

For adviser use only.

Navigating the Wrap platform

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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 screenshot shows the abrdn client dashboard. Key navigation elements are highlighted with green boxes:

- Side Menu:** Located on the left, it includes a 'New product' button and a 'Menu' icon.
- Search Bar:** At the top, it contains a search input and an 'Advanced search' link.
- Client Information:** Displays 'CustomerGroup...', 'Total client view...', and the total portfolio value of £523,398.48.
- Tabs:** A horizontal tab bar at the top of the main content area includes 'Summary', 'Investments', 'Performance', 'Insights', 'Transactions', 'Activity', 'Documents', and 'Roles'.
- Quick Actions:** A green box highlights the 'Quick Actions' link next to the 'ISA Stocks & Shares' product tile.
- Product Tiles:** The 'Individual account' section displays four product tiles: 'ISA Stocks & Shares', 'SIPP', 'Personal Portfolio', and 'Cash Account'. Each tile shows its value and a 'Quick Actions' link.

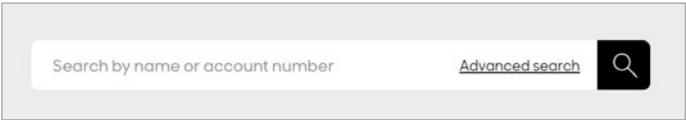
The screenshot shows the abrdn client dashboard with detailed client information and charges:

- Client Information:** Displays 'CLIENT ID: 361587', 'Total portfolio value as at 07 Mar 2023', and 'Client last logged in 370 days ago'.
- Charges:** A section titled 'Charges' lists various fees: 'Platform charge' (0.30%), 'Next ongoing adviser charge due' (04/05/2022), and 'Ongoing adviser charge' (0.50% Monthly).
- Portfolio manager fee:** A section titled 'Portfolio manager fee' lists 'Portfolio name' (Brewin Dolphin MPS) and 'Portfolio fee' (% Monthly).
- Auto-Disinvestment strategy:** A section titled 'Auto-Disinvestment strategy' shows the 'Strategy' (Proportional).

Search for a Client account

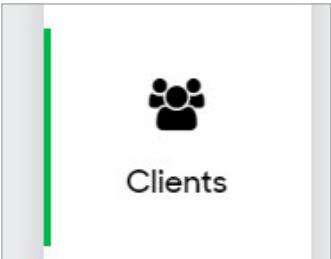
Previously: Hover over Client > Hover over Search > Click New Search

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)

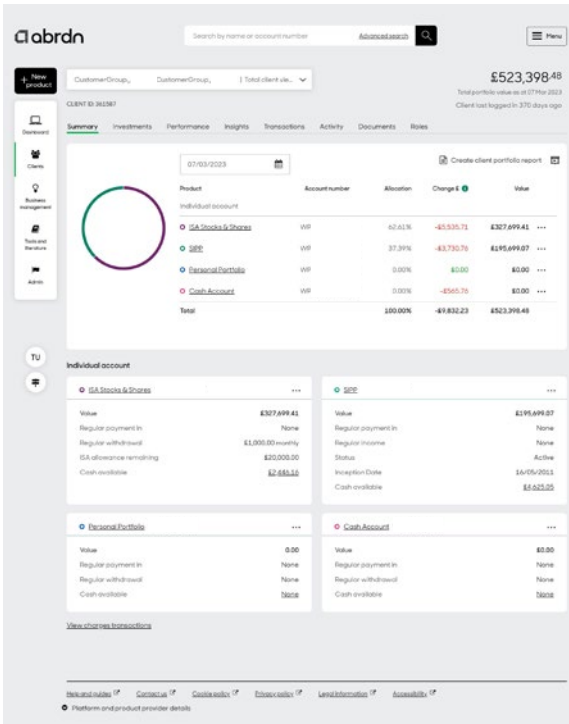


Obtain an on-screen valuation

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

Now: Click **Summary** Tab

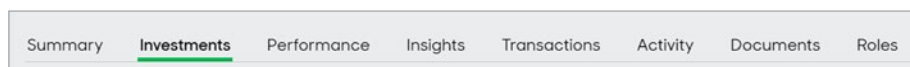
This gives you a client dashboard with all the key information in one place. With links to further information or quick actions (3 dots) to take you to the next task.



Check where the client is invested

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

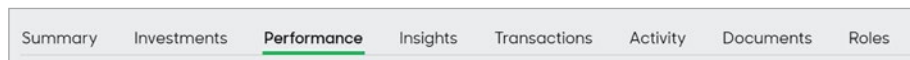
Now: Click **Investments** Tab



View how the client's Wrap account is performing

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

Now: Click **Performance** Tab



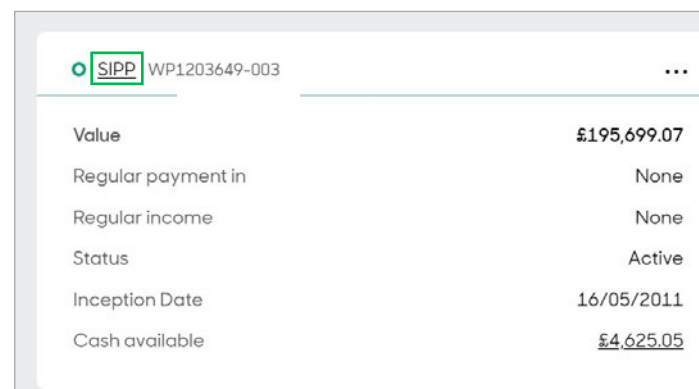
Following adviser feedback, there is a new interactive graph as well as the existing table data.

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

A screenshot of a SIPP product tile. At the top, there is a header with a green circle icon, the text 'SIPP WP1203649-003', and a three-dot menu icon. Below the header is a table with two columns. The first column lists various attributes, and the second column shows their corresponding values.

Value	£195,699.07
Regular payment in	None
Regular income	None
Status	Active
Inception Date	16/05/2011
Cash available	<u>£4,625.05</u>

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

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

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 SIPPs 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**

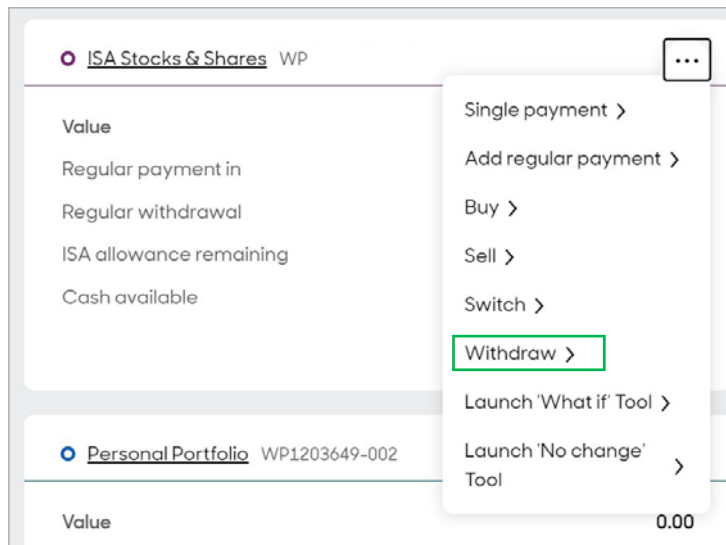
Summary	Investments	Performance	Insights	Transactions	Activity	Documents	Roles
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These can now be edited via the edit pencil icon.

Set up a new withdrawal for a client

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

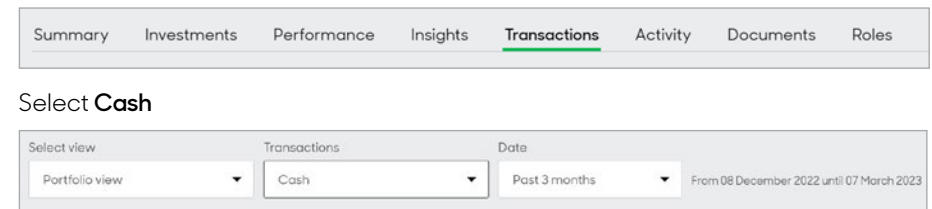
Now: In the client **Summary** Tab use the quick actions menu (three dots) to create a withdrawal



View the client's cash transactions

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

Now: Click **Transactions** Tab

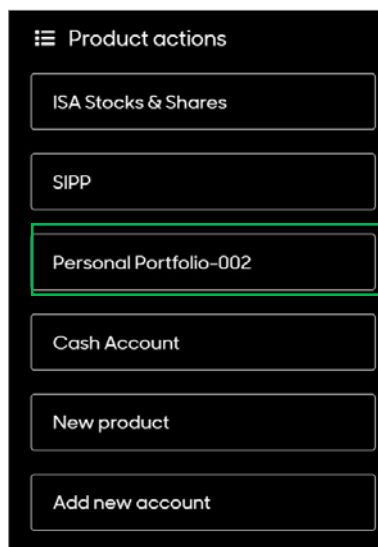


Calculate the Capital Gains Allowance that will be used

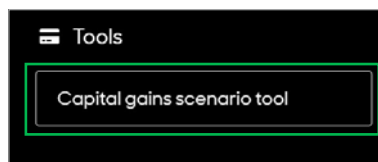
Previously: Hover over clients > Hover over Performance > Click Capital gains scenario tool

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

Click **Personal Portfolio** under Product Actions



Click **Capital gains scenario tool** under tools

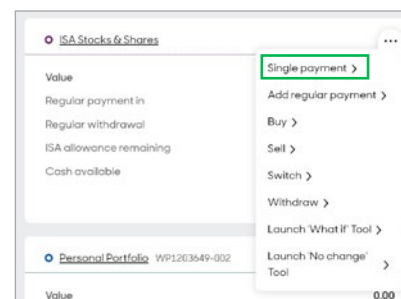


Top up a client's existing tax wrapper

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

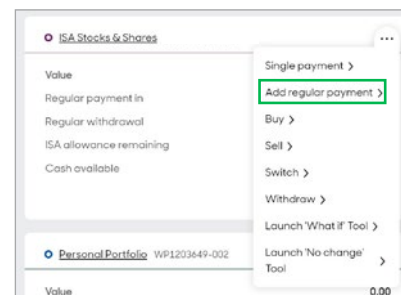
Now: **Single Payment / Transfer**

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



Regular Payment

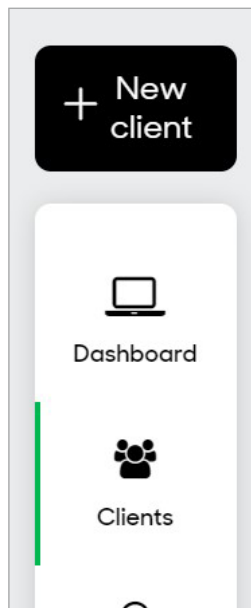
In the client **Summary** Tab use the **quick actions** menu (three dots) and click **Add Regular Payment**



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)

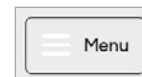


Move money from the client's PP into their ISA (Individual Wrap account)

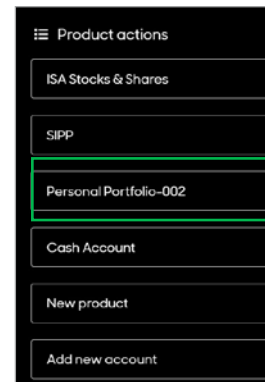
Previously: Hover over clients > Hover over Create Orders > Click PP to ISA Tool

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

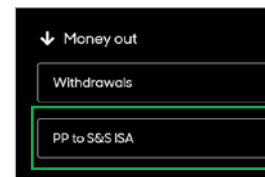
In the client Summary Tab use the quick actions menu (three dots) and click Single Payment



Click **Personal Portfolio** under Product Actions



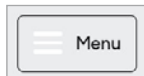
Click **PP to S&S ISA** under the Money Out menu



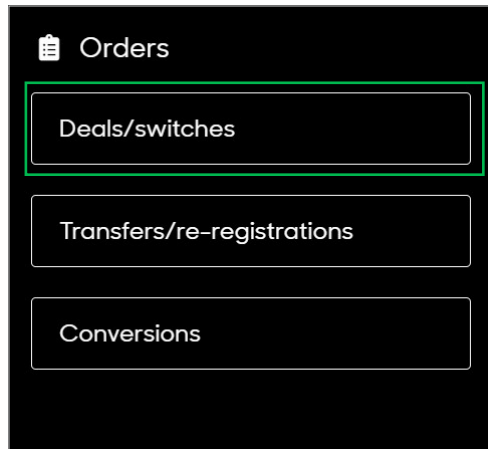
Review buys, sells, switches and rebalances

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

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



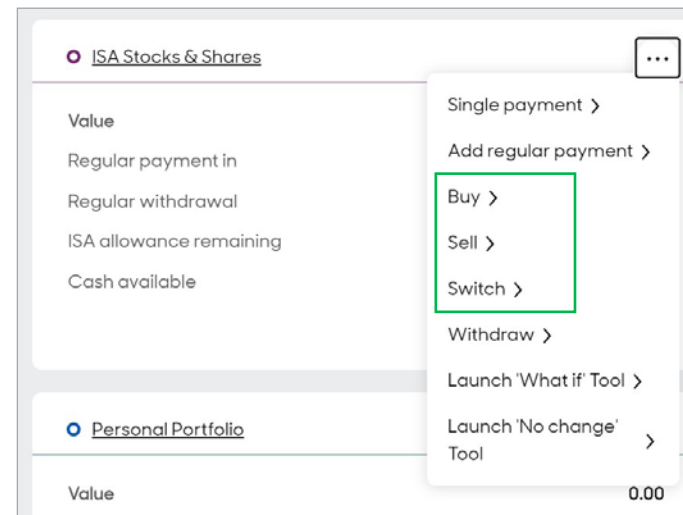
Click **Deals/switches** under the Orders menu



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

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

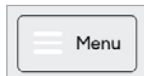
Now: In the client **Summary** Tab use the quick actions menu (three dots) to create a buy, sell or switch



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

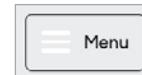


Rebalance a client's portfolio

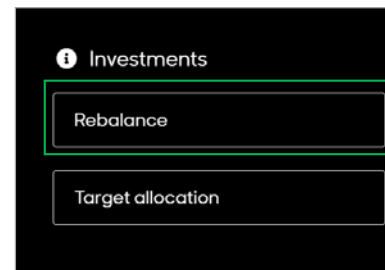
Individually

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

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



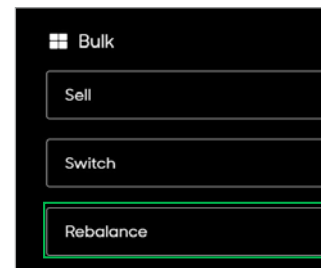
Click **Rebalance** under the Investments menu



Bulk

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

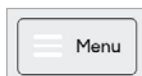
Now: Prior to selecting a client record, click the **Dynamic Menu** (top right)



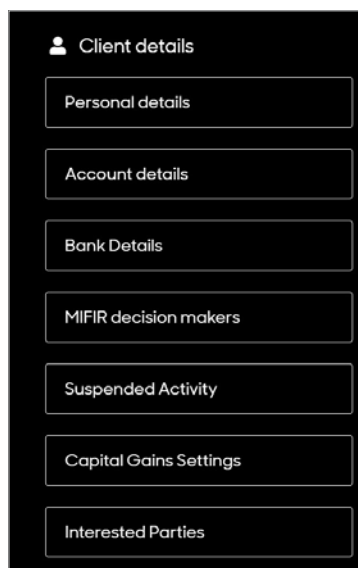
View the client's personal details

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

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



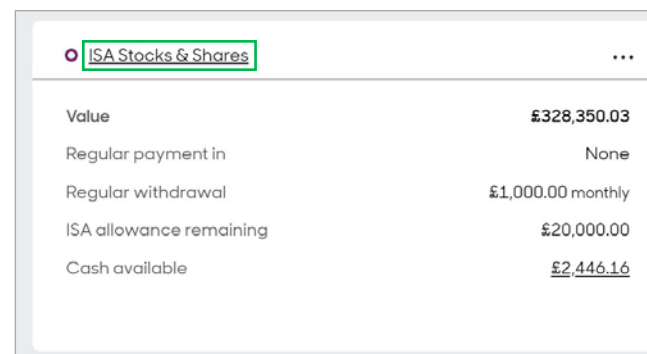
Click relevant option under the Client details menu



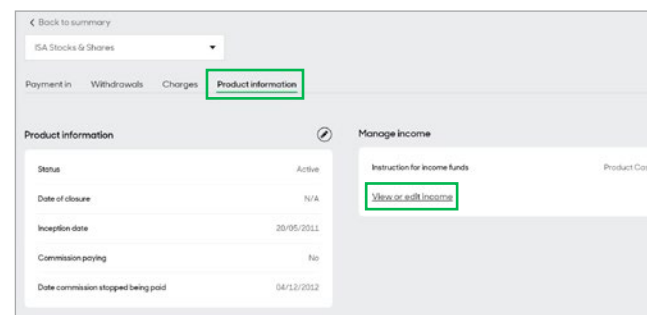
View/amend the natural income option

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



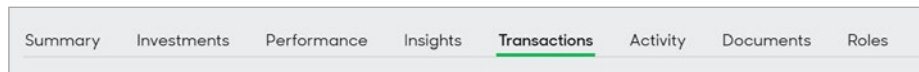
And select the product information tab and select view or edit income



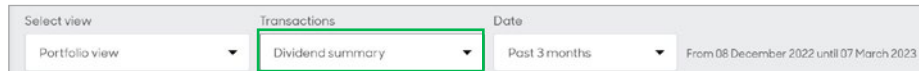
View the natural income received

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

Now: Click **Transactions** Tab



Select **Dividend Summary**

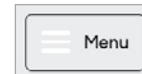


Request a client report

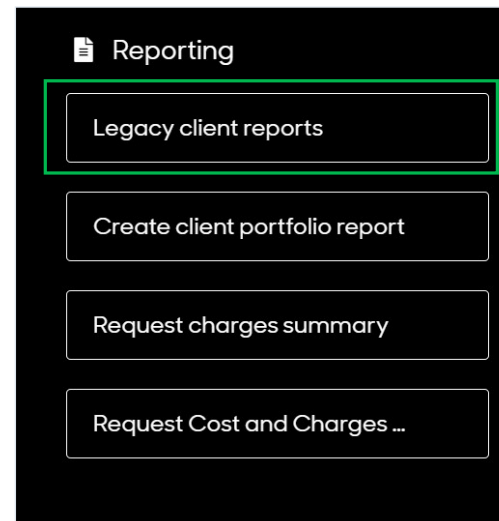
Previously: Hover over Clients > Hover over Reports > Click Report Request

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)



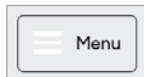
Click **Legacy Client Reports** under the Reporting Menu



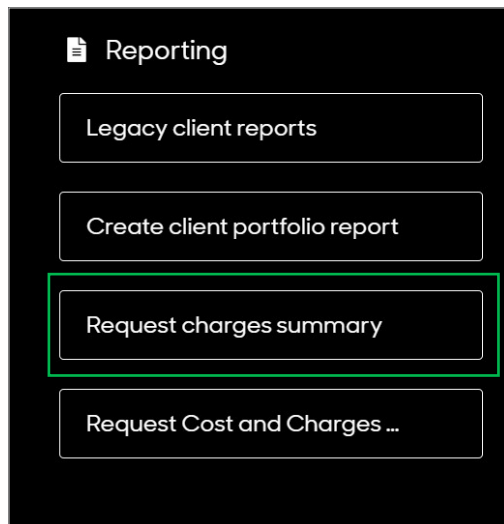
Request a charges summary

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

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



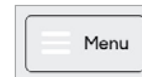
Click **Request charges summary** under the Reporting menu



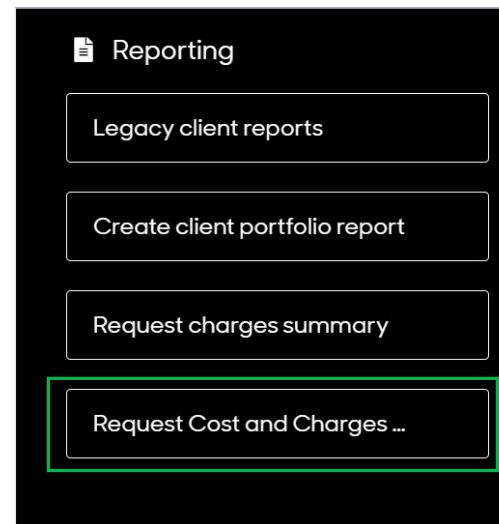
Request a Cost and Charges disclosure (MiFid Doc)

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

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



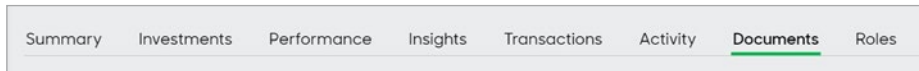
Click **Request Cost and Charge...** under the Reporting menu



View documents within the client's document library

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

Now: Click **Documents** Tab



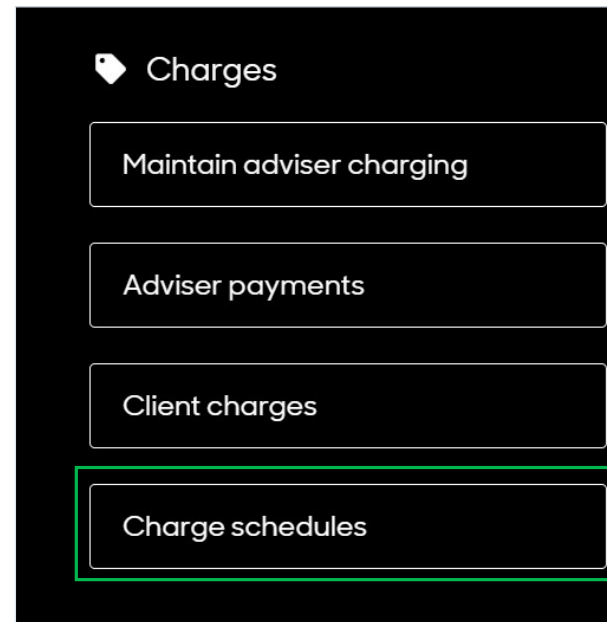
Review the charges set up on the plan

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

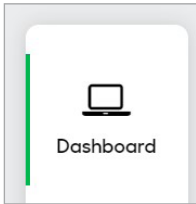
Past 3 months

From 08 December 2022 until 07 March 2023

Check any outstanding adviser charges

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

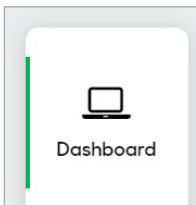
Now: **Dashboard** (side menu) > **Notifications** > **Fees and Charges**



View Notifications on the platform

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

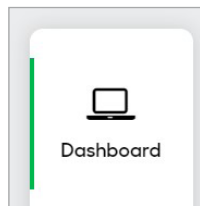
Now: **Dashboard** (side menu) > **Notifications**



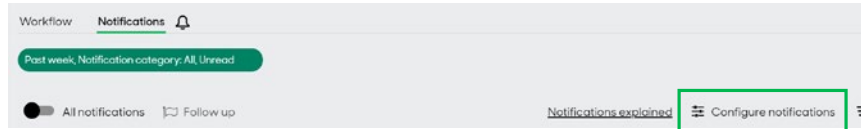
How to set up Notifications on the platform

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

Now: Dashboard (side menu) > Notifications



Click Configure Notifications

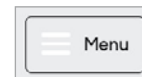


For details of what the different notifications do, click Notifications explained

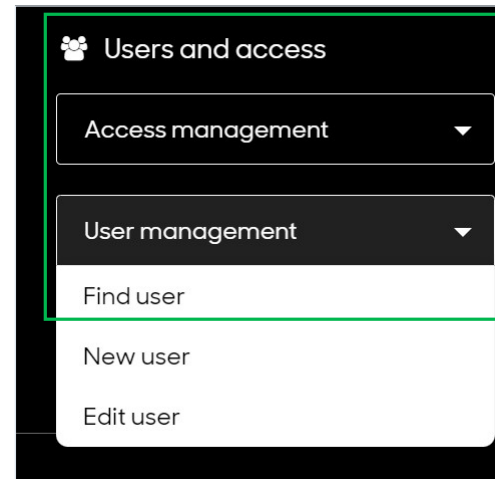
Find users set up on the platform

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

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



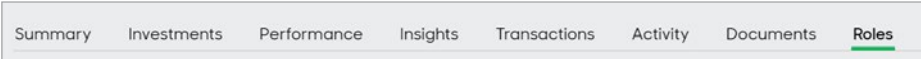
Click **User Management** > **Find User** under the Users and access menu



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

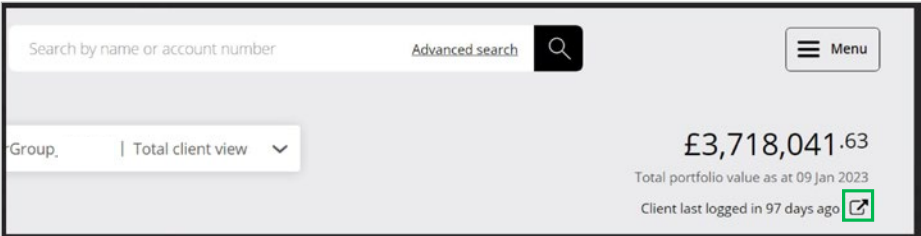
Now: Click **Roles** and view interested parties



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

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