VALLEY NATIONAL
FINANCIAL ADVISORS

eVault Client Portal Technology Assistance

Your personal eVault Client Portal is a window to view documents and applicable account information. Our Valley National Team is happy to assist you with questions about navigating your portal, about posting and retrieving documents, and about resetting your password or other access issues. When it comes to your personal technology, we have collected some resources here for your convenience.

Technical Requirements – Internet Browsers to View Your Portal

Supported Browsers
Chrome (latest version)
Edge (latest version)
Firefox (latest version)
Safari (latest version)

Supported Desktop Operating Systems
iOS (latest version)
OS X/mac OS (latest version)
Windows 7+

Supported Mobile Operating Systems
iOS 10+
Android 7+

Apple Users

Clients using Apple devices should use the links below to determine if they are running the latest macOS (Operating System) versions for Apple products.

- How to update macOS software on your Mac - Update macOS on Mac - Apple Support
- How to update iOS on your iPhone - Update iOS on iPhone - Apple Support
- Contact Apple Support - Mac - Official Apple Support

Android Users

Clients using Android devices should use the links below to determine if they are running the latest operating system versions for Android mobile devices.

- How to update your Android version - Check & update your Android version - Android Help
- Contact Android Support - Android Help

PC Browser Updates

Clients using Google Chrome, Microsoft Edge, Mozilla Firefox, or Safari as their web browser can use the links below to determine if they are running the latest versions.

- Google Chrome - Update Google Chrome - Computer - Google Chrome Help
- Microsoft Edge - Microsoft Edge update settings - Microsoft Support
- Mozilla Firefox - Update Firefox to the latest release | Firefox Help
- Safari - Update to the latest version of Safari - Apple Support

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