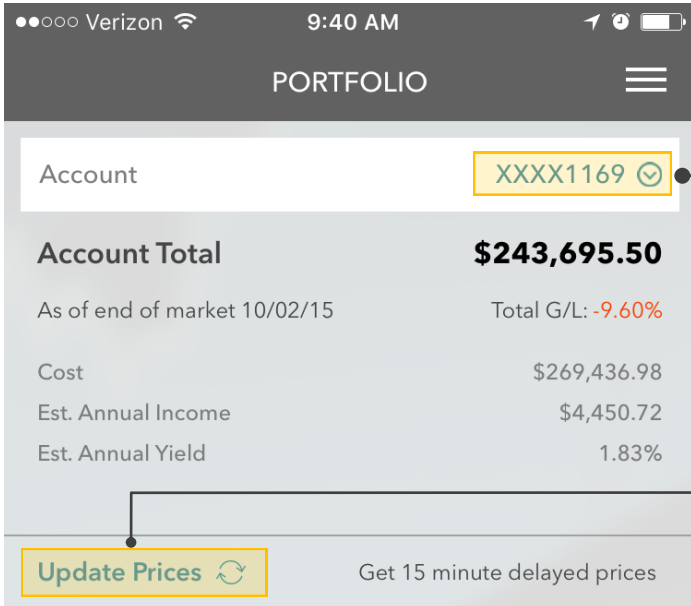
Portfolio

Account Nickname

An optional account nickname may be applied to an account.

To set a nickname for an account, log into the desktop version of the site, click on "Settings" then "Account Settings".

Portfolio



Account Selector

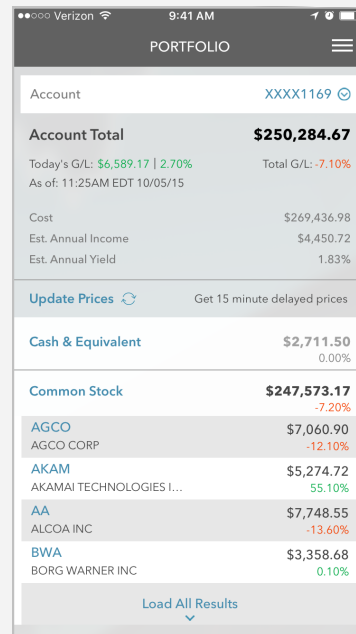
Tap the account selector to switch accounts.

Update Prices

By default, values shown are end of previous business day. To get 15 minute delayed prices, select the Updated Prices button.

Cash & Equivalent	\$2,711.50 0.00%
Common Stock	\$240,984.00 -9.70%

For important disclosures concerning Estimated Annual Income, Current Estimated Yield, Gain/Loss and Cost Basis figures displayed above, please read the Important Disclosures section.



Show Detail

Tapping a security type header (e.g. "Common Stock") will display individual holdings by security type for that account.

See the following page of this guide for additional information on the Security Detail Portfolio view.

Portfolio: Security Detail

Updated Prices

If you had selected "Update Prices" on the main Portfolio screen, those values will be carried through to the Security Detail screens. Otherwise, the values shown will be as of end of previous business day.

The screenshot shows a mobile app interface for a portfolio. At the top, the status bar shows 'Verizon' and '9:41 AM'. Below that, the app header says 'PORTFOLIO'. The main content is divided into two sections: 'Common Stock' and 'EV'. The 'Common Stock' section shows a value of \$247,573.17 and a Total G/L of -7.20%. Below this, a table lists metrics: Cost (\$266,725.48), % of Portfolio (101.60%), Est. Annual Income (\$4,450.72), and Est. Annual Yield (1.85%). The 'EV' section shows a value of \$2,774.25 and a 9.60% return. Below this, another table lists metrics: Cost (\$2,531.73), % of Portfolio (1.10%), Est. Annual Income (\$81.00), and Est. Annual Yield (2.92%). A line chart shows price movement from Jul 1 to Oct 2, with values ranging from 33 to 41. At the bottom, a navigation bar shows '16 of 46' with left and right arrows.

Security Type Summary

Individual Security Summary

Security Selector

Move back and forth between the individual holdings by Security to view details.

Activity

Activity Screen

This view displays Account Activity for the last 30 Days, and is updated the morning of each business day.

Go to Recent

Tap to view Recent Activity for all accounts.

Account Selector

Tap the account selector to switch accounts.

ACCOUNT ACTIVITY		
Recent	Account	XXXX1169
Activity	Checking	Order Status
10/01/15		
GCI	DIVIDEND PAYMENT	\$13.92
TGNA	DIVIDEND PAYMENT	\$25.06
NTRS	DIVIDEND PAYMENT	\$30.96
09/30/15		
CBI	FOREIGN W/H AT SOURCE	-\$1.10
CBI	DIVIDEND PAYMENT	\$7.35
09/28/15		
CTB	DIVIDEND PAYMENT	\$11.55
09/25/15		
DCI	TRADE BUY	-\$257.54
CPA	TRADE BUY	-\$240.18
CNW	TRADE SELL	\$1,090.17

Activity: Checking & Order Status

Order Status Screen

This view displays Orders from the last 30 Days, and is updated the morning of each business day.

Activity	Checking	Order Status
07/30/2015		
DVN	Sell 100 Limit @ Lorem ipsum dolor sit amet, id alterum tractatos est, detracto	Executed
TEX	Sell 1000 Limit @ \$30.00	Executed
07/29/2015		
AMECX	Sell 250 Limit @ \$50.00	Executed
07/28/2015		
AMECX	Sell 250 Limit @ \$50.00	Executed
TEX	Sell 500 Limit @ \$30.00	Executed

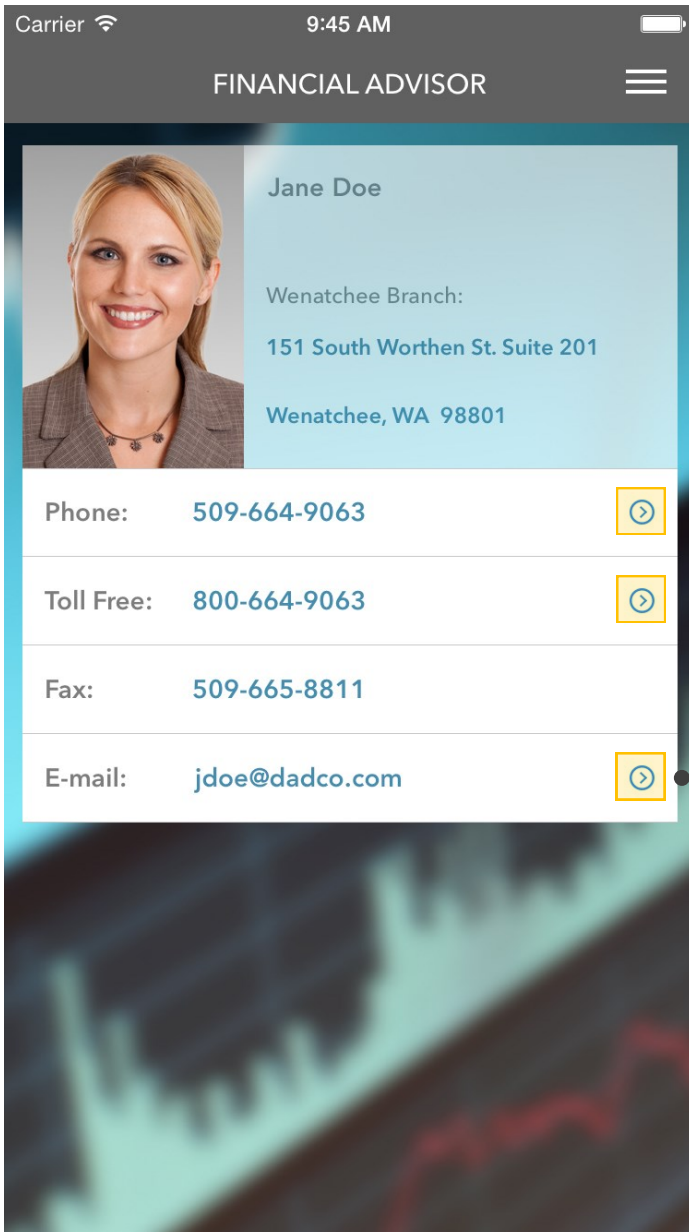
Currently displaying Order Status from the last 30 days.

Checking Activity Screen

This view displays ACH/Checking Activity from the last 30 Days, and is updated the morning of each business day.

Activity	Checking	Order Status
Debit Card		\$50.65
10/07/2014 34-756718	Correos de Costa Ri... Processed: 10/10/2014	\$42.54
10/30/2014 34-756718	Trans Express Processed: 10/06/2014	\$8.11
Checking		\$1,000.00
12/10/2014 937	Lorem Ipsum dol... Processed: 12/16/2014	\$1,000.00
ACH & Electronic Checking		\$2,245.04
12/19/2014 937	Sucursal Quepos Processed: 12/19/2014	\$378.89
12/09/2014 847	ATM Manuel Anto... Processed: 12/09/2014	\$378.75

Contact Financial Advisor



Place a Call

Tap to place a call to your Financial Advisor.

Send an Email

Tap to open the default mail application and compose a message to your Financial Advisor.

Frequently Asked Questions

What devices are supported by the Mobile App?

- iOS Coverage: iPhone 6 & 6 Plus (iOS 7, 8 and 9), iPhone 5s & 5, iPhone 4
- Android Coverage: 5.0.x, 4.4.x, 4.1.x-4.3.x

Will the App work on my iPad?

The Davidson App was developed and optimized for both iPhone and Android phones, however it will install and run on an iPad or iPad Mini.

How do I Download the App?

The Client Access App is available in the Apple App Store and Android Google Play Store. Follow these instructions to download and install the App:

Apple App Store:

Go to the App Store

Touch "Search"

Type "D.A. Davidson" in the Search Bar

Select the D.A. Davidson Client Access App

Touch "Free" then touch "Install"

Enter your Apple ID and touch "OK"

Access the D.A. Davidson App by tapping the icon from your home screen.

Android Google Play Store:

Open the Google Play Store App

Touch "Search"

Search for "D.A. Davidson"

Touch "Install"

Touch "Accept"

Access the D.A. Davidson Client Access App by touching the icon from your home screen.

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Frequently Asked Questions, Continued

Q. Is the app free?

Yes! It is free to download and use the app.

Q. I have never used the Client Access Website before. Can I use the App?

Yes! While the app is only available to currently enrolled users of Client Access, you can follow the prompts to enroll by selecting the "Enroll" Icon from the Login Screen of the App. Once you have enrolled in the full site, you can return to the app to login.

Q. What username and password should I use for the App?

Use the same username and password for the App as you would on the full site.

Q. What features are available through the App?

Core features from the full site such as Account Summary, Portfolio, Activity and Contact Your Financial Advisor are available through the Client Access App. We are always working on improvements, so if there is a feature you would like to see please let us know!

Q. I enrolled in Client Access today, and I'm not seeing my account information.

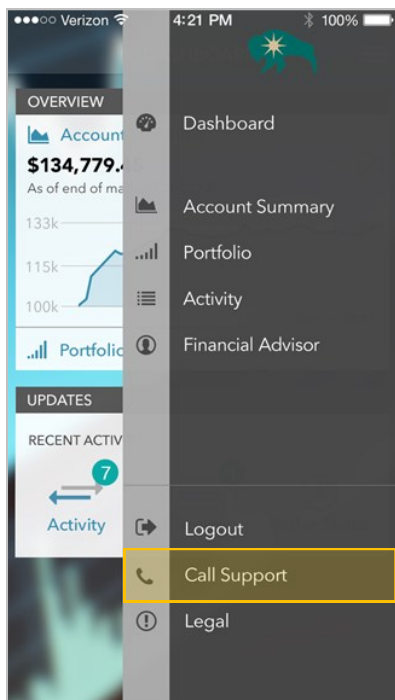
On initial enrollment to Client Access, limited data will be available for 24 hours for both the App and the full desktop version of Client Access.

Q. How often is the data on the App updated?

Intraday (up to 15 minute delayed) pricing is available on the Portfolio screen by selecting the "Update Prices" button. All other screens – Activity, Order Status, Checking Activity and Account Summary – use pricing from the previous business end-of-day.

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Frequently Asked Questions, Continued



Q. What if I have additional questions?

Please contact Customer Service at 1-800-575-9503 or email ClientAccessHelp@dadco.com.

There is also a "Call Support" option on the main menu that will allow you to contact Customer Service directly from the App.

The Customer Service Team is available Monday through Friday 8:00 AM MT – 5:00 PM MT; closed Weekends and Stock Market holidays.