

# TECHNOLOGY CORNER



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

# Technology Contacts

Product	Contact	Telephone	Email
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Email: Problems, Setup or General Questions	AppRiver/Global Relay	(866) 223-4645	<a href="mailto:support@appriver.com">support@appriver.com</a>
	Regina Schumaker	(954) 670-0621	<a href="mailto:regina@kovackadvisors.com">regina@kovackadvisors.com</a>
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DST Vision	Mindy Marble	(954) 670-8131	<a href="mailto:mindy@kovacksecurities.com">mindy@kovacksecurities.com</a>
IWS and TD (Technology Issues)	Regina Schumaker	(954) 670-0621	<a href="mailto:regina@kovackadvisors.com">regina@kovackadvisors.com</a>
KSI Websites	Dave Boursaw	(954) 670-0601	<a href="mailto:webmaster@kovacksecurities.com">webmaster@kovacksecurities.com</a>
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My Compliance Office	James Henriquez	(954) 670-8133	<a href="mailto:jhenriquez@kovacksecurities.com">jhenriquez@kovacksecurities.com</a>
Morningstar Annuity Intelligence	Tech Support	(312) 424-4242	
NetX360	Roxanne McClam	(954) 358-2865	<a href="mailto:rmcclam@kovacksecurities.com">rmcclam@kovacksecurities.com</a>
PortfolioOne (Albridge)	Keith Hlasny	(954) 670-8714	<a href="mailto:khlasny@kovacksecurities.com">khlasny@kovacksecurities.com</a>
PortfolioOne (Albridge) - Tech Support	Albridge Solutions	(877) 461-1308	<b>MON - FRI 8:00AM - 6:00PM EST</b>
Quest CE	Jordan Cushner	(954) 670-8133	<a href="mailto:jcushner@kovacksecurities.com">jcushner@kovacksecurities.com</a>
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Streetscape	Anne Henderson	(954) 670-0603	<a href="mailto:anne@kovacksecurities.com">anne@kovacksecurities.com</a>
Symantec Encryption	Jeff Welch	(954) 670-8140	<a href="mailto:jeffw@kovacksecurities.com">jeffw@kovacksecurities.com</a>
*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	<a href="mailto:regina@kovackadvisors.com">regina@kovackadvisors.com</a>
Symantec, VIP for WealthCentral	Regina Schumaker	(954) 670-0621	<a href="mailto:regina@kovackadvisors.com">regina@kovackadvisors.com</a>
Wealthcare Capital Management	Regina Schumaker	(954) 670-0621	<a href="mailto:regina@kovackadvisors.com">regina@kovackadvisors.com</a>

# ADDITIONAL CONTACTS

Product	Contact	Telephone	Email / Info
<b>NFS</b> - Rep/Assistant OR Client Password Resets	Anne Henderson - Kovack	(954) 670-0603	<a href="mailto:anne@kovacksecurities.com">anne@kovacksecurities.com</a>
<b>NFS</b> - Client Technical Issues on Website	Anne Henderson - Kovack	(954) 670-0603	<a href="mailto:anne@kovacksecurities.com">anne@kovacksecurities.com</a>
<b>NFS</b> - Rep/Assistant Issues on Website	Regina Schumaker - Kovack	(954) 670-0621	<a href="mailto:regina@kovackadvisors.com">regina@kovackadvisors.com</a>
<b>Pershing</b> - 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)
<b>Pershing</b> - Client Password Resets	Roxanne McClam - Kovack	(954) 358-2865	<a href="mailto:rmccclam@kovacksecurities.com">rmccclam@kovacksecurities.com</a>
<b>IWS</b> - Rep/Assistant OR Client Password Resets	Holly Scott - Kovack	(954) 670-0606	<a href="mailto:hscott@kovacksecurities.com">hscott@kovacksecurities.com</a>
<b>IWS</b> - Rep/Assistant Issues on Website	Regina Schumaker - Kovack	(954) 670-0621	<a href="mailto:regina@kovackadvisors.com">regina@kovackadvisors.com</a>
<b>IWS</b> - Client Technical Issues on Website		(800) 972-2155	
<b>Folio</b> - Login Help, Reports	Peter Monks - Kovack	(954) 670-0624	<a href="mailto:pmonks@kovackadvisors.com">pmonks@kovackadvisors.com</a>
	Regina Schumaker - Kovack	(954) 670-0621	<a href="mailto:regina@kovackadvisors.com">regina@kovackadvisors.com</a>
<b>Text Messaging</b> - Secure Mobile Archiving via TeleMessage	Kendrea Lopez - Kovack	(954) 670-0618	<a href="mailto:kendrea@kovacksecurities.com">kendrea@kovacksecurities.com</a>
<b>My Compliance Office</b> - 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	<a href="mailto:jhenriquez@kovacksecurities.com">jhenriquez@kovacksecurities.com</a>
<b>My Compliance Office</b> - Technical Issues	Regina Schumaker - Kovack	(954) 670-0621	<a href="mailto:regina@kovackadvisors.com">regina@kovackadvisors.com</a>



## WHEN AND HOW TO SEND IT

### VIA OUTLOOK

- ✓ Secure Toolbar
- ✓ Adding Attachments

Turn On To Make Secure

Click Here to Add Attachments

### VIA SECURE WEBSITE

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

Log In Here

Select SEND SECURE

Select NEW

# Signature



# DISCLOSURE

Contact Kendrea Lopez to begin  
setting up your Signature/  
Disclosure

[kendrea@kovacksecurities.com](mailto:kendrea@kovacksecurities.com)  
(954) 670-0618

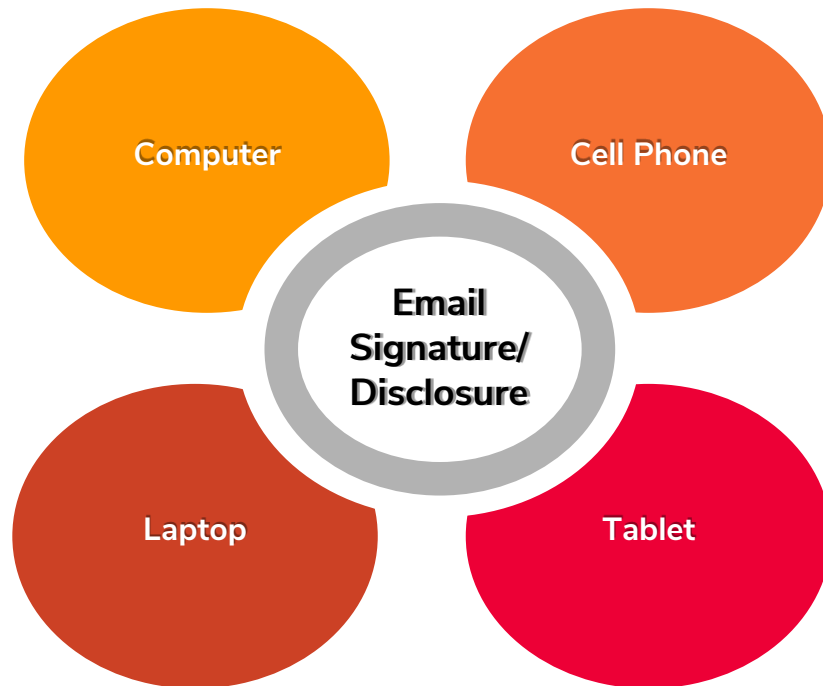
Kendrea Lopez must Approve ALL  
Signature/Disclosures prior to first  
use

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](mailto: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](mailto: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](mailto: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-encrypt 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](mailto: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](mailto: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](mailto:regina@kovackadvisors.com) (954) 670-0621  
OR  
AppRiver at [support@appriver.com](mailto:support@appriver.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](mailto: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](mailto: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](mailto:jeffw@kovacksecurities.com) OR Regina Schumaker at [regina@kovackadvisors.com](mailto:regina@kovackadvisors.com) (954) 670-0621