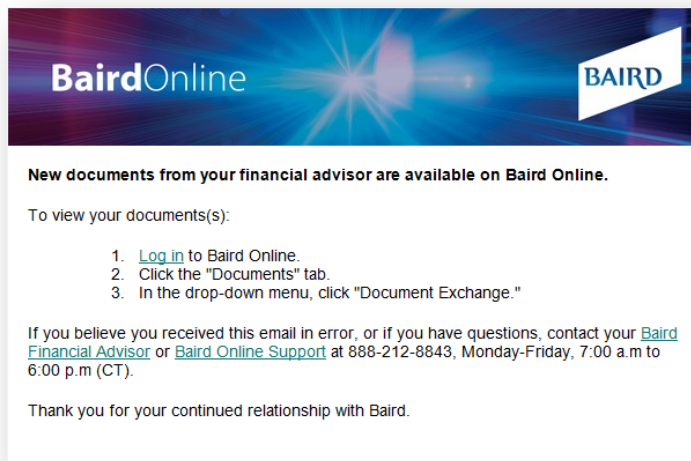


# Baird Online – Secure Document Exchange

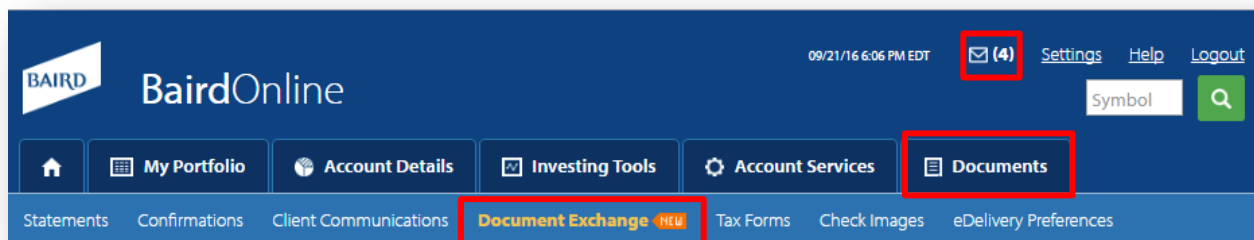
Secure Document Exchange allows you to securely send and receive documents between you and your Baird Financial Advisor directly within Baird Online. Secure Document Exchange is quick and easy to use.

## Instructions to Retrieve a Document

1. You will receive an email notification from your Financial Advisor alerting you that a document is available on Baird Online.

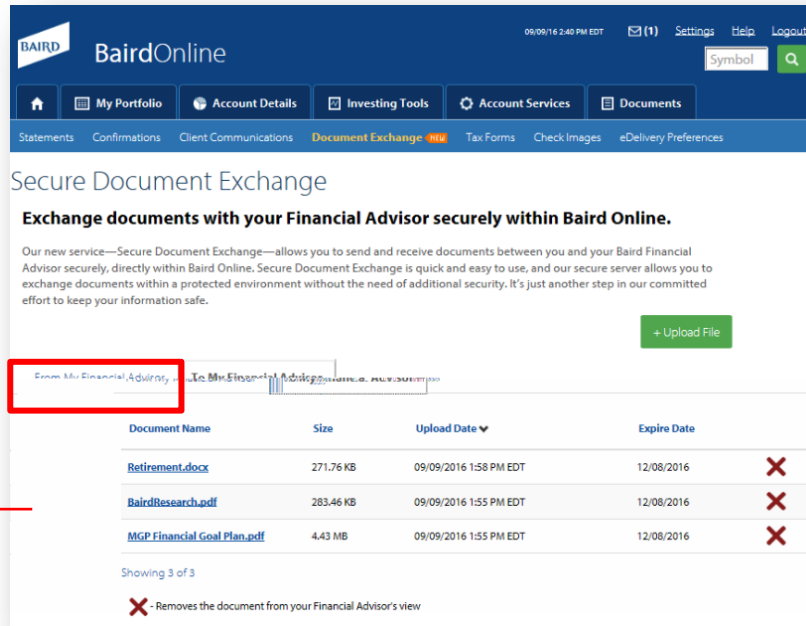


2. Log into [Baird Online](#).
3. Click the **Documents** tab, and select **Document Exchange** or click on the **Envelope** in the top right section of the header.



## BOL – Secure Document Exchange, *continued.*

- Documents uploaded by your Financial Advisor will display in the [From My Financial Advisor] tab. Click on any document name to view it.



Secure Document Exchange

**Exchange documents with your Financial Advisor securely within Baird Online.**

Our new service—Secure Document Exchange—allows you to send and receive documents between you and your Baird Financial Advisor securely, directly within Baird Online. Secure Document Exchange is quick and easy to use, and our secure server allows you to exchange documents within a protected environment without the need of additional security. It's just another step in our committed effort to keep your information safe.

[+ Upload File](#)

From My Financial Advisor

Document Name	Size	Upload Date	Expire Date
<a href="#">Retirement.docx</a>	271.76 KB	09/09/2016 1:58 PM EDT	12/08/2016
<a href="#">BairdResearch.pdf</a>	283.46 KB	09/09/2016 1:55 PM EDT	12/08/2016
<a href="#">MGP Financial Goal Plan.pdf</a>	4.43 MB	09/09/2016 1:55 PM EDT	12/08/2016

Showing 3 of 3

- Removes the document from your Financial Advisor's view

Name of document

**Documents will be available for viewing for 90 days from the upload date.**

### Instructions to Exchange a Document with your Financial Advisor

- To exchange a document with your Financial Advisor, select the [+ Upload File](#) icon.

## Secure Document Exchange

### **Exchange documents with your Financial Advisor securely within Baird Online.**

Our new service—Secure Document Exchange—allows you to send and receive documents between you and your Baird Financial Advisor securely, directly within Baird Online. Secure Document Exchange is quick and easy to use, and our secure server allows you to exchange documents within a protected environment without the need of additional security. It's just another step in our committed effort to keep your information safe.

[+ Upload File](#)

## BOL – Secure Document Exchange, *continued.*

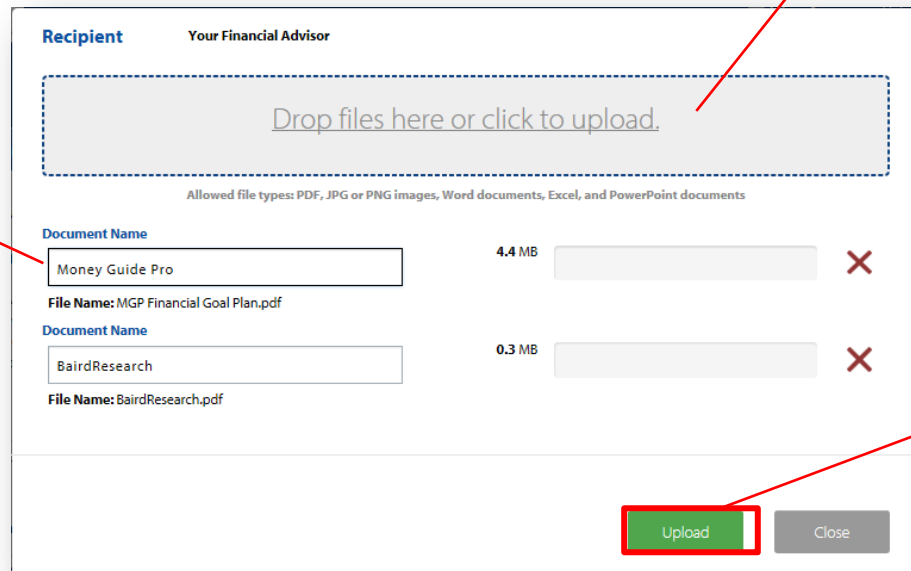
*Some examples of documents (not limited to the list) could be: copies of statements, legal documents, Financial Planning Questionnaires or anything that contains personal sensitive information such as social security numbers, addresses, account numbers, etc..*

6. Attach files (*drag and drop or click to upload*) and select

Upload

*Drag and drop, or click to upload documents*

*Adjust the document name, if needed*



*Click Upload*

**Documents will be available for viewing for 90 days from the upload date.**

### Frequently Asked Questions

**Q: Where on Baird Online is this feature located?**

A: Within the Documents Section, under the sub tab called “Document Exchange,” or within the header, there is an envelope icon next to the settings link in the top right corner.

**Q: What file types can be uploaded?**

A: PNG, JPG, PDF, Word, PowerPoint and Excel

**Q: What’s the file size limit on an attachment that I can upload using this feature?**

A: There is a 100MB file size limit per document.



## BOL – Secure Document Exchange, *continued.*

### **Q: Is there a limit to the number of documents that I can exchange?**

A: There is no limit to the number of documents you can exchange using this feature.

### **Q: How will I be notified a document has been uploaded by my Financial Advisor?**

A: A notification will be sent to the email address associated with your Baird Online UserID.

### **Q: Where can I review documents that have been sent from my Financial Advisor?**

A: The “From My Financial Advisor” tab contains all documents sent from your Financial Advisor. The “To My Financial Advisor” column contains all documents sent to your Financial Advisor.

### **Q: How will my Financial Advisor be notified that I’ve uploaded a document for them to review?**

A: An email notification is sent to the Financial Advisor letting them know you’ve uploaded a document for them to review.

### **Q: Can Secure Document Exchange be used to permanently store documents?**

A: Documents are available 90 days from the upload date and will then be removed from Baird Online. **All documents that you would like to save beyond 90 days should be electronically saved locally to your own device.**

### **Q: Can I recall a document that’s been uploaded to my Financial Advisor?**

A: Yes. In the “To My Financial Advisor” tab, click on the red X. Your Financial Advisor will no longer be able to see the document.

### **Q: Can I edit documents using Secure Document Exchange?**

A: Documents that are exchanged through Secure Document Exchange are read-only and therefore cannot be edited.

### **Q: Is this feature available on the Baird Online Mobile Phone and Tablet App?**

A: Secure Document Exchange is available on your desktop, tablet and mobile phone device (browser only).

**If you have questions or need more information, please contact:** Baird Online Help Desk at 1-888-212-8843 (external) or e-mail at: [bairdonline@rwbaird.com](mailto:bairdonline@rwbaird.com)