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# How do I set up and use Assyst with the Elevate platform?

[abrdrn.com](http://abrdrn.com)

# Overview of the service

The Elevate platform provides bulk client valuation data which can be uploaded into Assyst.

This guide describes how you can register for the service and how the Elevate data can be set up and accessed via Assyst.

## Bulk valuation file

The file is produced and made available on the Elevate platform containing valuation details for all of your company's Elevate accounts. Valuation details for all funds across all products your clients hold are included in the file.

**This is produced at a frequency specified by you and is made available for collection from the Elevate platform.**

Information contained within the file is as follows:

- Elevate headed account number
- Elevate product wrapper name (Elevate cash account, GIA, ISA, PIA)
- Contract status (Active, Submitted etc..)
- Valuation (aggregate value of all sub accounts)
- Full investment breakdown
- Sub account number (e.g. EL.....)
- Sub account name (Discretionary Manager, Model Portfolio etc..)
- Sub account status (e.g. Active, Closed etc..)
- Sub account full investment breakdown and valuations.



**Elevate bulk valuation file generated daily by 8am**

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**Download bulk valuation file from the Elevate platform**

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**Upload the bulk valuation file directly into Assyst**

# Elevate account number formats

In order for Assyst to update the valuation of each Elevate product wrapper, Elevate plans must be set up in the correct format.

The following are the correct plan number formats which must be set up:

Scheme	External scheme name	External scheme format
ISA	ElevateISA	ELnnnnnnn-001
General Investment Account	ElevateGIA	ELnnnnnnn-002
Cash account	ElevateCashA/C	ELnnnnnnn-001
Elevate PIA	ElevatePIA-Scheme 1	ELnnnnnnn-Scheme 1
Elevate PIA - Protected Rights	ElevatePIA-Scheme 2	ELnnnnnnn-Scheme 2

## How do I configure Assyst to access the bulk valuation file?

### Downloading the bulk valuation data from Elevate

The latest data file needs to be downloaded in order to import the current valuation details. To access the latest information you will need to:

- Have an Elevate platform user account with administrator permissions
- Log into the Elevate platform <https://ads.elevateplatform.co.uk/>
- Go to 'Business Management' then select 'Valuations'
- Under the line which represents the latest file, right click on 'Complete' and select 'Save as'
- Enter a name for the file, choose a location to save to document and select 'Save'.

The screenshot shows the 'Business Mgmt' section of the Assyst platform, specifically the 'Valuations' page. The interface includes a navigation menu at the top with options like 'Dashboard', 'New Client', 'Existing Clients', 'Business Mgmt', 'Research', 'Model Portfolios', 'Literature', 'Help', and 'Admin'. Below the navigation, there are sub-menus for 'Remuneration Statement', 'Mgmt Reports', 'Remuneration Setup', 'New User', 'Edit User', 'User In Progress', 'Product Terms', 'Bulk EPC Update', 'Valuations', and 'Upload Firm Logo'. The main content area is titled 'Filter Reports' and contains three dropdown menus: 'Report Type' set to 'Bulk Valuation', 'Back Office System Provider (BOSP)' set to 'All', and 'Date Generated' set to 'Last Seven Days'. A 'Go' button is located to the right of these filters. Below the filters is a table with the following data:

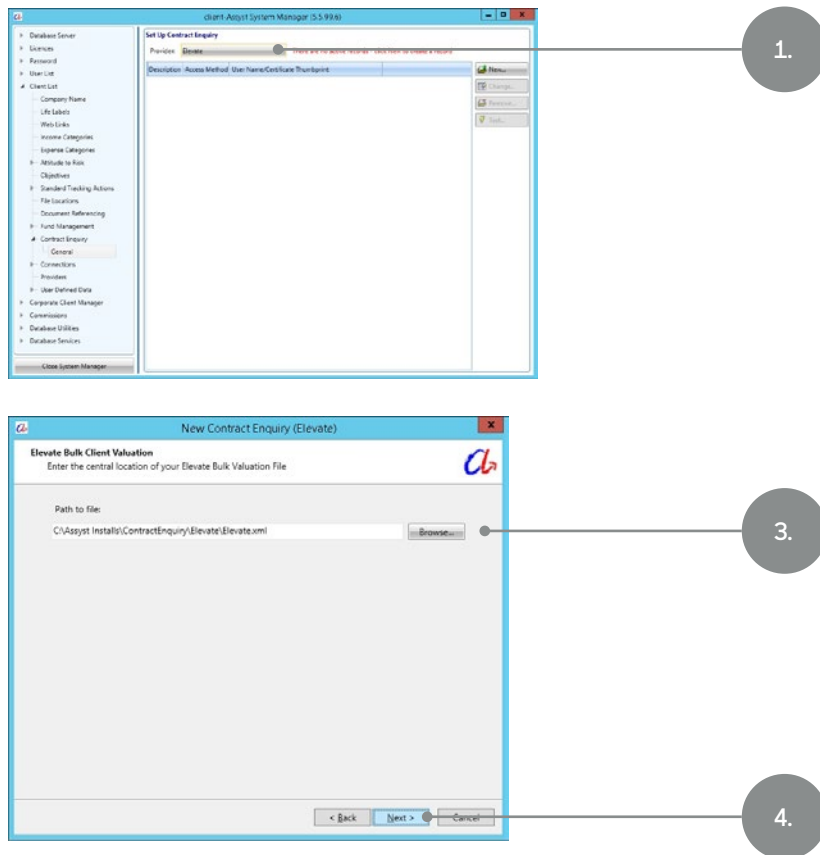
Company	BOSP	Report	Request Time	Status
AXAFRZ	Assyst Software	<a href="#">Bulk Valuation</a>	23-Oct-17 6:01 am	<a href="#">Complete</a>
AXAFRZ	Assyst Software	<a href="#">Bulk Valuation</a>	20-Oct-17 6:01 am	<a href="#">Complete</a>
AXAFRZ	Assyst Software	<a href="#">Bulk Valuation</a>	19-Oct-17 6:01 am	<a href="#">Complete</a>
AXAFRZ	Assyst Software	<a href="#">Bulk Valuation</a>	18-Oct-17 6:01 am	<a href="#">Complete</a>
AXAFRZ	Assyst Software	<a href="#">Bulk Valuation</a>	17-Oct-17 6:01 am	<a href="#">Complete</a>

# Importing the bulk valuation data into Assyst

To use the Elevate bulk download file to update values within the client-Assyst back office system you will need to set up the Assyst System Manager.

## Step 1

To set the Assyst System so that it can process the Elevate bulk download file (from within the Assyst System Manager), use the menu to expand and select Client List/Contract Enquiry/General. The following screen will be presented:



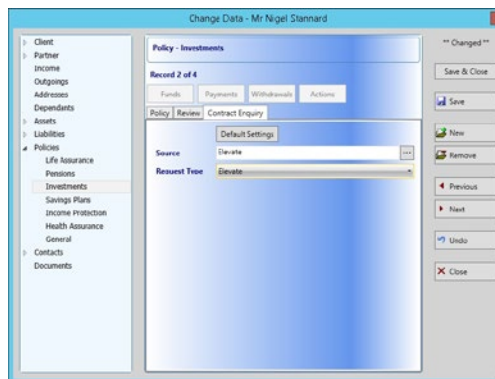
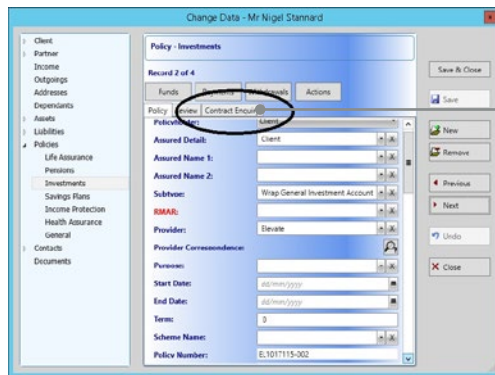
## What you will need to do

1. Select **Elevate** in the Provider drop-down and click **Next**.
2. Click **Next** again.
3. In the following screen use **Browse** to select the folder where you will store the download, and the filename that you will use each time:
4. Click **Next** twice, then click Finish.

# Importing the bulk valuation data into Assyst – cont.

## Step 2

To set up a policy to allow the client-Assyst back office system to update valuations, use the data entry screens in the client-Assyst system. Navigate to each policy, and select the **Contract Enquiry** tab:



## What you will need to do

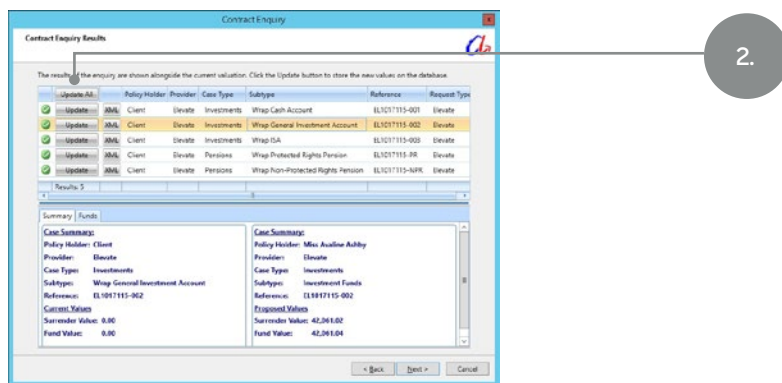
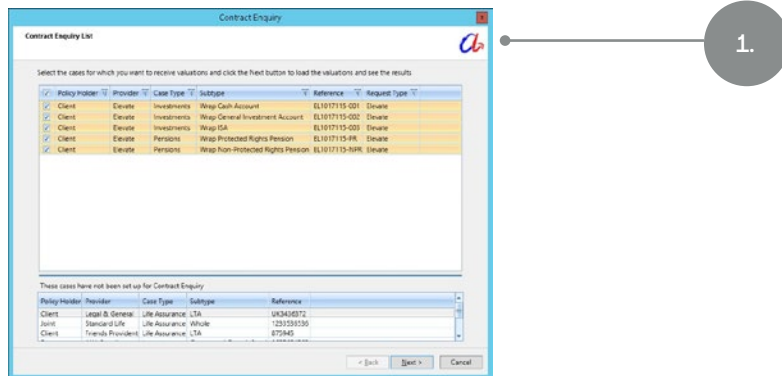
1. On the Contract Enquiry tab, click **Default Settings** and the screen will look like this:

2. Click **Save & Close**.

# Importing the bulk valuation data into Assyst – cont.

## Step 3

To perform a contract enquiry for a client, click the Contract Enquiry option on the menu. The system will display a screen showing which contract enquiries have been set up for this:



## What you will need to do

1. Click **Next** to instigate the contract enquiry process. Once the information has been retrieved (from the bulk download file for Elevate, or online from other providers) the following screen will be presented:

2. Each line shows whether the contract enquiry has been successful (green tick) or unsuccessful (red cross). The Summary and Fund tabs show the current database information before the contract enquiry (on the left) and the revised valuation from the contract enquiry (on the right). To update the client's valuation click **Update All**.

# How to register for these services

This can be set up when you first on-board with the Elevate platform, please contact your Business Development Manager or Platform Consultant who can arrange this. Or if you're already using the Elevate platform, complete the registration form by downloading it [here](#) or visiting our website <https://www.elevateplatform.co.uk/adviser/Features-and-Benefits/Back-office-integration/>

## Frequently asked questions

### 1. Why don't my client valuations reflect today's prices?

Your bulk valuation file is generated by the Elevate platform at 6am. This will be before the day's investment price feed (usually 8am). Therefore the bulk valuation file will use the last known price from 8am the previous working day.

### 2. How do I differentiate between tax years on my client's ISA?

Currently there is no way to differentiate between tax years through the bulk valuation function. However, an ISA allowance report is available through the Elevate platform, which documents your client's ISA allowance usage for current and previous years.

### 3. Why am I seeing multiple pension policies for a client?

The Elevate platform historically split pensions into two separate schemes to allow for identification of Protected Rights and Non-protected Rights funds. If the client had previously opted out of the State Second Pension, then they will have two pension schemes. Scheme 2 will always refer to historic Protected Rights assets. Since the abolition of Protected Rights, Scheme 1 is now used for all new contributions and payments are no longer accepted into Scheme 2. This is the same structure that is presented on the Elevate website.

### 4. Why am I seeing the same client with multiple client numbers?

Clients may have single and joint wrap accounts on the Elevate platform. Each one of these wrap accounts will have its own identifier such as EL1122334. Assyst will only show the first client in a joint account on the mapping screen, which makes it look like the same client is listed twice for mapping.

# Contacts

## Assyst software

The Assyst User Guide provides a chapter – CA-17 Contract Enquiries – that gives information on how to set up and use Contract Enquiries. A printed version of the User Guide is sent when you first buy the software, with updates being provided with each new release. A PDF version is held in the Assyst Installs/Users Guide folder.

### Assyst support team

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Web: [www.assyst-software.com](http://www.assyst-software.com)

### To download files:

<https://ads.elevateplatform.co.uk/ClientBase/Valuations/Valuations.aspx>

## Elevate

### Customer operations

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