Accessing Account View

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Overview

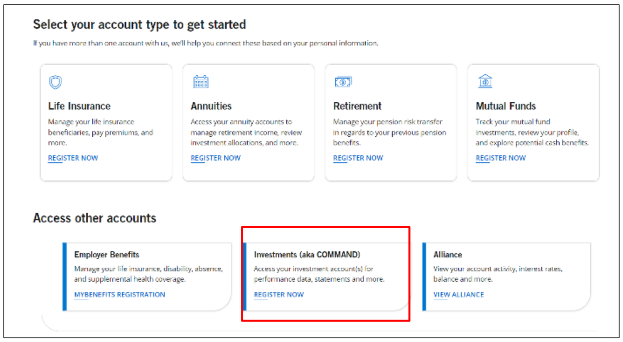
This guide details how to register to Prudential.com and the various methods to log into the Account View platform. There are three ways to log in including access from Prudential.com while reviewing your accounts, accessing Account View directly at AccountView.LPL.com, or using the LPL Account View mobile app.

Prudential.com Registration

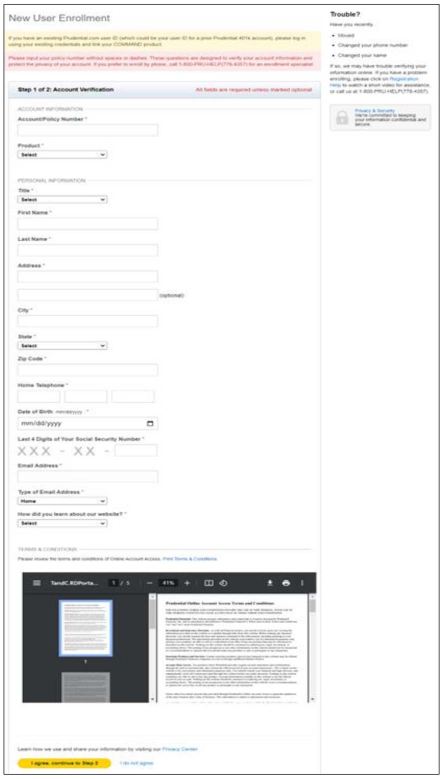
To access Account View, you must be registered with a Prudential Login username & password and have at least one investment account held at LPL Financial. Registration methods vary on Prudential.com based on your account type. Start the registration process by visiting https://www.prudential.com/acc/register.

For Investment Accounts Only

Step 1: Click **REGISTER NOW** in the *"Investments (aka COMMAND)"* section.

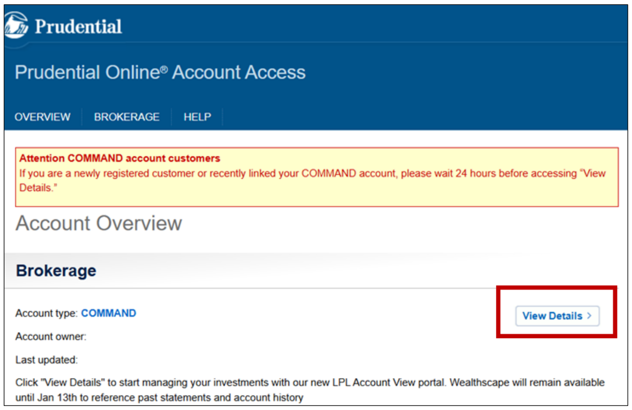


Step 2: Complete all necessary fields on the *New User Enrollment* page.



Note: Enter your LPL account number in the "*Account/Policy Number*" field and select "*COMMAND/Investments*" in the "*Product*" dropdown field.

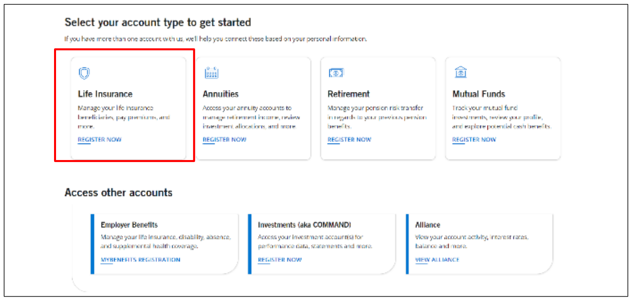
Step 3: Once registered, you will view the Prudential online platform, and you can click **View Details** to access LPL Account View.



The MyPru experience referenced in the log-in guide will not apply to customers who newly register with Prudential.

For Investment Account(s) and Life Insurance Policy

Step 1: Click **REGISTER NOW** in the "*Life Insurance (aka COMMAND)*" section.

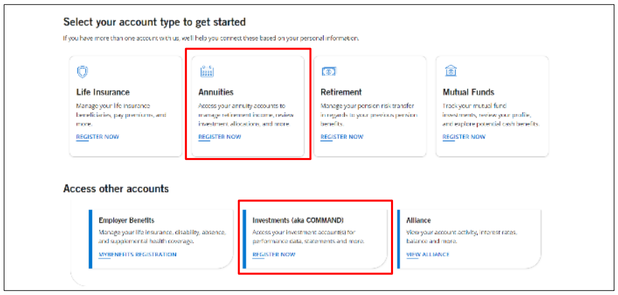


Your investment account will be automatically linked once you've registered your Life Insurance policy

For Investment Account(s) and Annuity Policy

Step 1: Click **REGISTER NOW** in the "*Investments (aka COMMAND)*" section and complete your investment account registration.

Step 2: Return to the main registration page and click **REGISTER NOW** in the "Annuities" section.



Two separate registrations are required to register accounts.

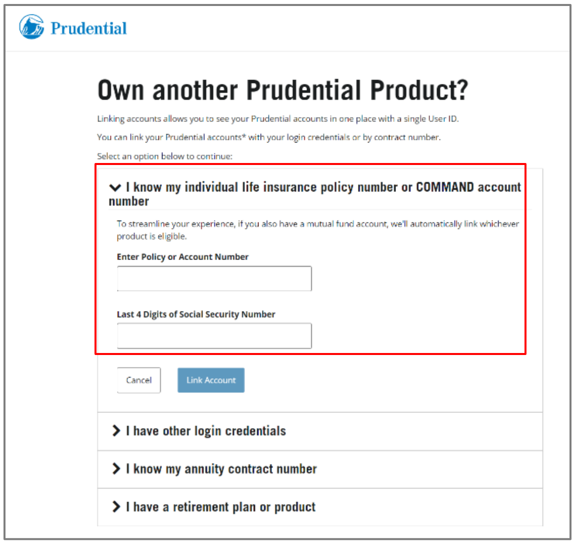
Linking Other Prudential Accounts

If you have other Prudential accounts, you can link them to your investment account(s).

Step 1: Following registration, click **Link Products** button.

If you are a registered with other Prudential products (currently owned or previously owned ex. 401K), you can log in and Link Product with your registered account.

Step 2: Enter your *policy or account number* and last 4 digits of your Social Security number in the "*I know my individual life insure policy number or COMMAND account number*" field.



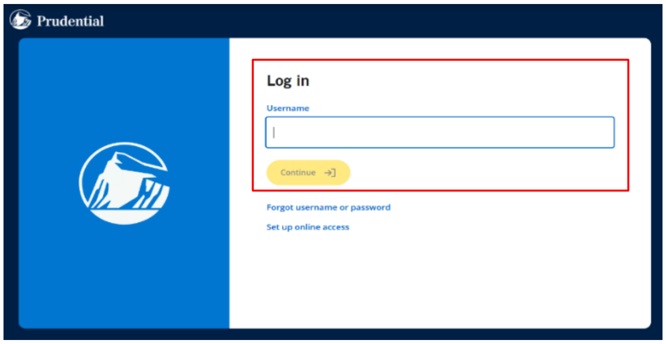
The first field that reads "Policy or Account Number" is your LPL account number and the second field is the last 4 digits of your social security number.

Logging into Account View

There are three ways to log into the Account View platform, including access from Prudential.com while reviewing your accounts, accessing Account View directly at AccountView.LPL.com, or using the LPL Account View mobile app. Below describes the instructions to use the method that is right for you.

Logging into Account View from Prudential.com

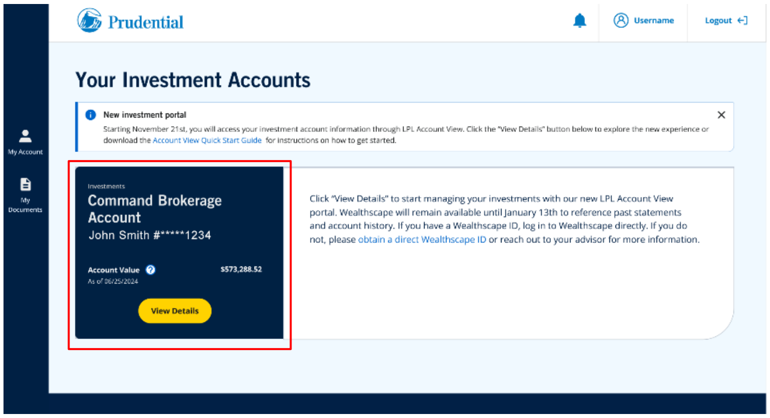
Step 1: Log in to [Prudential.com]() using your Prudential *username* and *password*.



To access Account View, you must be registered with a Prudential Login username & password and have at least one investment account held at LPL Financial.

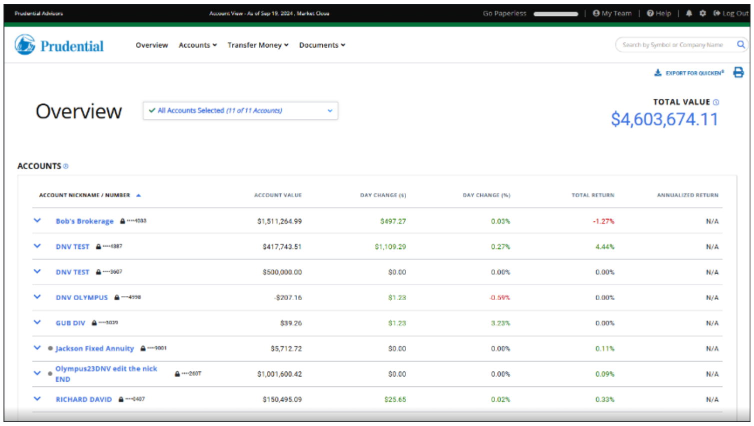
To register for Prudential Online Access, visit https://www.prudential.com/acc/register

Step 2: Once logged into Prudential.com, scroll down to the area of the page that lists *Command Brokerage Account* and click **View Details**.



Account View will open in a new tab. You now have 2 tabs open in your browser, one for Account View, and one for Prudential.com.

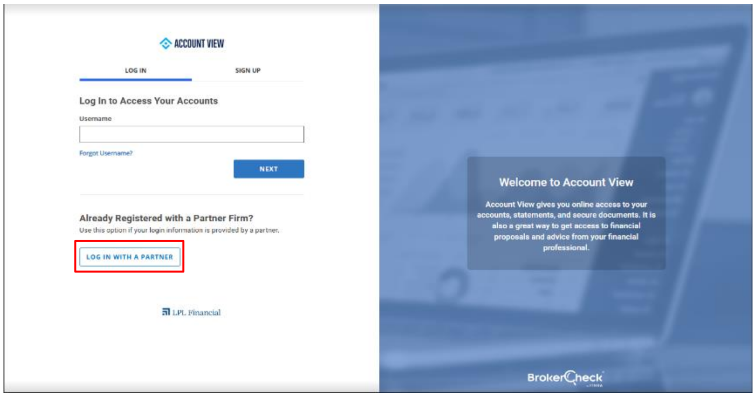
Step 3: If you are a first-time Account View user, you will be asked to accept the Terms and Conditions. After you accept the Terms and Conditions, you will see the *Account View Overview* page showing your investment accounts and balances.



To return to Prudential.com see the **Returning to Prudential.com from Account View Web Portal** in this guide.

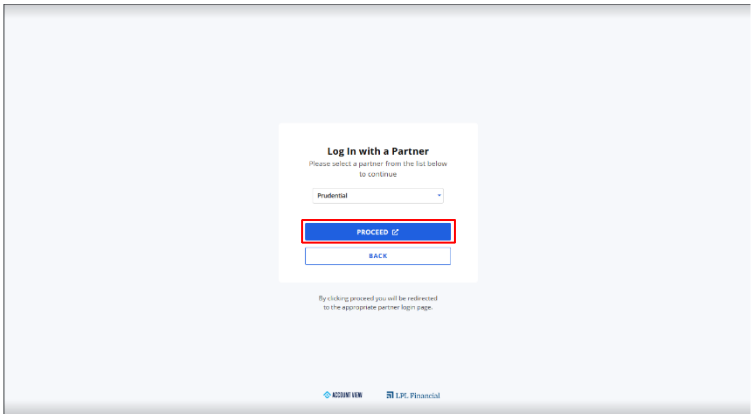
Logging into Account View from AccountView.LPL.com

Step 1: Visit [*AccountView.LPL.com*](https://AccountView.LPL.com) and click on **LOG IN WITH A PARTNER**.

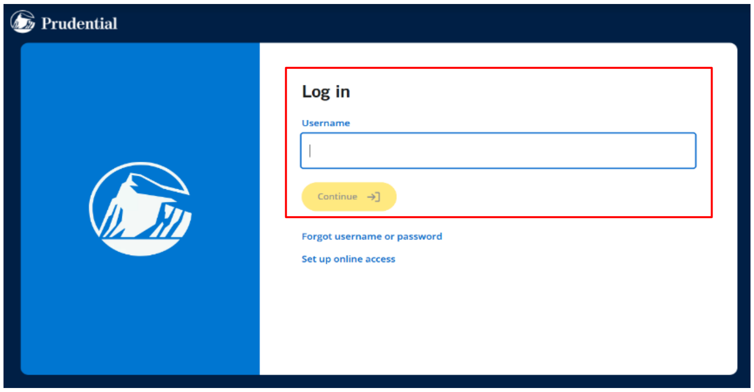


To access Account View, you must be registered with a Prudential Login name & password and have at least one investment account held at LPL Financial.

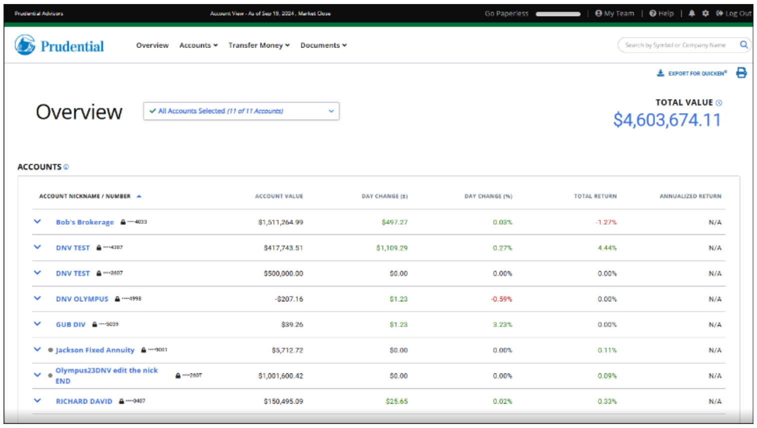
Step 2: In the same tab, a new *Log in with a Partner* screen will appear. Select **Prudential** from the drop-down list and click **Proceed**.



Step 3: In the same tab, the Prudential log in screen will appear. Log in using your Prudential username and password.



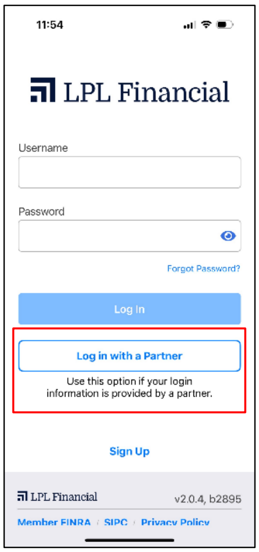
Step 4: If you are a first-time Account View user, you will be asked to accept the *Terms and Conditions*. After you accept the *Terms and Conditions*, you will see the Account View *Overview* page showing your investment accounts and balances.



To return to Prudential.com see the **Returning to Prudential.com from Account View Web Portal** in this guide.

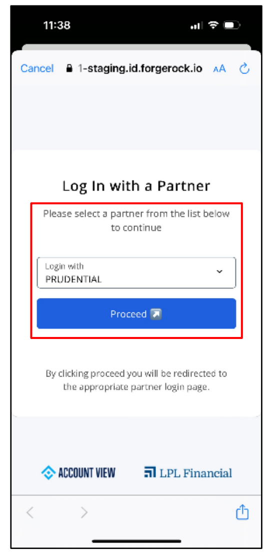
Logging into the Account View Mobile App

Step 1: Download the the LPL Account View mobile app to your mobile device. Launch the LPL Account View mobile app from your device and click on **Log in with a Partner**.

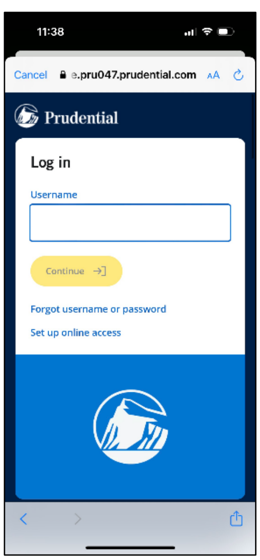


To use the application, you'll need the latest version of Account View and either iOS 2.0.5 or later, or Android 2.8.3 or later. Additionally, you must be registered with a Prudential Login username and password and have at least one investment account with LPL Financial. If you're not yet registered, you can sign up for Prudential Online Access by visiting

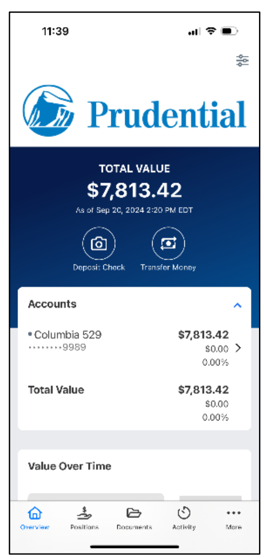
Step 2: A new screen appears on the mobile app. Select **Prudential** from the drop-down list and click the **Proceed** button.



Step 3: The *Prudential login screen* will appear. Log in using your Prudential *username* and *password*.



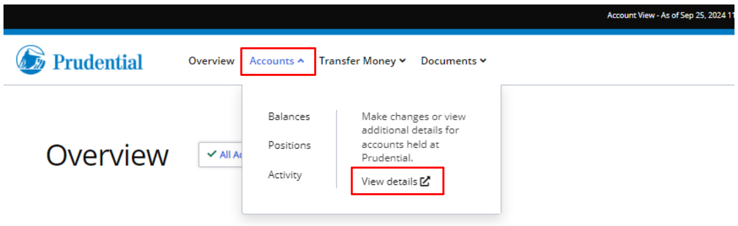
Step 4: After you accept the Terms and Conditions, you will see the Account View *Overview* page showing your investment accounts and balances.

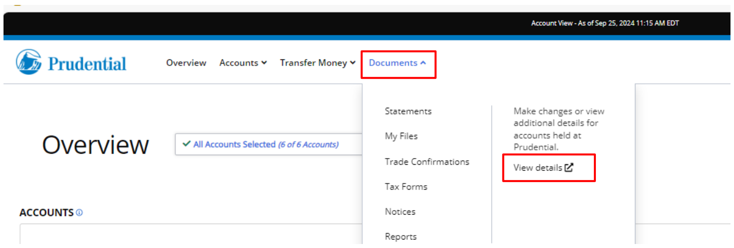


Returning to Prudential.com from Account View Web Portal

Option 1: Menu Link

Step 1: While already logged into Account View, open *Accounts* or *Documents* menu.
Step 2: Select **View Details**.

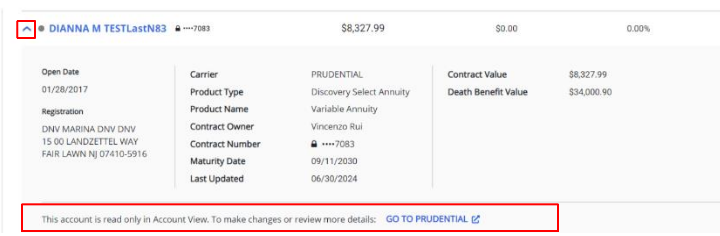




Step 3: A new tab will open a Prudential.com page.

Option 2: Accounts Table Link

Step 1: While already logged into Account View, from the *Overview* page, you will see your *Accounts* table.
Step 2: Click the open *drawer caret* ⌄ next to a *Prudential asset* to expand the section.
Step 3: In the drawer that opens, click on the **GO TO PRUDENTIAL** link.



Step 4: A new tab will open a *Prudential.com* page.