

Deborah Gullo

From: High Desert Investment Advisers [deborah@yogacrossroads.ccsend.com] on behalf of High Desert Investment Advisers [webmaster@highdesertadvisors.net]
Sent: Wednesday, June 04, 2014 11:02 AM
To: gulloda@comcast.net
Subject: Important: TD Ameritrade's AdvisorClient.com Enhancements Go Live on June 6th!



High Desert Investment Advisers

**Please Review the Important Information Below -
It Concerns Updated Enhancements to your TD Ameritrade Online Client
Account**

Dear Deborah,

On June 3rd, High Desert Investment Advisers received the following information from TD Ameritrade about updates and enhancements to their adviser client website. *As these enhancements and updates go live on June 6th, we wanted to be certain we provided the details below:*

The first phase in the redesign of the client access portal, AdvisorClient.com, is set to take effect June 6, 2014. As part of the overall redesign, we will be introducing a new look and feel along with new features to enhance your clients' online experience.

Following is a brief overview of the upcoming enhancements. Get a sneak peak by [accessing a short presentation of the new features](#).

- **New Login Screen Design** - While the login screen will have a new look and feel, your clients will continue to use their existing login credentials (user ID and password) to access the website.
- **Enhanced Security** - When logging in, on or after June 6, your clients will be asked to establish security questions. Once created, the security questions will be presented when an extra check of your client's identity is warranted, thus creating an additional layer of security for your clients' accounts. **Please encourage your clients to establish their security questions at their earliest convenience to ensure increased account protection.**
- **Password Reset** - We are adding a convenient and secure method for resetting passwords. To reset a password, clients must provide their user ID and the zip code of the mailing address we have on file. Once that information is verified, we will provide a security code required to update the password via email or telephone. On-screen prompts will direct clients to select their preferred option for receiving the security code.

It's important that your clients are running the latest version of their internet browser in order to take full advantage of the enhanced security features and to ensure general compatibility with the website.

During the upgrade process on June 5, clients *may* receive any error message if they try to change their passwords between 9:00 pm EST and 11:00 pm EST.

This is just the beginning of what is to come as we work to deliver industry-leading technology solutions to help you maximize your capabilities and advance your business.

John V. Tovar

Managing Director, Brokerage Services
TD Ameritrade Institutional

Please feel free to call Dick or Iris with questions about these enhancements to your online account.

Sincerely,

Dick and Iris Brackett
High Desert Investment Advisors
www.HighDesertAdvisors.net
rbracket@newmexico.com or 505-797-2644
irisbrackett@q.com or 505-220-0571



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High Desert Investment Advisors | 3200 Carlisle NE | Albuquerque | NM | 87110