



CLIENT USER GUIDE

Well-th View and the Well-th Vault

Original Date Published: 02/4/2022

Date Revised: 04/3/2023

TABLE OF CONTENTS

I. How to Use Well-th View and the Well-th Vault.....	1
A. Initial Activation and registration.	1
B. How to Access the Well-th Vault.	6
C. Access documents shared by your Advisor and placed in the Well-th Vault	7
D. Share a document with your Advisor.....	9
E. Locate and open a document shared by your Advisor.	11
F. Download a file shared by your Advisor.....	13
G. Add comments or annotations to files.	14
H. Move or copy files from folder to folder.	16
I. Access Performance Reports created by your Advisor and shared with you.	17
J. Provide Feedback on the Well-th View or Well-th Vault Portals.	19
K. Invoice Payments.....	20
L. Where to find this User Guide.....	23
II. Appendix – Cookie Settings Help.....	24
A. Google Chrome	24
B. Safari	24
C. Mozilla Firefox.....	25
D. Edge	25

Well-th View and Well-th Vault User Procedures

I. How to Use Well-th View and the Well-th Vault.

Well-th View allows you access to all advisor-recommended portals. To use Well-th View, cookies must be enabled in your browser; see the appendix for how-to's.

A. Initial Activation and registration.

When your advisor provides you access to Well-th View, you will receive an email from Hightower Advisors. Click on the "Activate Your Account" button.

The screenshot shows an email interface. At the top left is the HIGHTOWER logo. The main header area is dark with a key icon and the text "Welcome to Your Portal". Below this, the email body contains the following text:

Hi Legacy,

Your updated and secure portal account has been created. Please use the "Activate Your Account" button below to complete a brief registration process. The registration process includes password creation and authentication. You can choose to receive your authentication code to the displayed phone number via voice call or text message.

You may only click the "Activate Your Account" button one time. The activation link will expire in 7 days. If you do not activate your account within that time, please contact your Team to obtain a new activation link.

Once you have activated your account, please visit your advisor team website to log in. Click here for additional help with [Activating Your Account](#).

This is an automatically generated message from Hightower Advisors. Replies are not monitored or answered.

We are here to protect your privacy and serve your best interests, so please note the following. Email is not a secure method of communication. We want you to email us any questions or concerns you may have, but please direct any sensitive information to your advisor. We should not distribute or copy it, or take any action based on information contained in an email. Lastly, Hightower cannot warranty and does not accept responsibility or liability for the accuracy or content of email messages or for the performance of any services provided. Hightower Advisors is a Member FINRA/SIPC.

200 W Madison St, 25th Floor, Chicago, IL, 60606 - 312.963.3800

A blue callout box on the right side of the email content contains the text: "Step 1: To activate your Well-th View account, open the 'Welcome to Your Portal' email and click on 'Activate Your Account' button." A red arrow points from this callout box to the "Activate Your Account" button, which is circled in red in the original image.

Well-th View and Well-th Vault User Procedures

Step 2: to choose a password click this "Set up" box.

Set up security methods

Security methods help protect your account by ensuring only you have access.

Set up required

- Password**
Choose a password for your account
Used for access
- Security Question**
Choose a security question and answer that will be used for signing in
Used for recovery

[Back to sign in](#)

Step 3: choose a password and enter it here (NOTE: your password must meet the requirement outlined above the "Enter password" box.

Set up password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 2 passwords

Enter password

Re-enter password

[Return to authenticator list](#)
[Back to sign in](#)

Step 4: enter the password you chose again in the "Repeat password" box.

Step 5: click "Next"

Well-th View and Well-th Vault User Procedures

Step 6: Select whether you'd like to receive an authentication code via SMS text or via phone call here.

Verify with your phone

Send a code via SMS to +1 XXX-XXX-0968

Carrier messaging charges may apply

Receive a code via SMS

Receive a voice call instead

Back to sign in

Set up security question

Choose a security question

Create my own security question

Choose a security question

What is the food you least liked as a ...

Answer

Verify

Return to authenticator list

Back to sign in

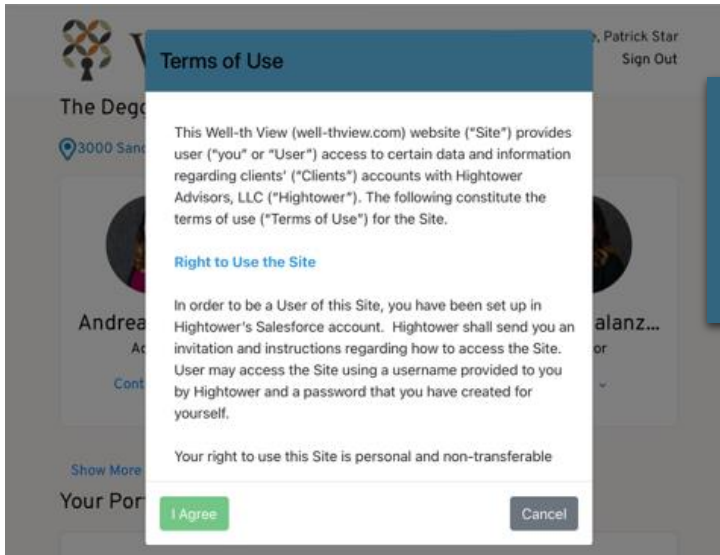
Step 7: Select whether you'd like to choose a security question from the drop down list or create your own question.

Step 8: Select a security question from the drop down list and then enter an answer to the question in the "Answer" box.

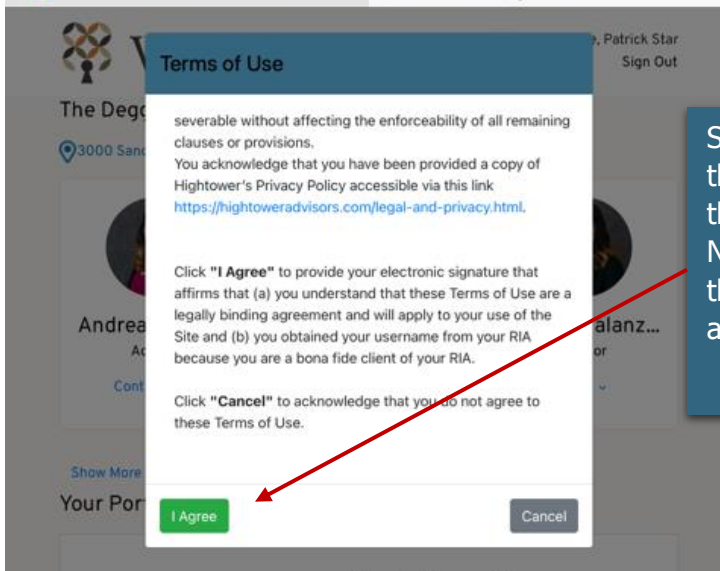
Step 9: Click "Verify".

Well-th View and Well-th Vault User Procedures

On the first login attempt and periodically thereafter, you must acknowledge the “Terms of Use”.



Step 1: read the verbiage pressing the down arrow until you reach the end of the Terms of Use.



Step 2: if you agree with the Terms of Use, click on the "I Agree" button. NOTE: you may not use the portal unless you agree with these Terms.

Well-th View and Well-th Vault User Procedures

Next, you will see the Well-th View home page with your advisor's information and access to portals.

The screenshot displays the Well-th View user interface. At the top left is the Well-th View logo. At the top right, it says "Welcome, Angelica Pickles" with a "Sign Out" link. Below this is the "Demo Advisor Team" section, which includes the address "200 W. Madison, Suite 2500, Chicago, IL 60606" and two advisor cards. The first card is for Michael Bankston, Advisor, with a "Contact" button. The second card is for Jessica Pinto, Client Services, with a "Contact" button. Below the advisor team is the "Your Portals" section, which features the Vault logo and two bullet points: "Access documents shared by your Advisor" and "Share a document with your Advisor". An "Open" button is located to the right of these bullet points. Below the portals is the user profile for Angelica Pickles, showing her name and contact information: Address (5555 Street St, Home City, ST, 99999), Email Address (wvaul013@yahoo.com), and Phone (555-555). Two blue callout boxes provide instructions: one points to the "Contact" button for Michael Bankston, stating "Click 'Contact' to see information about your advisor team member or to schedule a meeting with your advisor"; the other points to the "Open" button, stating "If you only have one portal, click 'Open' to access that portal." At the bottom of the page, there are links for "Legal & Privacy" and "Web Accessibility", and a footer with the text: "Securities offered through Hightower Securities, LLC, Member FINRA/SIPC, Hightower Advisors, LLC is a SEC registered investment adviser. brokercheck.finra.org Version 1.3.43. ©2021 Hightower Advisors. All Rights Reserved."

Well-th View and Well-th Vault User Procedures

If you have access to multiple portals, simply click on the name of the portal you'd like to access.

Well-th View

Welcome, Angelica Pickles
Sign Out

Demo Advisor Team

200 W. Madison, Suite 2500, Chicago, IL 60606

Michael Bankston
Advisor
Contact

Jessica Pinto
Client Services
Contact

Your Portals

Vault

- Access documents shared by your Advisor
- Share a document with your Advisor

Plan

- Create/update
- Review cash flow
- Add external

TD

Show More

Your Information

Click anywhere in the portal's card to access the portal.

Click "Show More" to see additional portals.

B. How to Access the Well-th Vault.

NOTE: if you are using Safari on an iPad, please change the page zoom setting to 85% for the best experience (go to Settings>Safari>Page Zoom- set to 85%).

The Well-th Vault allows you to:

- View and collaborate with your Advisor on documents.
- Upload documents for your Advisor team.
- View documents and statements from the Black Diamond Performance system.

There are multiple ways to access the Vault after the registration has been completed:

1. Type the URL in browser for the portal landing page: <https://well-thview.com>. Enter credentials; the Well-th View home page is displayed. Click on the Vault portal.
2. Go to your advisor's website and click on the "Access your Account" button.
3. Use the Box mobile app. If using a mobile device with the Box mobile app installed, activate the Box app and enter credentials directly.

C. Access documents shared by your Advisor and placed in the Well-th Vault

Well-th View

Welcome, Jim Griffin
Sign Out

Pay Invoice

Hightower Great Lakes

15 N Franklin Street Suite 100, Valparaiso, IN 46383

Tim Scannell
Advisor
Contact

Justin McCurdy
Financial Planner
Contact

Laura Johnson
Client Services
Contact

Vault

- Files shared by your Advisor
- Share files with your Advisor

Performance

- Portfolio Allocations
- Account Holdings and Returns

Plan

- Organize your Goals and Priorities
- Track your Spending

Show More

Your Information

Jim Griffin

Address: 660 W Wayman #408, Chicago, Illinois, 60661
Email Address: jimgriffin@me.com
Phone Number: 18184272972

[Legal & Privacy](#) | [Legal Terms Of Use](#) | [Web Accessibility](#) | [Help](#)
Securities offered through Hightower Securities, LLC, Member FINRA/SIPC. Hightower Advisors, LLC is a SEC registered investment adviser. [brokercheck.finra.org](#)
Version 1.3.154. ©2023 Hightower Advisors. All Rights Reserved.

WE WANT YOUR FEEDBACK

Step 1. Click on the "Vault" tile to access documents and/or reports shared by your Advisor and uploaded to Well-th Vault

Well-th View and Well-th Vault User Procedures



Welcome, Jim Griffin
Sign Out

Vault Home

- Your Shared Files
- Portfolio Reports and Statements (2)

[Legal & Privacy](#) | [Legal Terms Of Use](#) | [Web Accessibility](#) | [Help](#)
Securities offered through Hightower Securities, LLC, MemberFINRA/SIPC, [Hightower Advisors, LLC](#) is a SEC registered investment adviser, [brokercheck.finra.org](#)
Version 1.3.154. ©2023 Hightower Advisors. All Rights Reserved.

Step 2. Click on "Your Shared Files" to access documents shared by your Advisor.

box

Search Files and Folders

All Files -

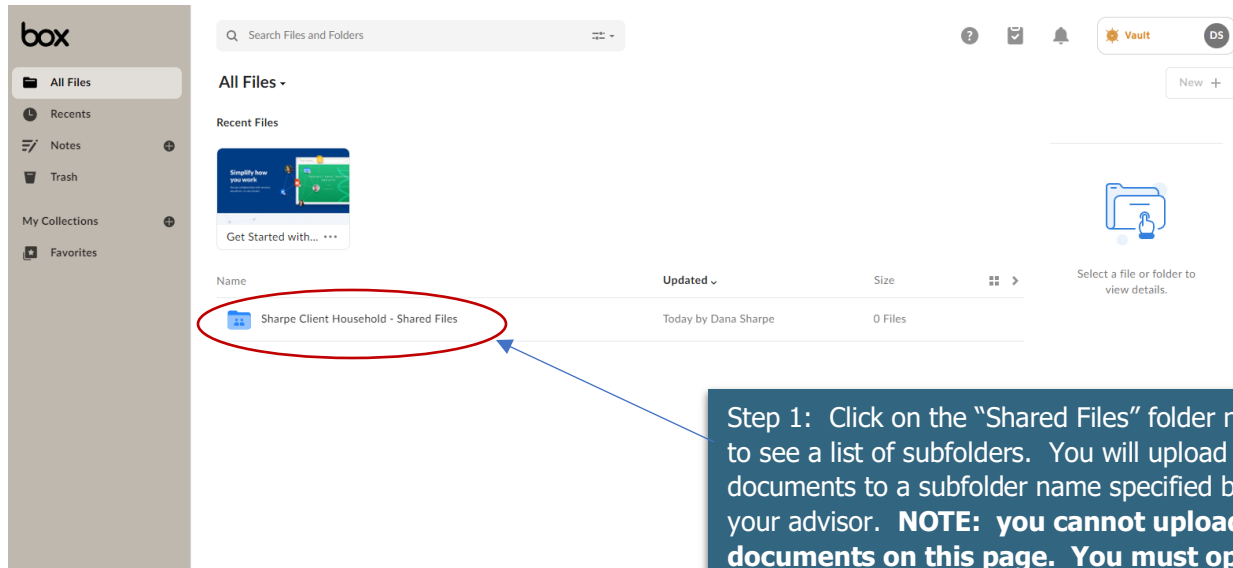
NAME	UPDATED ↓	SIZE
Batman House - Id 1668102406219 - Shared Files	Jan 18, 2023 by Bruce Wayne	2 Fil
Get Started with Box.pdf	Jan 18, 2023 by Bruce Wayne	1.8 b

Step 3. Click on the top blue folder to access documents shared by your Advisor.

Well-th View and Well-th Vault User Procedures

D. Share a document with your Advisor.

Access the Well-th Vault as described above. Box is the vendor we have chosen to use for secure document storage. Your home vault page should look something like this.



The screenshot shows the Box Vault interface. On the left is a sidebar with navigation options: All Files, Recents, Notes, Trash, My Collections, and Favorites. The main area has a search bar at the top, followed by 'All Files -' and 'Recent Files'. Below this is a card for 'Sharpe Client Household - Shared Files' with a blue folder icon. A table below lists files with columns for Name, Updated, and Size. The first row shows 'Sharpe Client Household - Shared Files' updated 'Today by Dana Sharpe' with '0 Files'. A red circle highlights the folder name in the table, and a blue arrow points from a text box to it.

Name	Updated	Size
Sharpe Client Household - Shared Files	Today by Dana Sharpe	0 Files

Step 1: Click on the "Shared Files" folder name to see a list of subfolders. You will upload documents to a subfolder name specified by your advisor. **NOTE: you cannot upload documents on this page. You must open the blue folder in order to upload a document for your advisor.**

Well-th View and Well-th Vault User Procedures

box

Search Files and Folders

All Files > Sharpe Client Household - Shared Files

Name	Updated	Size	Sharing	Details
HighTower Portal Testers - Taxes	Today by Your Advisor	0 Files	VA Vault Admin Owner	
HighTower Portal Testers - Retirement Planning	Today by Your Advisor	0 Files	DS Dana Sharpe Editor	...
HighTower Portal Testers - Goals	Today by Your Advisor	0 Files	VB Vault Admin - BI Co-owner	
HighTower Portal Testers - Financial Planning	Today by Your Advisor	0 Files	VD Vault Admin - DS Co-owner	
HighTower Portal Testers - Estate Planning	Today by Your Advisor	0 Files	VE Vault Admin - EH Co-owner	

Step 2: Click on the subfolder name where your advisor would like a document placed.

box

Search Files and Folders

All Files > Sharpe Client Household - Shared Files > HighTower Portal Testers - Taxes

Folder Box Note

Step 3: click on the "New +" button to expand the menu. Then select "File Upload."

Get started by adding your first file

Create new documents directly within Box or upload an existing file

Upload

- File Upload
- Folder Upload
- Folder
- Box Note
- Box Note From Template
- Bookmark
- Pages Document
- Keynote Presentation
- Numbers Spreadsheet

Well-th View and Well-th Vault User Procedures

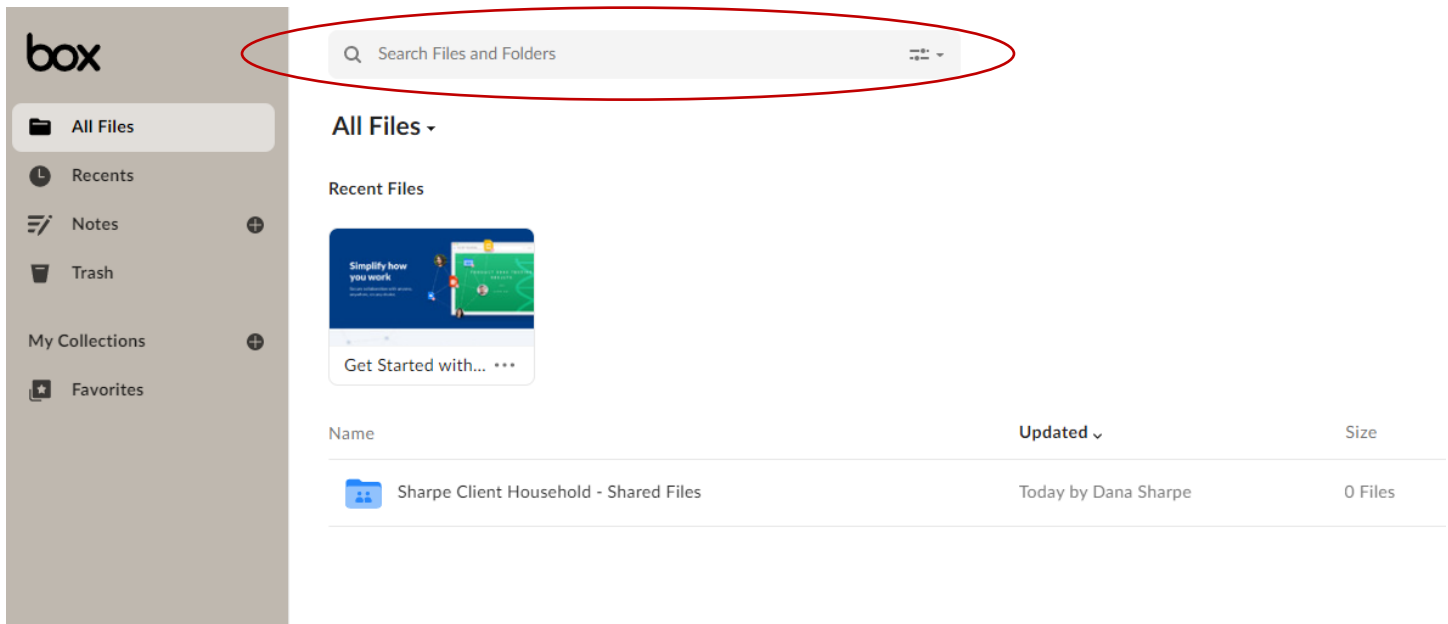
E. Locate and open a document shared by your Advisor.

Once your files are in the Well-th Vault it's easy to access them wherever you are. You have three slick shortcuts at your disposal: the Search tool, Jump to Folder and the Updates view.


Search

If you're looking for a certain file – or even a certain word or phrase within a file – jump right to it with the Search tool. Just enter your key word or phrase into the search bar at the top of your page.

The Well-th Vault will search the titles of your files and folders as well as the body of your documents.



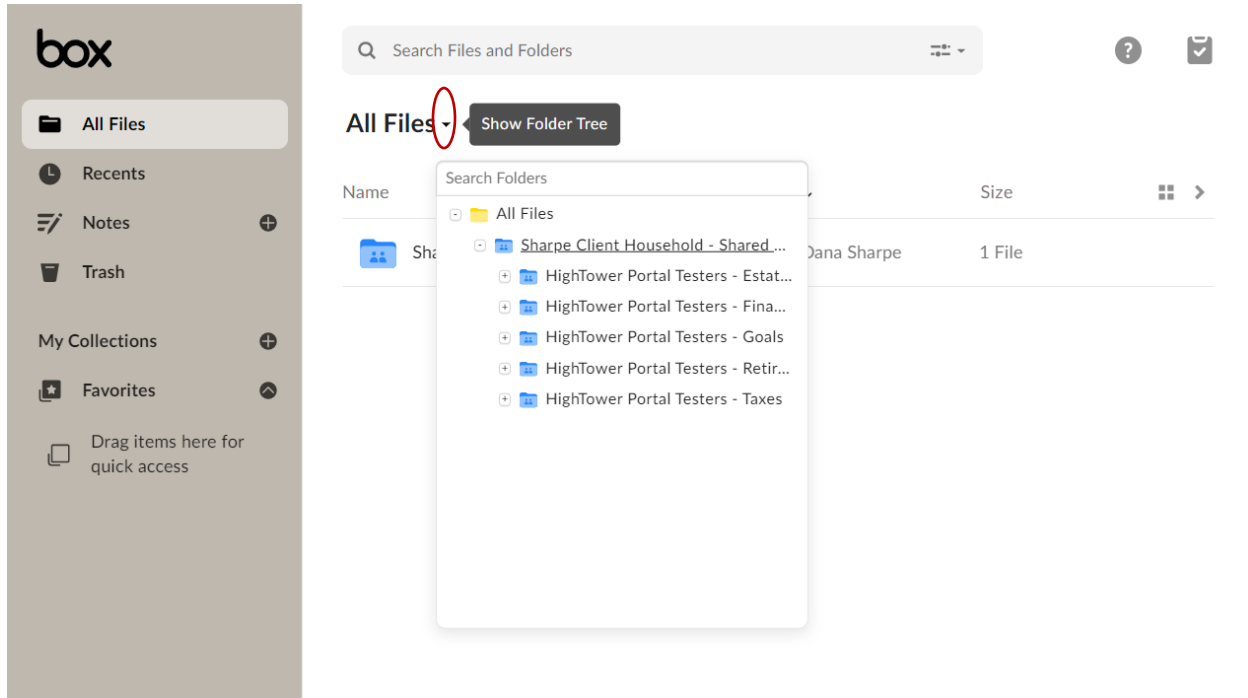
The screenshot displays the Box web interface. On the left is a navigation sidebar with the 'box' logo and menu items: All Files, Recents, Notes, Trash, My Collections, and Favorites. The main content area is titled 'All Files' and shows a 'Recent Files' section with a card for 'Simplify how you work'. Below this is a table of files. A red oval highlights the search bar at the top of the main content area, which contains the text 'Search Files and Folders' and a search icon.

Name	Updated ↓	Size
 Sharpe Client Household - Shared Files	Today by Dana Sharpe	0 Files

Well-th View and Well-th Vault User Procedures

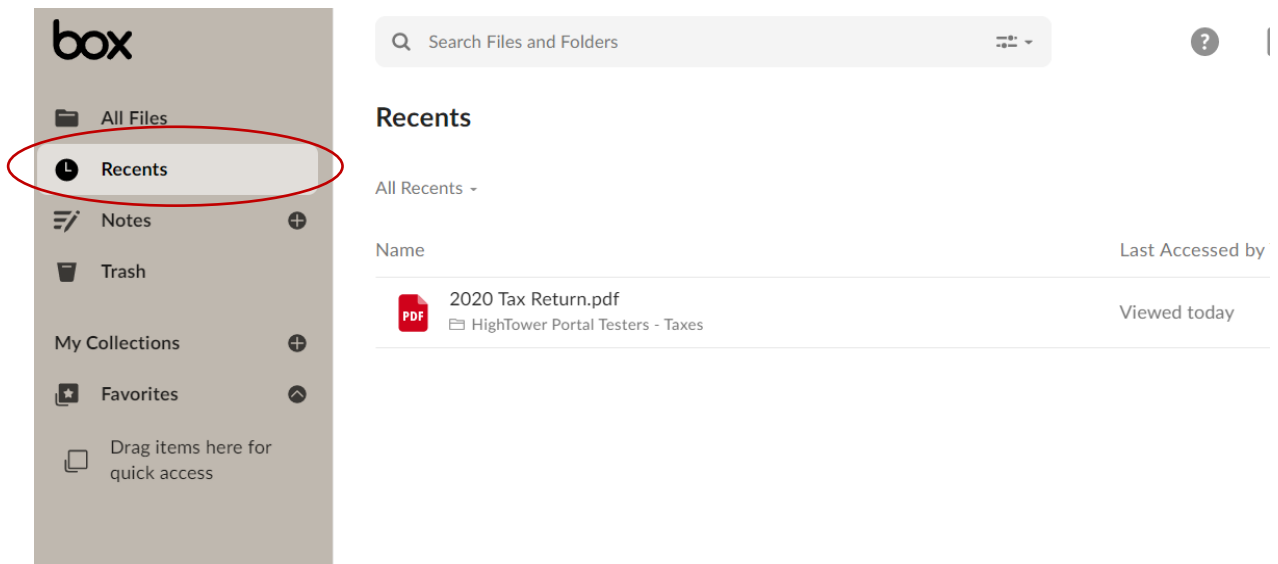
Folder Tree

If you want to get to a folder quickly, use the Folder Tree tool. Simply click the down arrow next to All Files and select "Show Folder Tree" to see your entire folder structure. Click on the desired subfolder to be taken directly there.



Recents

On this page, you'll see what files and folder have been recently updated in your vault account. To view recent updates, click "Recents" in the left side bar.



Well-th View and Well-th Vault User Procedures

F. Download a file shared by your Advisor. To Download a Single File:

The screenshot shows the Box web interface. On the left is a sidebar with navigation options: All Files, Recents, Notes, Trash, My Collections, and Favorites. The main area displays a file named "2020 Tax Return.pdf" with a size of 185 KB, updated "Today by Dana Sharpe". Above the file, an action toolbar is visible, containing icons for more options, download, trash, share, and details. The download icon is circled in red. A blue callout box with white text provides instructions: "Click next to a file's name to select it. The action toolbar will appear above your files in the top-right. Click the download icon to begin the download process".

To Download Multiple Items:

- Shift+click on multiple items to select them. The action toolbar will appear above your files in the top-right.
- Click **Download** to begin the download process. Your selected items will be downloaded together in a single zip file.

G. Add comments or annotations to files.

Comments provide a powerful way to drive discussion around content in your Vault account. Use comments to request feedback from your Advisor, make notes to yourself, notify your Advisor of updates to a file, and a variety of other social interactions.

You can view comments in the Preview page of a file within the sidebar to the right or post your own in the "Write a comment" box at the bottom. Your Advisor can reply directly to a comment or add their own comments.

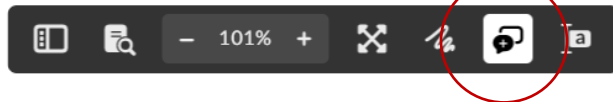
Communicating with your Advisor:

v1 2020 Tax Return.pdf
HighTower Portal Testers - Taxes · Updated Today by Dana Sharpe

This is a test document.

Draw a box to comment

Step 1. Select the comment icon and then click and hold your left mouse button to draw a comment box.



Well-th View and Well-th Vault User Procedures

The screenshot shows a document viewer interface. At the top left, there is a version indicator 'v1' and the document title '2020 Tax Return.pdf'. Below the title, it says 'HighTower Portal Testers - Taxes · Updated Today by Dana Sharpe'. The main content area displays the text 'This is a test document.' A yellow rectangular box highlights a comment input field. A blue callout box with white text provides instructions: 'Step 2: Enter comments in box. Start the comment with the "@" symbol followed by your Advisor's email address and they will receive notification that you have commented. Step 3: Click the "Post" button.' A white comment box is shown with the text '@ Bob@Hightower Demo - please take a look at this and let me know your thoughts.' Below the comment box are two buttons: 'Cancel' and 'Post'. A toolbar at the bottom contains icons for document navigation and zooming, with a zoom level of 101%.

v1 2020 Tax Return.pdf
HighTower Portal Testers - Taxes · Updated Today by Dana Sharpe

This is a test document.

Step 2: Enter comments in box. Start the comment with the "@" symbol followed by your Advisor's email address and they will receive notification that you have commented.
Step 3: Click the "Post" button.

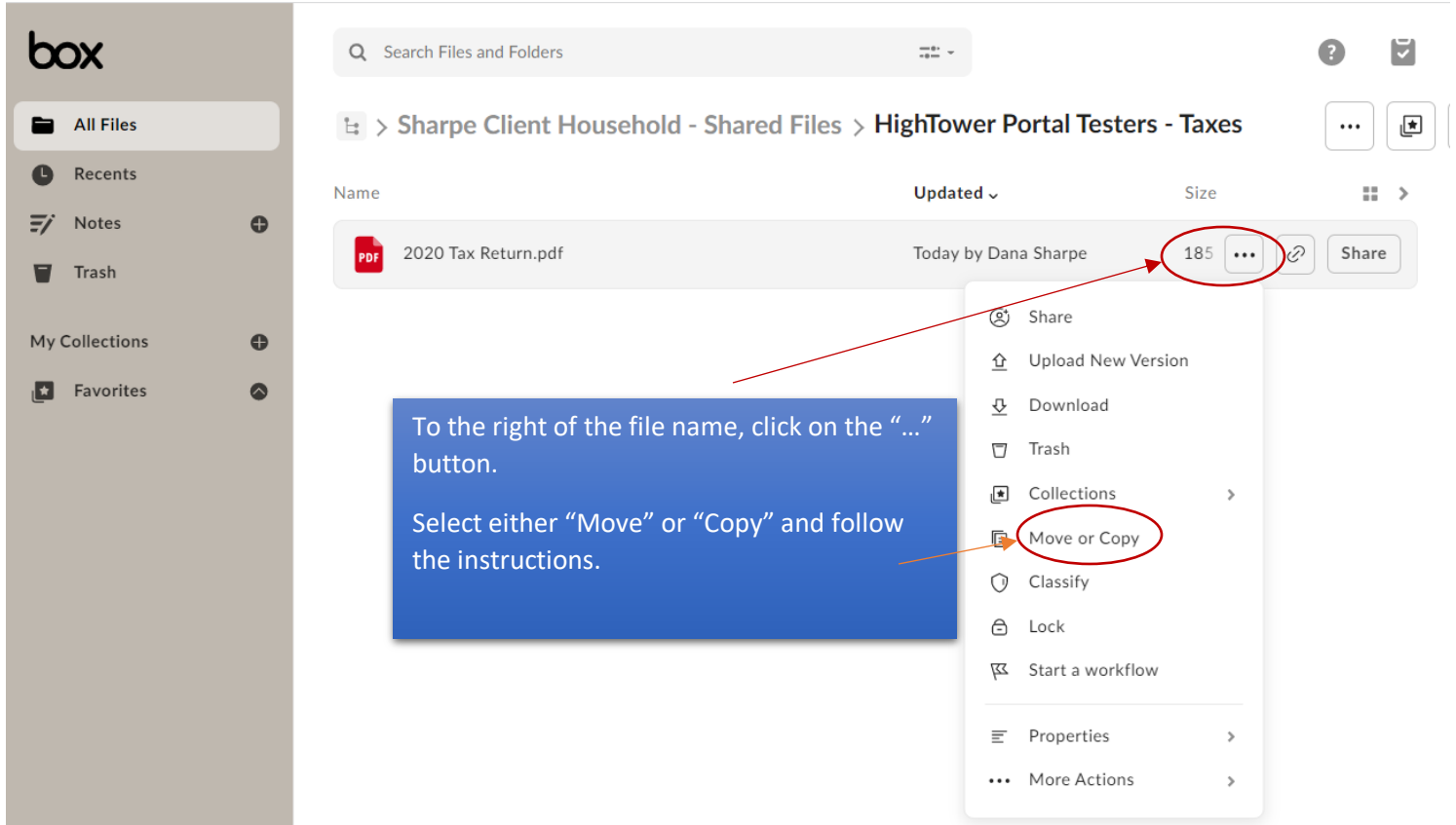
@ Bob@Hightower Demo - please take a look at this and let me know your thoughts.

Cancel Post

101%

This message also remains with the file or folder on which you've commented. This gives context for others coming to work with this information.

H. Move or copy files from folder to folder.
Locate the file you wish to move or copy.



Add subfolders as desired.

- Click New, and from the menu that displays click New Folder. The Create a New Folder dialog box displays.
- Enter the folder name.
- Advisors will automatically have access to any folders added.

Email Notifications

To keep you apprised of current events in your account, we've built an email notification system that lets you know when your Advisors accesses your content or edits your files. You will receive an email when your Advisor shares files with you too.

I. Access Performance Reports created by your Advisor and shared with you.

NOTE: You may not see the Portfolio Reports and Statements folder if those reports are not available.



Welcome, Jim Griffin
Sign Out

The screenshot shows the Well-th Vault interface. At the top left is the Vault logo. On the right, there is a 'Home' button. Below the logo, there are two folder icons: 'Your Shared Files' and 'Portfolio Reports and Statements (2)'. A red arrow points from a callout box to the 'Portfolio Reports and Statements (2)' folder.

Step 1. Click on "Portfolio Reports and Statements" to see a list of reports that have been created and shared by your advisor.



Welcome, Jim Griffin
Sign Out

The screenshot shows the report list in Well-th Vault. At the top left is the Vault logo. On the right, there is a 'Back' button. Below the logo, there are two folder icons: 'Your Shared Files' and 'Portfolio Reports and Statements (2)'. The 'Portfolio Reports and Statements (2)' folder is expanded, showing a table of reports. Above the table are filters for 'Year' (set to 'All') and 'Quarter' (set to 'All'). The table has columns for Name, Portfolio, Start Date, End Date, Page Count, and Date Posted. Below the table are navigation buttons: '<', '1', and '>'. Two red arrows point from callout boxes to the 'eye' icon and the 'down arrow' icon in the first row of the table.

Name	Portfolio	Start Date	End Date	Page Count	Date Posted		
Executive Summary: Performance	Jim Griffin	10-19-2017	10-19-2017	0	03-26-2023	👁	⬇
Executive Summary: Performance	BDint test portfolio2	07-31-2013	07-31-2013	3	02-08-2023	👁	⬇

Step 2. Find the desired report. Report list may be filtered by selecting a year and/or quarter.

Step 3. Click on the "eye" to open the desired report.

Step 4. Click on the down arrow to save the report on your device.

Step 5. To view more reports, click on the page number or ">" button.

Well-th View and Well-th Vault User Procedures

Download Close

ss&c | Black Diamond
WEALTH PLATFORM

BDint test portfolio2

**EXECUTIVE SUMMARY:
PERFORMANCE**

As of 7/31/2013

ACCOUNTS

XXXX1027Nick Rogers & Co
XXXX8122Nick Trust Account

Step 6. To close a report after opening, click on the "Close" button. You may also download the report to your device by clicking on the "Download" button.

Well-th View and Well-th Vault User Procedures

J. Provide Feedback on the Well-th View or Well-th Vault Portals.

We value your opinion and would like to hear about your experience with Well-th View. A feature that allows you to rate your experience has been added.

Well-th View Welcome, Jim Griffin
[Sign Out](#)

[Pay Invoice](#)

Hightower Great Lakes
15 N Franklin Street Suite 100, Valparaiso, IN 46383

Tim Scannell
Advisor
[Contact](#)

Justin McCurdy
Financial Planner
[Contact](#)

Laura Johnson
Client Services
[Contact](#)

Vault
• Files shared by your Advisor
• Share files with your Advisor

Performance
• Portfolio Allocations
• Account Holdings and Returns

Plan
• Organize your Goals and Priorities
• Track your Spending

[Show More](#)

Your Information

Jim Griffin

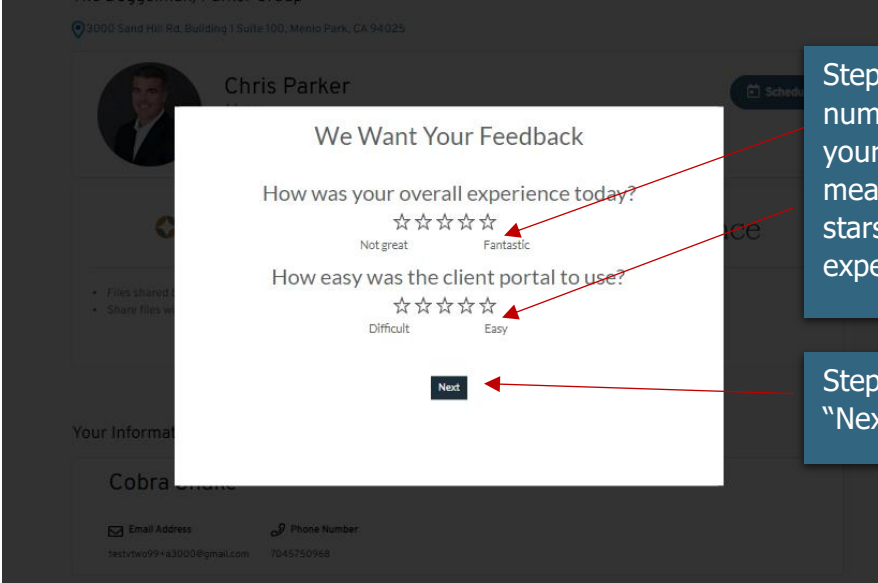
Address 660 W Wayman #408, Chicago, Illinois, 60661
Email Address jimgriffin@me.com
Phone Number 18184272972

[Legal & Privacy](#) | [Legal Terms Of Use](#) | [Web Accessibility](#) | [Help](#)
Securities offered through Hightower Securities, LLC, Member FINRA/SIPC. Hightower Advisors, LLC is a SEC registered investment adviser, [brokercheck.fima.org](#)
Version 1.3.154. ©2023 Hightower Advisors. All Rights Reserved.

WE WANT YOUR FEEDBACK

Step 1: Click on "We Want Your Feedback."

Well-th View and Well-th Vault User Procedures

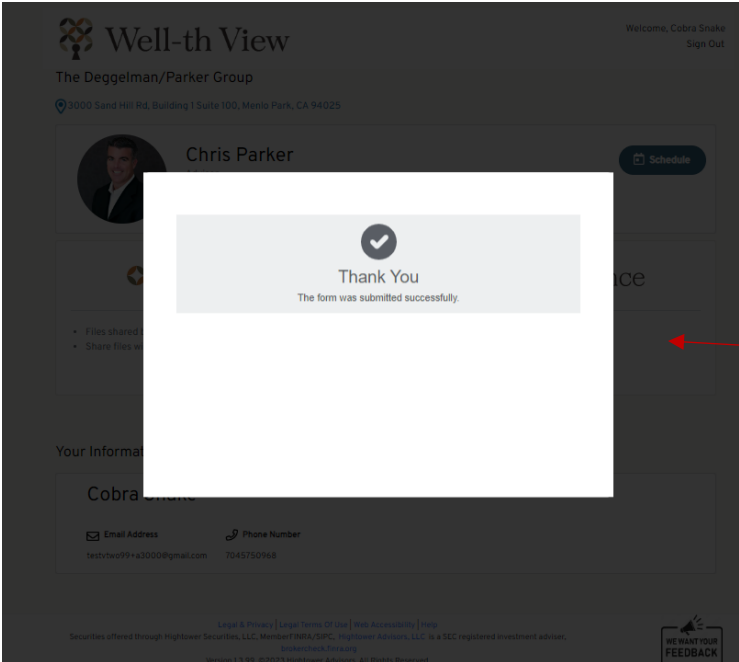


The screenshot shows a feedback form titled "We Want Your Feedback" overlaid on a user profile page for Chris Parker. The form contains two questions:

- "How was your overall experience today?" with a five-star rating scale. The first star is selected, and the text "Not great" is visible on the left and "Fantastic" on the right.
- "How easy was the client portal to use?" with a five-star rating scale. The fourth star is selected, and the text "Difficult" is visible on the left and "Easy" on the right.

A "Next" button is located at the bottom of the form. Red arrows point from the form to two callout boxes:

- Step 2:** Click on the number of stars to rate your experience (one star means not so good, five stars means fantastic experience).
- Step 3:** Click on the "Next" button.



The screenshot shows the "Thank You" message overlaid on the same user profile page. The message includes a checkmark icon and the text "Thank You" and "The form was submitted successfully." A red arrow points from the message to a callout box:

- Step 4:** Page will auto-close.

K. Invoice Payments

If you have chosen to receive an invoice for any advisory fees from your advisor, you will see a link on the Well-th View Home page that allows you to pay your invoice online. Note: Pay Invoice is not applicable to all users.

Well-th View and Well-th Vault User Procedures



Welcome, Jim Griffin
Sign Out

Pay Invoice

Hightower Great Lakes

15 N Franklin Street Suite 100, Valparaiso, IN 46383



Tim Scannell
Advisor
[Contact](#) ▾



Justin McCurdy
Financial Planner
[Contact](#) ▾



Laura Johnson
Client Services
[Contact](#) ▾

Vault

- Files shared by your Advisor
- Share files with your Advisor

Performance

- Portfolio Allocations
- Account Holdings and Returns

Plan

- Organize your Goals and Priorities
- Track your Spending

[Show More](#)

Your Information

Jim Griffin

Address

660 W Wayman #408, Chicago, Illinois, 60661

Email Address

jimggriffin@me.com

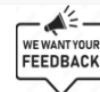
Phone Number

18184272972

[Legal & Privacy](#) | [Legal Terms Of Use](#) | [Web Accessibility](#) | [Help](#)

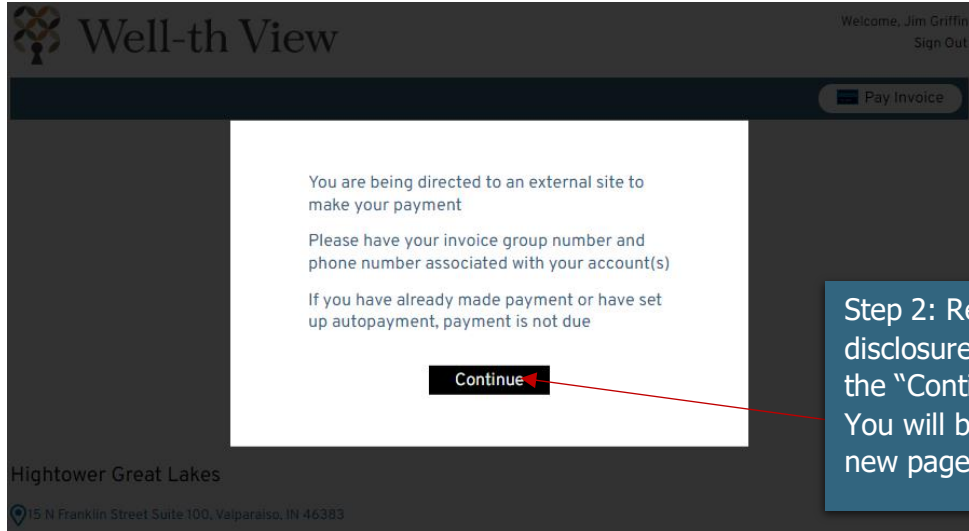
Securities offered through Hightower Securities, LLC, Member FINRA/SIPC. Hightower Advisors, LLC is a SEC registered investment adviser.
brokercheck.finra.org

Version 1.3.154. ©2023 Hightower Advisors. All Rights Reserved.



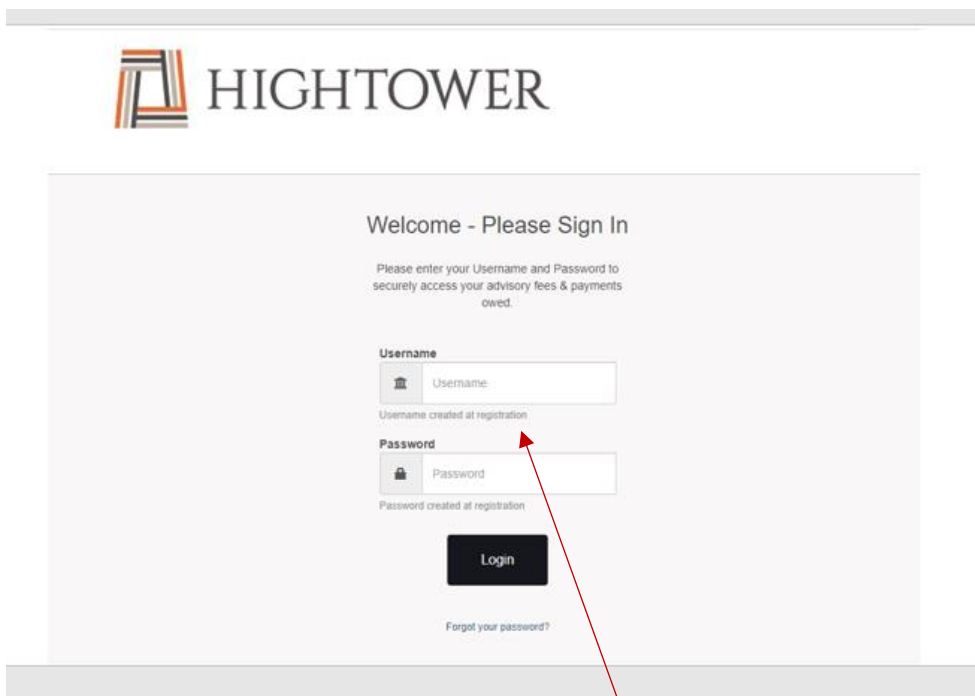
Step 1: Click the "Pay Invoice" button.

Well-th View and Well-th Vault User Procedures



The screenshot shows the 'Well-th View' interface. At the top left is the logo and 'Well-th View' text. At the top right, it says 'Welcome, Jim Griffin' and 'Sign Out'. Below this is a 'Pay Invoice' button. The main content area is a white box with the following text: 'You are being directed to an external site to make your payment', 'Please have your invoice group number and phone number associated with your account(s)', and 'If you have already made payment or have set up autopayment, payment is not due'. At the bottom of this box is a 'Continue' button with a red arrow pointing to it. At the bottom left of the page, it says 'Hightower Great Lakes' and '15 N Franklin Street Suite 100, Valparaiso, IN 46383'.

Step 2: Read the disclosure and then click the "Continue" button. You will be directed to a new page



The screenshot shows the Hightower login page. At the top is the Hightower logo. Below it is the heading 'Welcome - Please Sign In' and the instruction 'Please enter your Username and Password to securely access your advisory fees & payments owed.' There are two input fields: 'Username' and 'Password'. Below the 'Username' field is the text 'Username created at registration'. Below the 'Password' field is the text 'Password created at registration'. Below the input fields is a 'Login' button. At the bottom of the form is a link that says 'Forgot your password?'.

Step 3: Enter your username and password to pay your advisory fees and any payments owed.

L. Where to find this User Guide

You may access this User Guide from help links found at the bottom of the Well-th View home page or on the login page you see when you navigate here: <https://well-thview.com/>



Client Sign In

[Forgot Password?](#) [Help](#)

Step 1. To view the Well-th View Client User Guide, click the "Help" link

II. Appendix – Cookie Settings Help

NOTE: Internet Explorer is not supported. Please use one of the supported browsers listed below.

A. Google Chrome

To enable cookies in Google Chrome (PC):

1. Select the Chrome menu icon (upper right corner, 3 vertical dots).
2. Select Settings.
3. Select Security and Privacy. Select cookies and other site data.
4. Make sure "Block all cookies" is not checked.

To enable cookies in Google Chrome (Mac):

1. Open Chrome preferences click on Settings, then Show Advanced Settings.
2. Under Privacy, click on Content Settings.
3. Make sure "Block all cookies" is not checked.

If your browser is not listed above, please refer to your browser's help pages.

To enable cookies in Google Chrome (Android):

1. On your Android device, open the Chrome app.
2. At the top right, tap the vertical three dots icon and select "Settings".
3. Tap Site settings and then Cookies.
4. Make sure "Block all cookies" is unchecked.

B. Safari

To enable cookies in Safari (Mac):

1. Go to the Safari drop-down menu.
2. Select Preferences.
3. Click Privacy in the top panel.
4. Turn off "Block All Cookies".

To enable cookies in Safari (iPhone/iPad iOS 11):

1. Open your Settings.
2. Scroll down and select Safari.
3. Under Privacy & Security, turn off "Block All Cookies".

Well-th View and Well-th Vault User Procedures

C. Mozilla Firefox

To enable cookies in Mozilla Firefox 3.x (PC):

1. Click Tools > Options.
2. Click Privacy in the top panel.
3. Select the checkbox labeled 'Accept cookies from sites.'
4. Click OK.

To enable cookies in Mozilla Firefox 2.x (PC):

1. Click Tools > Options.
2. Click Privacy in the top panel.
3. Select the checkbox labeled 'Accept cookies from sites.'
4. Click OK.

To enable cookies in Mozilla Firefox 1.x (PC):

1. Click Tools > Options.
2. Click Privacy in the top panel.
3. Click the Cookies tab.
4. Select the checkbox labeled 'Allow sites to set cookies.'
5. Click OK.

To enable cookies in Mozilla Firefox (Mac):

1. Go to the Firefox drop-down menu.
2. Select Preferences.
3. Click Privacy.
4. Under Cookies, select the option 'Accept cookies from sites.'

D. Edge

To enable cookies in the Microsoft Edge:

1. Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Cookies and Site permissions > Cookies and Data stored > Manage and delete cookies and site data
2. Turn on "Allow sites to save and read cookie data (recommended)"