

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.

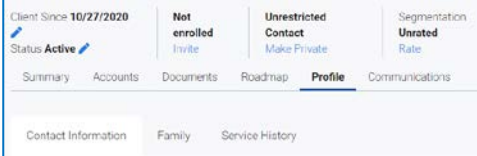
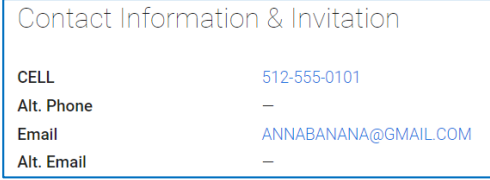
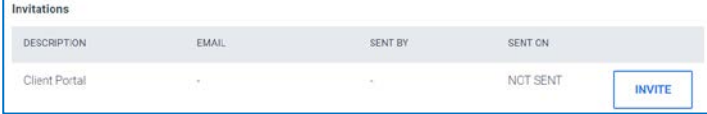
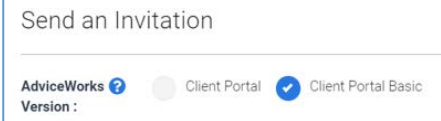
Client Portal Basic does **not** include financial planning, linked accounts, or private folder features. All other features remain the same.

- “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

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

<p>Select the advisor who you are sending the invite on behalf of.</p>	<p>From : <input type="text" value="Select"/></p>
<p>Enter a custom Subject. Enter an Email Message.</p>	<p>Subject : <input type="text" value="You are invited to AdviceWorks"/></p> <p>Email Message : <input type="text" value="Type your optional message here."/></p>
<p>Click Send.</p>	<p><input type="button" value="CANCEL"/> <input type="button" value="SEND"/></p>

✓ See What Client Portal Version a Contact is Enrolled in

<p>Search for your contact. From the contact record, click the Profile tab. Click the Settings tab.</p>	
<p>Under Portal Access a message will display if the client is enrolled in Client Portal Basic.</p>	

✓ Upgrade Contacts from Client Portal Basic to Client Portal Full

<p>Search for your contact. From the contact record, click the Profile tab. Click the Settings tab.</p>	
<p>Under Portal Access, click Upgrade.</p>	

✓ 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.

ADVICEWORKS™

Home My Accounts ▾ My Documents ▾ My Financial Professionals

Welcome, Jason

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.

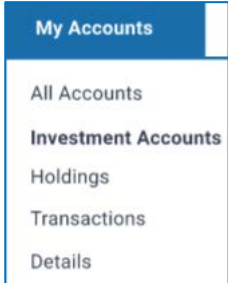
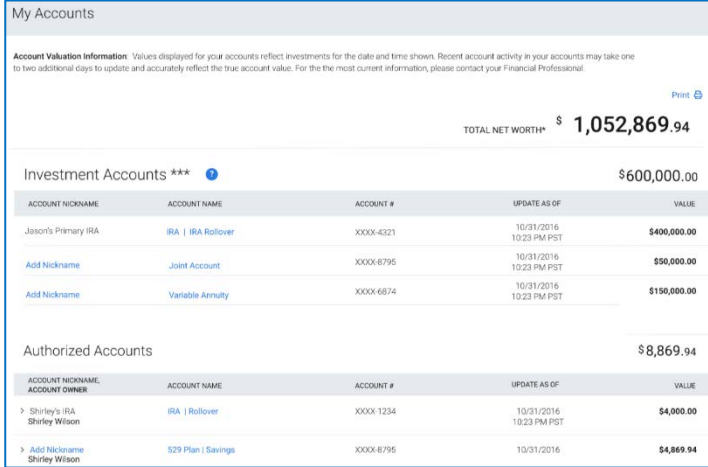
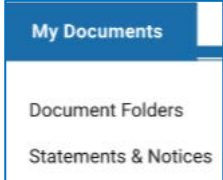
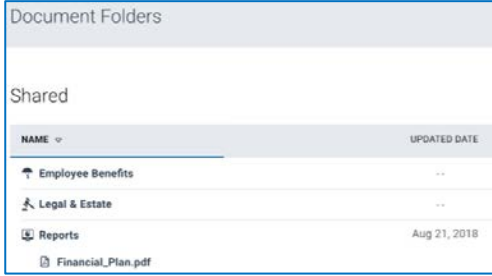
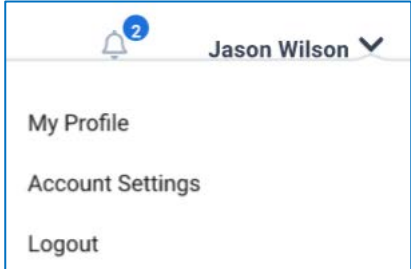
Investment Allocation

TOTAL PORTFOLIO ▾

Total Investment Accounts: \$400,000.00

INTERNATIONAL EQUITY	22.42%	DOMESTIC EQUITIES	22.42%
FIXED INCOME - INVESTMENT	18.90%	FIXED INCOME - WORLD BOND	18.90%
DOMESTIC LARGE CAP BLEND	18.87%	VARIABLE ANNUITY	18.87%
FIXED INCOME - HIGH YIELD	33.87%	EMERGING MARKETS	33.87%

VIEW ACCOUNTS

<p>Under My Accounts, <i>clients</i> will have access to their Investment Accounts.</p> <p><i>Clients</i> will not have access to Linked Assets & Liabilities.</p>	 <p>My Accounts</p> <ul style="list-style-type: none"> All Accounts Investment Accounts Holdings Transactions Details 																																			
<p>Under My Accounts, <i>clients</i> will have access to their Investment Account details and their Authorized Accounts details.</p> <p><i>Clients</i> will not have access to Linked Assets & Liabilities details.</p>	 <p>My Accounts</p> <p>Account Valuation Information: Values displayed for your accounts reflect investments for the date and time shown. Recent account activity in your accounts may take one to two additional days to update and accurately reflect the true account value. For the most current information, please contact your Financial Professional.</p> <p style="text-align: right;">TOTAL NET WORTH* \$ 1,052,869.94</p> <p>Investment Accounts *** \$600,000.00</p> <table border="1"> <thead> <tr> <th>ACCOUNT NICKNAME</th> <th>ACCOUNT NAME</th> <th>ACCOUNT #</th> <th>UPDATE AS OF</th> <th>VALUE</th> </tr> </thead> <tbody> <tr> <td>Jason's Primary IRA</td> <td>IRA IRA Rollover</td> <td>XXXX-4321</td> <td>10/31/2016 10:23 PM PST</td> <td>\$400,000.00</td> </tr> <tr> <td>Add Nickname</td> <td>Joint Account</td> <td>XXXX-8795</td> <td>10/31/2016 10:23 PM PST</td> <td>\$50,000.00</td> </tr> <tr> <td>Add Nickname</td> <td>Variable Annuity</td> <td>XXXX-6874</td> <td>10/31/2016 10:23 PM PST</td> <td>\$150,000.00</td> </tr> </tbody> </table> <p>Authorized Accounts \$8,869.94</p> <table border="1"> <thead> <tr> <th>ACCOUNT NICKNAME ACCOUNT OWNER</th> <th>ACCOUNT NAME</th> <th>ACCOUNT #</th> <th>UPDATE AS OF</th> <th>VALUE</th> </tr> </thead> <tbody> <tr> <td>> Shirley's IRA Shirley Wilson</td> <td>IRA Rollover</td> <td>XXXX-1234</td> <td>10/31/2016 10:23 PM PST</td> <td>\$4,000.00</td> </tr> <tr> <td>> Add Nickname Shirley Wilson</td> <td>529 Plan Savings</td> <td>XXXX-8795</td> <td>10/31/2016</td> <td>\$4,869.94</td> </tr> </tbody> </table>	ACCOUNT NICKNAME	ACCOUNT NAME	ACCOUNT #	UPDATE AS OF	VALUE	Jason's Primary IRA	IRA IRA Rollover	XXXX-4321	10/31/2016 10:23 PM PST	\$400,000.00	Add Nickname	Joint Account	XXXX-8795	10/31/2016 10:23 PM PST	\$50,000.00	Add Nickname	Variable Annuity	XXXX-6874	10/31/2016 10:23 PM PST	\$150,000.00	ACCOUNT NICKNAME ACCOUNT OWNER	ACCOUNT NAME	ACCOUNT #	UPDATE AS OF	VALUE	> Shirley's IRA Shirley Wilson	IRA Rollover	XXXX-1234	10/31/2016 10:23 PM PST	\$4,000.00	> Add Nickname Shirley Wilson	529 Plan Savings	XXXX-8795	10/31/2016	\$4,869.94
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