

TECHNOLOGY CORNER

**Presented By: Regina Schumaker,
Sr. Software Support Specialist**

Technology Contacts

Product	Contact	Telephone	Email
AI Insight	Mindy Marble	(954) 670-8131	mindy@kovacksecurities.com
Email: Problems, Setup or General Questions	AppRiver/Global Relay	(866) 223-4645	support@appriver.com
	Regina Schumaker	(954) 670-0621	regina@kovackadvisors.com
Email: Disclosure Set Up	Regina Schumaker	(954) 670-0621	regina@kovackadvisors.com
Email: Password Reset	Mindy Marble	(954) 670-8131	mindy@kovacksecurities.com
	Regina Schumaker	(954) 670-0621	regina@kovackadvisors.com
Docupace	Regina Schumaker	(954) 670-0621	regina@kovackadvisors.com
	Mollie Levinson	(954) 670-0611	mollie@kovacksecurities.com
	Keith Hlasny	(954) 670-8714	khlansy@kovacksecurities.com
DST Vision	Mindy Marble	(954) 670-8131	mindy@kovacksecurities.com
IWS and TD (Technology Issues)	Regina Schumaker	(954) 670-0621	regina@kovackadvisors.com
KSI Websites	Dave Boursaw	(954) 670-0601	webmaster@kovacksecurities.com
InTouch	Mindy Marble	(954) 670-8131	mindy@kovacksecurities.com
	Paul Wackes	(954) 670-8137	paul@kovacksecurities.com
	Keith Hlasny	(954) 670-8714	khlansy@kovacksecurities.com
	Regina Schumaker	(954) 670-0621	regina@kovackadvisors.com
MarketingLibrary.net	Debbie Eppolito	(954) 670-8703	debbie@kovacksecurities.com
Laser App	Mindy Marble	(954) 670-8131	mindy@kovacksecurities.com
My Compliance Office	James Henriquez	(954) 670-8133	jhenriquez@kovacksecurities.com
Morningstar Annuity Intelligence	Tech Support	(312) 424-4242	
NetX360	Roxanne McClam	(954) 358-2865	rmcclam@kovacksecurities.com
PortfolioOne (Albridge)	Keith Hlasny	(954) 670-8714	khlansy@kovacksecurities.com
PortfolioOne (Albridge) - Tech Support	Albridge Solutions	(877) 461-1308	MON - FRI 8:00AM -6:00PM EST
Quest CE	Jordan Cushner	(954) 670-8133	jcushner@kovacksecurities.com
Redtail	Debbie Eppolito	(954) 670-8703	debbie@kovacksecurities.com
Risk Pro	Keith Hlasny	(954) 670-8714	khlansy@kovacksecurities.com
Streetscape	Anne Henderson	(954) 670-0603	anne@kovacksecurities.com
Symantec Encryption	Jeff Welch	(954) 670-8140	jeffw@kovacksecurities.com
*When speaking with Symantec support, let them know your goal is Full Disk Encryption	*Symantec Technical Support	(800) 342-0652 option 1, option 3	
Symantec, VIP for WealthScape	Regina Schumaker	(954) 670-0621	regina@kovackadvisors.com
Symantec, VIP for WealthCentral	Regina Schumaker	(954) 670-0621	regina@kovackadvisors.com
Healthcare Capital Management	Regina Schumaker	(954) 670-0621	regina@kovackadvisors.com

ADDITIONAL CONTACTS

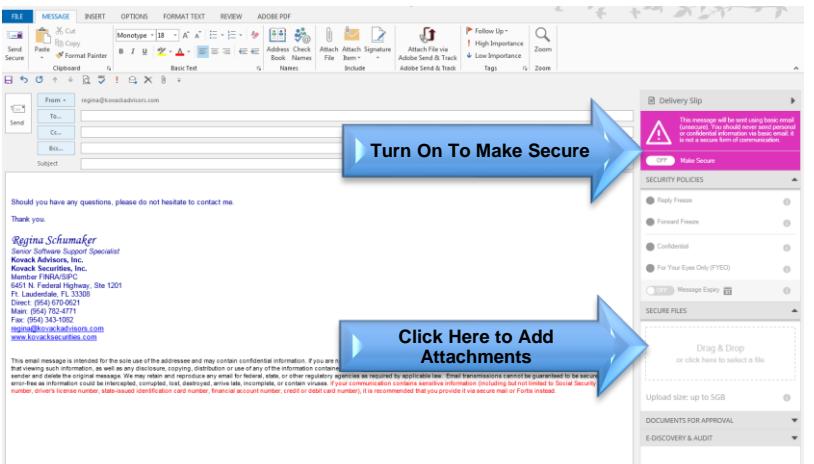
Product	Contact	Telephone	Email / Info
NFS - Rep/Assistant OR Client Password Resets	Anne Henderson - Kovack	(954) 670-0603	anne@kovacksecurities.com
NFS - Client Technical Issues on Website	Anne Henderson - Kovack	(954) 670-0603	anne@kovacksecurities.com
NFS - Rep/Assistant Issues on Website	Regina Schumaker - Kovack	(954) 670-0621	regina@kovackadvisors.com
Pershing - Rep/Assistant Password Resets	Pershing	(888) 878-3142 option 2	They will ask to confirm your user id and pin (pin is the last 4 of your ssn)
Pershing - Client Password Resets	Roxanne McClam - Kovack	(954) 358-2865	rmcclam@kovacksecurities.com
IWS - Rep/Assistant OR Client Password Resets	Holly Scott - Kovack	(954) 670-0606	hscott@kovacksecurities.com
IWS - Rep/Assistant Issues on Website	Regina Schumaker - Kovack	(954) 670-0621	regina@kovackadvisors.com
IWS - Client Technical Issues on Website		(800) 972-2155	
Folio - Login Help, Reports	Peter Monks - Kovack	(954) 670-0624	pmonks@kovackadvisors.com
	Regina Schumaker - Kovack	(954) 670-0621	regina@kovackadvisors.com
Text Messaging - Secure Mobile Archiving via TeleMessage	Kendrea Lopez - Kovack	(954) 670-0618	kendrea@kovacksecurities.com
My Compliance Office - Completing Assignments, Upload New Personal Accounts, Submitting OBA's, Disclosing a Personal Brokerage Account, Navigation through the website, etc...	James Henriquez - Kovack	(954) 358-2877	jhenriquez@kovacksecurities.com
My Compliance Office - Technical Issues	Regina Schumaker - Kovack	(954) 670-0621	regina@kovackadvisors.com



WHEN AND HOW TO SEND IT

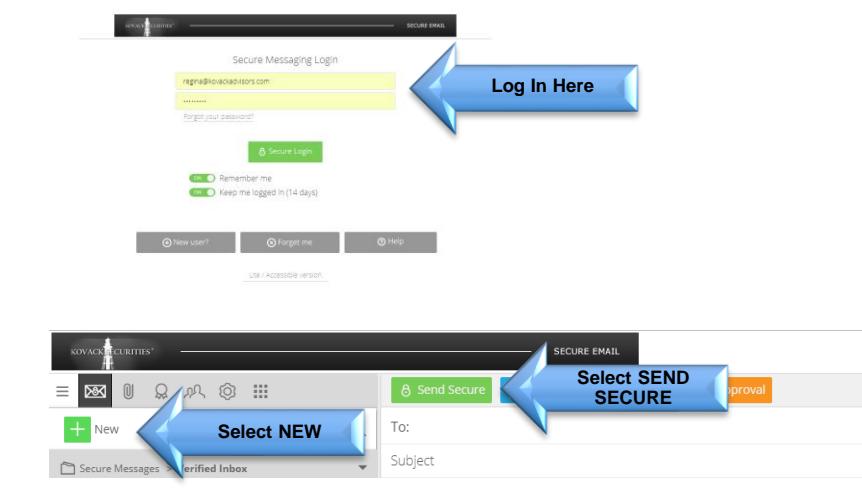
VIA OUTLOOK

- ✓ Secure Toolbar
- ✓ Adding Attachments



VIA SECURE WEBSITE

- ✓ Log Into <https://w.deliveryslip.com/kovacksecurities>
- ✓ Select NEW and Compose Your Email
- ✓ Once Composed, Select SEND SECURE



Signature



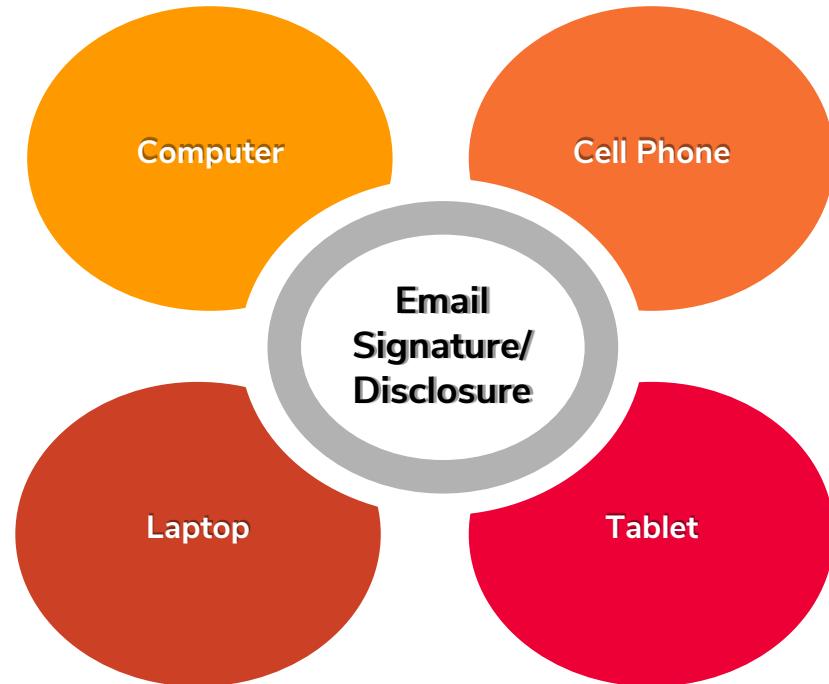
DISCLOSURE

Contact Kendrea Lopez to begin
setting up your Signature/
Disclosure

kendrea@kovacksecurities.com
(954) 670-0618

Kendrea Lopez must Approve ALL
Signature/Disclosures prior to first
use

Place Signature/Disclosure on
ALL Composed and Reply Email
Signatures
(Computer/Laptop/Cell
Phone/Tablet, Etc...)
For Help Please Contact
Regina Schumaker
regina@kovackadvisors.com
(954) 670-0621



Encryption:

- Cell Phones
- Tablets
- Laptops
- Computers
- Emails
- Text Messaging



Cell Phones and Tablets

Must be Encrypted

As long as your Phone and
Tablet are password protected,
they are Encrypted



Business Laptops/Computers

Must be Encrypted by
Symantec

**1-800-342-0652, option 1,
option 3**



Mac Business Laptops/Computers

Must be Encrypted by FileVault



Email

Must be Encrypted when
sending any personal data (aka:
SSN, Acct Number, etc...)

**You must send via Secure
Messaging referenced in slide 4**



Text Messaging

Text Messaging is now available via
TeleMessage. If you are interested in
texting with your clients, you will
need to contact **Kendrea Lopez** at
kendrea@kovacksecurities.com for
approval and archiving of your text
messages.



FAQ



Can I text my clients for KSI/KAI Business?

Yes, **only if you use the pre-approved software**. The only approved method is TeleMessage, through Kovack Financial. It provides a separate phone number and software that runs on your mobile device. There is a fee for this service. For more information please contact Kendrea Lopez at kendrea@kovacksecurities.com

What happens to my encryption software if I get a new computer?

You may use your encryption license on your new computer. In order to use your encryption software on your new computer, you must de-crypt your old computer and uninstall the Symantec Endpoint Encryption. If you wish to leave your old computer encrypted, you may request a new license. Requests for new Symantec Endpoint Encryption licenses, can be made to Jeff Welch at jeffw@kovacksecurities.com

What devices are required to be Encrypted?

Any mobile device, laptops, phones and tablets. Phones and tablets must be password protected, therefore encrypted. Laptops must be whole disk encrypted. When setting up Symantec encryption, Do Not encrypt Email. The two supported encryption packages are Symantec's Endpoint Encryption or Apple's FileVault. KSI has purchased a group license for the Symantec Encryption, offering Registered Reps a significant discount. The fees are yearly and deducted from your commissions. Please be advised that all mobile devices or laptops used for KSI or KAI business, in any way must comply. Requests for Symantec Endpoint Encryption can be made to Jeff Welch at jeffw@kovacksecurities.com

Where can I find Outlook 2016 Upgrade?

You can locate the Outlook 2016 Upgrade on InTouch > Business Support Tab > Available Technology > KSI Technology Corner > Software (Scroll Down Towards the Bottom) > Select Which one Applies to You.
For Help, you can contact Regina Schumaker at regina@kovackadvisors.com (954) 670-0621 OR AppRiver at support@apriver.com (866) 223-4645

Can a registered representative use cloud storage for backup?

Yes. You can as long as it conforms to some basic policies. Data containing private client information, must be encrypted when it's sent over the Internet, storing it in an encrypted format when kept on a server and using secure tokens for authentication. This means that your information is protected from unauthorized access both in transit and when it's stored in the cloud. Encryption must use a minimum of 128-bit AES encryption - the same level of security employed by major financial institution and never provides encryption keys to any third parties. Some alternatives are iCloud, OneDrive for Business and Sync.com. Before using any cloud based storage, please confirm their policies meet the minimum requirements.

How can I send electronic documents to the Home Office?

All documents should be in a **PDF Format**. **All documents combined should be no more than 5MB**. With questions, issues or if you need help with this, please contact Regina Schumaker at regina@kovackadvisors.com

Questions for VIP Access for NFS and IWS?

For VIP Access users, you can only have 1 VIP Credential Security ID linked to your User ID. You **CAN NOT** have VIP Access on 2 different locations like your computer AND Laptop and/or Phone. You can only have it in one location. However, You are able to use the same VIP Credential Security ID for BOTH of your User IDs for NFS and IWS. It is recommended that when setting up your user id at either NFS or IWS, that you make sure to Link Your Cell phone to it. This will help you if you run into problems gaining access to your Credential Security Pin. Should you have any questions or need help, please contact Regina Schumaker at regina@kovackadvisors.com

Please review the Cyber Security Policies/Procedures EVERY YEAR!

You can locate the KSI/KAI Cyber Security Policies and Procedures on InTouch > Business Support Tab > Available Technology > KSI Technology Corner > Documentation (Scroll Down To the very Bottom) > Select KSI/KAI Cyber Security Policies and Procedures
For Questions, you can contact Jeff Welch at jeffw@kovacksecurities.com OR Regina Schumaker at regina@kovackadvisors.com (954) 670-0621