

# Mobile App - Frequently Asked Questions

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## **What is the difference between the Mobile App and the Mobile Website?**

Our Mobile Apps are native Apps that can be downloaded and installed on your compatible mobile device, while the Mobile Website is a web portal that runs directly in the mobile browser on your smart phone or other mobile device. Both the native Apps and the Mobile Website allow you to access your account information directly from your mobile device.

## **How are iconnect2invest and ic2i different?**

iconnect2invest is your online viewing and trading portal for your investments through Cetera Investment Services. ic2i is a mobile friendly version of iconnect2invest. In other words it is built to be more easily readable on your phone or mobile device. Both contain the same information about your accounts.

## **Is my phone supported?**

Our Mobile Apps are supported on the current operating system and most recent prior operating system of iOS (iPhone, iPod touch, and/or iPad) and Android. Only Android and Apple phones are supported at this time and Windows/Symbian/Blackberry OS, etc., are not supported at this time. Our Mobile Website supports the most current versions of Google, Safari and Internet Explorer browsers.

## **Is the Mobile App secure?**

Yes! All critical information is encrypted and no personal information is stored on your mobile device. However, mobile devices may offer you the ability to store your login information for apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

For further security, if you are on the mobile app/web and you minimize the session or close, you will have to re-login. Also, if you remain idle for more than five (5) minutes, the web and app will time out the session and you will need to re-login.

## **What features does the Mobile App have?**

Both the Mobile Apps and the Mobile Web give you the ability to access your account information, view your holdings, review your asset allocation, pull cost basis and make a trade if you are authorized to do trading. Basically everything you can do on iconnect2invest, you can do on ic2i.

## **How do I get the Mobile App for my phone?**

Simply look for "ic2i" in the App Store or in the Google Play. If you are unable to download the app, you can still enjoy the same benefits by typing the address to <https://myaccount.iconnect2invest.com> into your web browser to use the web version.

**Do I have to buy the Mobile App?**

No. Our Mobile App is completely free to download and install.

**I have multiple accounts. Can I see them all in the Mobile App and the Mobile Website?**

Yes, you will see all the accounts you see on the desktop version of [iconnect2invest.com](https://connect2invest.com).

**How current is the account information I see in the Mobile App?**

The information you see in the Mobile App and in the Mobile Website updates as you refresh the screen (with a 20-minute delay from real time). If you keep the Mobile App or Mobile Website open for an extended period of time, you should refresh the page by selecting a new option in order to ensure the information is still current.

**I don't have online account access. How do I get it so I can use my mobile device to see my account information?**

It's fast and easy! Using your laptop or desktop computer, (not your phone or tablet), go to <https://myaccount.iconnect2invest.com>. Click on *Activate an Online Account* and simply follow the prompts from there. Once set up, you'll be able to take advantage of:

- The ability to view your account statements and trade confirmations online
- Portfolio tracking
- Positions monitoring for held securities (equity positions updated with a 15-minute delayed quote)
- Real-time quotes (100 free for signing up and 100 quotes per trade thereafter)
- Free delayed quotes (unlimited)
- Trading (Contact your advisor if you are interested in Online Trading)

*Now you are ready to Go Mobile!*

Simply type this address into the browser on your phone or mobile device - <https://myaccount.iconnect2invest.com/> and log in as you normally would. If you need assistance, contact 888.443.6380. Or, download the app and click on the icon to begin.