#### **NEIRG Wealth Management | Addepar**

# Getting Started with your New Investment Portal

NEIRG Wealth Management has partnered with Addepar, a state-of-the-art wealth management technology platform that specializes in data aggregation and performance reporting.

NEIRG Wealth Management uses Addepar to consolidate and unify your investment data across the financial institutions that custody your assets, analyze your portfolio, and provide you with a complete financial picture.









## How the New Investment Portal Works

With your new Investment Portal, you can view polished and personalized views curated by our team of investment professionals, see the status of your investments at any time with Addepar's mobile application (iOS), and access a file vault with two-way sharing.

## → How to Sign In

Your NEIRG Wealth Management adviser will generate the activation email to create your password.

#### Welcome [Contact name]

NEIRG Wealth Management has invited you to access your investment portal. To accept this invitation, click the "View Portal" button below within the next 14 days, and then follow the instructions to set your access password.

VIEW PORTAL

The email will come from **no-reply@addepar.com** containing a secure link. If you haven't received the email as expected, check your email's spam folder and/or contact your adviser.

Click on the 'View Portal' button and follow the instructions to set your password.

TIPS

- 1. Your secure link will expire after two weeks. If you haven't activated your account by then, you will need to contact your adviser for another secure link.
- 2. We recommend using Google Chrome as your browser, but Mozilla Firefox, Microsoft Edge, and Apple Safari are also supported.



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#### **Overview** Tab

You will land on the Overview tab when you sign in to the Investment Portal. Designed to provide you with a concise recap of your portfolio, this tab will help answer common questions like what's the value of my portfolio, how has that value changed over time, and how is my portfolio is allocated.



### + **Details** Tab

The Details Tab provides more granular investment information and each view offers different ways of understanding your investments, with data displayed in tables and charts.

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From the Details Tab you can view the following elements for each of your financial accounts and legal entities:

- 1. Asset Allocation
- 2. Realized Gains & Losses
- 3. Transactions
- 4. Securities and Holdings



#### Files Tab

Use the secure two-way file vault to access and share important documents with your adviser.

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From the Files Tab you can:

- 1. Access and download the files shared with you by your adviser (you will receive an email notification when your adviser uploads a new file).
- 2. Upload files to share with your adviser (your adviser will also receive an email notification).





## Addepar Mobile App (iOS)

The Addepar Mobile Application is currently only available for Apple (iOS) devices.

#### How to Access the Mobile App

- Download the Addepar mobile app from the Apple Store.
- Open the app and select 'Sign In' and then 'Continue' when prompted.
- Enter your email and password and select 'Sign In' again.

4. Create a Secure Pin and enable 'Sign in with Face ID' for easier access from your mobile device.





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#### **Navigating the Mobile App**

The Addepar Mobile app offers many of the views available in the browser experience but is designed to complement your mobile phone or tablet.





## How to Enable Two-Factor Authentication

#### From the **profile dropdown** you can:

- 1. Enable or disable two-factor authentication.
- 2. Send a password reset email to yourself.
- 3. Sign out.

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#### **Two-Factor Authentication Steps**

Enabling two-factor authentication improves your account's security by requiring an additional six-digit code every time you log into your Investment Portal. You will find this code in an authentication application you install.

- **1. Download** and install an authentication application for your mobile device. We recommend Google Authenticator.
- **2. Sign in** to your Investment Portal. Click your name on the top right corner of your screen, and select 'Enable two-factor authentication'
- 3. Click Next, enter your password, and click Next again.
- 4. Using your authentication application, scan the QR code on the screen.
- 5. Enter the code the authentication application displays.

The next time you sign in to your Investment Portal, you'll need to enter the six-digit authentication code generated by your authenticator. Select "Don't ask again on this computer" if you want your Investment Portal to remember your code for the next 30 days.

## How to Reset Your Password

How do I reset my password?

There are two ways to reset your password:

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You can reset your password by clicking "Forgot Password?" on the sign in page.

- 1. Enter your email address and click Submit. You will receive an email with instructions to reset your password. If you don't receive an email:
  - a. Check your spam or junk filters.
  - Add no-reply@addepar.com to your address book, and try resetting your password again. Contact your adviser if you are having any difficulty resetting your password.





#### 2

Click your name in the top right corner of your screen.

- 1. You'll receive an email with instructions to reset your password. If you don't receive an email:
  - a. Check your spam or junk filters.
  - b. Add no-reply@addepar.com to your list of trusted contacts

## Want to See More Data?

Your adviser sets up your financial information in ways that are most useful for you. If you'd like to see your data organized differently, contact your adviser.





## Appendix

#### How secure is my information?

Your Investment Portal is built on the technology of Addepar, Inc., which follows rigorous security practices and procedures and has been vetted by NEIRG Wealth Management as part of our due diligence program.

All information in Addepar is secured with an industry-standard asymmetric encryption technology. Financial institutions transmit that secured data through an encrypted channel using Secure Socket Shell (SSH) protocol. That data remains secure, with only your Investment Portal able to decrypt it.

Your Investment Portal's database is protected by full disk encryption from Amazon Web Services. From the source files to transmitting data to your Investment Portal, data is encrypted at each level to ensure safe flows of data that clients can trust.

#### How often is my data updated?

Addepar ingests data feeds from the financial institutions that custody your assets. The financial account data displayed in your portal is updated in the morning with values from those financial institutions as of the previous business day's market close.

#### How do I disable two-factor authentication?

You can remove two-factor authentication anytime but this will remove an additional layer of security on your account. If you don't have access to your mobile device anymore, or if you've lost your backup codes, contact your adviser.

- 1. Sign in to your Investment Portal.
- 2. Click your name on the top right corner of your screen and select 'Disable Two-Factor Authentication'
- 3. Enter your password, and click Disable. A confirmation message will appear in the bottom left corner of your screen confirming you disabled.

When you disable two-factor authentication, your existing account on your mobile device's authentication application will no longer work. If you want to re-enable two-factor authentication, you will need to set up a new account.



Helping You Maximize Your Life's Opportunities





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