

09 December 2019

Research Access Registration Guide

Welcome Screen



The new one-time registration process is easy and fast. On the Welcome screen, simply enter your email address and click “Submit”. We will confirm your client status and send a registration email shortly.

The screenshot shows the BofA Global Research Welcome Screen. At the top left, it says "BofA GLOBAL RESEARCH". At the top right, it says "BofA SECURITIES" with the logo and "日本語" below it. The main heading is "Welcome to our digital research experience". Below this is a registration form with a blue input field containing the placeholder text "Enter your email address" and a blue "Submit" button with a right-pointing arrow. Below the form, there are two lines of text: "Complete your registration to access the award-winning insights from BofA Global Research on this device." and "Click on the link in your confirmation email, which should arrive shortly, and your registration will be complete." Two blue callout boxes with white text and arrows pointing to the form elements provide instructions: "Step 1 - Enter your email address: Click into the field and type your address" points to the input field, and "Step 2 - Submit: Click 'Submit' to start the registration process. We will send a confirmation email shortly." points to the Submit button. At the bottom of the screen, there is a footer with the text: "Having problems registering your device? Read our [guide](#) or contact our [support team](#)." and "General disclaimer for Global Banking and Markets | [Terms of Use](#) | [Privacy & Security](#) | [Cookie Guide](#) | [GDPR Privacy Notice](#) ©2019 Bank of America Corporation. All rights reserved."

Registration Confirmation



Once you receive the Registration email, simply click the “Complete my registration” button to finish the process. Your device will be registered, and your access to our award-winning research platform will be confirmed.

BofA GLOBAL RESEARCH

BofA SECURITIES

Confirm your access to our digital research experience

By clicking on the button below, you understand and agree to our [Terms of Use](#), [Privacy & Security information](#), [Cookie Guide](#) and [GDPR Privacy Notice](#).

Complete my registration ▶

Step 3 - Complete your registration: Click on the button within one hour of receiving the email

This link will expire after one hour. For assistance contact our [help desk](#).

If you did not request this confirmation email, contact researchent@bofa.com immediately to prevent unauthorized use.

If we cannot find you in our system



If we cannot find your email address in our system you will receive the below communication. At that point, contact your Bank of America representative to resolve your access status.

BofA GLOBAL RESEARCH

BofA SECURITIES 

We have received a registration request for our digital research experience, but we do not recognize this email address. Please contact your BofA Securities representative to proceed.

If you did not request access, contact researchent@bofa.com immediately to prevent unauthorized use.



How long do I need to wait for a registration email to arrive after entering my email address?

The registration email should be sent within a minute. If you have not received the email after five minutes, click on the report link and re-enter your email address again. If the email is not sent, contact the support team.

My registration email has not arrived. How can I find it?

Check your Junk E-mail or Spam folders. The email may have been routed to that folder if you have automatic rules set.

What if I have multiple email addresses?

You can use any one of your business email addresses for registration.

How often do I have to renew my registration?

Every device has to go through the registration every 365 days.

Can I access research from multiple devices?

Yes. The registration process has to be completed for each device.

If I register on both Internet Explorer and Chrome browsers on the same computer, will each count as a device?

Yes. A device is defined as a browser on a PC/laptop/tablet/phone's operating system.



Can I access web reports using privacy mode on my browser?

Yes. You will be able to access web reports as long as your browser is open. When the browser is closed, you will be asked to register again. After entering your email address, your device will be recognized and the report will open.

What happens if the complete my registration email is forwarded to my co-worker?

He or she will be asked to go through the two step process to register. The entire process of entering your email address and completing the registration needs to be run on the same device.

I access BofA Global Research through a third party vendor such as Thomson Reuters. Do I have to register my devices?

No. Nothing will change for you. The bank is accepting the vendor's validation.

I access BofA Global Research through the BofA Mercury portal. Do I have to register?

No. We will leverage your Mercury identification and grant you access to research.

I access BofA Global Research through the BofA Research Library iPad, iPhone or Android application. Do I have to register?

No. We will leverage your Research Library iPad, iPhone or Android application login details.