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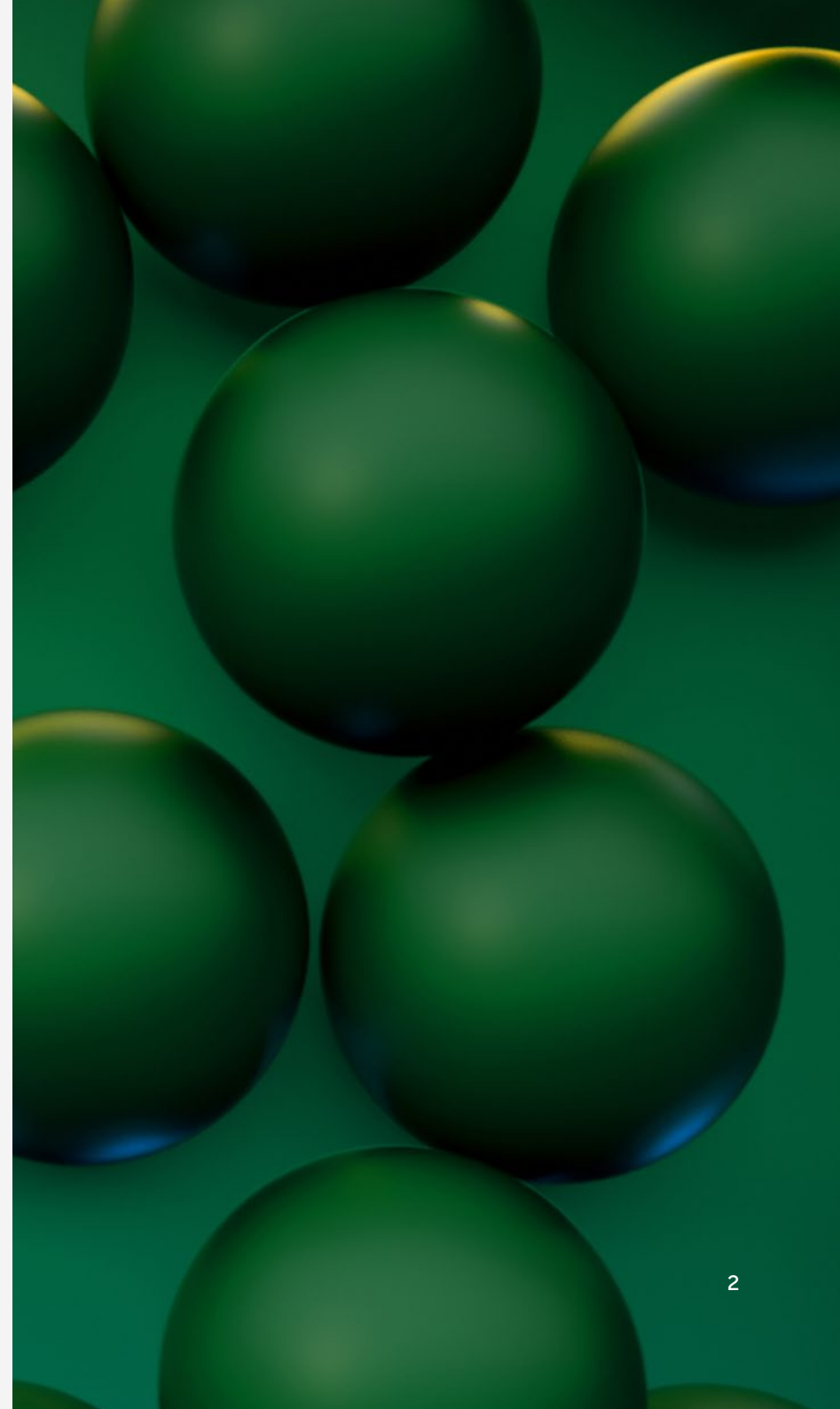
Elevate help guide

Setting up client access and paperless communications

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With online, read only access, your clients can browse their Elevate account, view transactions, keep up to date with the latest reports and documents as well as update some of their personal details.

Clients with online access can also go paperless and we'll send them an email letting them know when new reports and documents are available for them to view. This guide shows you how to set up online access and paperless preferences for your clients.



Existing clients

What you will see

SummaryPortfolioNew WorkCash AccountAccount HoldersTransactionsReports & DocumentsCharges & Remuneration

Account DetailsContact DetailsBanking DetailsOther DetailsPension DetailsAccount Structure

AddressesEdit

Address History

Residential address

Line 1

1 Test Road

Line 2

Test Town

Line 3

Testville

Line 4

Postcode

TE1 5ST

Country

UK

Contact InformationEditCancel

Email Address History

Home Phone:

Work Phone:

Mobile Phone:

Telephone Country (Mobile):

UK

Fax Number:

Preferred Email Address:

anonymous.client@test.co.uk

Confirm email address:

Preferred Phone Number:

Work

Telephone Country (Home):

UK

1.

2.

3.

What you will need to do

1. In the client's account, go to **Account Holders > Contact Details**.

2. In **Contact Information**, click **Edit**.

3. Enter and confirm the client's email address, if it has not previously been provided.

Notes

3. It is important we have the correct email address. If they do not receive notifications from us, we may need to switch them back to paper communications.

Existing clients – cont.

What you will see

The screenshot shows a 'Client Access' form with a dark blue header bar containing the title 'Client Access' and 'Save' and 'Cancel' buttons. Below the header, there are three sections: 'Client Internet Access' with a dropdown menu set to 'Allow Read Only Access' (callout 4), 'Opt client out of receiving paper' with a dropdown menu set to 'No' (callout 5), and 'Opt out of receiving Contract Notes only' with radio buttons for 'Yes' and 'No' (callout 6). The 'No' radio button is selected.

Depending on how your firm is set up you can select **Opt out of receiving Contract Notes** here to stop Contract Notes being sent while ensuring your client still receives all other communications from Elevate in the post.

What you will need to do

4. In **Client Access**, select **Allow Read Only Access**.
5. Select **Yes** next to **Opt client out of receiving paper** to set the account up with paperless communications.
6. Click **Save**.

Notes

5. You can only opt clients out of receiving paper if they also have online access to view their account.

New clients

What you will see

The screenshot shows the 'Step 1 Client Details' form. At the top is a progress bar with steps 1 through 7. Step 1, 'Client Details', is highlighted. Below the progress bar are buttons: 'Exit without saving', 'Save and exit', and 'Next'. The form has two main sections: 'Client details' and 'Paper document preferences'. The 'Paper document preferences' section includes a note about email address requirements, three checkboxes for client preferences, and two text input fields for email address confirmation. Three numbered callouts are present: '1.' points to the 'Next' button, '2.' points to the 'Give client 'read-only' access to their account' checkbox, and '3.' points to the 'Confirm email address' input field.

1. Client Details 2. Transfer 3. Payments In 4. Pension Details 5. Invest / Allocate 6. Remuneration 7. Payments Out

8. Validate 9. Documents 10. Review 11. Submit

Step 1 Client Details Exit without saving Save and exit Next

Client details

Paper document preferences

A valid client email address is required for 'read-only' online access. Paper to be sent via post has been selected.

Give client 'read-only' access to their account ☒

Opt client out of receiving paper ☐

Opt client out of receiving Contract Notes only ☐

Email address

Confirm email address

1. 2. 3.

What you will need to do

1. Start the new business wizard go to **Step 1. Client Details**.

2. In **Paperless document preferences**, select **Give client 'read only' access to their account** and **Opt client out of paper** as appropriate.

3. Enter and confirm the client's email address.

Complete the remaining steps of the new business wizard as required.

Notes

1. For help setting up a new client, refer to the **Add a new client** help guides.

2. You can choose to only stop Contract Notes from being sent in the post but continue to receive all other documents by selecting **Opt out of receiving Contract Notes** here.

What will a client receive?

- Clients will receive an email confirming their username and another confirming their temporary password
- Each client will receive separate login details for each account they have been granted access to
- Using either your company Elevate URL or alternatively, <https://ads.elevateplatform.co.uk/>, clients can login and view their Elevate account

If opted out of paper, clients will also receive an email confirming:

- They'll no longer receive paper communications.
(We will still send some documents by post, for example, for change of address notifications and documents that relate to withdrawals from their account.)
- How to view and print online documents
- How to revert back to paper based communication

Hints and tips

- The first time they login, clients will be prompted to change their password and set up a memorable word or phrase
- They will also need to read and submit Elevate User Declaration before they can view their account
- Clients with access to view their account online can set their own paperless preferences by navigating to **My Details** on their account
- Clients who have locked their accounts can have their password reset and unlocked by an administrator user from within your firm
- Your client will be sent a link to the **Getting Started with Online Access guide**, which is also available from the **Literature tab** on Elevate
- Contract Notes are generated after every investment transaction (except some regular trades or those performed by discretionary fund managers) and can therefore be some of the most frequent documentation sent to clients. The option to **Opt out of receiving Contract Notes** in the post can be set up independently from your client's overall paperless preference and, depending on your firm's Elevate settings, regardless of online access to view their account. This stops Contract Notes from being sent but your client will still receive all other communications from Elevate in the post. For clients without online access you must ensure contract notes are passed to them in a durable medium and within regulatory timeframes
- Once your firm has assessed whether to take advantage of paper contract note opt out flexibility and take on the responsibility that goes with it, a user within your firm with administrator level access can amend your **Firm Settings** in the **Business Management** tab on Elevate to enable this option (but it is not automatically applied to each client). These responsibilities are outlined in our **Adviser Terms of Business and Client Terms and Conditions** documents

Get to know us better

We hope you've got a good insight into our platform and the potential benefits it can bring to you and your firm.

If there is anything more you want to know, please contact us.

Call us on 0345 600 2399

Our lines are open 9am to 5pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

Email us at Elevate_Enquiries@abrdn.com

Please be aware that emails are not secure as they can be intercepted, so think carefully before sharing personal or confidential information in this way.

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For more information visit abrdn.com/adviser

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