

Davenport Mobile App

FREQUENTLY ASKED QUESTIONS

1. What devices can I use with the App?

Apple iOS – Operating System 9.0 or higher
Android – Operating System 6.x or higher
Apple Watch

2. How do I log in?

You can log in using your Davenport Online credentials.

- Open the App
- Click Login button
- Enter Login ID
- Enter Password
- Click Login button

3. Do I have to be a Davenport Online client to use the App?

The Davenport Mobile App requires a Davenport Online account.

If you have a current Davenport User ID and password, you can use this information to login to the Mobile App.

If you have not registered for Davenport Online, visit www.investdavenport.com and click the orange Client Login Button. You will be taken to the Davenport Online site where you can Register to view your account Online. Once you have a User ID and password set up, you can use this information to login to the Mobile App.

4. Can I sign up to use Davenport Online from App?

You cannot register for Davenport Online from the Mobile App. See previous answer for how to Register for Davenport Online.

5. What will I view on the App?

Holdings, Balances, Account Activity, Transaction History, Quotes and News, Confirms, Statements, and more!

6. Will I be able to trade on the App?

At this time the Davenport Mobile App does not allow for trading.

7. Will I be able to get quotes for any stock?

The App uses a stock quote service; there is a possibility that lightly traded stocks or those not on a listed market will not be available.

8. Are quotes in real time?

Quotes are on a 15 minute time delay.

9. Will I be able to view all of my accounts?

The App has a portfolio Overview page which will show the balance for all accounts or you can select a single account to view.

10. How do I add stocks to my Watchlist?

- Go to the Menu and under Tools, select Watchlist.
- Enter a name or symbol, select the stock you want to add and it adds it to the list. To delete, click the X next to the stock.

11. How to I find my statements or confirms?

Click on the Menu and under Communications, select All Communications. Statements and Reports, Trade Confirmations, Tax Documents and other communications are available.

12. Is the Davenport Mobile App a replacement for my Davenport Online account?

The Davenport Mobile App is meant to supplement your Davenport Online Account, not be a replacement. The Mobile App gives you the same experience as Davenport Online and offers many of the same features as the desktop application.

13. How do I deposit a check into my account?

1. Tap Menu > Transact > Mobile Deposit
2. Take a photo of the front and back of the check.
3. Follow the prompts to enter the check amount, select the desired accounts, and enter the deposit amount.
4. If prompted, select a deposit source code for each account.
5. After providing the details, tap Review to verify deposit details.
6. Verify details and tap Submit.

For assistance, contact the Davenport Client Services Support Team at (888) 742-1863.