

Davenport Online

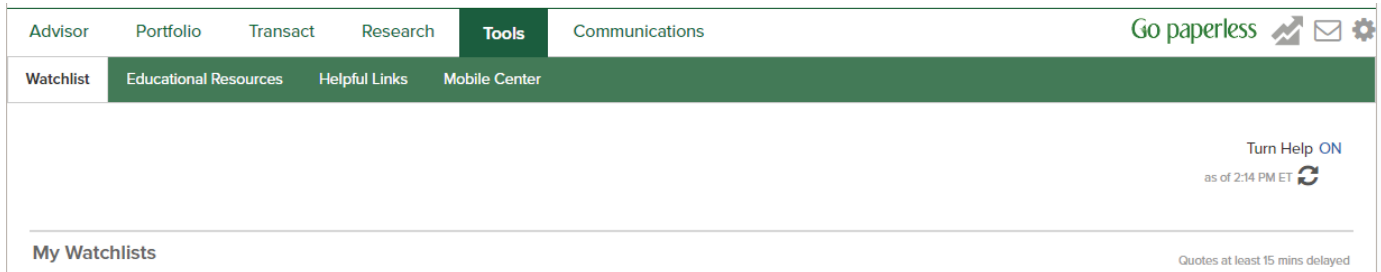
FREQUENTLY ASKED QUESTIONS

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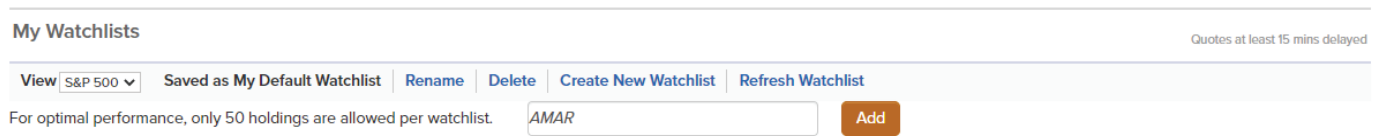
For assistance, contact Davenport Online Support
1-888-742-1863 or support@investdavenport.com
Monday–Thursday 9 a.m.–5 p.m. ET Friday 9 a.m.–4:15 p.m. ET

1. How do I add a Stock to my Watch List?

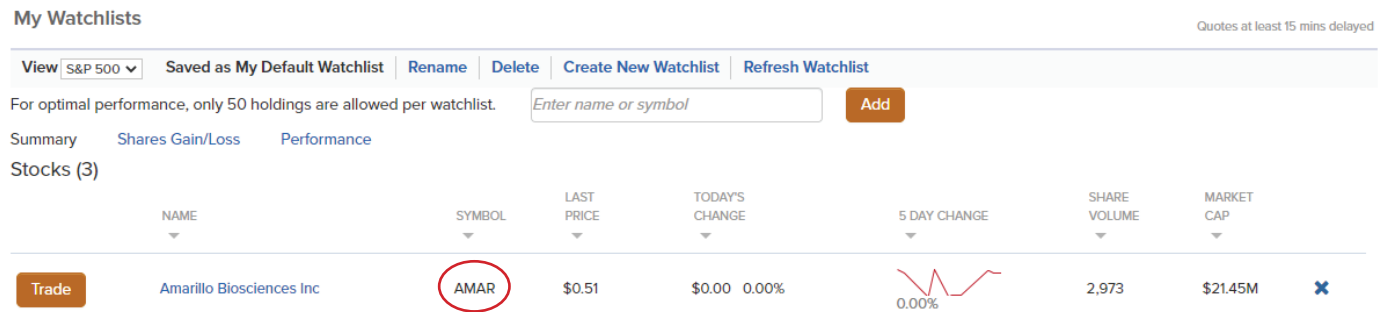
- Navigate to the Tools page. Tools > Watch List



- Enter a symbol in the box labeled “Enter name or symbol” and click “Add” button

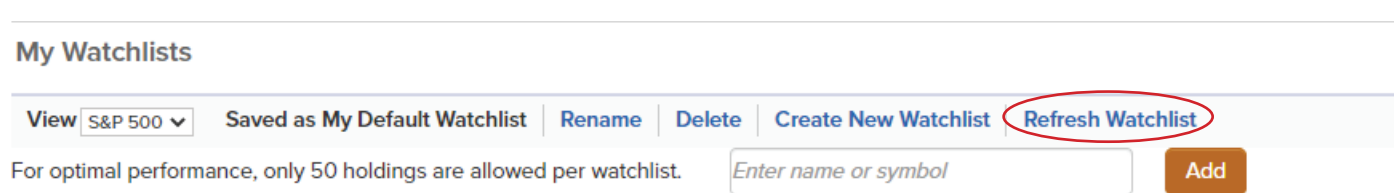


- You should see the symbol in your list



2. How often is the Watch List updated?

- The watch list should update every time you visit the summary page. Mutual funds will only update at the close of the market day. You can also click on Refresh Watchlist above the Enter name or symbol box.



3. How do I access the Quote Feature for a specific Stock?

- For accounts on the Watch List
 - Navigate to the Tools page. Tools > Watch List
 - Click on the name of the stock you wish to get a quote

My Watchlists Quotes at least 15 mins delayed

View S&P 500 Saved as My Default Watchlist Rename Delete Create New Watchlist Refresh Watchlist

For optimal performance, only 50 holdings are allowed per watchlist.

Summary Shares Gain/Loss Performance

Stocks (3)

	NAME	SYMBOL	LAST PRICE	TODAY'S CHANGE	5 DAY CHANGE	SHARE VOLUME	MARKET CAP	
<input type="button" value="Trade"/>	Amarillo Biosciences Inc	AMAR	\$0.51	\$0.00 0.00%	0.00%	2,973	\$21.45M	<input type="button" value="X"/>
<input type="button" value="Trade"/>	Amazon.com Inc	AMZN	\$3,382.20	\$10.00 0.2965%	14.112%	2,206,563	\$170T	<input type="button" value="X"/>
<input type="button" value="Trade"/>	Woori Financial Group Inc	WF	\$27.68	\$0.70 2.5945%	+1.76%	5,560	\$6.66B	<input type="button" value="X"/>

- The quote screen will appear

Amazon.com Inc AMZN NASDAQ Add to Watchlist Set Market Alert

Sector [Retail Trade](#) Industry [Internet Retail](#) Quote is Delayed

Last Price **\$3,381.70** Bid/Size 3,380.54/1 Ask/Size 3,381.68/1 Volume 2,230,414 52 Week Range 2,038 - 3,552.25
1/13/2020 9/2/2020

Today's Change **▲ (\$9.50) +0.28%** Bid Exchange Philadelphia Ask Exchange -- Last Sale Exchange/Vol. --/20

2:39 PM ET 4/12/2021 Market data is delayed

Day Low Day High **\$3,351.15 - \$3,395.04** YTD % Change (price) 3.83% Most Recent Dividend -- Ex Dividend Date -- Dividend Yield (%) -- Annualized Dividend (%) --

Summary **News** Charting Earnings Fundamentals Insiders Option Chain

4. On what page can I view all accounts at once?

- Under Portfolio, click Overview
- Click the drop down arrow and make sure All Accounts is selected

Advisor **Portfolio** Transact Research Tools Communications Go paperless

Overview Balances Holdings Valuation Over Time Unrealized Gain/Loss Realized Gain/Loss History Projected Cash Flow

Viewing: All Accounts In USD


- View all accounts (you can also tailor the page to view single accounts as well). Click on the + next to All Accounts to expand the list; Click on the - icon to collapse

Viewing: All Accounts In USD

Summary As of 3:05 PM ET 05/14/2021

	TOTAL VALUE	DAY CHANGE	UNREALIZED GAIN/LOSS*
 All Accounts	2,059,573.82	+11,763.15 (0.57%)	+600,060.04 (42.92%)

*Unrealized Gain/Loss value is based on positions and quotes as of previous close.

	TOTAL VALUE	DAY CHANGE	UNREALIZED GAIN/LOSS*
 All Accounts	2,059,573.82	+11,763.15 (0.57%)	+600,060.04 (42.92%)

*Unrealized Gain/Loss value is based on positions and quotes as of previous close.


ACCOUNT	MARKET VALUE	DAY CHANGE	UNREALIZED GAIN/LOSS
[REDACTED]	49,791.03		
[REDACTED]	508,552.82	+1,053.64 (0.21%)	+159,010.60 (45.63%)
[REDACTED]	400,546.33	+4,450.11 (1.11%)	+39,331.17 (11.02%)

5. How do I find the Total Value for my Household Account?

- Go to the Portfolio tab, click Overview
- Make sure the Drop Down menu is selected on All Accounts

Advisor **Portfolio** Transact Research Tools Communications

Overview Balances Holdings Unrealized Gain/Loss Realized Gain/Loss History Projected Cash Flow

Viewing: All Accounts  In USD

Summary As of 11:43 AM ET 05/14/2021

	TOTAL VALUE	DAY CHANGE	UNREALIZED GAIN/LOSS*
 All Accounts	2,056,781.31	+8,970.64 (0.44%)	+600,060.04 (42.92%)

*Unrealized Gain/Loss value is based on positions and quotes as of previous close.

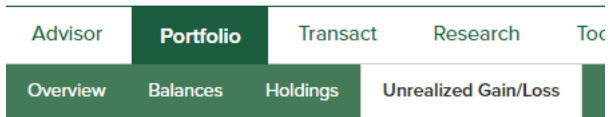
Composition




ASSET CLASS	CURRENT VALUE	PERCENT OF TOTAL
Equities	1,563,662.94	76.02%
Other	308,742.32	15.01%
Fixed Income	184,377.04	8.95%


6. How do I find the performance for an entire Household?

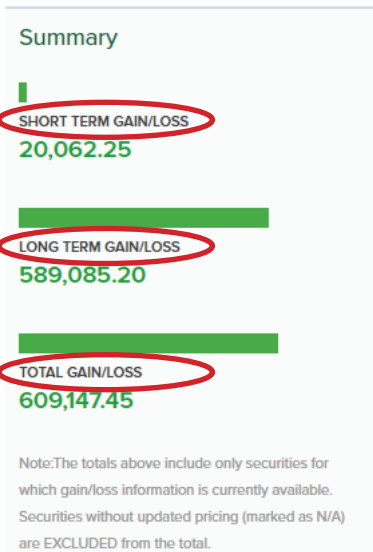
- Under Portfolio click Unrealized Gain/Loss
- Make sure in the drop down menu you have selected All Accounts



Viewing: All Accounts  In USD

Filter By :





7. How can I customize what fields are shown in a specific view?

Sort

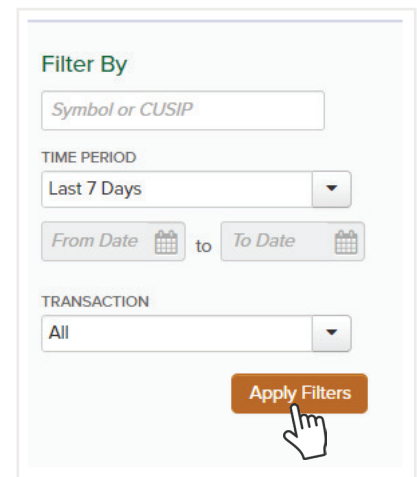
The sorting feature enables you to reorder the information in ascending or descending order. A sort can be applied to any page with a table-like structure. To sort the information, click on a required column heading to sort in ascending order, and click the heading again to sort the information in descending order. An ascending sort order is identified by an upward triangle; the descending sort order is identified by a downward triangle. The indicator appears in the column used for sorting.



Filter

The filtering feature enables you to limit the information displayed in a page. The platform offers many filter criteria that you can use to display the information according to your requirements. The filter criteria differ from page to page. The most common filter criteria are:

- Symbol, Name, CUSIP
- Time Period
- View By
- Transaction
- Cash flow type (appears only in the Projected Cash Flow page)



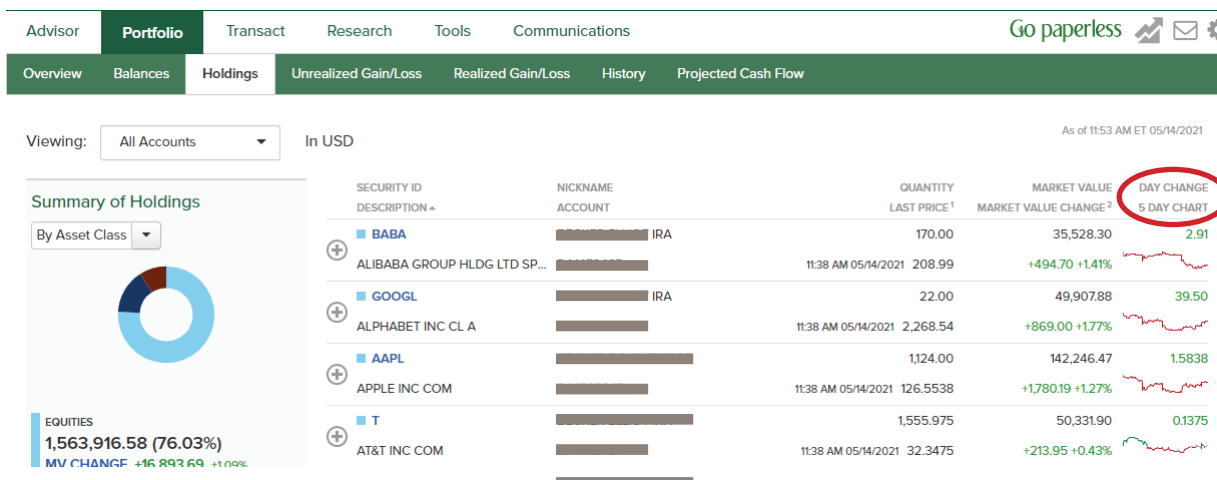
The image shows a 'Filter By' dialog box with the following fields: 'Symbol or CUSIP' (text input), 'TIME PERIOD' (dropdown menu set to 'Last 7 Days'), 'From Date' and 'To Date' (calendar pickers), and 'TRANSACTION' (dropdown menu set to 'All'). An orange 'Apply Filters' button is at the bottom right, with a hand cursor pointing to it.

To filter the information, provide information for the required filter and click the **Apply Filters** button.

8. How do I see totals for Daily Price Change and Expected Income?

Portfolio

The **Holdings** tab will show quantity, last price, market value/change, day change



The image shows a screenshot of a financial platform's 'Portfolio' page. The 'Holdings' tab is selected. The page displays a table of holdings with columns for Security ID, Nickname, Account, Quantity, Last Price, Market Value, Market Value Change, and Day Change. A red circle highlights the 'DAY CHANGE' column header. A '5 DAY CHART' link is also visible next to the 'DAY CHANGE' header. On the left, there is a 'Summary of Holdings' section with a donut chart and a table showing the total market value and change for equities.

SECURITY ID	NICKNAME	ACCOUNT	QUANTITY	MARKET VALUE	MARKET VALUE CHANGE %	DAY CHANGE
BABA		IRA	170.00	35,528.30		2.91
ALIBABA GROUP HLDG LTD SP...			11:38 AM 05/14/2021	208.99	+494.70 +1.41%	
GOOGL		IRA	22.00	49,907.88		39.50
ALPHABET INC CL A			11:38 AM 05/14/2021	2,268.54	+869.00 +1.77%	
AAPL			1,124.00	142,246.47		1,5838
APPLE INC COM			11:38 AM 05/14/2021	126.5538	+1,780.19 +1.27%	
T			1,555.975	50,331.90		0.1375
AT&T INC COM			11:38 AM 05/14/2021	32.3475	+213.95 +0.43%	

Summary of Holdings: EQUITIES 1,563,916.58 (76.03%) MV CHANGE +16,893.69 +1.09%

Projected Cash Flow

On the Projected Cash Flow tab, filter by Time Period and Cash Flow Type and click Apply Filters. The Total will update based on your selection. Click on View Cash Flow Distribution to see additional details.

The screenshot shows the 'Projected Cash Flow' section of a financial dashboard. At the top, there are navigation tabs: Advisor, Portfolio (selected), Transact, Research, Tools, and Communications. Below these are sub-tabs: Overview, Balances, Holdings, Unrealized Gain/Loss, Realized Gain/Loss, History, and Projected Cash Flow (selected). The interface includes a 'Viewing:' section with a dropdown set to 'All Accounts' and 'In USD'. The main content area is titled 'Incoming Cash Flow' and features a 'Filter By:' section with 'TIME PERIOD' set to 'Next 1 Year' and 'CASH FLOW TYPE' set to 'Projected'. There is an unchecked checkbox for 'Include Mutual Fund Income' and an 'Apply Filters' button. To the right, a summary table shows the following values:

Incoming Cash Flow		View Cash Flow Distribution
Total	276,489.68	
Total Projected Cash	13,002.00*	
Projected Income:	13,002.00*	
Total Reinvested Income	4,778.64	
Current Cash Management Balance	258,709.04	

* Denotes a projection of an unannounced dividend.

9. How can I find the Ticker Symbol for a specific company?

Markets

The Markets tab enables you to view market updates, market movers, advancers/decliners, access to real-time market news and events.

The screenshot shows the 'Markets' section of the Davenport website. At the top is the Davenport logo with the tagline 'BUILDING WEALTH TOGETHER' and the year '1863'. Below the logo are navigation tabs: Advisor, Portfolio, Transact, Research (selected), Tools, and Communications. Underneath are sub-tabs: Markets (selected), Quotes & News, Investing Tools, and Rateboard. The main content area is titled 'Markets Today' and features a search bar with the text 'Research a symbol' and a 'Go' button. Below the search bar, there is a section for 'RECENT SEARCHES' listing 'NKE', 'AMAR', and 'AMZN'. At the bottom, there are additional navigation options: US Markets, News, Events Calendar, and Sector & Industries.

Quotes & News

The Quotes & News tab enables you to view quotes for stocks, options, mutual funds, or ETFs. This tab also enables you to obtain the latest news headlines for each position, as well as detailed information including last bid, ask, and volume numbers. From this tab, you can view the following:

- Research from industry sources
- Market headlines

The screenshot shows the 'Quotes & News' tab selected in a navigation menu. Below the menu is an 'Overview' section with a search bar for 'Research a symbol' and a 'Go' button. Recent searches listed are ATUS, AGTHX, and DEOPX. The main content area is divided into three sections: 'Today's Events (156) May 03, 2021' with sub-sections for Economics (12), Earnings (26), Dividends (113), and Splits (5); 'Top Performers Large Cap Stocks' with a line chart showing performance from February to May; and 'Exchange-Traded Funds*' with another line chart showing performance from February to May. Below the charts are labels for 'TOP 3 COMPANIES' and 'TOP 3 ETFs'.

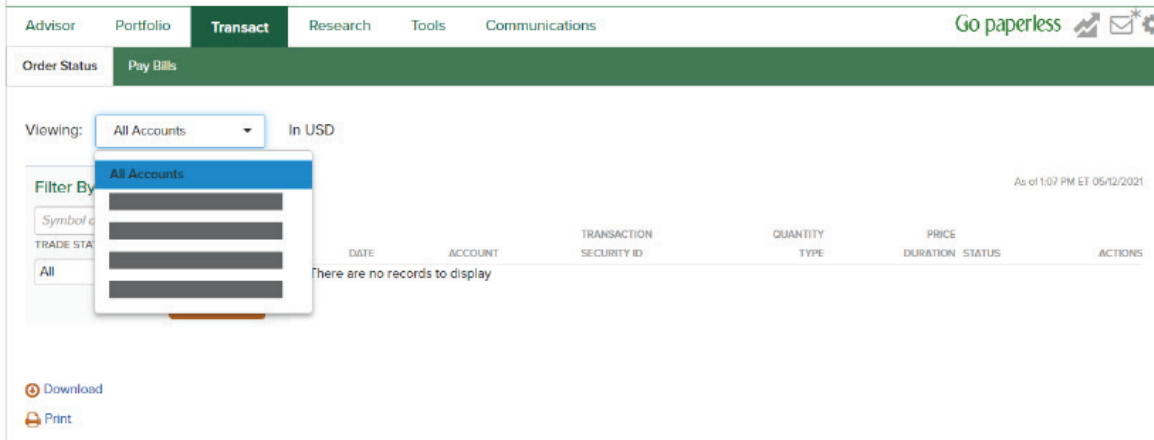
Investing Tools

The Investing Tools tab enables you to view predefined stock, ETF and mutual fund screeners; compare stocks and funds for profile, performance, risk, and much more.

The screenshot shows the 'Investing Tools' tab selected in a navigation menu. Below the menu is an 'Investing Tools' section with a search bar for 'Research a symbol' and a 'Go' button. Recent searches listed are ATUS, AGTHX, and DEOPX. The main content area is divided into three sections: 'Research from Industry Experts' with 'Stocks in Focus' listing 'MARKET MOVERS' and 'MARKET WATCH' from Argus Research; 'Screener Overview' with the text 'View thousands of securities at a glance and find investments that match your objectives.' and 'Find Stocks' section describing 'Pre-Defined Screens' and 'Advanced Stock Screener'; and 'STOCK SCREENER EXAMPLES' listing 'Top Dividend Yield Stocks', 'Highest Growth Tech Stocks', and 'Long Term Value Stocks'.

10. How do I view the status of orders in my account?

Click on the Transact tab and then under Order Status, you can change your Account View to see All Accounts or select the drop down to see your other accounts. This information is based on a 15 to 20 minute delay, please be sure to refresh your page.



11. How secure is my information on Davenport Online?

Davenport Online incorporates One-Time Passcode — an added security feature to ensure the safety and security of your account information. Upon your first visit to Davenport Online, or if you are just registering, follow the set up prompts.

After you are registered, you can also go to the Communications tab and then to Settings. Next to One-Time Passcode Methods, click Edit. Enter your Contact Method choice, your Phone Number and a Device Nickname. You will be sent a code to your device. Enter the code you were sent and click Continue.



One-Time Passcode

For your protection, we need to confirm your identity by sending you a One-Time Passcode to the contact method you select below. [What is this?](#)

1 Select Contact Method 2 Once you receive your code enter it here.

Cell : SMS/Text

Remember My Device

3 Would you like to access your accounts from this device in the future without the need for a One-Time Passcode?

Check "No" if you are using a public device:

Yes No

NOTE: Your device will be remembered for 120 days.

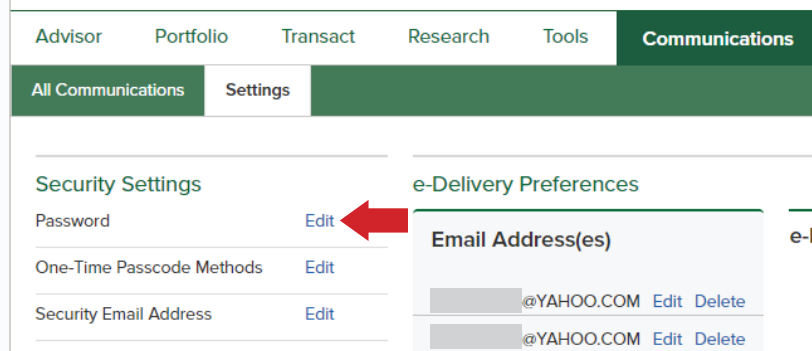
Tip:

Under Remember My Device, click on the circle next to Yes so you don't need to get this code each time you log in.

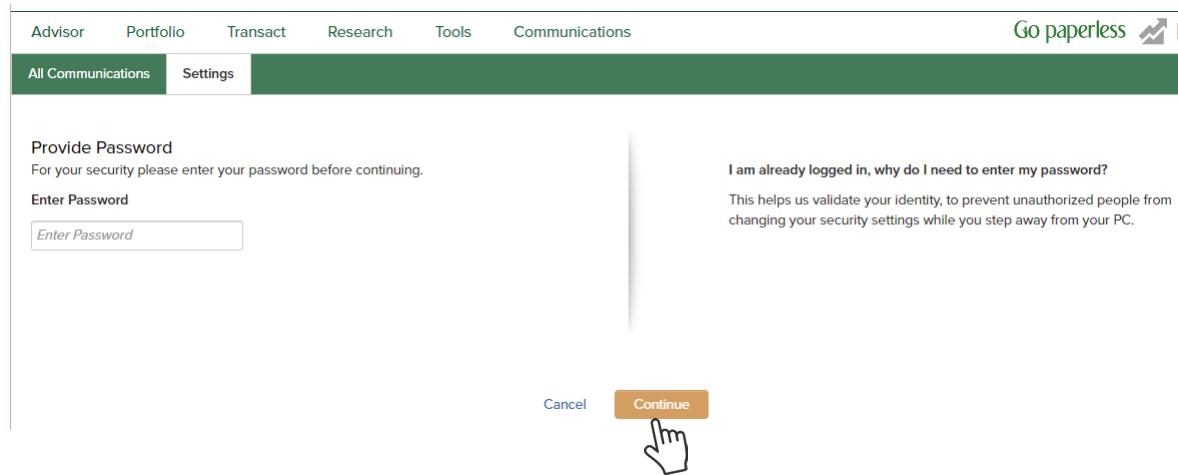
Text STOP to 75780 or 59422 to cancel | Text HELP to 75780 or 59422 for help or call your Representative. Message & data rates may apply: [SMS Terms & Conditions](#)
Supported wireless carriers: AT&T Mobility, Boost, Metro PCS, Nextel, Sprint, T-Mobile, Verizon Wireless.

12. How do I change my password?

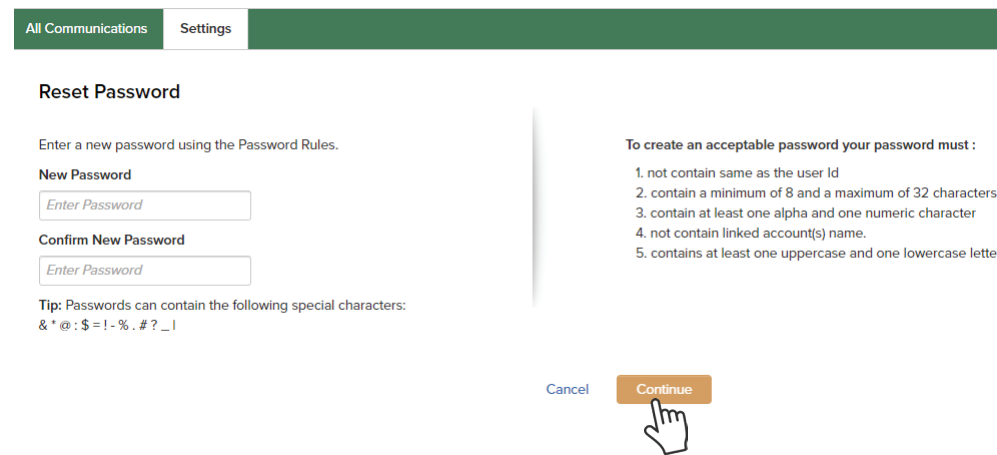
Once you are logged into Davenport Online, go to the Communications tab and then to Settings. Under Security Settings, click on Edit next to Password.



Enter your current Password and click Continue.

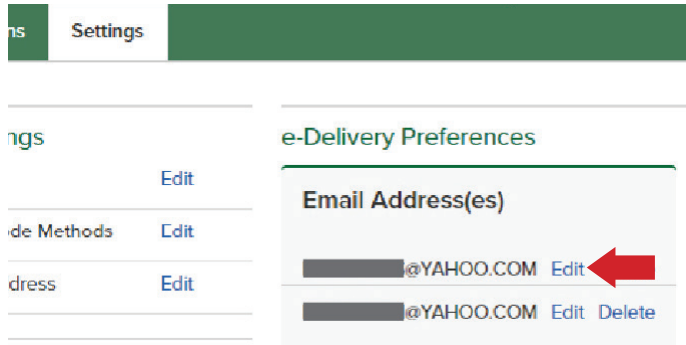


Enter your New Password following the parameters shown; confirm your New Password; and click Continue.

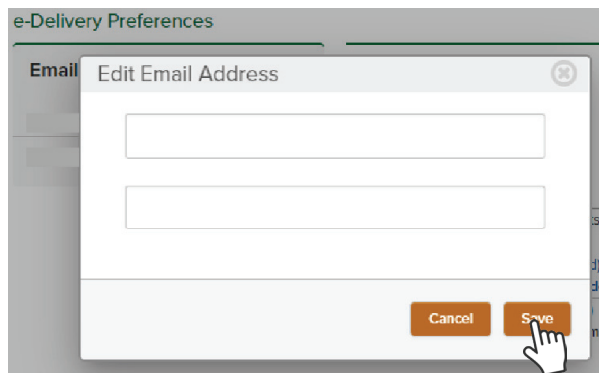


13. How do I change my email address?

Access your account. Go to the Communications tab and then to Settings. Under e-Delivery Preferences, click on Edit next to the email address you want to change (there may be more than one if you set up your account with multiple addresses).

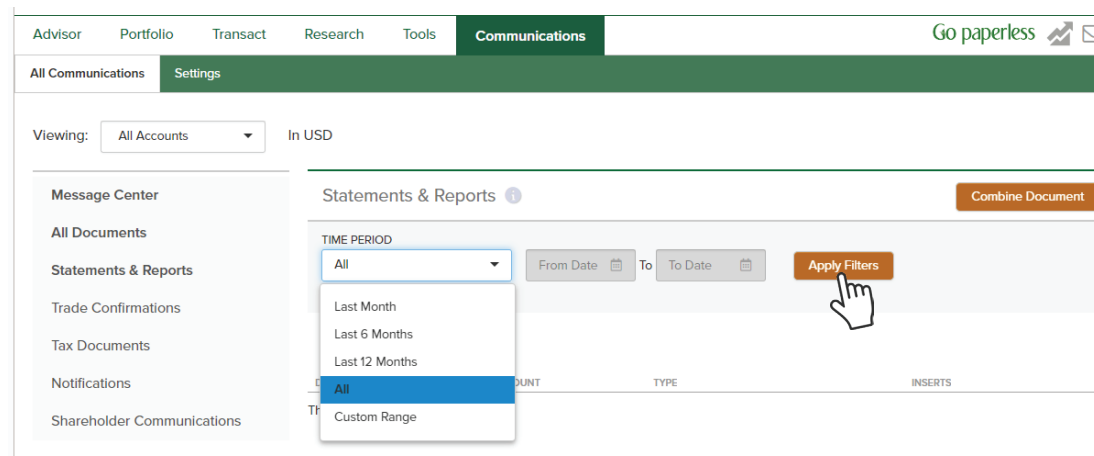


A box will pop up for you to enter the new email address (note: you will need to enter it twice) and click Save.



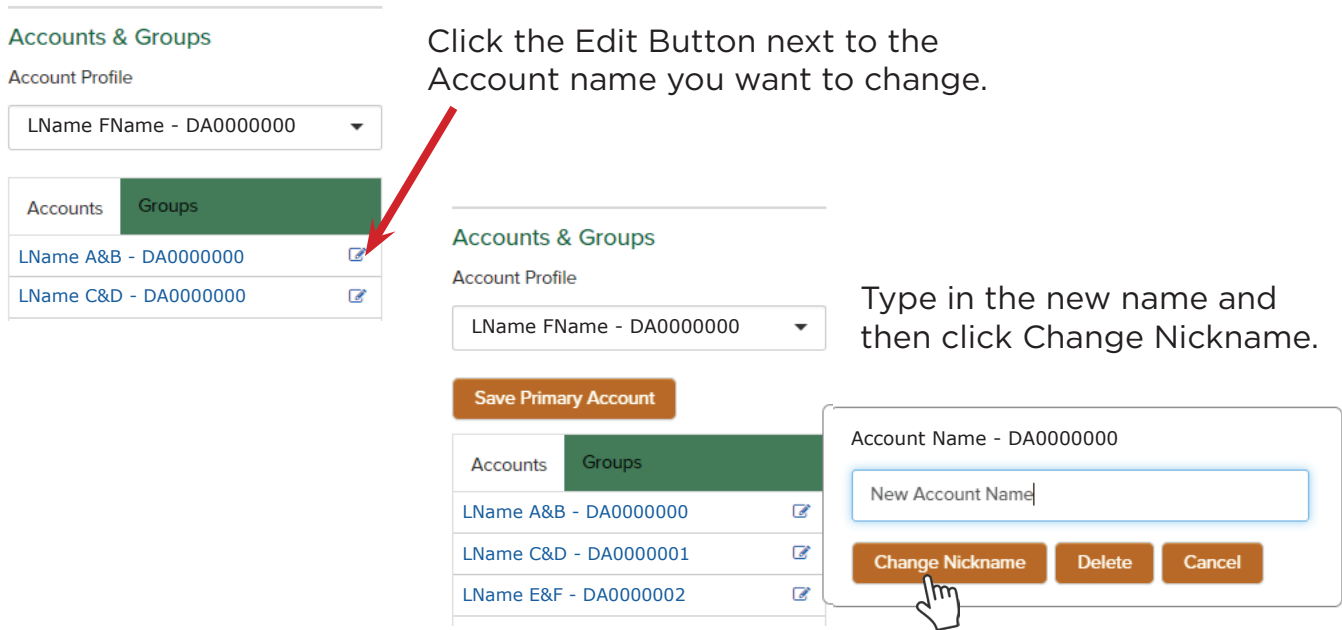
14. How do I view my last Statement?

Go to the Communications tab and under Message Center, select Statements & Reports. Select the timeframe you want to view or select All and then click Apply Filters.



15. Can I change my account nickname?

Go to Communications, then to Settings. Scroll down the page to Accounts & Groups on the left side of your screen.



The screenshot shows the 'Accounts & Groups' settings page. On the left, there is a sidebar with 'Accounts & Groups' selected. Below it, there is a table with two columns: 'Accounts' and 'Groups'. The 'Accounts' column lists 'LName A&B - DA0000000' and 'LName C&D - DA0000000'. The 'Groups' column has edit icons. A red arrow points to the edit icon for 'LName A&B - DA0000000'. To the right, there is a main content area with 'Accounts & Groups' and 'Account Profile' sections. Below these, there is a 'Save Primary Account' button and another table with 'Accounts' and 'Groups' columns. The 'Accounts' column lists 'LName A&B - DA0000000', 'LName C&D - DA0000001', and 'LName E&F - DA0000002'. The 'Groups' column has edit icons. A hand icon points to the edit icon for 'LName A&B - DA0000000'. To the right of this table, there is a form for 'Account Name - DA0000000' with a text input field containing 'New Account Name' and three buttons: 'Change Nickname', 'Delete', and 'Cancel'. A hand icon points to the 'Change Nickname' button.

Click the Edit Button next to the Account name you want to change.

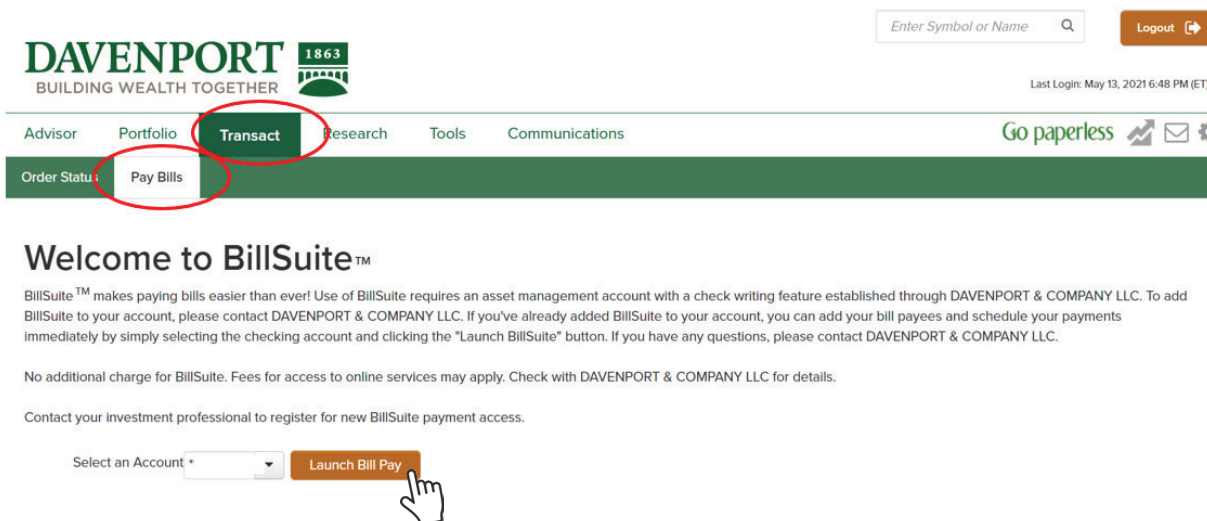
Type in the new name and then click Change Nickname.

16. Can I pay bills online?

If you use checkwriting through Corestone®, you can enroll in Billsuite™. Contact your Financial Advisor to register for Billsuite payment access.

If you have already added Billsuite to your account, when you go to the Transact tab, under Pay Bills, you can add your bill payees and schedule payments by selecting the checking account and clicking the “Launch Billsuite” button.

If you do not see this feature under Pay Bills, then you are not enrolled and if you want to register, you need to contact your Financial Advisor.



The screenshot shows the Davenport online interface. At the top, there is a search bar with 'Enter Symbol or Name' and a 'Logout' button. Below the search bar, there is a navigation menu with 'Advisor', 'Portfolio', 'Transact', 'Research', 'Tools', and 'Communications'. The 'Transact' tab is selected and circled in red. Below the navigation menu, there is a sub-menu with 'Order Status' and 'Pay Bills'. The 'Pay Bills' option is circled in red. Below the sub-menu, there is a 'Welcome to Billsuite™' section. The text reads: 'Billsuite™ makes paying bills easier than ever! Use of Billsuite requires an asset management account with a check writing feature established through DAVENPORT & COMPANY LLC. To add Billsuite to your account, please contact DAVENPORT & COMPANY LLC. If you've already added Billsuite to your account, you can add your bill payees and schedule your payments immediately by simply selecting the checking account and clicking the "Launch Billsuite" button. If you have any questions, please contact DAVENPORT & COMPANY LLC.' Below this text, there is a note: 'No additional charge for Billsuite. Fees for access to online services may apply. Check with DAVENPORT & COMPANY LLC for details.' and another note: 'Contact your investment professional to register for new Billsuite payment access.' At the bottom, there is a 'Select an Account *' dropdown menu and a 'Launch Bill Pay' button. A hand icon points to the 'Launch Bill Pay' button.

17. How do I view my individual stock information?

Go to the Portfolio tab and then to Unrealized Gains/Loss; select a Security ID/Stock; click the + icon to expand; click View Holdings Detail or View Tax Lots. A box will pop up with details.

Viewing: All Accounts In USD Positions as of 05/20/2021

Filter By:

SECURITY ID DESCRIPTION	NICKNAME ACCOUNT	QUANTITY LAST PRICE	TOTAL COST ² MARKET VALUE	UNREALIZED GAIN/LOSS
MMFG0II	DA	5.03 1.00	5.03 5.03	No Chg

OPENING DATE: 05/21/2021 UNIT COST: 1 COVERED/NONCOVERED¹: N/A TERM: SHORT

[View Holdings Detail](#)
[View Tax Lots](#)

ACCT NAME - DA In USD ~MMFG0II

Holdings Details

[Show](#)
[Hide](#)

Tax Lots

OPENING TRADE DATE	QTY	MARKET VALUE	TOTAL COST	UNIT COST	UNREALIZED GAIN/LOSS	COVERED/NONCOVERED ¹	TERM
05/21/2021	5.03	5.03	5.03	1.00	0	N/A	SHORT

Disposition Method:

Opening Transaction	TRANSFER IN	Balance Type		Adjusted Trade Date	--
(Non)Covered	N/A	Trade Date	05/21/2021	TERM	
Lot Status	N/A	Settlement Date	N/A	Long Term Date	
Current Quantity	5.03	Entry Date	05/21/2021	Estimated Current Yield ²	+0.00
Original Quantity	0.00	Amortization Yield	0.0003	Estimated Annual Income ³	0.0
Original Principal	0.00	Date Of Death		Date of Gift	
Original Total Cost	0.00	Wash Sale Disallowance	--	Amortization to Date	
Original Adjusted Cost	0.00				
Pool Factor					

You can Show or Hide Holdings Details or Tax Lots information.