

bank^{of} ann arbor

TRUST & INVESTMENT MANAGEMENT GROUP

TrustReporter Sign-On

To sign on to the TrustReporter system, access Bank of Ann Arbor's website at www.boaa.com. In the Account Login box, select Trust & Investment Management.

Login Steps

- At the login screen, you will be asked to enter the Login ID provided to you by your Trust Administrator (most likely an adaptation of your initials or name).
- Enter your Password (see below if you are signing in for the first time).
- **Click Login.**
- Two Factor Authentication: Select Text or Voice, **Click Continue.**
- Enter the 6 digit passcode, **Click Continue.**

First Time Log On

If this is your first time logging on to TrustReporter, you will automatically be taken to the Change Password screen. To change your password, you will need to: Enter your temporary password (old password).

- Terms of Service – **Click Agree**
- Select a new password.*
- Two-Factor Authentication (2FA) – Select text or voice. Enter phone number that you would like your text or voice message to go to – **Click Continue.**
- Enter the 6 digit passcode – **Click Continue. Click Continue again after 2FA is confirmed.**
- Password change – enter current password (*will be the the temporary password assigned by Bank of Ann Arbor*).
- Select a new password.*
- Confirm your new password by entering it again.
- **Click Save** to update your password.

***Note:** Your new password is case sensitive, must be 6 to 14 characters long and must be a combination of letters and numbers.

Locked Out of TrustReporter

If you enter your login ID and password incorrectly 5 times in succession, your TrustReporter account will be locked. You may follow the on-screen instructions for reset or you may contact us at (743)327.1601.

Navigating the Site

When you log in to TrustReporter, you will be taken to the Main Menu page. The page is divided into three regions:

1. Accounts (*left side column*)

The left side of the page shows you the Accounts you have access to. Click on the account you wish to view reports on. The selected Account will be highlighted.

- **Consolidation Accounts.** The Consolidations Accounts Menu allows you to group multiple accounts together. From here you can view consolidation details, add or delete new consolidation lists, or modify existing consolidation lists by adding or removing accounts.

2. The Main Menu (*across top of screen*)

The Main Menu section of the page displays a drop-down box to allow you to select a Report and a Doc Center tab which allows you to view account statements and any other documents that are uploaded for you to view. To the far right on the Main Menu you will find a Mail tab in which you can compose an email or view incoming emails. Also, on the far right of the Main Menu tab is the Profile, FAQ and logout icon.

- **Report Menu.** The Report menu allows you to view your Portfolio, Account Holdings, Transactions, Taxlot information, and Pending Trades.
Note: If you have multiple Trust accounts with Bank of Ann Arbor, each account will appear in the left column. To move between accounts, click on the desired account from the list (the account should become highlighted).
- **Doc Center.** The Doc Center allows you to view or download your Statement. If you have not already taken advantage of the ability to view your Trust Account statements online, please contact your Account Administrator to learn more and get started. The Doc Center also allows you to view documents that are uploaded for you.
- **Mail Menu.** Clicking Mail will take you to a page that allows you to communicate with the Trust Administrator via email. By clicking Compose, you will be given a typical email composer box with a To line, a Subject line, and a field for your message. Once you have finished typing your email, simply click Send.

3. The Report Display Area *(top left corner of the page)*

The Report Display Area is the part of the screen where the following five reports will be displayed.

- **Portfolio Report.** This is a summary of your overall portfolio. The Portfolio Report has two levels of depth:
 - **Level 1** is the summary you see when you select the report. Additional details are available by mousing over the Account Value History line graph.
 - **Level 2** appears when you click on Cash Equivalents, Equities, Fixed Income, or Miscellaneous Assets in the Asset Allocation pie chart. *(Click the section on the pie chart).*
 - **Note: Additional information is available by clicking the blue highlighted fields, Read more and Investment Earnings.**
- **Holding Report.** This is a summary of your account's holdings. You will notice that certain holdings have a blue symbol underneath them. By clicking on the blue symbol you will see a pop-up window with the taxlot information for that particular asset. You have the ability to sort your Holding Report in ascending or descending order by clicking on the arrows next to the Shares/Par Value or Asset Name. You can also have the report reflect the holdings with either the ticker or cusip number, by clicking the blue button next to cusip or ticker.
- **Transaction Report** This contains information on the transactions that have occurred in your account. To use the Transaction Report, enter the date range in the From and To date fields. You can also select the date by clicking on the calendar icon to the right of the From and To fields. The report defaults to pick up all transactions. You do have the ability to select transactions by the type of transaction by clicking the transaction type in the box in the upper left corner and click submit. In order to go back and reflect all transactions you will have to hit clear and start over.
- **Taxlot Report** displays the Taxlot information for all assets in your account, if your account is one that maintains taxlots.
- **Pending Trades** display the trades that have been executed but not yet settled to your account.

Report Downloads

This toolbar can be found in the top right corner of each report. It allows you to download and view your data in several different formats including Excel, Word, csv, text, and print.

Statement Viewing

The Statements section consists of 3 drop-down boxes from which you can select your Account, and/or a Package, and/or an End Date. Based on the criteria you select in these boxes, a list of statements will appear once you click Get. You have the option to view or download your statements.

Updating your Profile

To update your Profile, click the My Profile button in the Main Menu. This will take you to a screen containing your profile information. On this page, you will be able to change your password, enter your contact information, and set your external notification preferences.

Note: Changing your mailing address, telephone, or email preferences does not affect your permanent Trust records. Contact your Trust Administrator to make these changes.

Changing your Password

To change your password, locate the Login Information section of your Profile. Enter your new password in New Password field. Confirm your password by re-entering the password into the Confirm New Password field. To save your new password, click Save at the bottom left of your profile.

Additional Information

See Frequently Asked Questions (FAQ) in the upper right corner of the page.

Having trouble logging in?

Recent updates impacting login:

If you are receiving the following error when logging in, "We are experiencing technical difficulties...", you may need to clear your Browser's Cookies and Cache to access GWAccess.

View instructions for clearing your Browser's Cookies and Cache when using Chrome, Edge, or Safari.

Resetting your password:

1. If you are signing in to GWAccess, make sure the "Trust & Investment Management Login" tab is selected.
2. Launch the BOAA Mobile app or visit BOAA.com.
3. Tap on "Forgot password."
4. Complete the identity verification.
5. Upon completion, a notification will be sent to the email address on file with details to reset your password.

If you've forgotten your Username:

If everything seems correct, but you are still having issues signing in, make sure the Username is entered correctly – it's case-sensitive. If you've forgotten your Username, please contact us at 734.327.1601, or visit one of our branches.

Recent updates impacting login

If you are receiving the following error when logging in, "We are experiencing technical difficulties...", you may need to clear your Browser's Cookies and Cache to access Global Wealth Access.

Chrome: Clear Cookies and Cache:

1. Close all Chrome windows.
2. Open a new Chrome window.
3. Navigate away from the banking website, for example go to google.com.
4. Click on the three stacked dots in the upper right corner of Chrome to open the menu.
5. Select MORE TOOLS.
6. Select CLEAR BROWSING DATA.
7. Click on ADVANCED at the top of the pop-up window.
8. Select ALL TIME in the TIME RANGE options.
9. Check mark COOKIES AND OTHER SITE DATA and CACHED IMAGES AND FILES.
10. Click on the CLEAR DATA button at the bottom. When the Chrome finishes deleting data, you should see the SETTINGS page.
11. Scroll down to the ADVANCED section. You may need to click to open the ADVANCED section.
12. Within the PRIVACY AND SECURITY section, click to open the CONTENT SETTINGS.
13. Click to open the COOKIES section.
14. Turn on ALLOW SITES TO SAVE AND READ COOKIE DATA (RECOMMENDED).
15. Turn off BLOCK THIRD-PARTY COOKIES.
16. Close Chrome and reopen.

Edge: Clear Cookies and Cache, and turn off Pop-up blockers for site:

1. Close all Edge windows.
2. Open a new Edge window.
3. Navigate away from the banking website to an unrelated website, such as google.com.
4. Click on the settings button in the upper right corner (...).

5. Select SETTINGS.
6. Select PRIVACY, SEARCH, AND SERVICES.
7. Turn off TRACKING PREVENTION (slide button in upper right).
8. Under CLEAR BROWSING DATA click on the CHOOSE WHAT TO CLEAR button.
9. Check mark... ..COOKIES AND OTHER SITE DATA ... CACHED IMAGES AND FILES ...SITE PERMISSIONS.
10. Click on the CLEAR NOW button.
11. Click on the back button (<<).
12. In the COOKIES section select DON'T BLOCK COOKIES.
13. In the PRIVACY section turn off SEND DO NOT TRACK REQUESTS.
14. Under SECURITY turn off BLOCK POP-UPS.

Safari: Clear Cookies and Cache:

1. Click on the Safari menu in the top left hand corner next to the Apple symbol.
2. Click on Settings...
3. A new dialogue box will open.
4. Click Privacy.
5. Click on the Manage Website Data button.
6. To remove any cached data and cookies from your computer, click Remove all.
7. A new dialogue box will open.
8. Click Remove Now.
9. Wait a few moments, then click Done.
10. Close the dialogue box remaining. Press Command +Q to quit Safari.