

Davenport Mobile App

FAQs

What devices can I use with the App?

Devices that run the following operation systems:
Apple iOS – 7.xx, 8.xx and 9.xx
Android – 4.1.x, 4.2.x, 4.4.x and 5.0.x

It is assumed that the Mobile App will work with newer operating systems.

How do I log in?

You can log in using your Davenport Online credentials.

1. Open the App
2. Click Login button
3. Enter Login ID
4. Enter Password
5. Click Login button

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

The Davenport Mobile App requires a Davenport Online account. Visit <https://investor.investdavenport.com> to sign on to your account.

Can I sign up to use Davenport Online from the App?

Visit <https://investor.investdavenport.com> to enroll in Davenport Online.

What will I view on the App?

Holdings, Balances, Account Activity, News

Will I be able to trade on the App?

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

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.

Will I be able to view all of my accounts at once?

The App has a portfolio page which will show the balance for all accounts. However, the detailed pages only show a single account.

Are quotes in real time?

Quotes are on a 15-minute delay.

How do I add stocks to my Watchlist?

Once logged in, from the Quotes page:

- Select Edit Watchlist
- In the Add Symbol box, enter the symbol
- Click the Add button

How to I find my statements or confirms?

Client documents, including Statements and Confirms, are not accessible through the Davenport Mobile application.

How do I get rid of the side or lower gray bar?

Click on the side or lower gray bar - the bar will disappear.

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

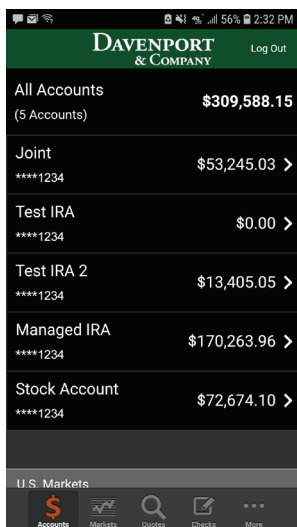
The Davenport Mobile App is meant to supplement your Davenport Online Account, not be a replacement.

See next page for instructions on how to deposit a check into your Davenport Account from your mobile device.

**FOR ASSISTANCE, CONTACT CLIENT SERVICES:
EXT. 2990 or 1-888-742-1863**

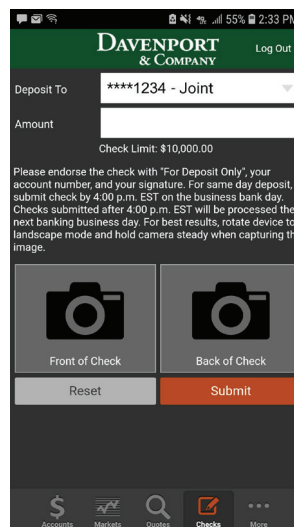
**DAVENPORT
& COMPANY**
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How do I deposit a check from my mobile device into my Davenport account?



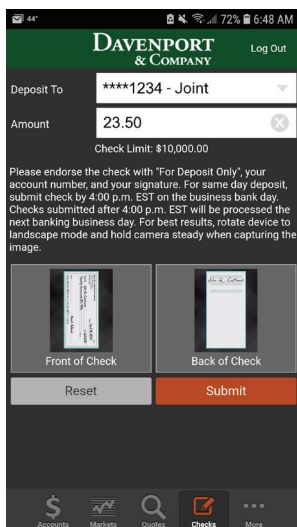
1

Log in to your account through the Davenport Mobile App



2

Click/Press "Checks" icon to open check deposit screen

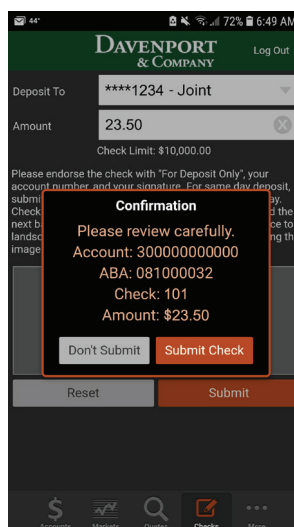


3

Select which account to deposit the check and enter the dollar amount of the check

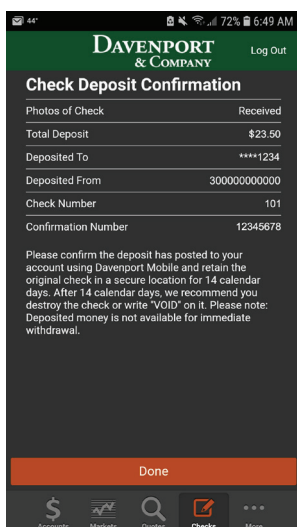
Click/Press front of check to take a photo of the front of the check and do the same for the back (make sure it's signed)

Click/Press Submit



4

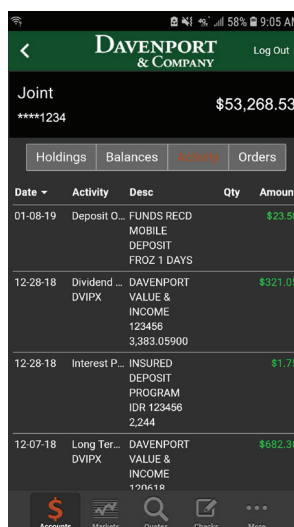
Review deposit information and if correct, click/press Submit Check



5

Review submission details and select Done

Note: tablets do NOT have the Done button



6

An email will be sent to the address associated with the online account confirming Davenport's receipt of the request

The deposit will be listed in your Account Activity

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