

For adviser use only.

# Navigating the Wrap platform

# Introduction

We've reviewed the top questions you ask us when using the platform and detailed how you access them today compared to how you previously accessed them.

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# Key navigation

We've moved away from the hover menus to a more modern, user friendly and intuitive way of navigation using our Dynamic and Side Menus, Tabs, Product Tiles, Quick Actions and Edit Pencil.

The image displays two side-by-side screenshots of the abrdn platform's user interface, illustrating the transition from traditional hover menus to a modern navigation system.

**Left Screenshot (Client Summary View):**

- Header:** abrdn, Search by name or account number, Advanced search, Side Menu (highlighted with a green box), Menu (highlighted with a green box).
- Client Information:** Client ID: 361587, Total portfolio value: £523,398.48, Total portfolio value as at 07 Mar 2023, Client last logged in 370 days ago.
- Navigation:** CustomerGroup, CustomerGroup, Total client view, Side Menu (highlighted with a green box), Dashboard, Clients, Business management, Tools and literature, Admin, TU, and a circular icon.
- Content:** Tabs (Summary, Investments, Performance, Insights, Transactions, Activity, Documents, Roles). The Summary tab is selected. It shows a pie chart and a table of account products with a "Quick Actions" button.
- Product Tiles:** Individual account products: ISA Stocks & Shares, SIPP, Personal Portfolio, and Cash Account. Each tile shows value, allocation, and a "Quick Actions" button.

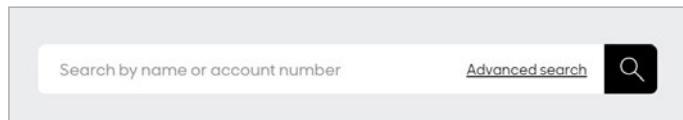
**Right Screenshot (Charges View):**

- Header:** abrdn, Search by name or account number, Advanced search, Side Menu (highlighted with a green box), Menu (highlighted with a green box).
- Client Information:** Client ID: 361587, Total portfolio value: £523,398.48, Total portfolio value as at 07 Mar 2023, Client last logged in 370 days ago.
- Navigation:** CustomerGroup, CustomerGroup, Total client view, Side Menu (highlighted with a green box), Dashboard, Clients, Business management, Tools and literature, Admin, TU, and a circular icon.
- Content:** Back to summary, ISA Stocks & Shares, Payment In, Withdrawals, Charges (highlighted with a green box), and Product Information.
- Charges Section:** Platform charge (0.30%), Next ongoing adviser charge due (04/05/2022), Ongoing adviser charge (0.50% Monthly), and a "View charges" button.
- Portfolio manager fee:** Portfolio name (Brewin Dolphin MPS), Portfolio fee (% Monthly).
- Auto-Disinvestment strategy:** Strategy (Proportional).

# Search for a Client account

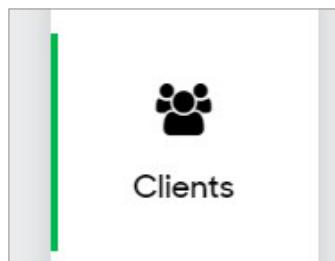
**Previously:** Hover over Client > Hover over Search > Click New Search

**Now:** You can now search by name, as well as plan number at the top of the screen



Previously it was only possible to search via WP Number

Alternatively for a more advanced search use the client tab (side menu)



# Obtain an on-screen valuation

**Previously:** Hover over Client > Hover over Portfolio > Click Summary

**Now:** Click **Summary** Tab

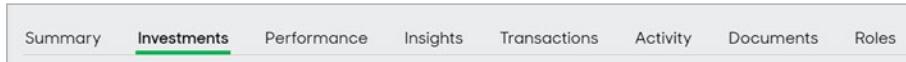
This gives you a client dashboard with all the key information in one place. With links to further information or quick actions (3 dots) to take you to the next task.

Product	Account number	Allocation	Change	Value
ISA Stocks & Shares	W10	62.61%	-45,355.71	£327,999.41
SBP	W10	37.39%	-43,750.76	£195,699.07
Personal Portfolio	W10	0.00%	£100	£0.00
Cash Account	W10	0.00%	-4565.76	£0.00
Total		100.00%	-49,822.23	£523,398.48

## Check where the client is invested

**Previously:** Hover over Clients > Hover over Portfolio > Click Detail

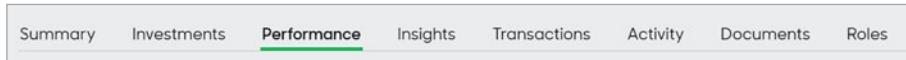
**Now:** Click **Investments** Tab



## View how the client's Wrap account is performing

**Previously:** Hover over Clients > Hover over Portfolio > Click Detail

**Now:** Click **Performance** Tab



Following adviser feedback, there is a new interactive graph as well as the existing table data.

## View the client's SIPP details

- Pre / Post Pension splits
- Retirement Date
- GAD review

**Previously:** Hover over Clients > Hover over Portfolio > Click SIPP Detail

**Now:** In the client **Summary** Tab you click the header in the SIPP product tile

SIPP WP1203649-003		...
Value	£195,699.07	
Regular payment in	None	
Regular income	None	
Status	Active	
Inception Date	16/05/2011	
Cash available	£4,625.05	

# Check the client's Wrap account payments

**Previously:** Hover over Clients > Hover over Performance > Click Money In

**Now:** Click **Transactions** Tab

Where you'll have a breakdown of Money In, Money Out and Charges



# What payments/withdrawals does the client have in place

**Previously:** Hover over Clients > Hover over Track Orders > Click Payments/Withdrawals

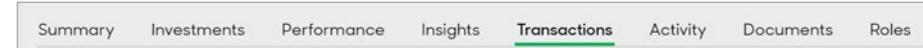
**Now:** In the client **Summary** Tab you can easily see if the client is taking a withdrawal from a Tax Wrapper (PP, ISA and Cash Account initially with SPPs to follow)

ISA Stocks & Shares WP	...
Value	£327,699.41
Regular payment in	None
Regular withdrawal	£1,000.00 monthly
ISA allowance remaining	£20,000.00
Cash available	£2,446.16

You can click the header in the product tile and select withdrawals

ISA Stocks & Shares WP	...
Value	£327,699.41
Regular payment in	None
Regular withdrawal	£1,000.00 monthly
ISA allowance remaining	£20,000.00
Cash available	£2,446.16

or use the **Transactions tab > Payments / Withdrawals**

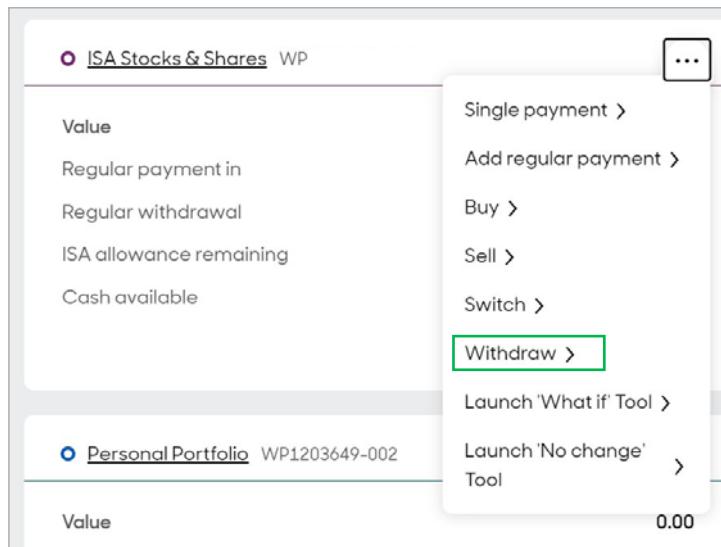


These can now be edited via the edit pencil icon.

## Set up a new withdrawal for a client

**Previously:** Hover over Clients > Hover over Create Orders > Click withdrawals

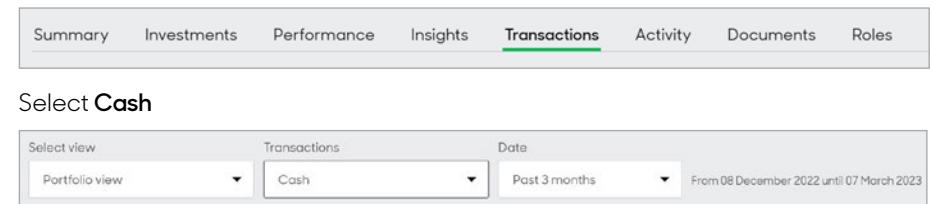
**Now:** In the client **Summary** Tab use the quick actions menu (three dots) to create a withdrawal



## View the client's cash transactions

**Previously:** Hover over Clients > Hover over Transaction History > Click Cash Transactions

**Now:** Click **Transactions Tab**

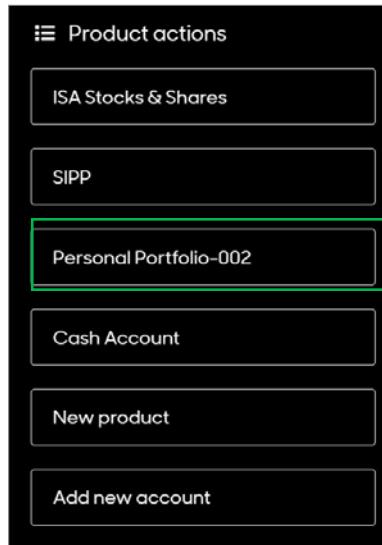


# Calculate the Capital Gains Allowance that will be used

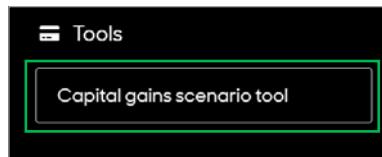
**Previously:** Hover over clients > Hover over Performance > Click Capital gains scenario tool

**Now:** Click the **Dynamic Menu** (top right)

Click **Personal Portfolio** under Product Actions



Click **Capital gains scenario tool** under tools

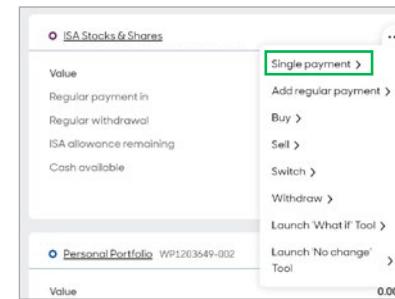


# Top up a client's existing tax wrapper

**Previously:** Hover over clients > Hover over Create Orders > Click Existing Client New Business

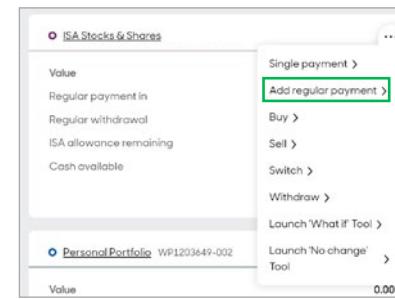
**Now: Single Payment / Transfer**

In the client **Summary** Tab use the **quick actions** menu (three dots) and click **Single Payment**



## Regular Payment

In the client **Summary** Tab use the **quick actions** menu (three dots) and click **Add Regular Payment**



# Open an additional Tax Wrapper

**Previously:** Hover over clients > Hover over Create Orders > Click Existing Client  
New Business

**Now:** Click New Client (top left above the Side Menu)

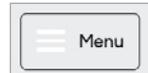


# Move money from the client's PP into their ISA (Individual Wrap account)

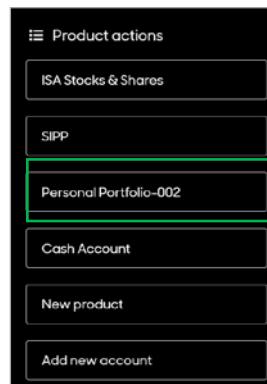
**Previously:** Hover over clients > Hover over Create Orders > Click PP to ISA Tool

**Now:** Click the **Dynamic Menu** (top right)

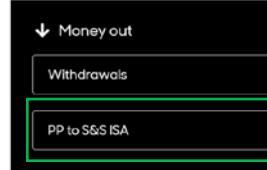
In the client Summary Tab use the quick actions menu (three dots) and click Single Payment



Click **Personal Portfolio** under Product Actions



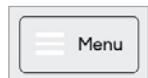
Click **PP to S&S ISA** under the Money Out menu



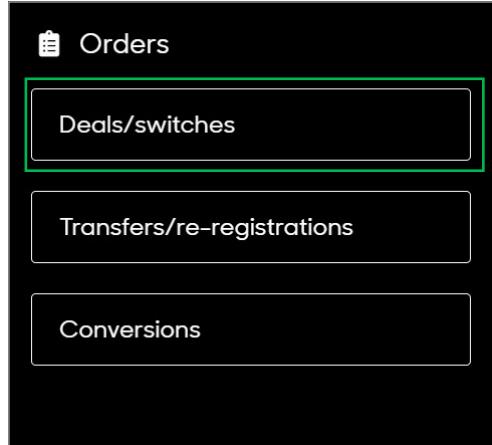
## Review buys, sells, switches and rebalances

**Previously:** Hover over Clients > Hover over Track Orders > Click Deals/Switches

**Now:** Click the **Dynamic Menu** (top right)



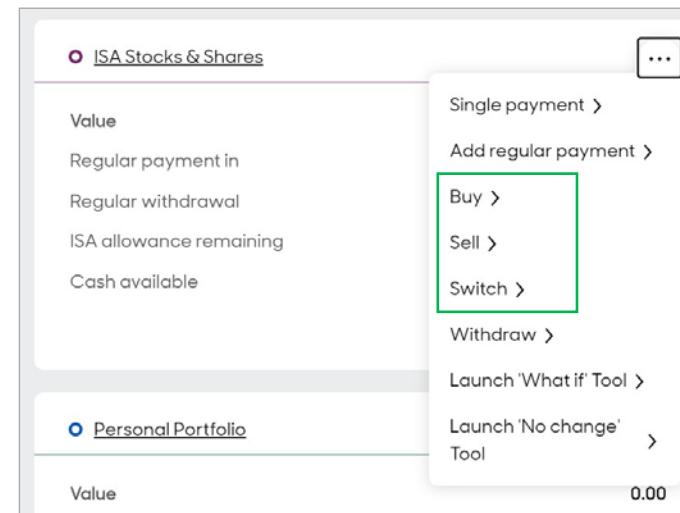
Click **Deals/switches** under the Orders menu



## Set up a new deal (buy, sell or switch)

**Previously:** Hover over Clients > Hover over Create Orders > Click New Deal/Switch

**Now:** In the client **Summary** Tab use the quick actions menu (three dots) to create a buy, sell or switch



# Check/amend the client's target allocation

**Previously:** Hover over Clients > Hover over Review > Click Target Allocation

**Now:** Click the **Dynamic Menu** (top right)



Click **Target Allocation** under the Investments menu



# Rebalance a client's portfolio

## Individually

**Previously:** Hover over Clients > Hover over Review > Click Rebalance

**Now:** Click the **Dynamic Menu** (top right)



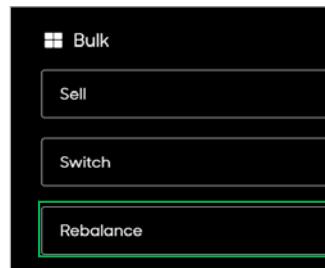
Click **Rebalance** under the Investments menu



## Bulk

**Previously:** Hover over Client Base > Hover over Bulk Trading > Click Bulk Rebalancing

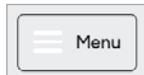
**Now:** Prior to selecting a client record, click the **Dynamic Menu** (top right)



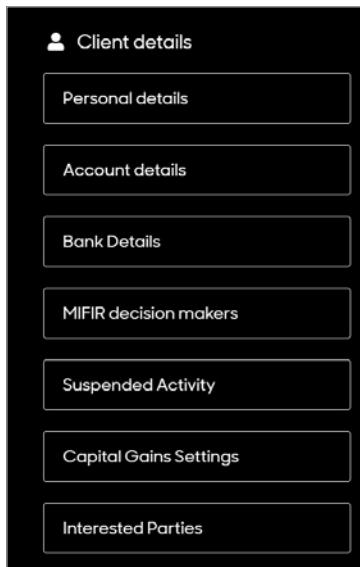
# View the client's personal details

**Previously:** Hover over Clients > Hover over Client Details > Click Account Info

**Now:** Click the **Dynamic Menu** (top right)



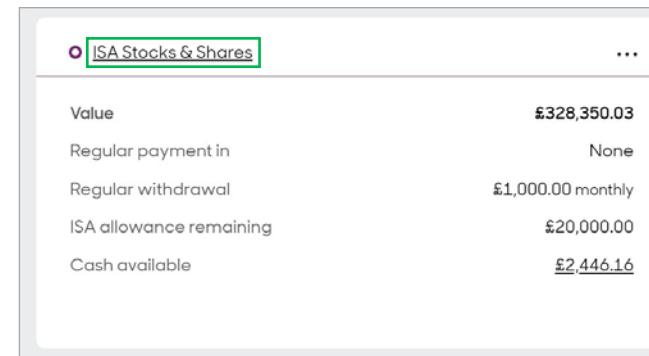
Click relevant option under the Client details menu



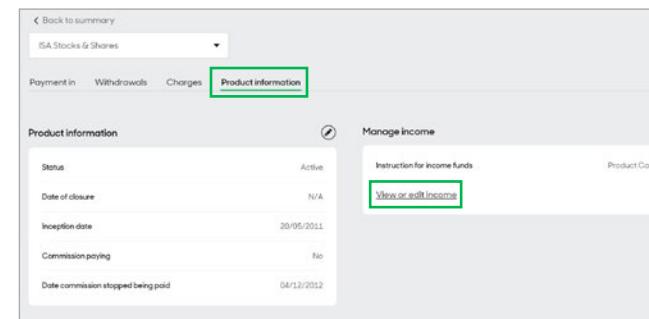
# View/amend the natural income option

**Previously:** Hover over Clients > Hover over Track Orders > Click Manage Income

**Now:** In the client **Summary** Tab click the header in the product tile and select withdrawals



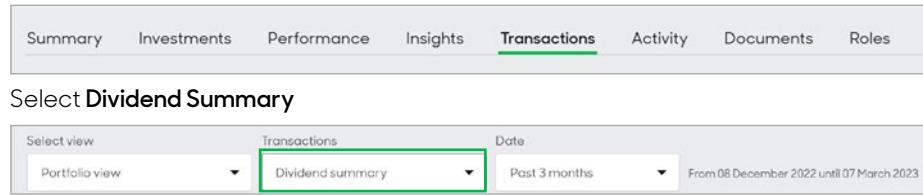
And select the product information tab and select view or edit income



## View the natural income received

**Previously:** Hover over clients > hover over performance > click income

**Now:** Click **Transactions** Tab



Summary Investments Performance Insights **Transactions** Activity Documents Roles

Select Dividend Summary

Select view

Portfolio view

Transactions

Dividend summary

Date

Past 3 months

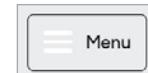
From 08 December 2022 until 07 March 2023

## Request a client report

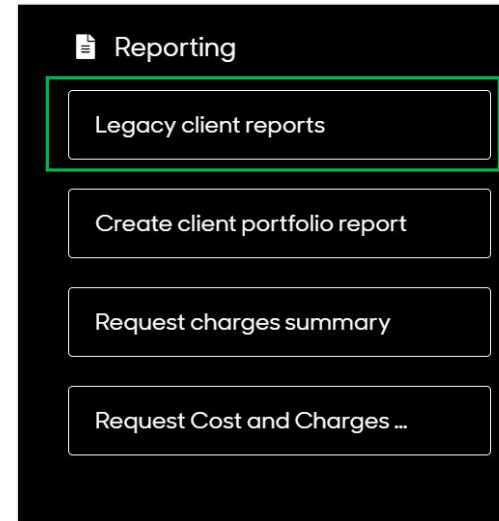
**Previously:** Hover over Clients > Hover over Reports > Click Report Request

**Now:** From the **Summary, Performance** or **Insights** Tabs click Create **Client Portfolio Report**

Old style reports can still be accessed via the **Dynamic Menu** (top right)



Click **Legacy Client Reports** under the Reporting Menu



Reporting

Legacy client reports

Create client portfolio report

Request charges summary

Request Cost and Charges ...

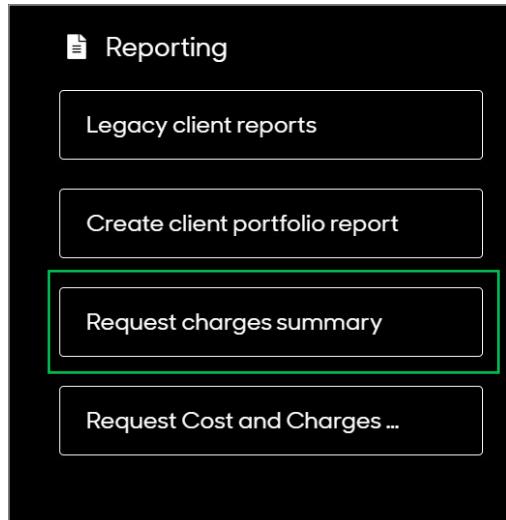
# Request a charges summary

**Previously:** Hover over Clients > Hover over Performance > Click Request a Charges Summary

**Now:** Click the **Dynamic Menu** (top right)



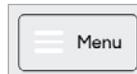
Click **Request charges summary** under the Reporting menu



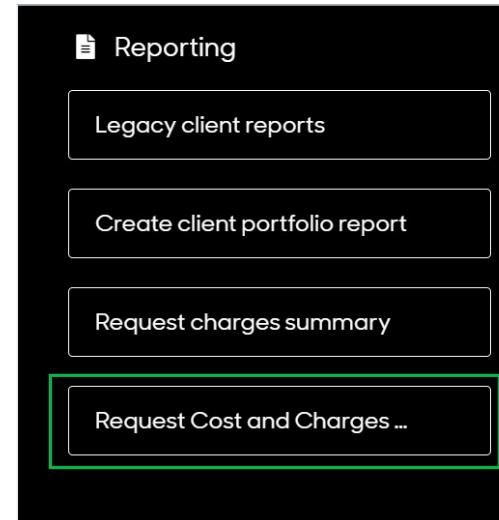
# Request a Cost and Charges disclosure (MiFid Doc)

**Previously:** Hover over Clients > Hover over reports > Click Request Cost and Charges disclosure (S&S ISA, PP)

**Now:** Click the **Dynamic Menu** (top right)



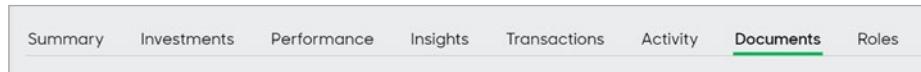
Click **Request Cost and Charge...** under the Reporting menu



## View documents within the client's document library

**Previously:** Hover over Clients > Hover over Documents > Click Document Library

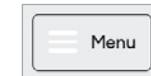
**Now:** Click **Documents** Tab



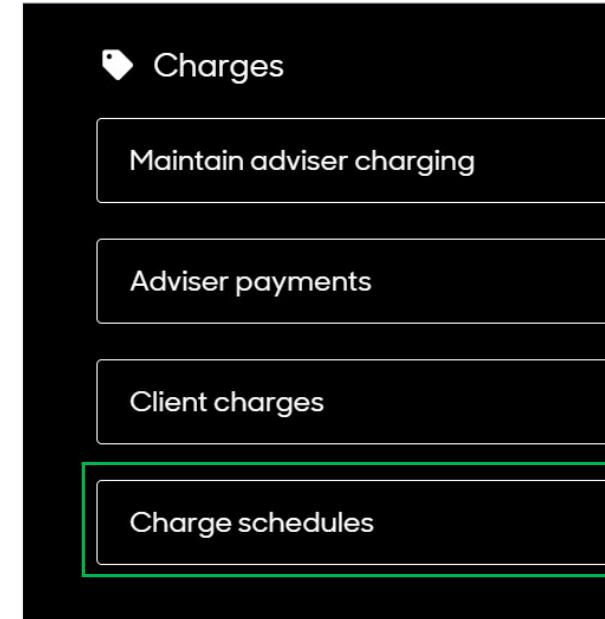
## Review the charges set up on the plan

**Previously:** Hover over Clients > Hover over Charges > Click Charge Schedules

**Now:** Click the **Dynamic Menu** (top right)



Click **Charge schedules** under the Charges menu on the left-hand side



## View the charges that the client has paid

**Previously:** Hover over Clients > Hover over Charges > Click Client Charges

**Now:** Click **Transactions** Tab

Summary Investments Performance Insights **Transactions** Activity Documents Roles

Select Charges

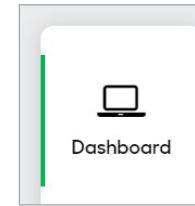
Select view Transactions Date

Portfolio view Charges Past 3 months From 08 December 2022 until 07 March 2023

## Check any outstanding adviser charges

**Previously:** Hover over To Do > Hover over Home > Click Charge Reminders

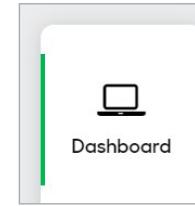
**Now:** **Dashboard** (side menu) > **Notifications** > **Fees and Charges**



## View Notifications on the platform

**Previously:** Hover over to do > Hover over Home > Click to Do

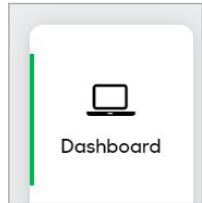
**Now:** **Dashboard** (side menu) > **Notifications**



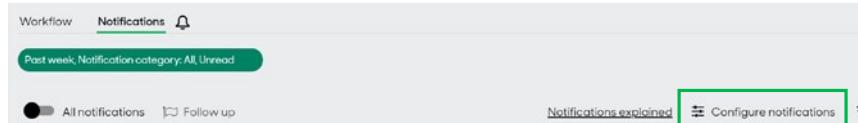
## How to set up Notifications on the platform

**Previously:** Hover over client base > hover over Notifications > Click Find Adviser

**Now:** Dashboard (side menu) > Notifications



Click Configure Notifications



For details of what the different notifications do, click Notifications explained

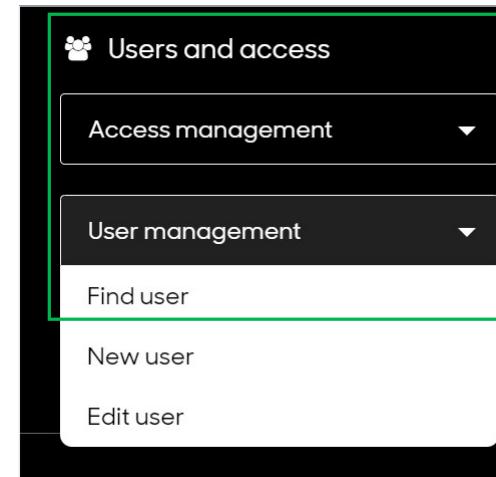
## Find users set up on the platform

**Previously:** Hover over Admin > Hover over Users > Click Find User

**Now:** Click the Dynamic Menu (top right) \*Must be before accessing a client



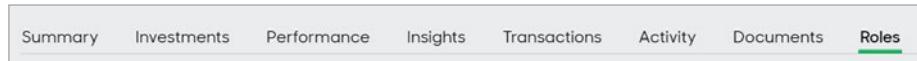
Click **User Management > Find User** under the Users and access menu



## Checking which Wrap accounts a user has access to

**Previously:** Hover over Admin > Hover over Users > Click Find User > Search for the user > Go into the user > Click Edit Adviser Access

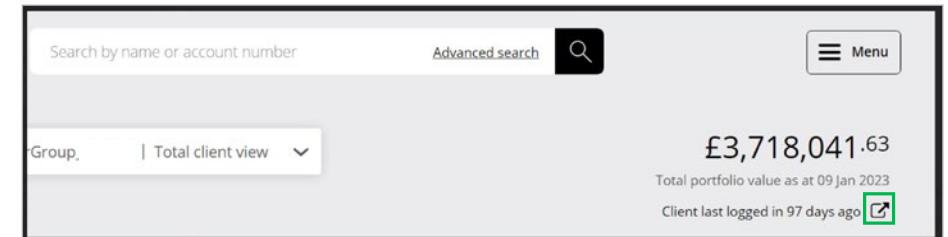
**Now:** Click Roles and view interested parties



## Mirror a client's access

**Previously:** Hover over Admin > Hover over Users > Click Find User > Search for the user > Click View

**Now:** Click the square with the up arrow in



For more information visit [abrdn.com/adviser](https://www.abrdn.com/adviser)

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