DAVENPORT
BUILDING WEALTH TOGETHER

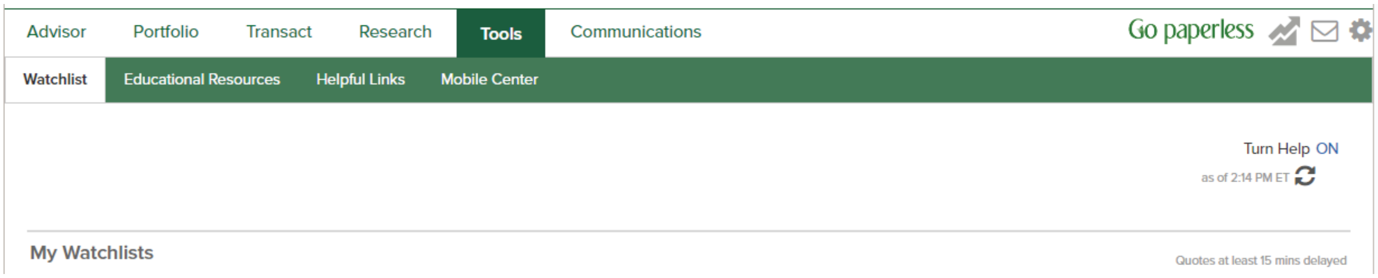
Davenport Online

FREQUENTLY ASKED QUESTIONS

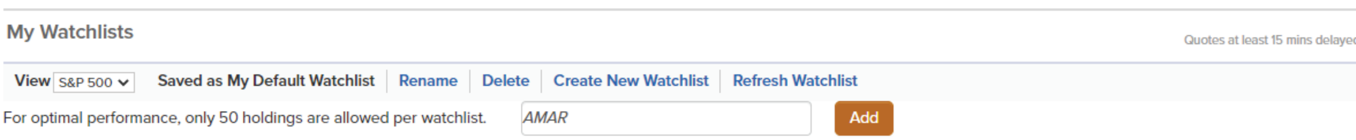
For assistance, contact Davenport Online Support
1-888-742-1863 or support@investdavenport.com
Monday–Thursday 9 a.m.–5 p.m. ET Friday 9 a.m.–4:15 p.m. ET

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

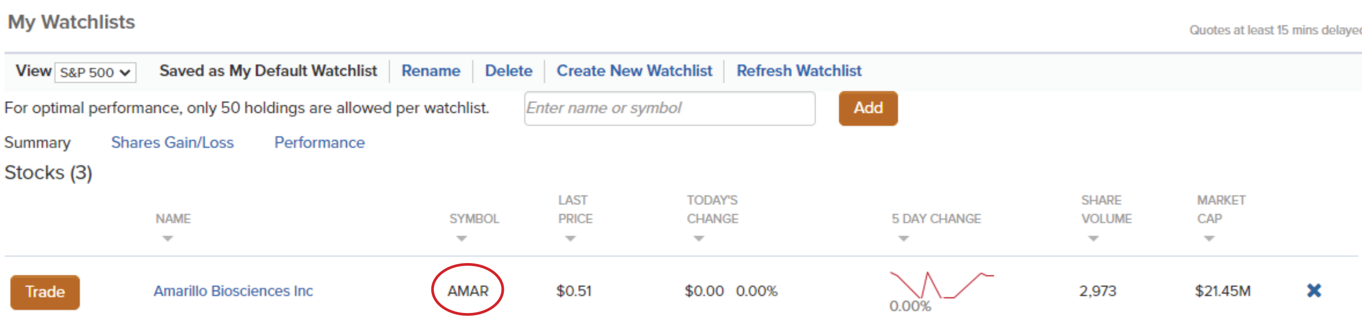
- Navigate to the Tools page. Tools > Watch List



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

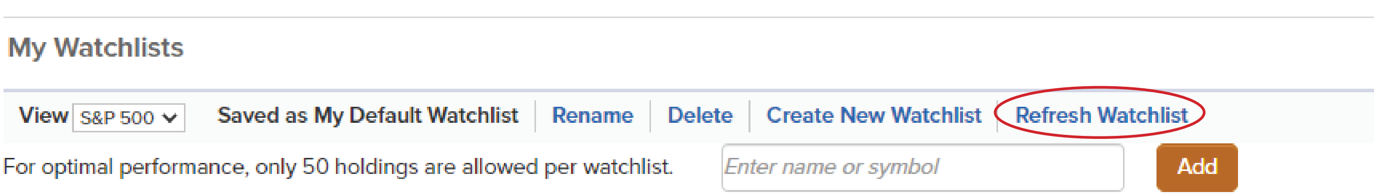


- You should see the symbol in your list



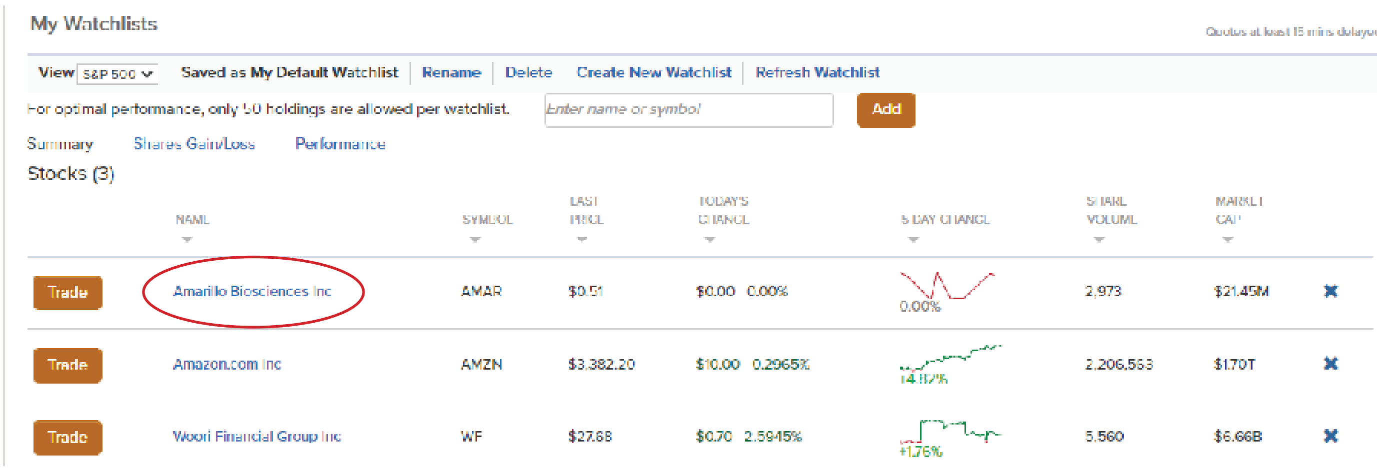
2. How often is the Watch List updated?

- 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.

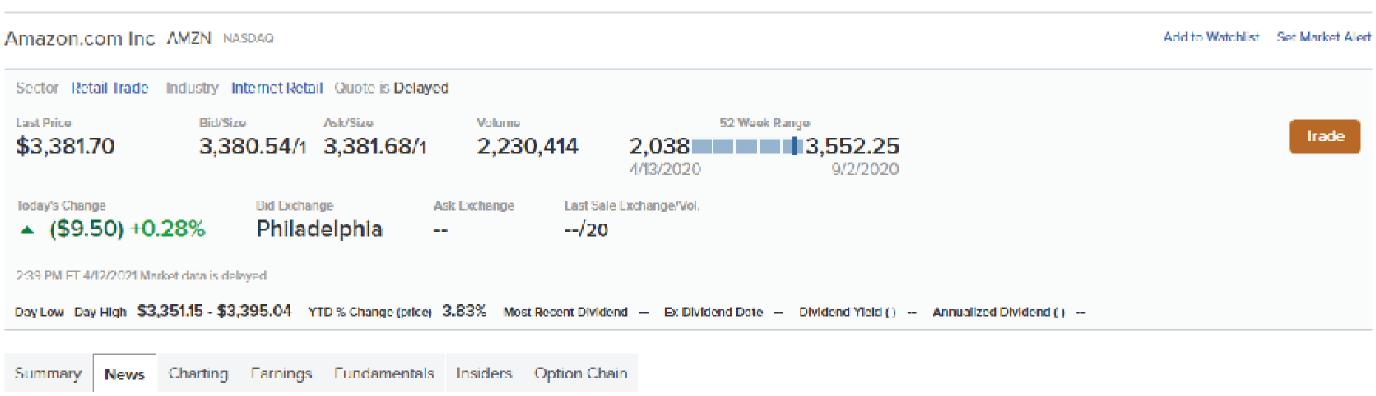


3. How do I access the Quote Feature for a specific Stock?

- 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

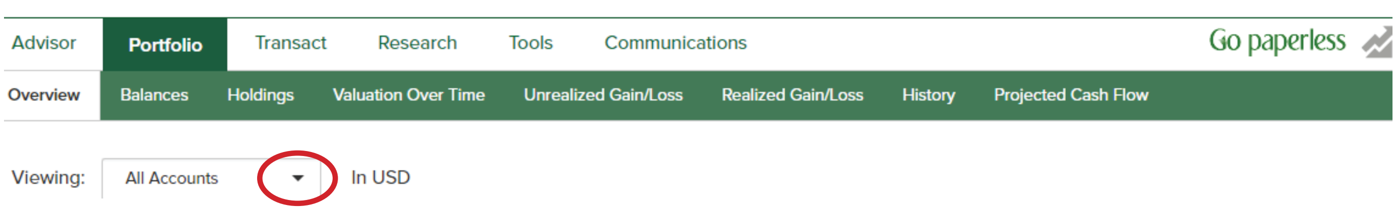


- The quote screen will appear

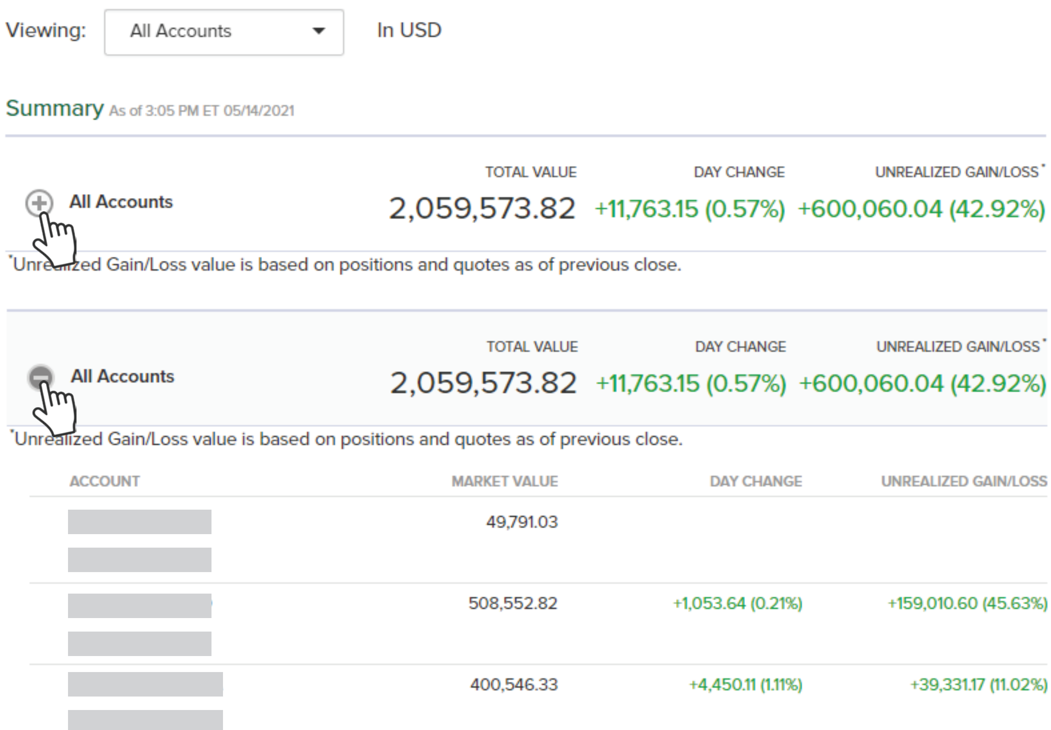


4. On what page can I view all accounts at once?

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

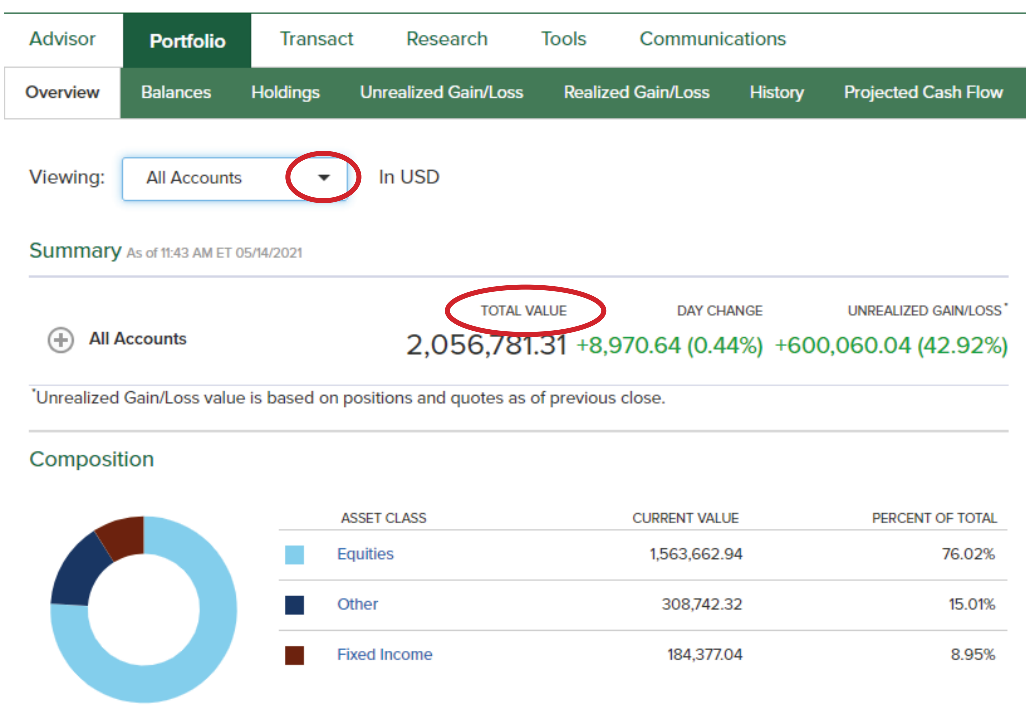


- View all accounts (you can also tailor the page to view single accounts as well). Click on the + next to All Accounts to expand the list; Click on the - icon to collapse



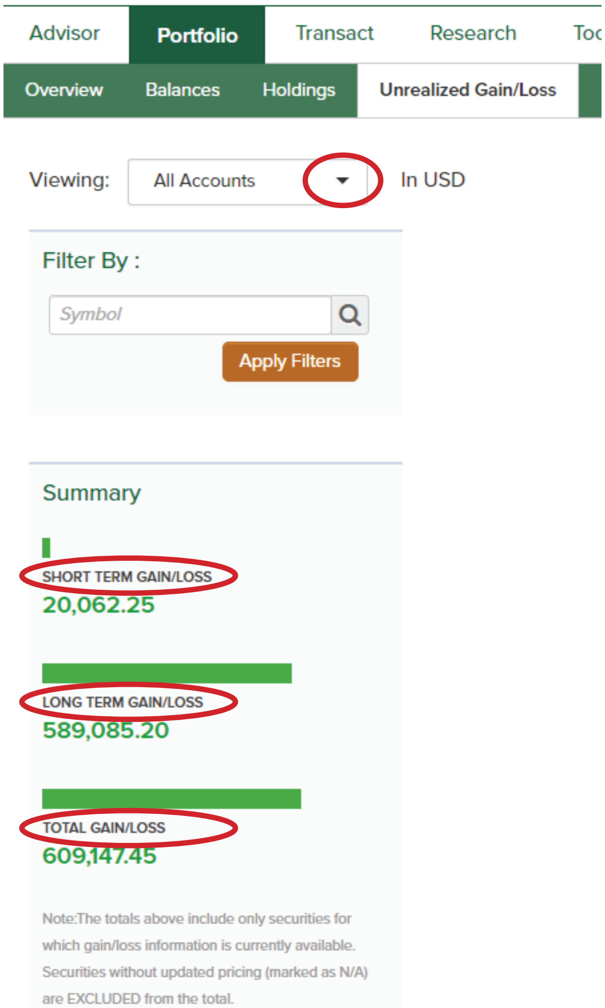
5. How do I find the Total Value for my Household Account?

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



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

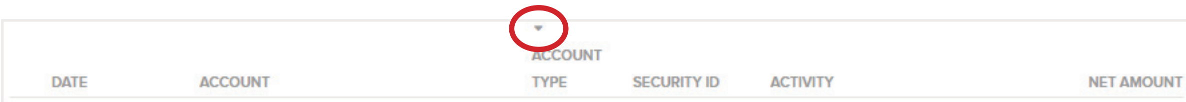
- Under Portfolio click Unrealized Gain/Loss
- Make sure in the drop down menu you have selected All Accounts



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

Sort

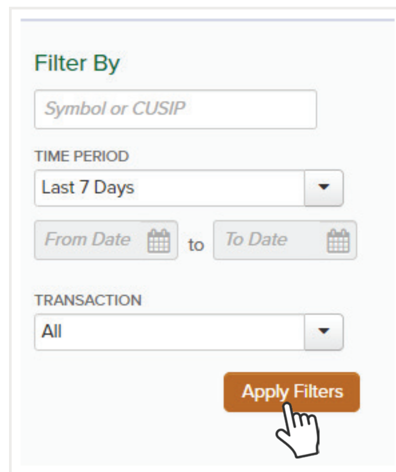
The sorting feature enables you to reorder the information in ascending or descending order. A sort can be applied to any page with a table-like structure. To sort the information, click on a required column heading to sort in ascending order, and click the heading again to sort the information in descending 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)

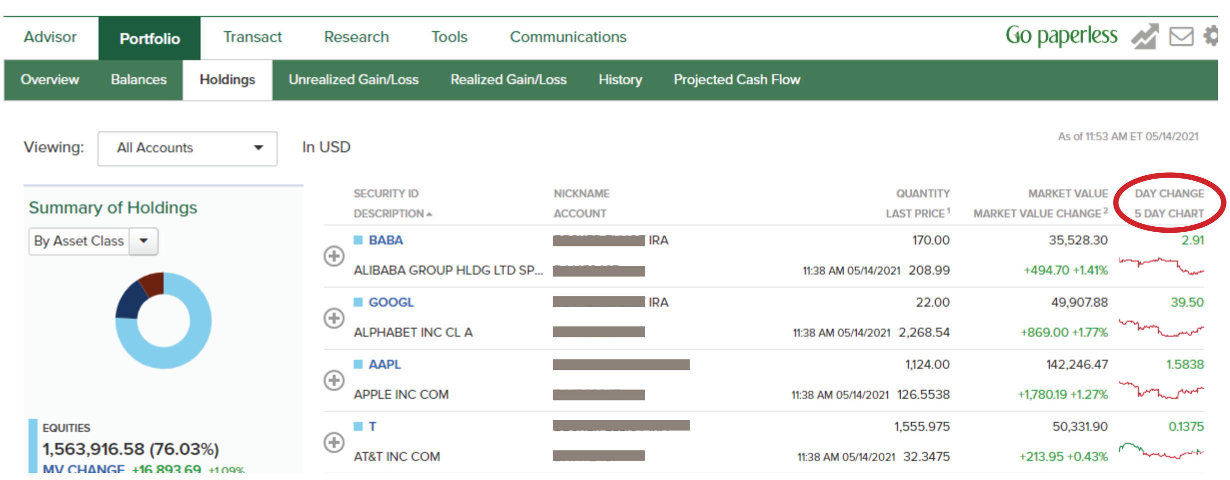


To filter the information, provide information for the required filter and click the **Apply Filters** button.

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

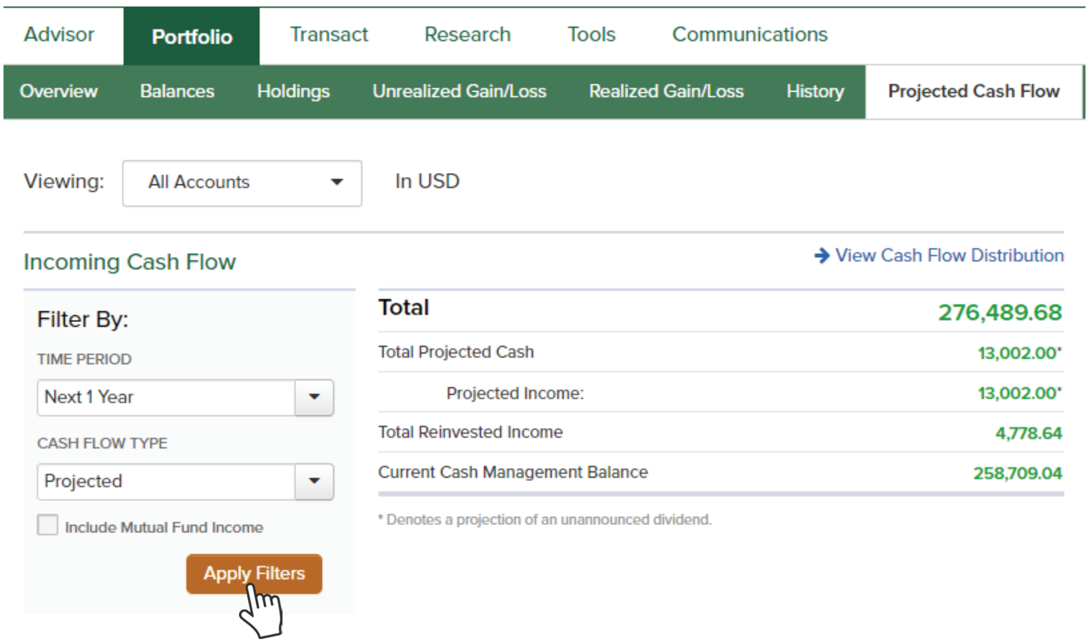
Portfolio

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



Projected Cash Flow

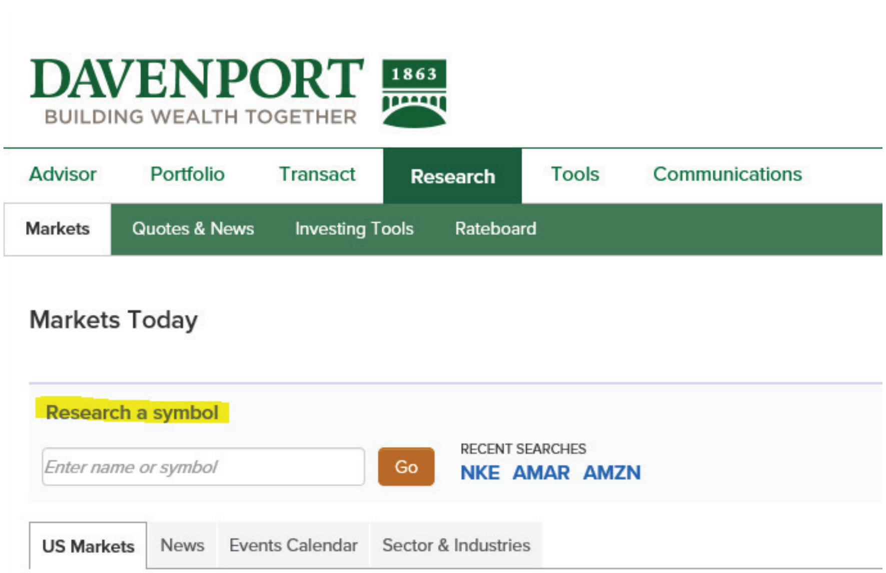
On the Projected Cash Flow tab, filter by Time Period and Cash Flow Type and click Apply Filters. The Total will update based on your selection. Click on View Cash Flow Distribution to see additional details.



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

Markets

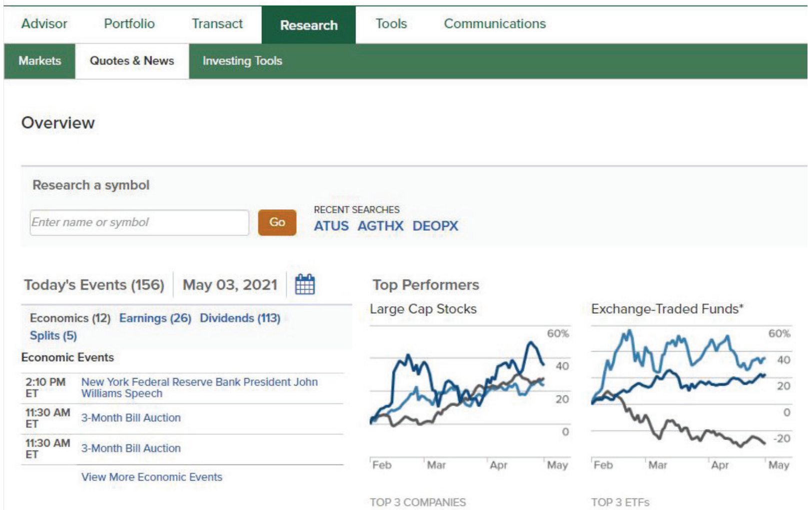
The Markets tab enables you to view market updates, market movers, advancers/decliners, access to real-time market news and events.



Quotes & News

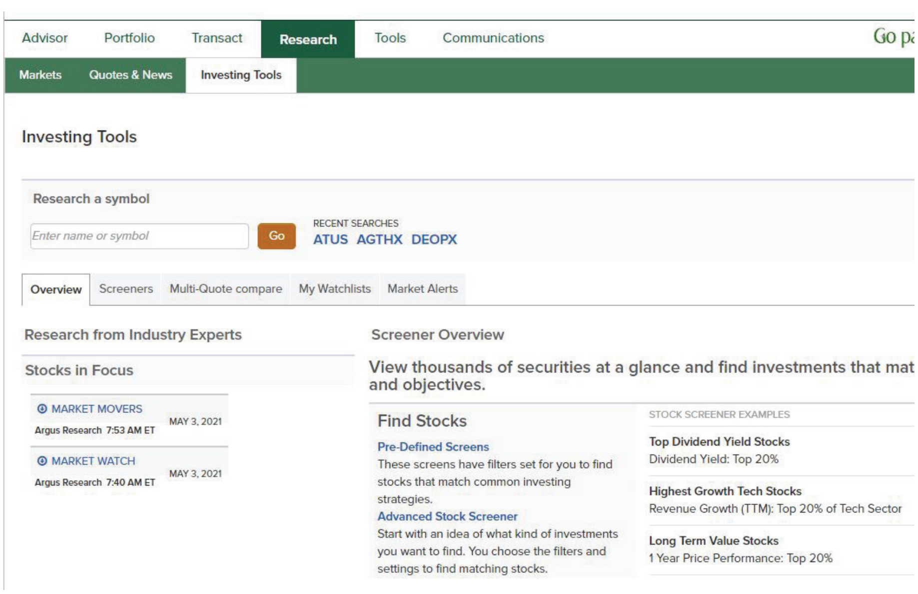
The Quotes & News tab enables you to view quotes for stocks, options, mutual funds, or ETFs. This tab also enables you to obtain the latest news headlines for each position, as well as detailed information including last bid, ask, and volume numbers. From this tab, you can view the following:

- Research from industry sources
- Market headlines



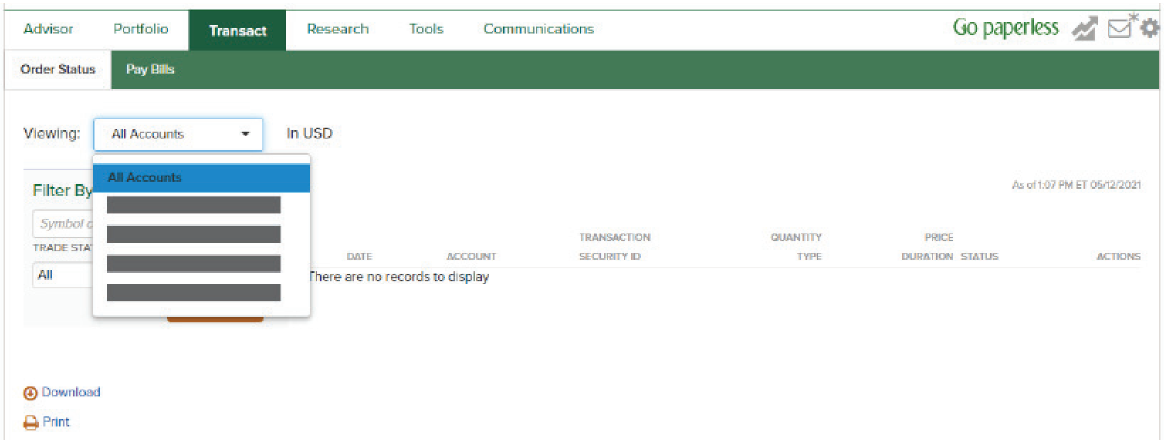
Investing Tools

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.



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

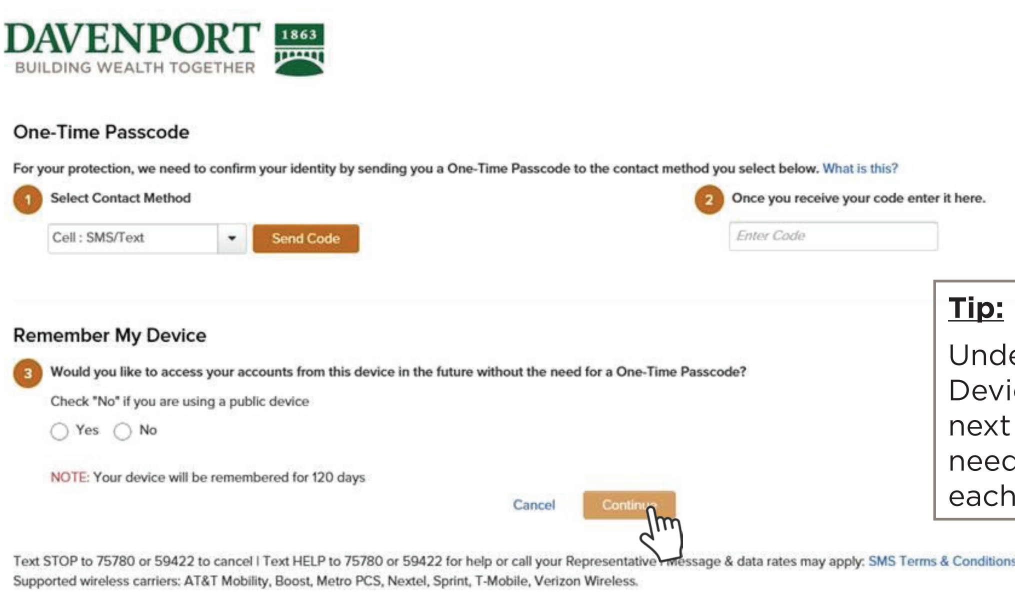
Click on the Transact tab and then under Order Status, you can change your Account View to see All Accounts or select the drop down to see your other accounts. This information is based on a 15 to 20 minute delay, please be sure to refresh your page.



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.

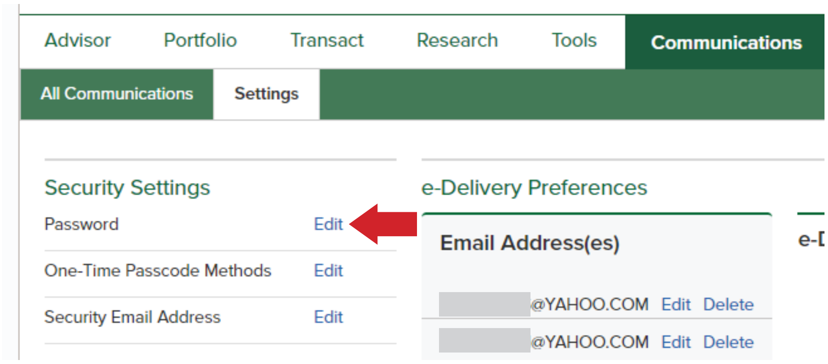


Tip:

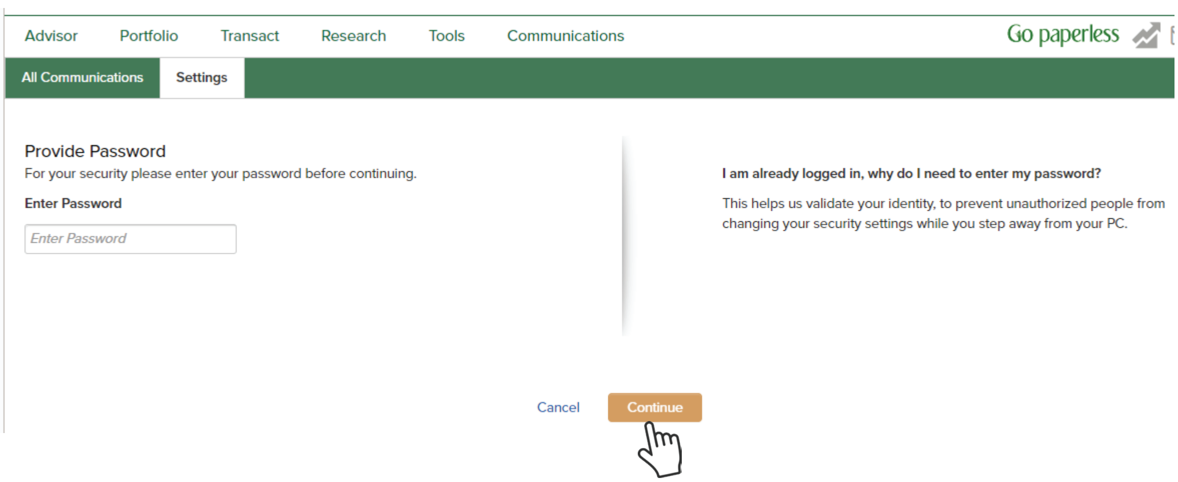
Under Remember My Device, click on the circle next to Yes so you don't need to get this code each time you log in.

12. How do I change my password?

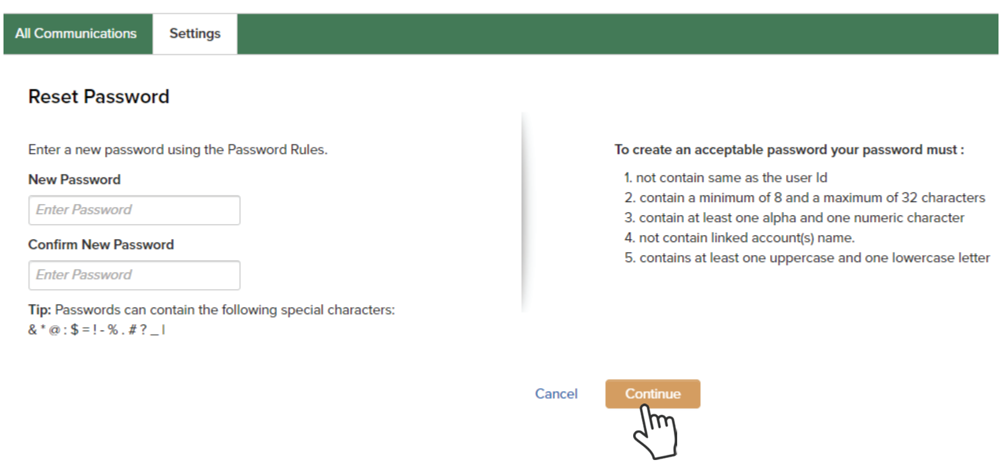
Once you are logged into Davenport Online, go to the Communications tab and then to Settings. Under Security Settings, click on Edit next to Password.



Enter your current Password and click Continue.

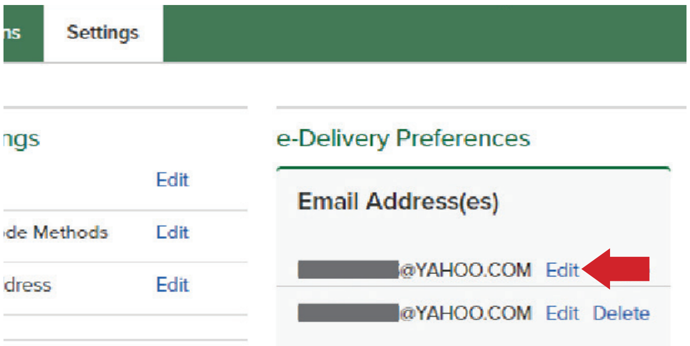


Enter your New Password following the parameters shown; confirm your New Password; and click Continue.

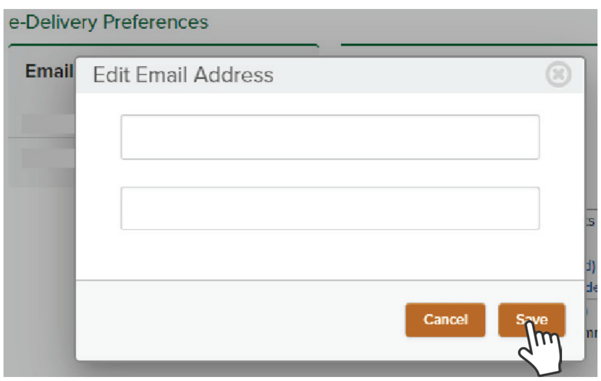


13. How do I change my email address?

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).

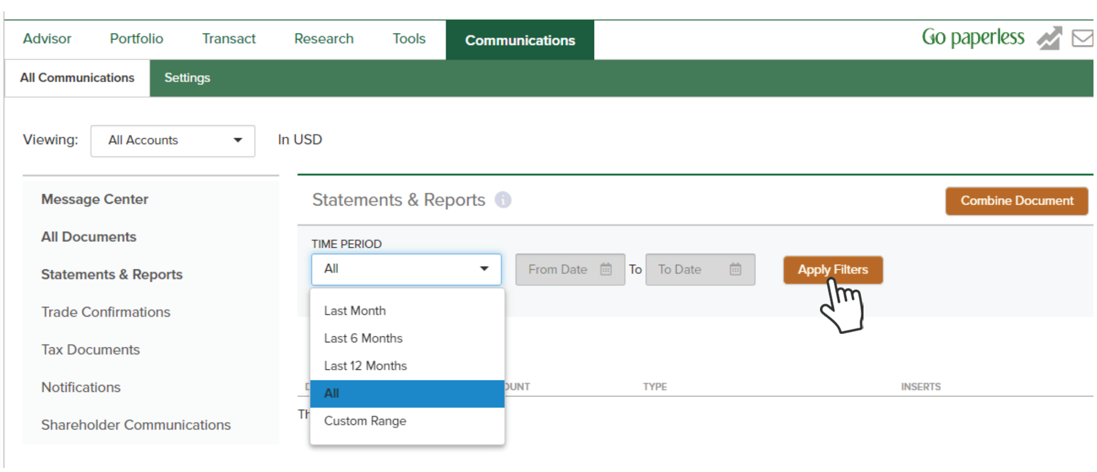


A box will pop up for you to enter the new email address (note: you will need to enter it twice) and click Save.



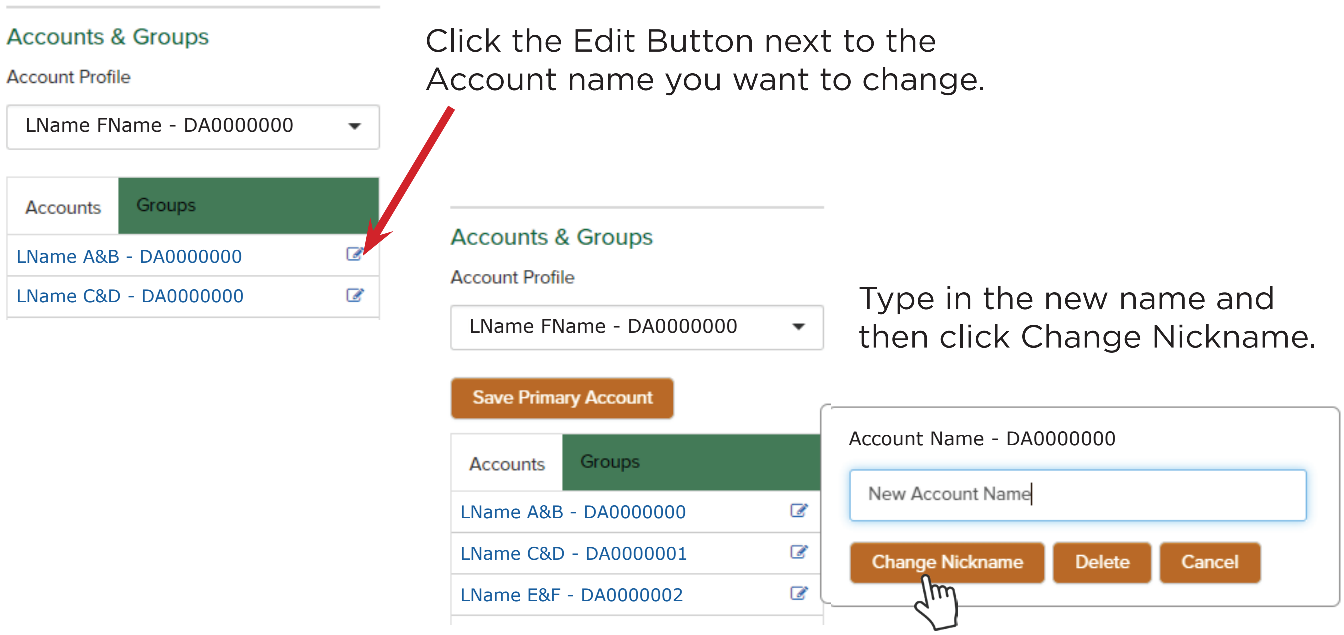
14. How do I view my last Statement?

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.

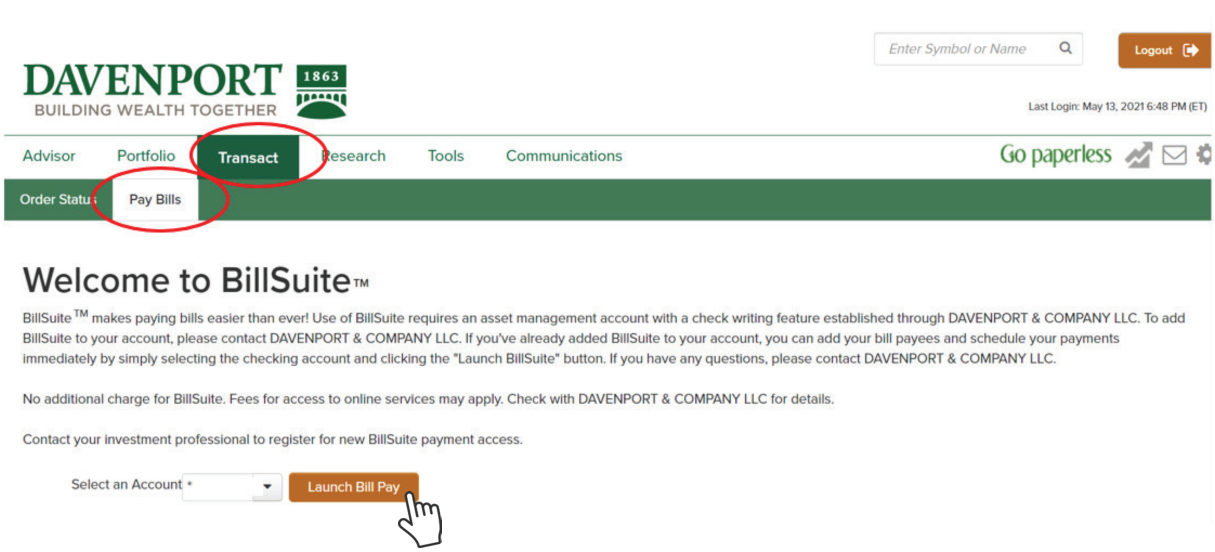


16. Can I pay bills online?

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

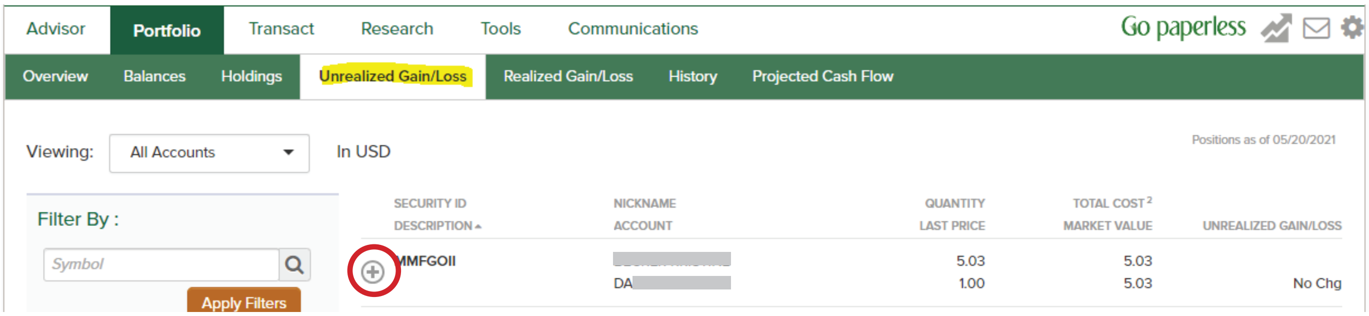
If you have already added BillSuite to your account, when you go to the Transact tab, under Pay Bills, you can add your bill payees and schedule payments by selecting the checking account and clicking the “Launch BillSuite” button.

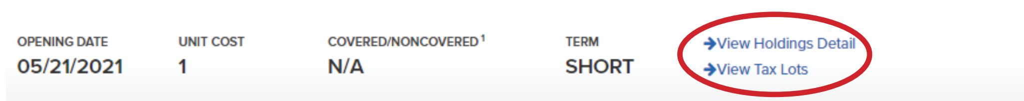
If you do not see this feature under Pay Bills, then you are not enrolled and if you want to register, you need to contact your Financial Advisor.

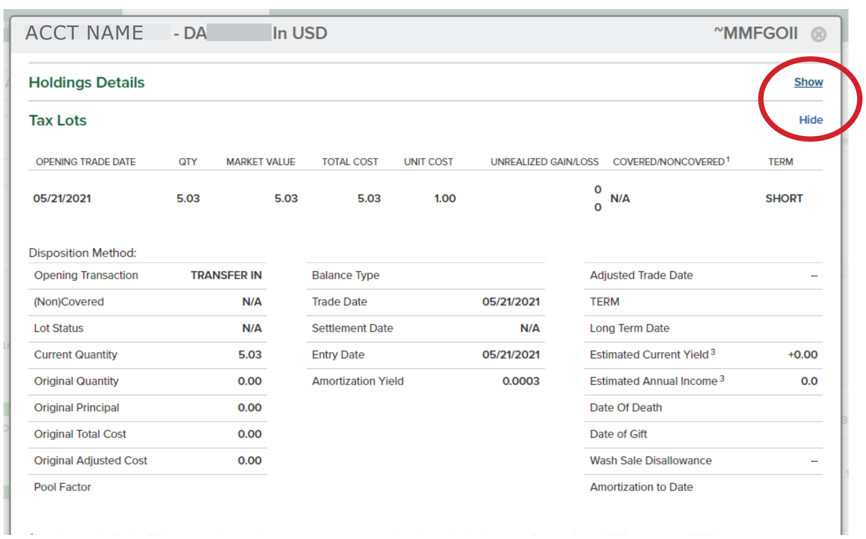


17. How do I view my individual stock information?

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.







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