For adviser use only.

abrdn platforms

Client portal guide for advisers

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Contents

Introduction

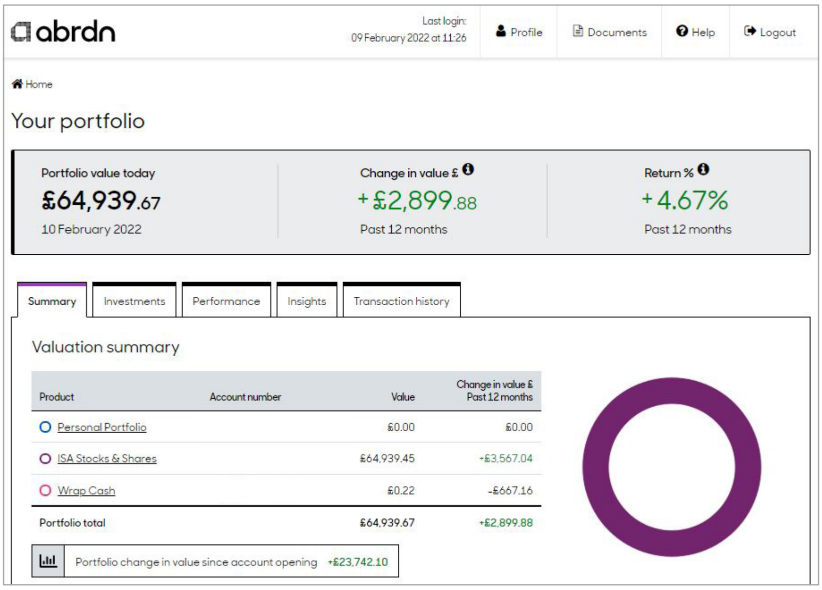
Welcome to client portal, our online dashboard for your selected clients. This guide will take you through how clients will register and login for the first time, using our security partner Okta. Security is incredibly important to us and Okta are a market leader in access management.

Once registered, clients will have access to the information needed to keep track of their account.

Client portal allows your clients to:

- see a quick summary view of their portfolio
- view up-to-date valuations, product details and documents
- access on their desktop, tablet or mobile
- reset the password and unlock account if needed

In addition, your firm has the option to add a brand logo, choose the level of access, and the investment view which is the most relevant to your clients.



This example is for illustrative purposes only. No assumptions regarding future performance should be made.

The value of your clients' investment can go down as well as up, and may be worth less than was originally invested.

"Clients will have access to all the information needed to keep track of their account"

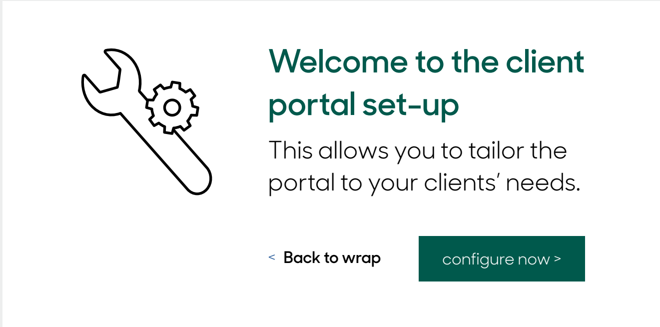
Configuration

How do I set up the client portal for my firm?

Any Admin user in your firm can configure access for your clients. This can be done on **Dynamic Menu > Users and access > Firm configuration > Configure my client portal**

There is a simple step-by-step process which can be edited anytime. You can:

- Add firm logo (optional)
- Add firm contact details (optional)
- Set return calculation (simple or IRR)
- Set asset view (tier 1, tier 2 or no asset class)



Providing client access

Ensure client portal access is set to Yes either at new business set up or, on an active account go to **Roles > View account information**.

Add new user

For an Individual Account go to Activity and Create User and save.

For a Joint Account search for the client you want to set up a profile for which can then be done via Activity and Create User.

Once saved this will automatically issue the welcome e-mail to the client prompting them to register with Okta.

Adding additional accounts to an existing profile

Search for the account you wish them to have access to. Go to **Roles > Add interested party**. Tick the box next to the account holder name and then select Account access as the role. Select Existing and then enter the name of the user and click + add client. Ensure the details are correct and read only access is set to Yes and Submit.

Adding a new Interested Party for Access

Go to Roles and when adding an Interested Party select New which will prompt you to enter client details for this profile, you can then search for this client and within Activity you will be able to create the user profile by simply adding in the e-mail address and clicking save.

Removing accounts from an existing profile

On the Roles tab for the account that is to be removed from the users profile you can remove the access for the Interested Party within this section by clicking the remove icon.

Access oversight

You now have oversight of who has access to view accounts. To see who has access to view an account go to Roles where you can see the Interested Parties who have Online access. You have the ability to edit or remove the Interested Parties here.

Choosing access levels

What different access levels are available?

Client Basic	Client Standard	Client Advanced
Valuation summary and documents.	Valuation summary, documents, investments (including insights) and performance.	Valuation summary, documents, investments (including insights), performance and transaction history.

Access is set on individual client basis, giving you flexibility to offer the right level of information to your client.

Account permissions

Consolidated accounts

A consolidated account view is not currently available on the client portal. However, having reassessed this position with our Legal and Data Protection teams, we are planning to develop a consolidated view for the client portal. We will provide a timescale for this development once confirmed.

Adviser firms can continue to consolidate individual accounts on the platform for their own reporting purposes.

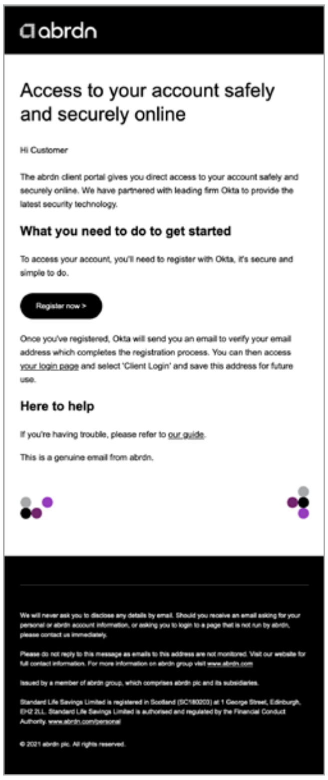
Registering for client portal

Welcome registration email

We'll send your clients an automated welcome email explaining how to get started.

Registration with Okta is required to access the client portal. There is a link on the email taking clients directly to the page on the Okta website to complete the registration process.

Please note, the registration link is only available for 72 hours after the email is sent. If a client tries to register beyond the time limit, there is an option to have the email re-sent.


abrdn

Access to your account safely and securely online

Hi Customer

The abrdn client portal gives you direct access to your account safely and securely online. We have partnered with leading firm Okta to provide the latest security technology.

What you need to do to get started

To access your account, you'll need to register with Okta, it's secure and simple to do.

Register now >

Once you've registered, Okta will send you an email to verify your email address which completes the registration process. You can then access your login page and select 'Client Login' and save this address for future use.

Here to help

If you're having trouble, please refer to our guide.

This is a genuine email from abrdn.

We will never ask you to disclose any details by email. Should you receive an email asking for your personal or abrdn account information, or asking you to login to a page that is not run by abrdn, please contact us immediately.

Please do not reply to this message as emails to this address are not monitored. Visit our website for full contact information. For more information on abrdn group visit www.abrdn.com

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Registration

How do my clients register?

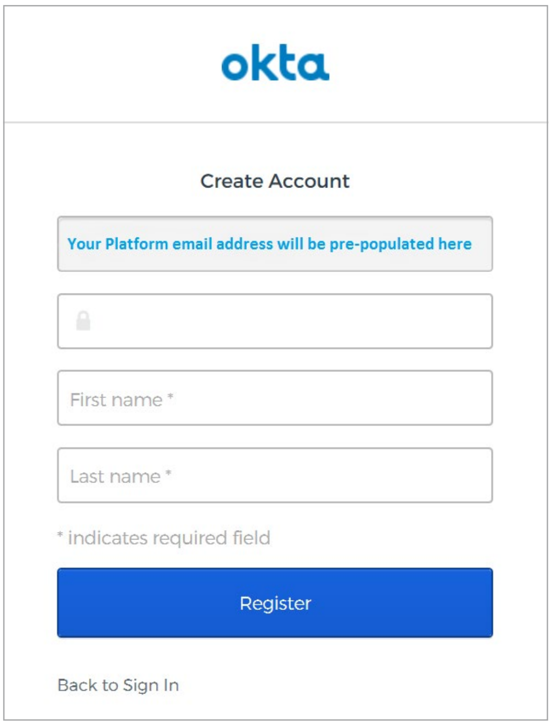
After clicking on the 'Register with Okta' link from the Welcome Email there is a registration step.

The email address will pre-populate from the one we have registered for the client on the platform.

Please note, this has to match the platform for security reasons. Email addresses can be changed later if required.

The password must be at least 12 characters – there are no specific character restrictions but there are checks in place to ensure the password is strong.

There is no expiry date on passwords and they can be changed at any time. Page 13 of this guide explains how to do this.



Email addresses

Are there any restrictions on email addresses?

Our security authentication procedures ensures we maintain the latest safeguards.

A key requirement for this is a unique email address for each client so that we have a one-to-one match between email account and client for identification.

What happens if clients share an email address?

Our main objective is to strengthen client security of their information. This means we must have a unique email address for every client so that a one-to-one match between email account and client can be established.

It's worth noting that users can unlock accounts via self-service which is all done by email. This is why we need it to match.

Logging in

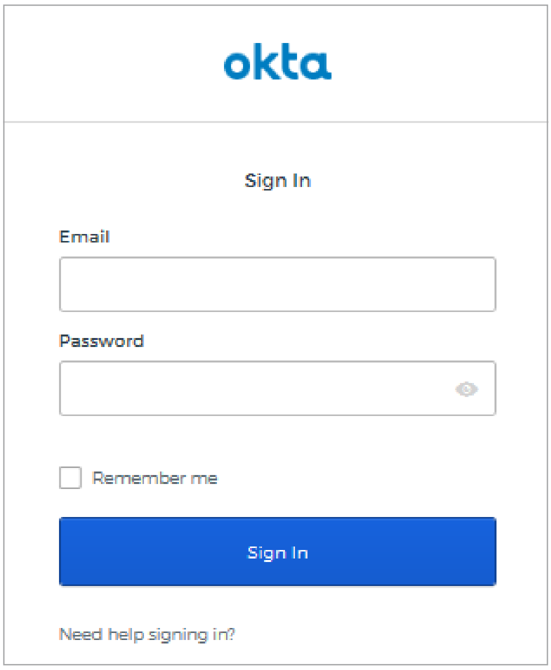
How do my clients login?

Once registered, your client will receive a verification email to activate their account. As soon as this is activated they will be taken directly to the client portal.

After the verification is complete, your client can log in again in future by visiting your firm's bespoke login screen and entering their email address and password.

There is a link to get help on this screen if a client has forgotten their password.

There is also a facility to unlock the account if there has been more than five unsuccessful password attempts. An email will be sent giving guidance on the steps to follow.



Summary

What will the client see first?

The first screen is a summary view of the portfolio. This shows today's total portfolio valuation, the change in value (monetary and percentage) over a 12 month period, or from account opening if less than 12 months' data exists, and a breakdown of the products held.

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Last login:
09 February 2022 at 11:26

Profile | Documents | Help | Logout

Home

Your portfolio

Portfolio value today	Change in value £	Return %
£64,939.67	+£2,899.88	+4.67%
10 February 2022	Past 12 months	Past 12 months

Summary | Investments | Performance | Insights | Transaction history

Valuation summary

Product	Account number	Value	Change in value £ Past 12 months
Personal Portfolio		£0.00	£0.00
ISA Stocks & Shares		£64,939.45	+£3,567.04
Wrap Cash		£0.22	-£667.16
Portfolio total		£64,939.67	+£2,899.88

Portfolio change in value since account opening +£23,742.10

Product details

Personal Portfolio

Value today	£0.00
Next regular payment in	None
Next regular withdrawal	None

View Personal Portfolio details >

ISA Stocks & Shares

Value today	£64,939.45
Next regular payment in	None
Next regular withdrawal	None
ISA allowance remaining	£20,000.00

View ISA Stocks & Shares details >

Wrap Cash

Value today	£0.22
Next regular payment in	None
Next regular withdrawal	None

View Wrap Cash details >

Contact us | Cookie policy | Privacy policy | Legal information | Accessibility

This example is for illustrative purposes only. No assumptions regarding future performance should be made.

Investments

Everything in an instant

This page lists the investments, allocation and value held at a point in time.
The date can be backdated.

Summary | **Investments** | Performance | Insights | Transaction history

Account view: Portfolio

As at date: 10/02/2022

Product view / Asset view

Columns explained | Export

Investments	Allocation	Quantity	Unit cost	Unit price	Total cost	Market value	Difference
ISA Stocks & Shares WP1319292-003	100.00%	-	-	-	£46,225.82	£64,939.45	£18,713.63
Investment Holdings	100.00%	-	-	-	£46,225.82	£64,939.45	£18,713.63
Multi Asset							
Vanguard LifeStrategy60%Equi A Acc	100.00%	283.3506	163.1400	229.1841	£46,225.82	£64,939.45	£18,713.63
Total	100.00%	-	-	-	£46,225.82	£64,939.45	£18,713.63
Wrap Cash WP1319292-001	0.00%	-	-	-	£0.22	£0.22	£0.00
Investment Holdings	0.00%	-	-	-	£0.22	£0.22	£0.00
Money Market Instruments (Inc Cash)							
GBP Cash	0.00%	0.2200	1.0000	1.0000	£0.22	£0.22	£0.00
Total	0.00%	-	-	-	£0.22	£0.22	£0.00
Total	100.00%	-	-	-	£46,226.04	£64,939.67	£18,713.63

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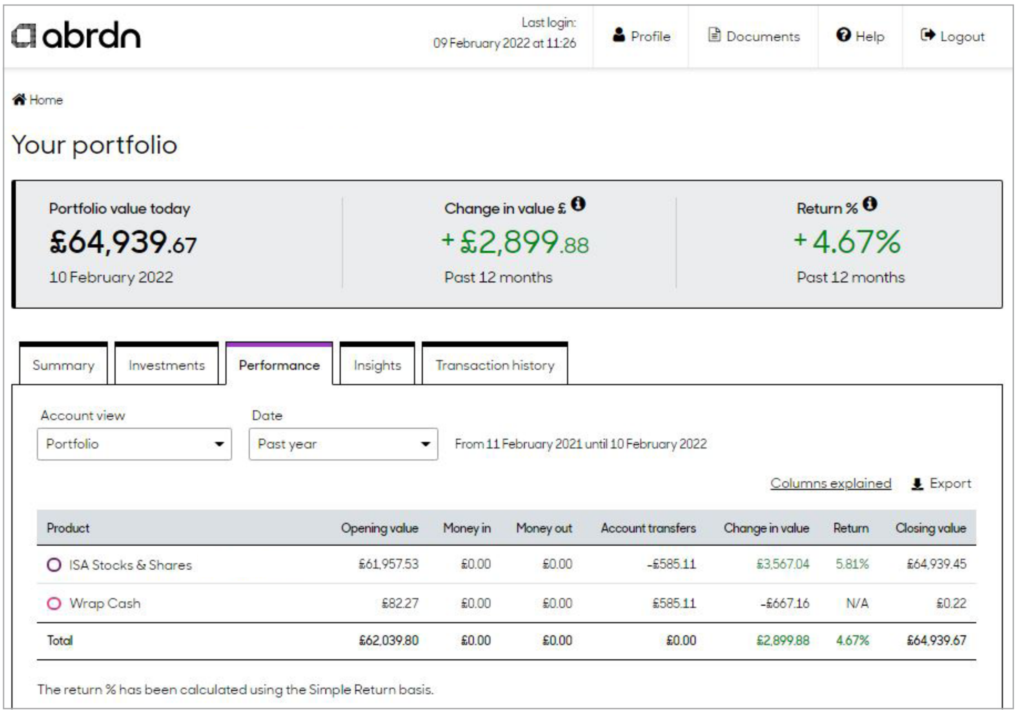
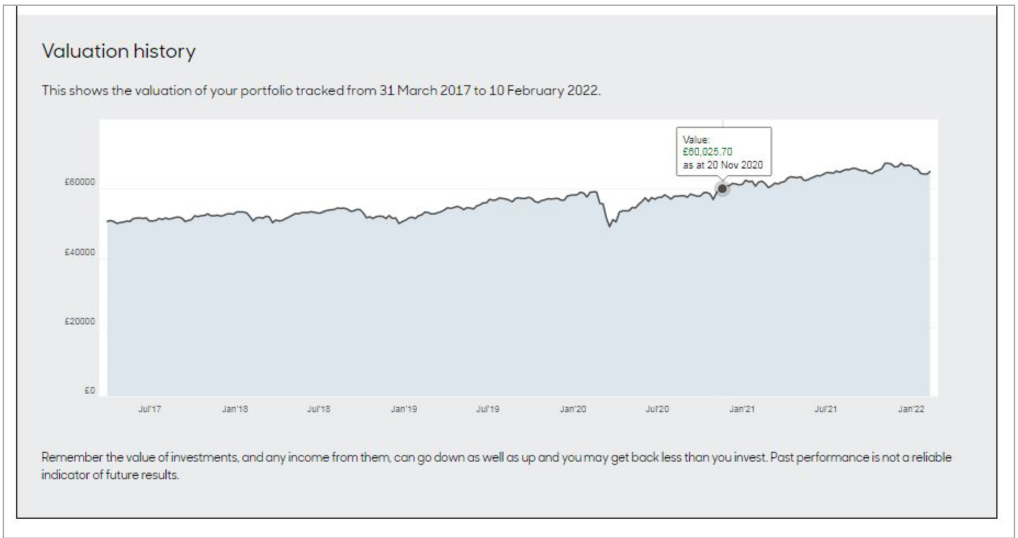
Performance

The performance data is presented in a table, with the valuation plotted against time on a chart. The time periods can be backdated.



Product	Opening value	Money in	Money out	Account transfers	Change in value	Return	Closing value
ISA Stocks & Shares	£61,957.53	£0.00	£0.00	-£585.11	£3,567.04	5.81%	£64,939.45
Wrap Cash	£82.27	£0.00	£0.00	£585.11	-£667.16	N/A	£0.22
Total	£62,039.80	£0.00	£0.00	£0.00	£2,899.88	4.67%	£64,939.67

The return % has been calculated using the Simple Return basis.



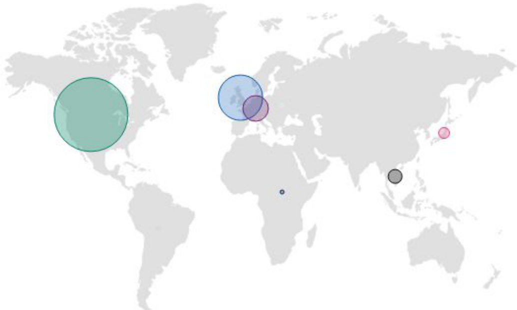
This example is for illustrative purposes only. No assumptions regarding future performance should be made.

Investment insights

This page shows the geographic, asset and sector allocations of the investments held at a point in time. The date can be backdated.

Geographic allocation

This shows the geographic location of your portfolio investments on the selected date.



Region	Allocation
North America	41.95%
United Kingdom	25.64%
Europe	14.27%
Asia Pacific	7.26%
Japan	5.67%

Region	Allocation
Other	3.36%
Middle East/Africa	0.73%
Central/South America	0.60%
Eastern Europe	0.52%
Cash	0.00%

Click on a region name to see the investment details. View full details

Asset class allocation

This shows a breakdown of your portfolio investments based on asset class groups on the selected date.

Asset class	Allocation
Multi Asset	100.00%
Money Market Instruments (Inc Cash)	0.00%

Sector allocation

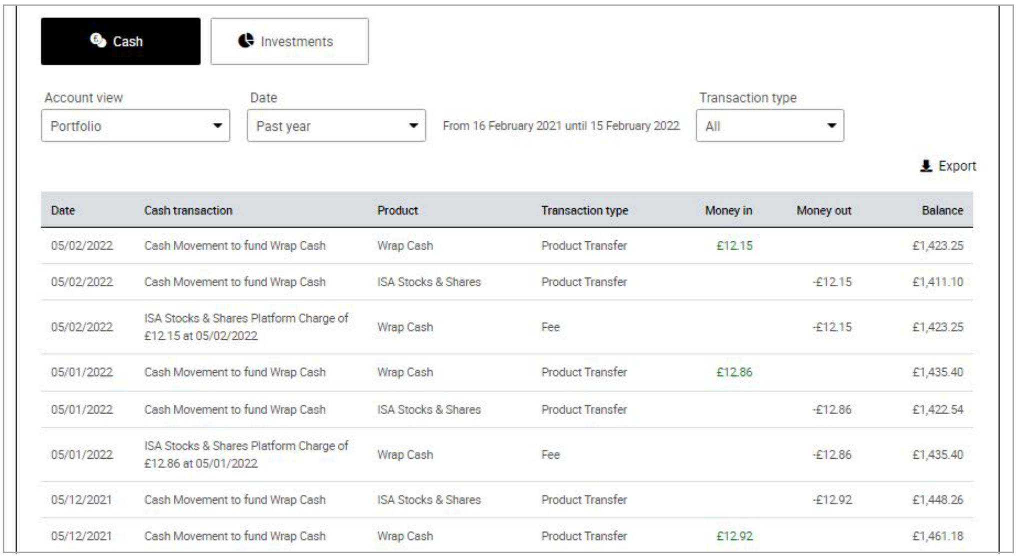
This shows a breakdown of your portfolio investments by stock sector groups on the selected date.

This example is for illustrative purposes only. No assumptions regarding future performance should be made.

Transaction history

Available only at Client Advanced access level.

This page lists cash and investment transactions over a set period of time.
The time periods can be backdated.



Cash | Investments

Account view: Portfolio

Date: Past year

From 16 February 2021 until 15 February 2022

Transaction type: All

Export

Date	Cash transaction	Product	Transaction type	Money in	Money out	Balance
05/02/2022	Cash Movement to fund Wrap Cash	Wrap Cash	Product Transfer	£12.15		£1,423.25
05/02/2022	Cash Movement to fund Wrap Cash	ISA Stocks & Shares	Product Transfer		-£12.15	£1,411.10
05/02/2022	ISA Stocks & Shares Platform Charge of £12.15 at 05/02/2022	Wrap Cash	Fee		-£12.15	£1,423.25
05/01/2022	Cash Movement to fund Wrap Cash	Wrap Cash	Product Transfer	£12.86		£1,435.40
05/01/2022	Cash Movement to fund Wrap Cash	ISA Stocks & Shares	Product Transfer		-£12.86	£1,422.54
05/01/2022	ISA Stocks & Shares Platform Charge of £12.86 at 05/01/2022	Wrap Cash	Fee		-£12.86	£1,435.40
05/12/2021	Cash Movement to fund Wrap Cash	ISA Stocks & Shares	Product Transfer		-£12.92	£1,448.26
05/12/2021	Cash Movement to fund Wrap Cash	Wrap Cash	Product Transfer	£12.92		£1,461.18

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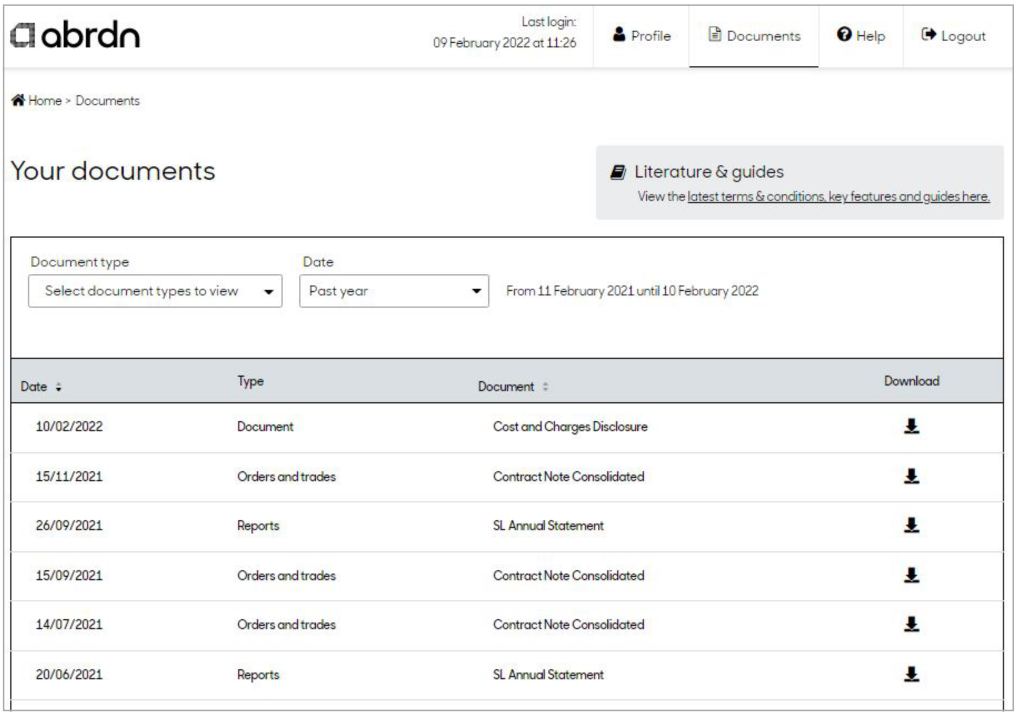
Documents

Can my clients see documents on the client portal?

There is a document library which will store all copies of the uploaded documents on the account. Clients can also access a literature library from this page with links to suitable forms and guides.

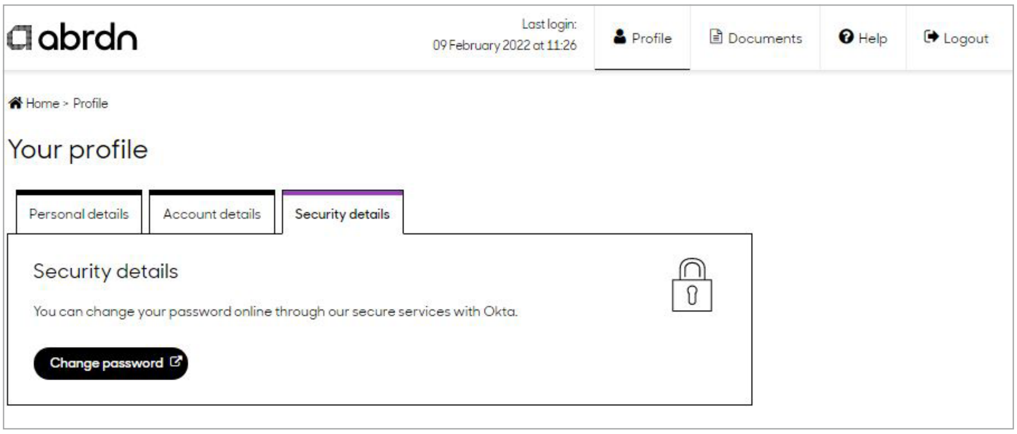
This will be available to all clients regardless of level of access.



Security details

How do clients update their password after initial Okta registration is complete?

In the Profile area there is an option to update security details.

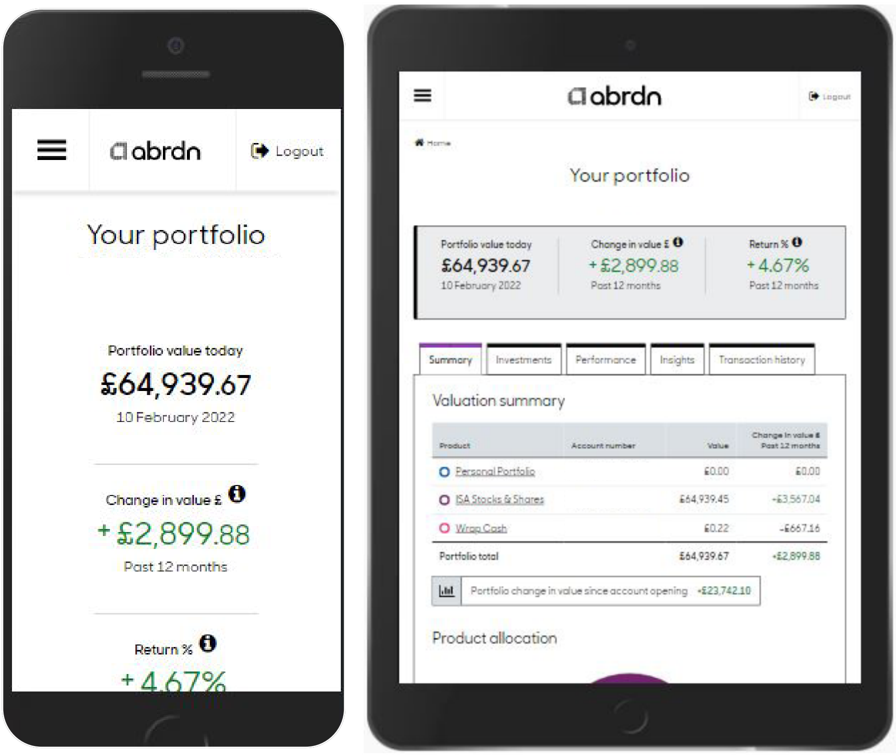


Mobile view

Can clients view client portal on their mobile devices?

Client portal is fully mobile responsive. The client can login using the internet browser on any device.

Client portal's responsive design means the display automatically adjusts the sizing, layout, and proportions to the mobile device so it is easy to view and intuitive for the user.



This example is for illustrative purposes only. No assumptions regarding future performance should be made.

Compatible browsers

The platform will work best on latest versions of modern browsers e.g. Edge, Chrome, Safari, Firefox. With these browsers, latest version covers the most recent stable version and the one before that. If you use an older browser, your user experience may not be optimal.

Can clients add client portal to their mobile device home screen?

Yes, devices have the option to save the Welcome/Client Login page URL as an icon to provide quick access to the mobile site.

The client will be responsible for entering a username and password. It's the device that makes this login easy and allows username/password to be saved on the device and then re-used when the client portal requests it. These are normally validated by using the security on the device (e.g. face ID or touch ID).

Further support

If you have any questions, please speak to your usual contact or call the Client Engagement Hub on

0345 279 1001

Call charges will vary

For more information visit abrdn.com/adviser

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