ADVISOR PORTAL: Client Portal Basic Overview

Description

Client Portal Basic provides financial professionals an alternative version of the Client Portal that equips them with flexibility and choice in terms of what type of digital solution to offer their clients and prospects, based on their needs.

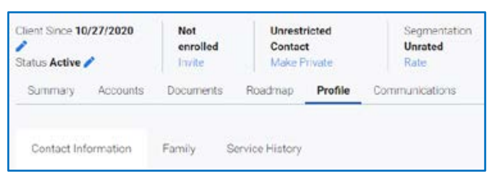
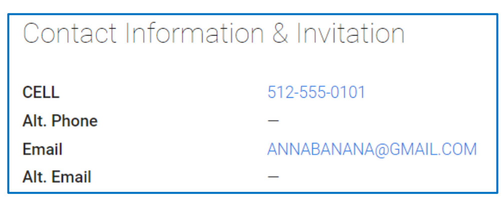
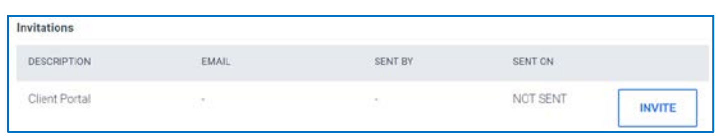
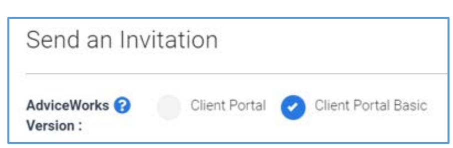
Client Portal Basic does **not** include financial planning, linked accounts, or private folder features. All other features remain the same.

- "My Roadmap" is suppressed and not available as it contains financial planning and linked account features.
- "My Accounts" related features are only available if a client has investment accounts.
- "My Documents – "Document Folders" does not include "Private Folders".

Client Portal Basic is **best suited** for:

- Financial professionals who don't offer financial planning to any clients.
- Financial professionals who don't offer financial planning to a segment of clients.
- Financial professionals who offer financial planning but do not use MoneyGuidePro.
- Clients that do not engage with their financial professional often.

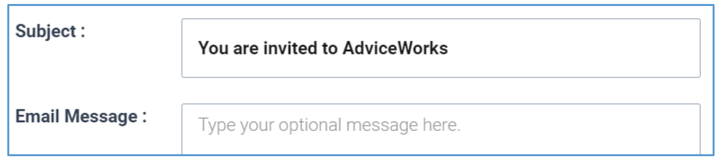
✓ Invite New Contacts to Client Portal Basic

Search for your contact. From the contact record, click the **Profile** tab.	
Under the Contact Information, scroll down to the **Contact Information & Invitations** section. Ensure the contact's **cell** and **email** are updated.	
Click **Invite** next to Client Portal. *The Invite button will only be active if the required information (email and cell phone are present in the profile.*	
Select AdviceWorks Version: **Client Portal Basic.**	

Select the **advisor** who you are sending the invite on behalf of.

Enter a custom **Subject**.

Enter an **Email Message**.



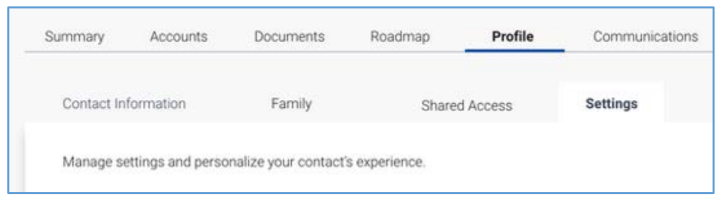
Click **Send**.

✓ See What Client Portal Version a Contact is Enrolled in

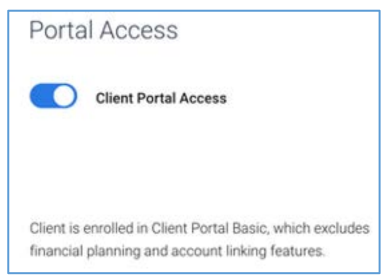
Search for your contact.

From the contact record, click the **Profile** tab.

Click the **Settings** tab.



Under Portal Access a message will display if the client is enrolled in Client Portal Basic.

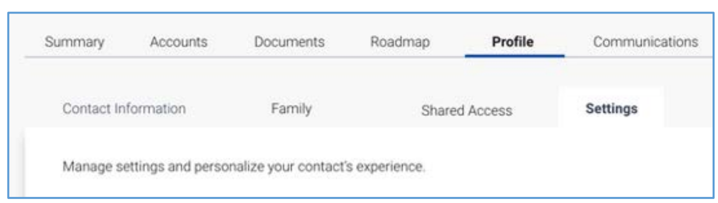


✓ Upgrade Contacts from Client Portal Basic to Client Portal Full

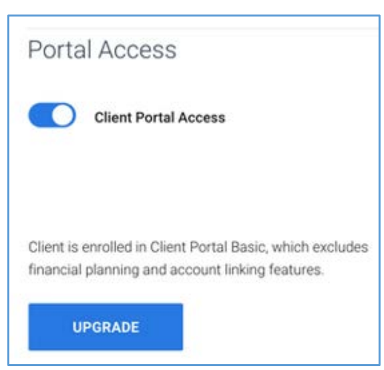
Search for your contact.

From the contact record, click the **Profile** tab.

Click the **Settings** tab.



Under Portal Access, click **Upgrade**.



✓ Downgrade Contacts to Client Portal Basic

In the event a financial professional wants to **downgrade a contact's Client Portal experience to the Basic version**:

- Call your respective Help and Support team.
- Initiate a Client Portal downgrade request.

What will happen when downgraded:

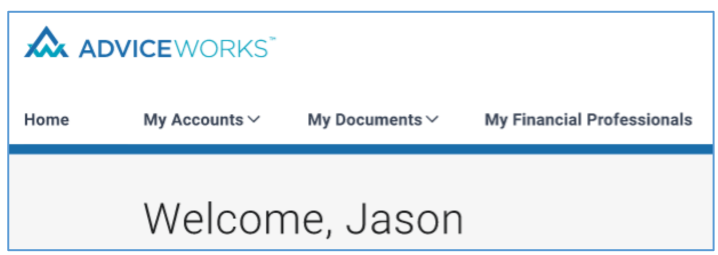
- Private folders documents will be purged.
- Any linked accounts will be unlinked and purged.
- Client access to financial plans will be lost in the Client Portal. *(Plans will still be available in the Advisor Portal).*
- The contact can be upgraded at any point in the future, however, would have lost the purged information.

Cetera Advisors, Cetera Advisor Networks, Cetera Financial Specialists	800-771-6315 Monday - Friday 8:00 am to 8:00 pm EST
Cetera Financial Institutions, Cetera Investment Services and Cetera Investors	888-746-3375 Monday - Friday 8:00 am to 8:00 pm EST
First Allied Securities, Inc.	800-619-8234 Monday - Friday 8:00 am to 8:00 pm EST

✓ The Client Portal Basic – Client Experience

On the **Client Portal Home Page**, *clients* will have access to: **My Accounts**, **My Documents** and **My Financial Professionals**.

Clients will **not** have access to My Roadmap.

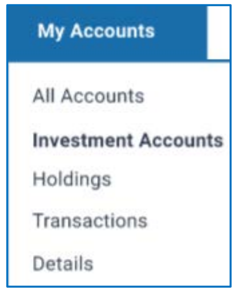


On the **Client Portal Home Page**, if *clients* have accounts, they will have access to their **Investment Allocation** for their portfolio and to **View Accounts**.

Clients will **not** have access to Total Net Worth, Probability of Success, My Spending and My Budgets.

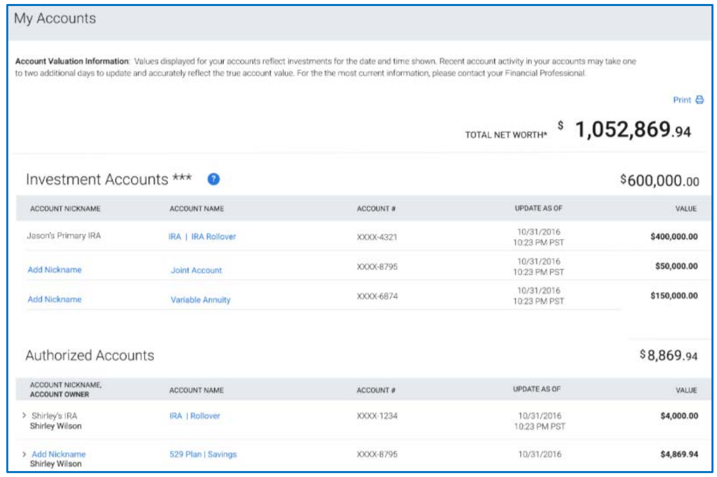
Under **My Accounts**, *clients* will have access to their **Investment Accounts**.

Clients will **not** have access to Linked Assets & Liabilities.

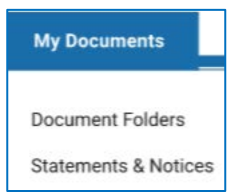


Under **My Accounts**, *clients* will have access to their **Investment Account details** and their **Authorized Accounts details.**

Clients will **not** have access to Linked Assets & Liabilities details.

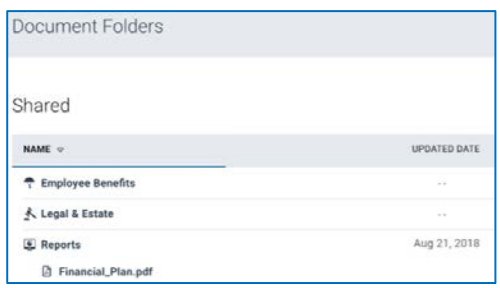


Under **My Documents**, *clients* will have access to **Document Folders** and **Statements & Notices**.



In the **Documents Folders**, *clients* will have access to Shared Folder.

Clients will **not** have access to Private Folder.



In the drop-down under the **client's name**, *clients* will have access to **My Profile** and **Account Settings** (including eDelivery setup).