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.

Contents

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.

Search for a Client account

Obtain an on-screen valuation

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)

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.
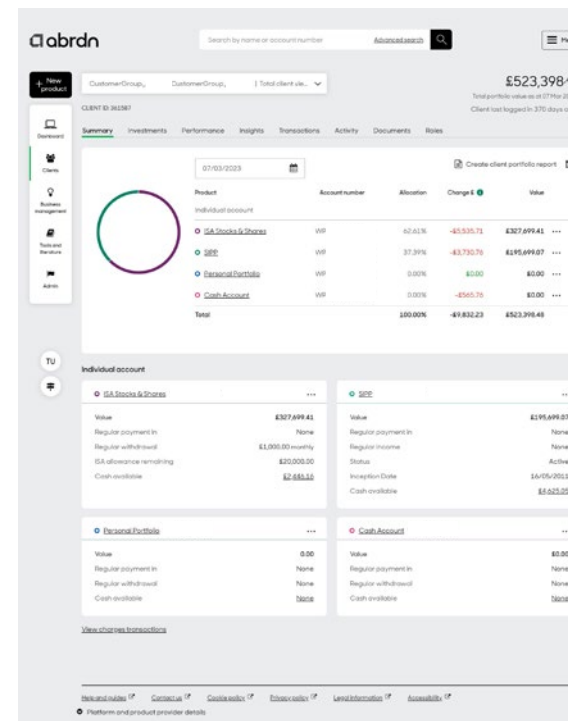
Check where the client is invested

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

Now: Click **Investments** Tab

| Summary | Investments | Performance | Insights | Transactions | Activity | Documents | Roles |
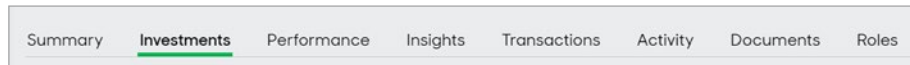
View how the client's Wrap account is performing

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

Now: Click **Performance** Tab

| Summary | Investments | Performance | Insights | Transactions | Activity | Documents | Roles |
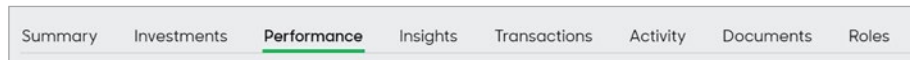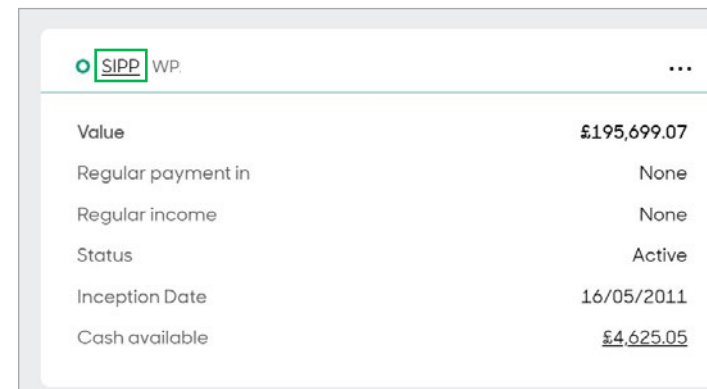
Following adviser feedback, there is a new interactive graph as well as the existing table data.

View the client's SIPP details

- Pre / Post Pension splits
- Retirement Date
- LTA
- 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

SIPP WP.	...
Value	£195,699.07
Regular payment in	None
Regular income	None
Status	Active
Inception Date	16/05/2011
Cash available	£4,625.05

Check the client's Wrap account payments

Previously: Hover over Clients > Hover over Performance > Click Money In

Now: Click **Transactions** Tab
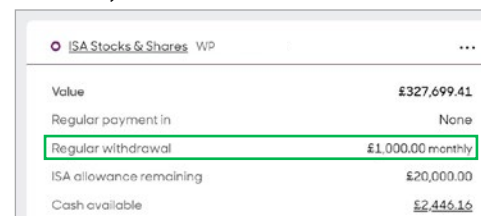
Where you'll have a breakdown of Money In, Money Out and Charges

| 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
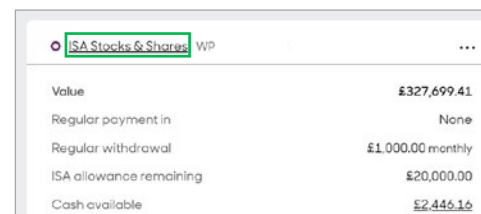
Now: In the client **Summary** Tab you can easily see if the client is taking a withdrawal from a Tax Wrapper (PP, ISA and Cash Account initially with SIPPs to follow)

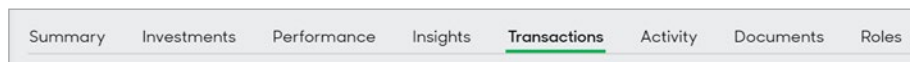| ISA Stocks & Shares WP	...
Value	£327,699.41
Regular payment in	None
Regular withdrawal	£1,000.00 monthly
ISA allowance remaining	£20,000.00
Cash available	£2,446.16

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 |

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
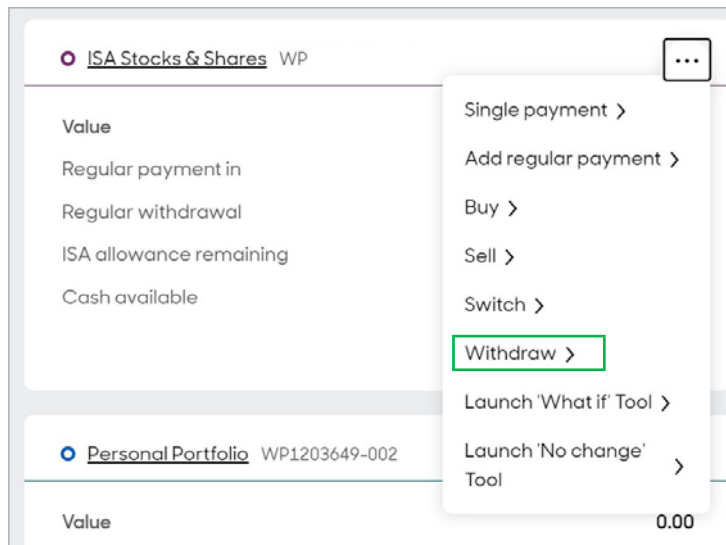
View the client's cash transactions

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

Now: Click **Transactions Tab**

Select **Cash**
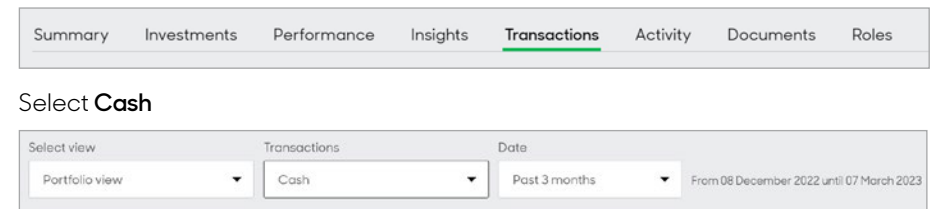
Calculate the Capital Gains Allowance that will be used

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
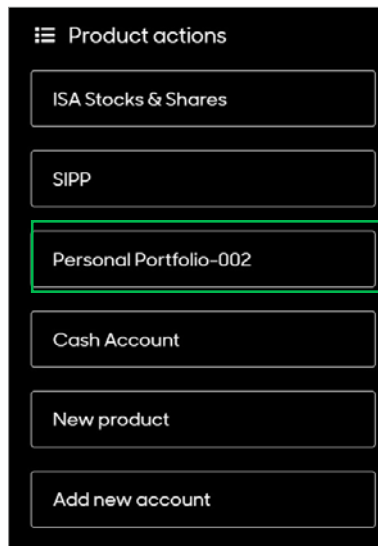
Click **Capital gains scenario tool** under tools
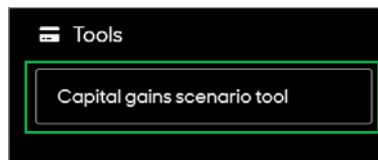
Top up a client's existing tax wrapper

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**
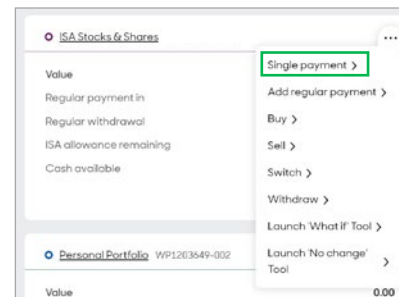
Regular Payment

In the client **Summary** Tab use the **quick actions** menu (three dots) and click **Add Regular Payment**
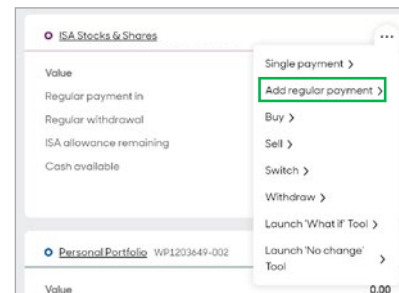
Open an additional Tax Wrapper

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

Now: Click New Client (top left above the Side Menu)
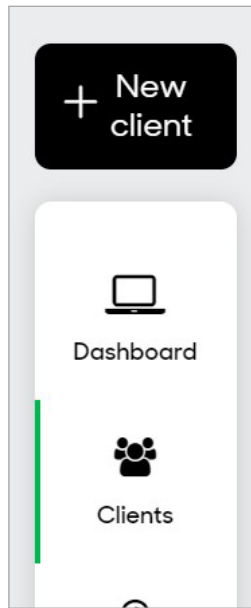
Move money from the client's PP into their ISA (Individual Wrap account)

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

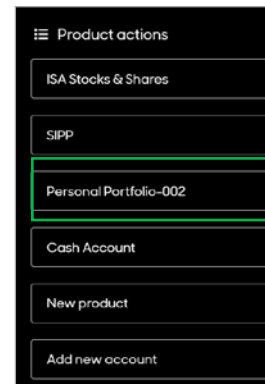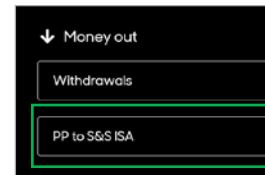# Review buys, sells, switches and rebalances

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

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

☰ Menu

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

📋 Orders

Deals/switches

Transfers/re-registrations

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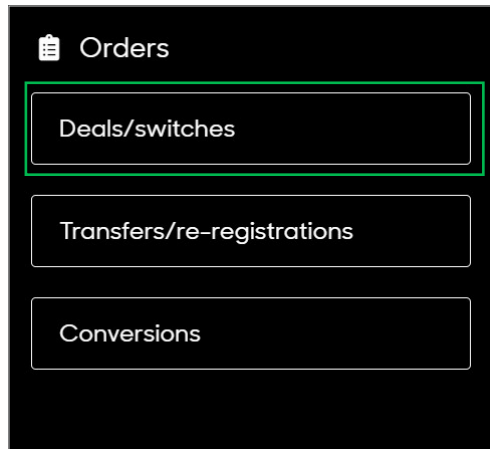
Set up a new deal (buy, sell or switch)

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

○ ISA Stocks & Shares ...

Value

Regular payment in

Regular withdrawal

ISA allowance remaining

Cash available

Single payment >

Add regular payment >

Buy >

Sell >

Switch >

Withdraw >

Launch 'What if' Tool >

Launch 'No change' Tool >

○ Personal Portfolio

Value   0.00
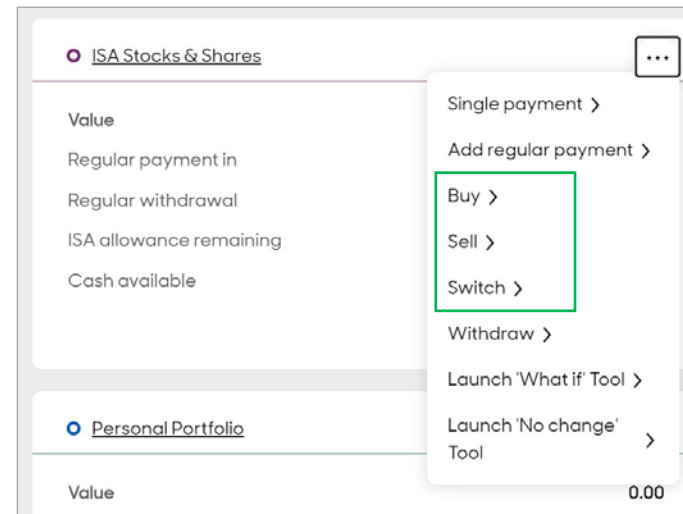
Check/amend the client's target allocation

Previously: Hover over Clients > Hover over Review> Click Target Allocation

Now: Click the **Dynamic Menu** (top right)
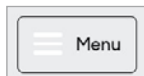
Click **Target Allocation** under the Investments menu
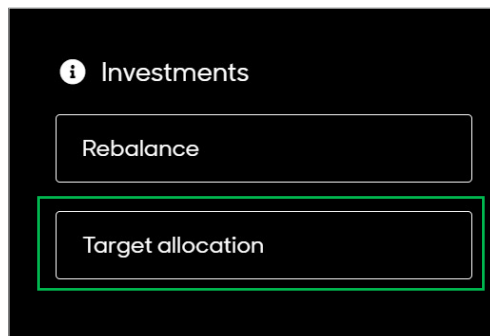
Rebalance a client's portfolio

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)
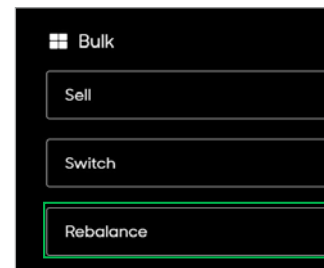
View the client's personal details

Previously: Hover over Clients > Hover over Client Details > Click Account Info
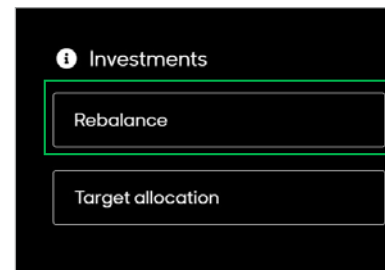
Now: Click the **Dynamic Menu** (top right)
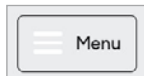
Click relevant option under the Client details menu
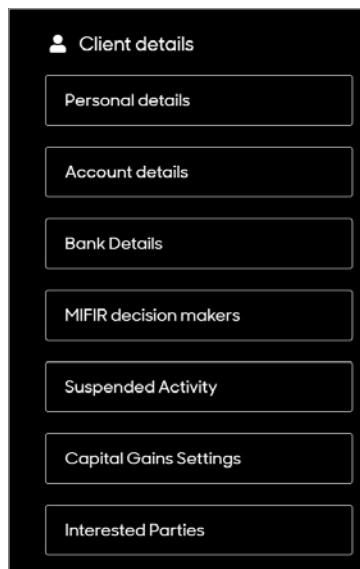
View/amend the natural income option

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

| Summary | Investments | Performance | Insights | Transactions | Activity | Documents | Roles |
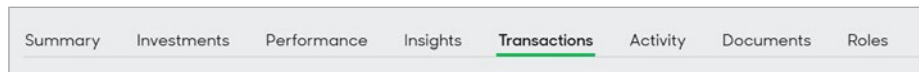
Select **Dividend Summary**

Select view	Transactions	Date	
Portfolio view	Dividend summary	Past 3 months	From 08 December 2022 until 07 March 2023
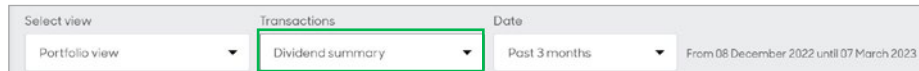
Request a client report

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)
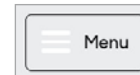
☰ Menu

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

📄 Reporting

Legacy client reports

Create client portfolio report

Request charges summary

Request Cost and Charges ...
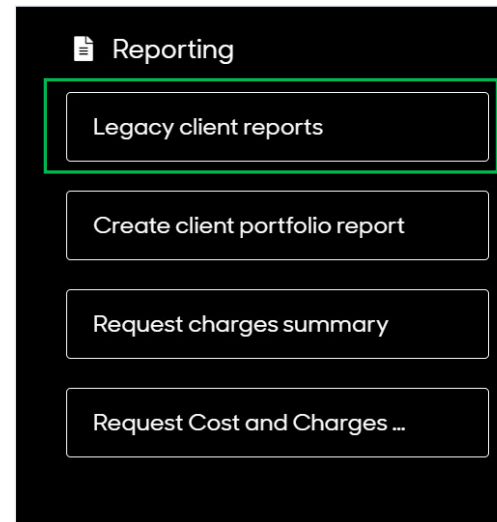
Request a charges summary

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

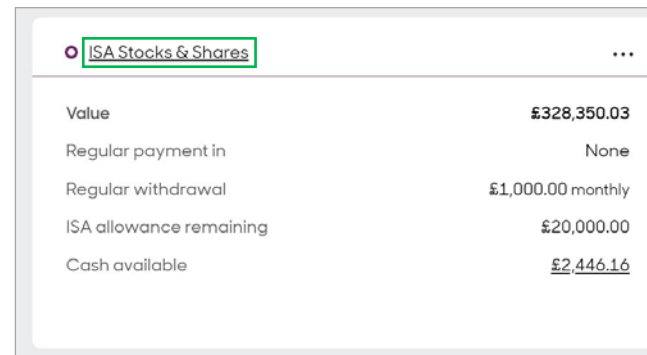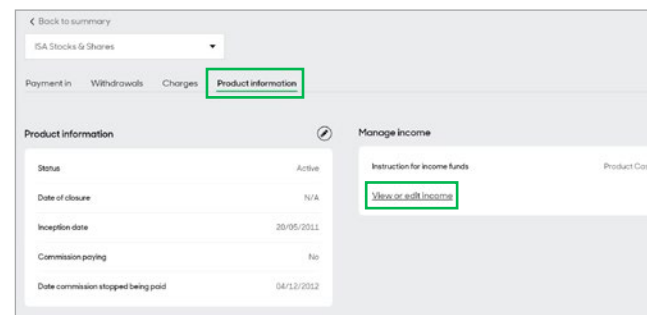**Now:** Click the **Dynamic Menu** (top right)

≡ Menu

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

📄 Reporting

Legacy client reports

Create client portfolio report

Request charges summary

Request Cost and Charges ...
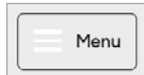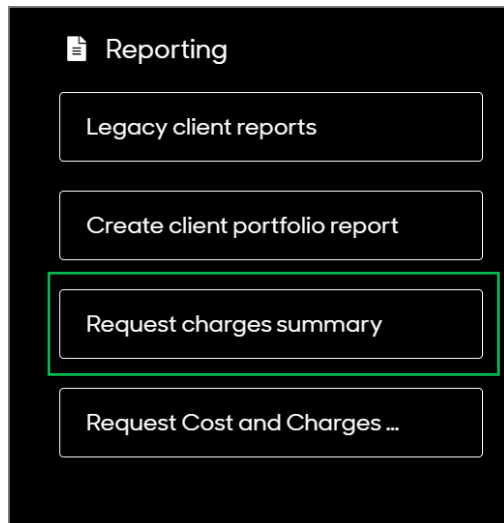
Request a Cost and Charges disclosure (MiFid Doc)

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

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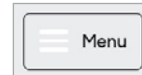
≡ Menu

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

📄 Reporting

Legacy client reports

Create client portfolio report

Request charges summary

Request Cost and Charges ...

View documents within the client's document library

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

Now: Click **Documents** Tab

| Summary | Investments | Performance | Insights | Transactions | Activity | **Documents** | Roles |

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)

☰ Menu

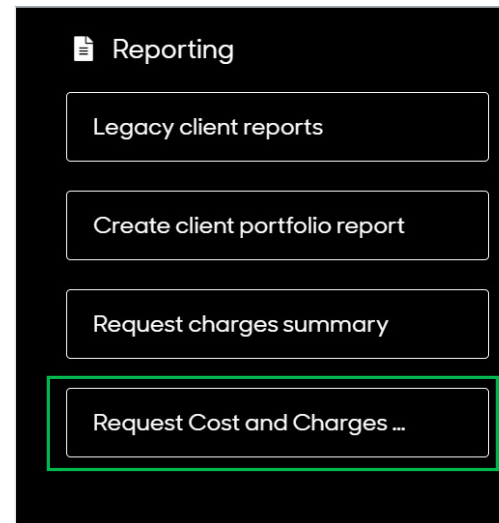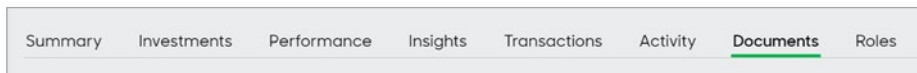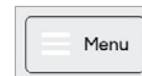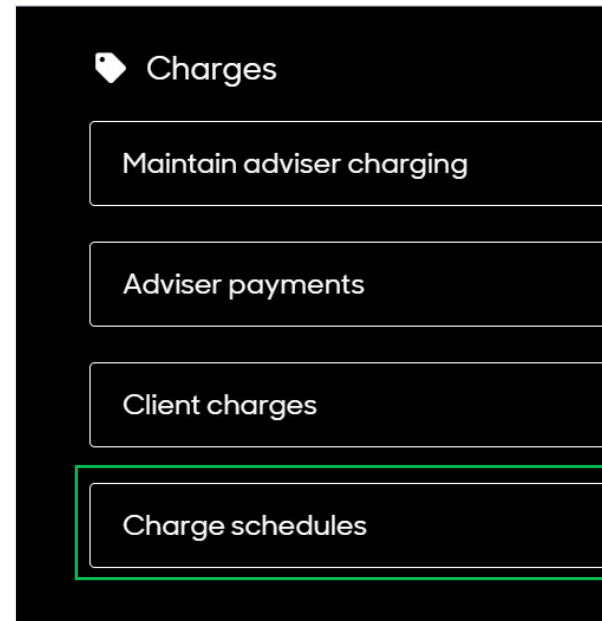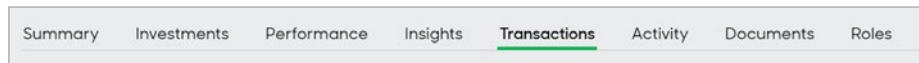Click **Charge schedules** under the Charges menu on the left-hand side

🏷 Charges

Maintain adviser charging

Adviser payments
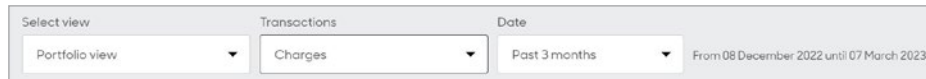
Client charges

Charge schedules

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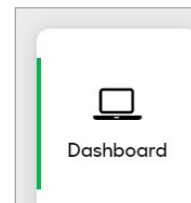
Now: Dashboard (side menu) > **Notifications** > **Fees and Charges**
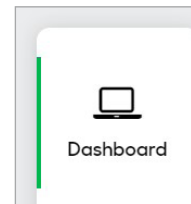
Dashboard

View Notifications on the platform

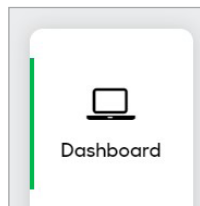**Previously:** Hover over to do > Hover over Home > Click to Do
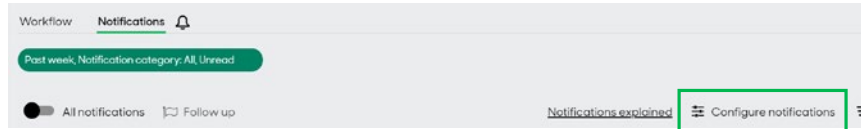
Now: Dashboard (side menu) > **Notifications**

Dashboard

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

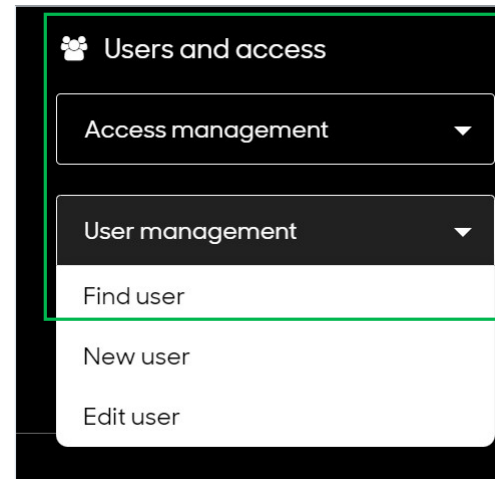For details of what the different notifications do, click Notifications explained

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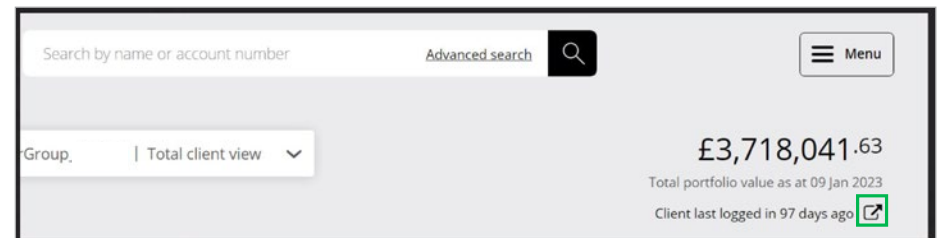
Now: Click **Roles** and view interested parties

Summary	Investments	Performance	Insights	Transactions	Activity	Documents	Roles
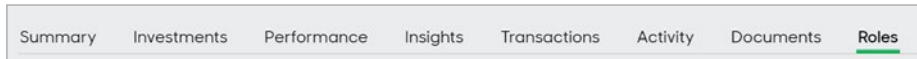
Mirror a client's access

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

Search by name or account number   Advanced search   🔍   ☰ Menu

Group | Total client view ⌄   £3,718,041.63

Total portfolio value as at 09 Jan 2023

Client last logged in 97 days ago ⬈

For more information visit abrdn.com/adviser

abrdn.com

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