

User Manual



TrustReporter Web



TrustReporter - Client Internet Access (User)

Doc. Version: 2.1

Publication Date: June 18, 2018

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1 Getting Started

This chapter describes how you can access Fi-Tek's **TrustReporter – Client Internet Access** site. The chapter also contains additional information on what you need to do under the following circumstances—

- When you log in to TrustReporter - Client Internet Access for the first time.
- When you forget your password.
- When you are locked out of TrustReporter - Client Internet Access.

Log in to TrustReporter - Client Internet Access

To log in to TrustReporter - Client Internet Access, follow these steps:

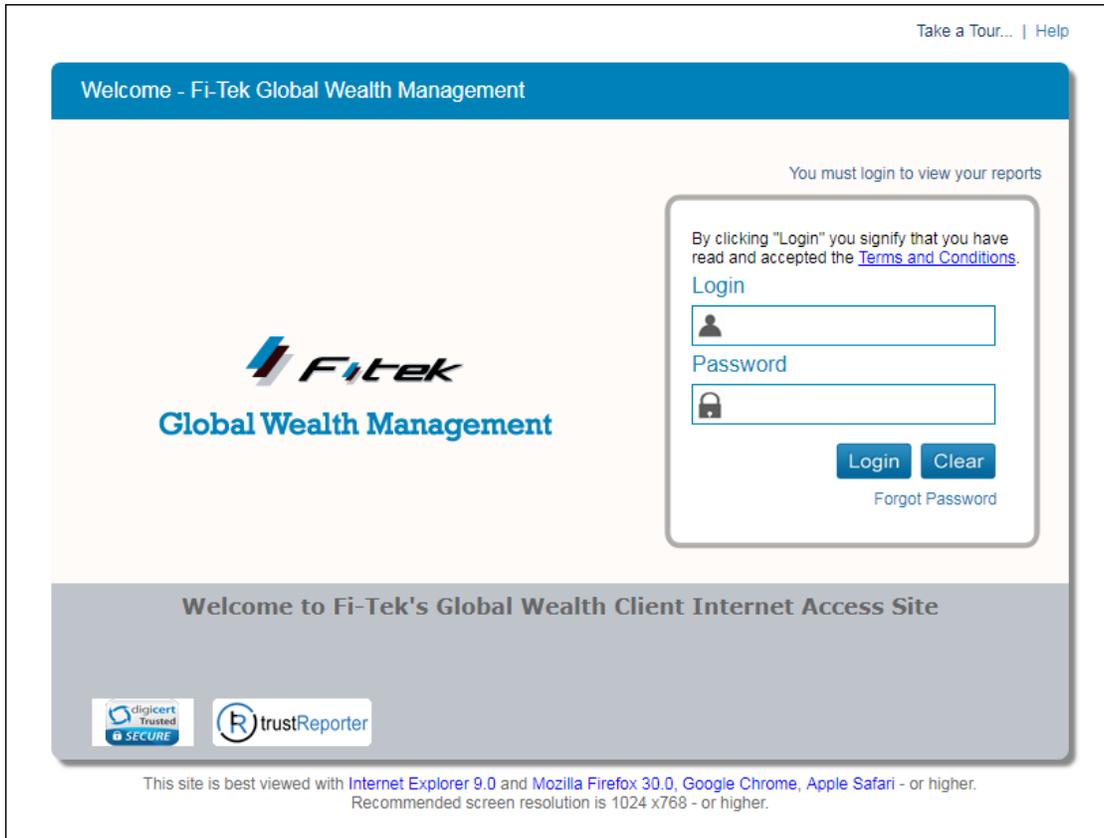
1. Open the following application link in your browser—

<https://trustreporter.com/TRv4/?bankabvr=<client abvr>>

[Replace <client abvr> with the specific value for your Financial Institution.]

The TrustReporter - Client Internet Access login screen appears, as shown in Figure 1.

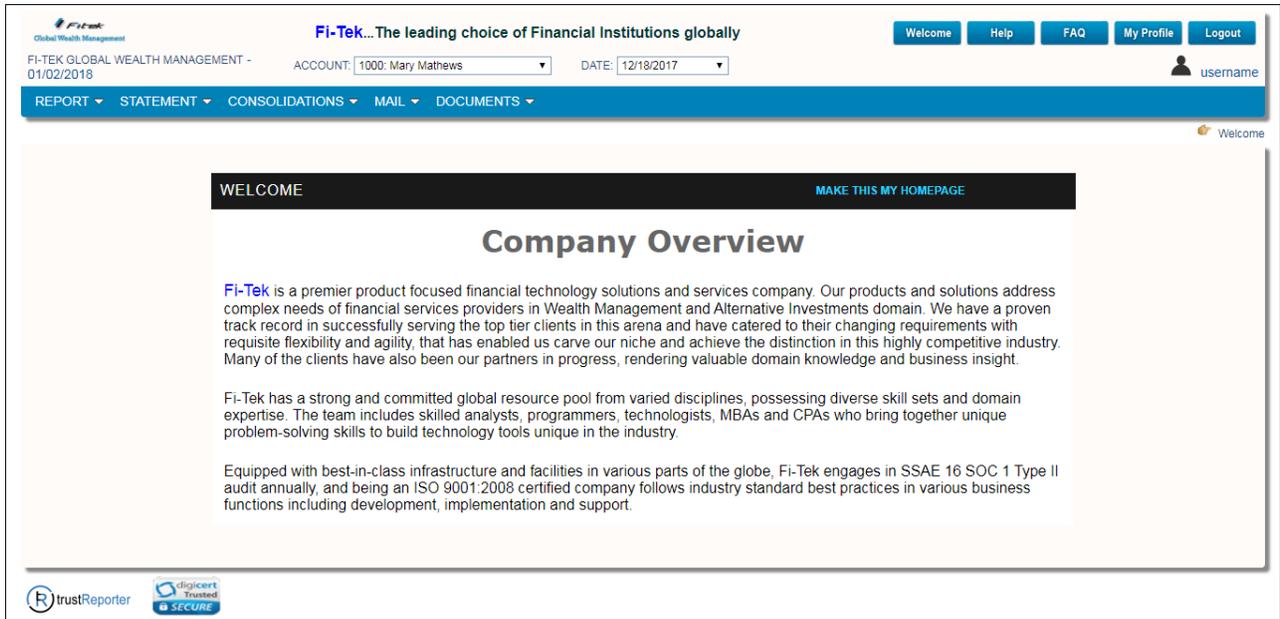
Figure 1: TrustReporter - Client Internet Access Login Screen



1. Enter your login ID and password in the appropriate boxes.
2. Click **Login** to enter the application.

The TrustReporter - Client Internet Access Welcome screen appears, as shown in Figure 2.

Figure 2: TrustReporter - Client Internet Access Welcome Screen



Note: The current user manual is written based on the demo version of the TrustReporter - Client Internet Access site (with Fi-Tek’s own logo and other branding elements). The site you will be experiencing will differ— there, the logo and other branding elements of your Financial Institution will replace Fi-Tek’s.

Password Change after First Login

When logging in for the first time, you are required to change your temporary password given to you by the Administrator. You are automatically redirected to the Password Change screen (refer to Figure 3).

Figure 3: Password Change Screen

TRUSTREPORTER - PASSWORD CHANGE LOGOUT

Password Change..

Why I am being asked to change my password?

You are in this page for any of the following reasons:

- You are a new user in TrustReporter, and the password assigned to you by your Bank administrator is temporary.
- Your login id is recently unlocked by your Bank administrator and you have been assigned a new temporary password.
- Your password has expired as per the setting of password change frequency period set by your Bank

If the password change is successful you will be redirected to the main page of TrustReporter.

Password Requirements: -

- The password must have at least one letter, one number and one special character.
- The password length has to be between 6 and 15 characters.
- The password cannot be the last 5 passwords used earlier.

Note: Current Password, New Password, and Confirm fields are mandatory.

Login:

Current Password:

New Password:

Confirm:

Follow these steps to change your password.

1. Enter the current (temporary) password in the Current Password box.
2. Enter a new password in the New Password box.
3. Re-enter the new password in the Confirm box for confirmation.
4. Click **Save** to update your password.

(Click **Clear** to clear the boxes.)

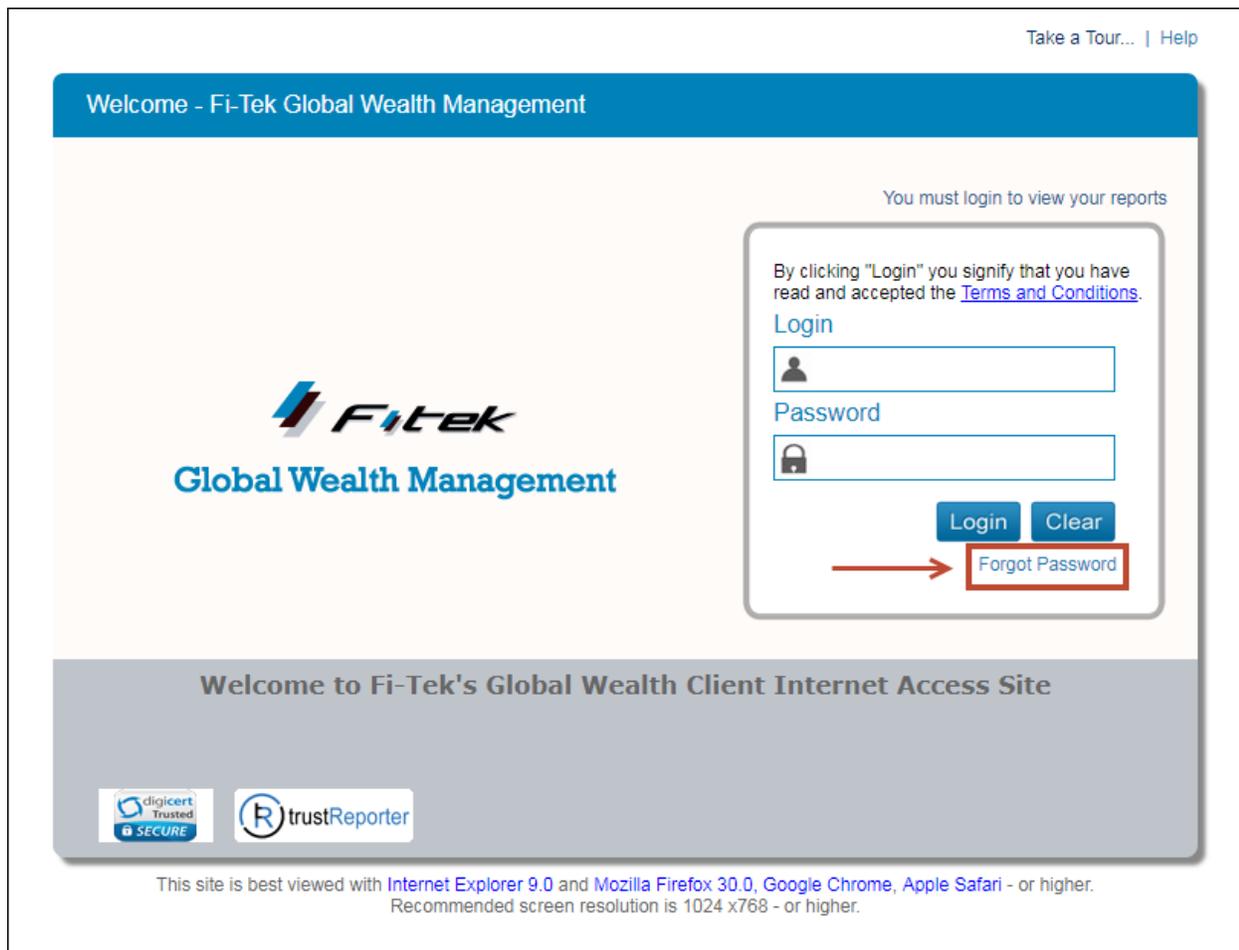
Note: The system will not let you go beyond the Password Change screen until you change your initial password. Passwords are case-sensitive. A password can be between 6–14 characters in length and may require a combination of letters, numbers, and special characters (@, \$, & etc.).

Steps to Deal with Forgotten Password

If you forget your password, follow these steps:

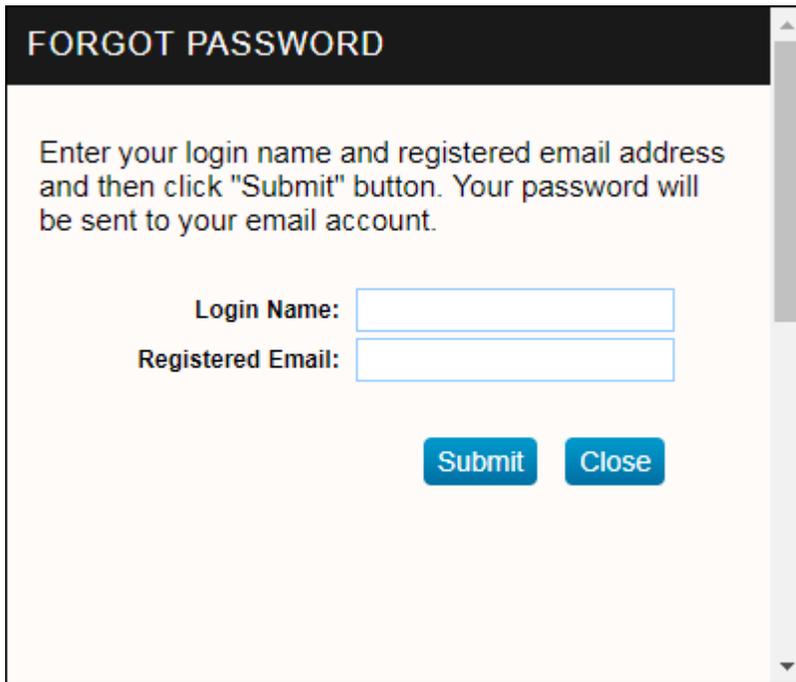
1. Click the **Forgot Password** link on the login screen (refer to Figure 4).

Figure 4: Forgot Password Link on the Login Screen



The Forgot Password dialog box appears, as shown in Figure 5.

Figure 5: Forgot Password Dialog Box



FORGOT PASSWORD

Enter your login name and registered email address and then click "Submit" button. Your password will be sent to your email account.

Login Name:

Registered Email:

Submit **Close**

1. Enter your login ID/username and registered mail address in the designated boxes.
2. Click **Submit**.

You will receive an email with a temporary password to log in with.

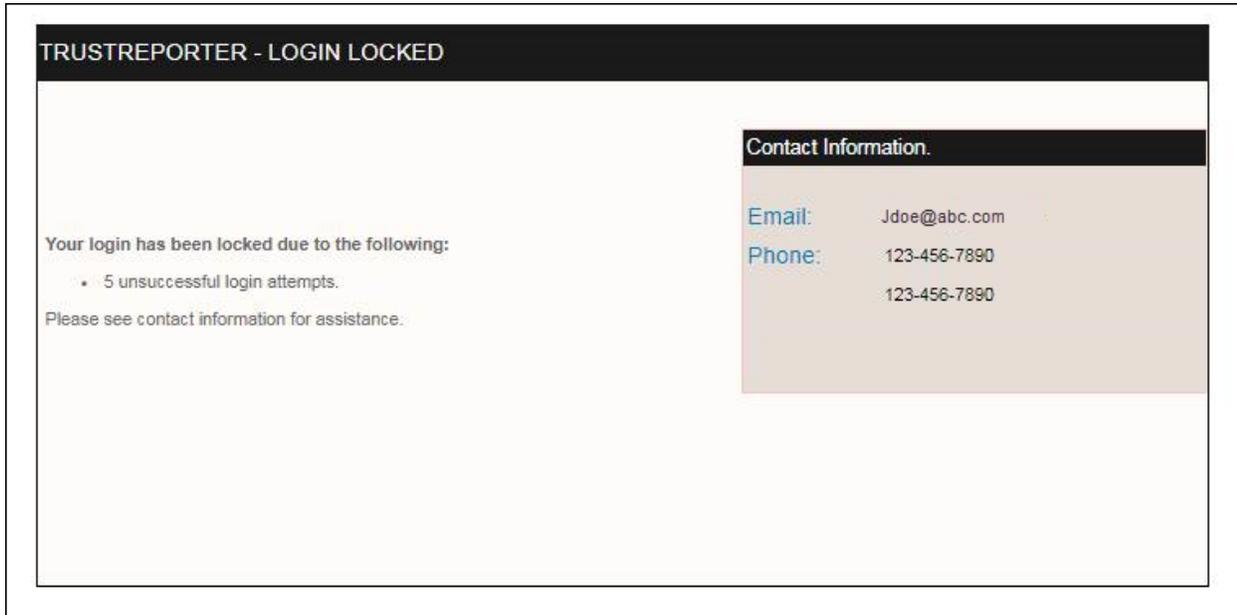
After entering the temporary password you will be directed to the Password Change screen to select a new password.

Unlock a Locked Account

If you enter your login ID and/or password incorrectly five (5) consecutive times, your account will get locked.

A **Login Locked** account message appears on the screen (refer to Figure 6) with contact information for assistance in unlocking the account.

Figure 6: Locked Account Message



Your Administrator will unlock and/or provide a temporary password for you to log in. You will be required to change immediately after login. For more details, refer to “Password Change After First Login” earlier in the chapter.

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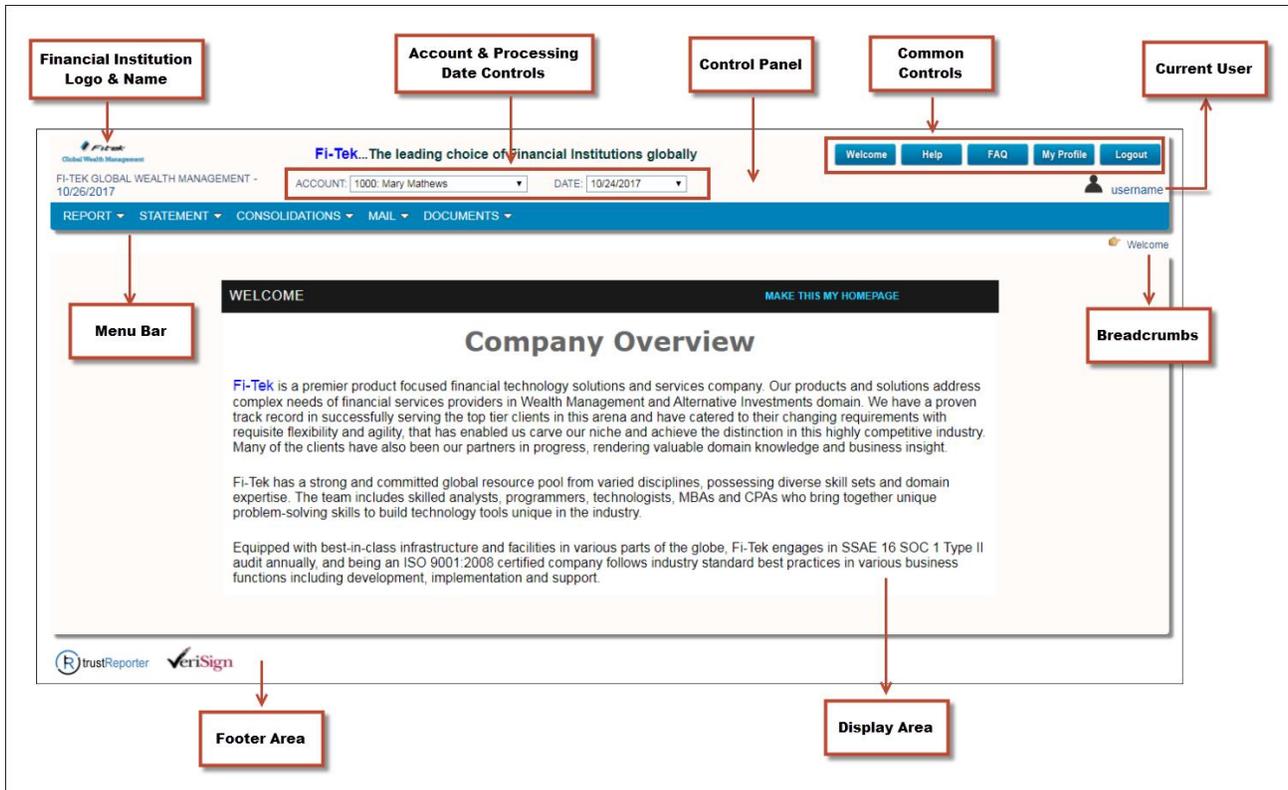
2 Navigating TrustReporter - Client Internet Access

This chapter explores different user interface components of TrustReporter - Client Internet Access site. It also explains how to maintain your personal profile (in My Profile area) and how to select an account and a corresponding Processing Date for further activities.

User Interface Components

Upon logging in, you will be taken to your Financial Institution’s Welcome screen (refer to Figure 7). Figure 7 also indicates the key interface components.

Figure 7: TrustReporter - Client Internet Access Welcome Screen



The primary components of the TrustReporter - Client Internet Access interface are—

- **Control Panel:** This is the primary controlling area of the application, which contains the following components:
 - **Financial Institution’s Logo and Name:** Shows the Financial Institution’s logo, name, and date.
 - **Account and Processing Date Controls:** These drop-down lists allow you to select an account and the corresponding Processing Date for further activities.
 - **Common Controls:** These controls allow you to access the following— Welcome screen; TrustReporter - Client Internet Access User Manual (corresponding to the Help button); Frequently Asked Questions (FAQ) screen, and My Profile screen. The last control allows you to log out of the application. For more information, refer to “TrustReporter Common Controls” later in the chapter.
 - **Current User:** This indicator reflects the logged-in user.
- **Menu Bar:** The menu bar contains the following menu items for accessing your investment related information:
 - Report
 - Statement
 - Consolidations
 - Mail
 - Documents

Each of the above areas is covered in the subsequent chapters.

- **Breadcrumbs:** Contains your navigation trails and serves as a secondary navigation control.
- **Display Area:** When you log in, the Display Area may show a welcome message or other important information.
- **Footer Area:** Contains the TrustReporter logo and the DigiCert Trusted[®] seal, the latter symbolizing online safety and security.
- **Header Area:** Displays information or a notice provided by the Financial Institution at the top of every screen.

Common Controls

This section describes the purpose behind each of the Common Controls in the TrustReporter - Client Internet Access application.

Welcome

The Welcome screen, as shown in Figure 7, appears when you log in. You can get back to the screen any time by clicking **Welcome** in the Common Controls area.

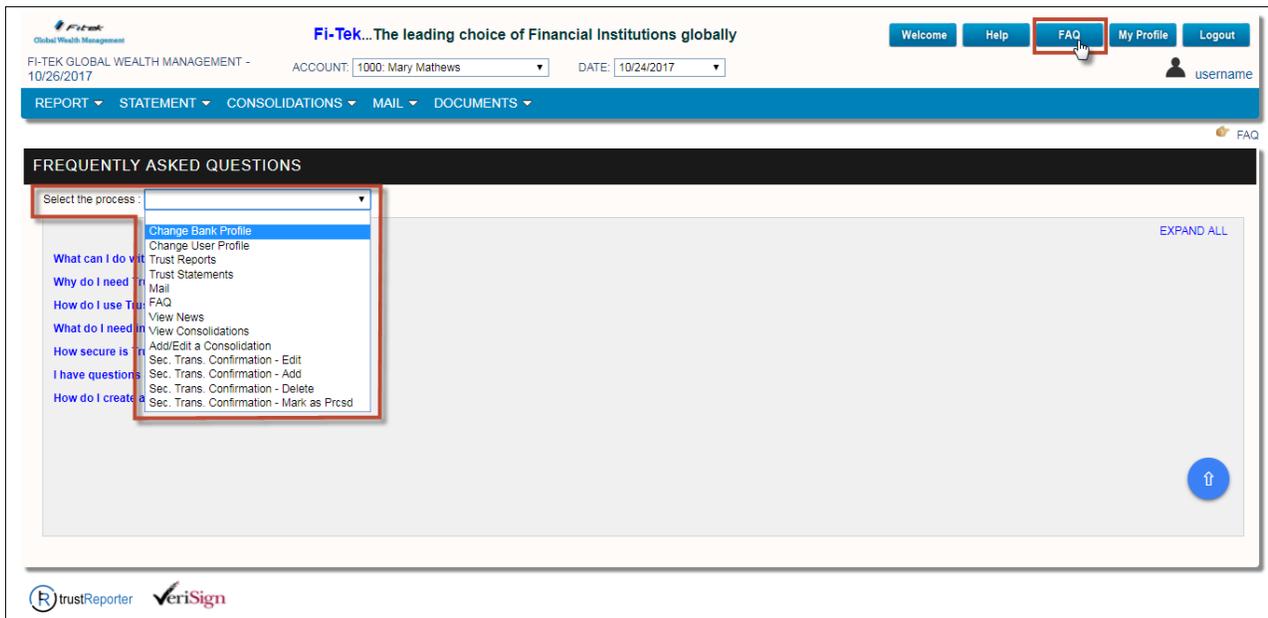
Help

To access the user manual, click **Help**.

FAQ

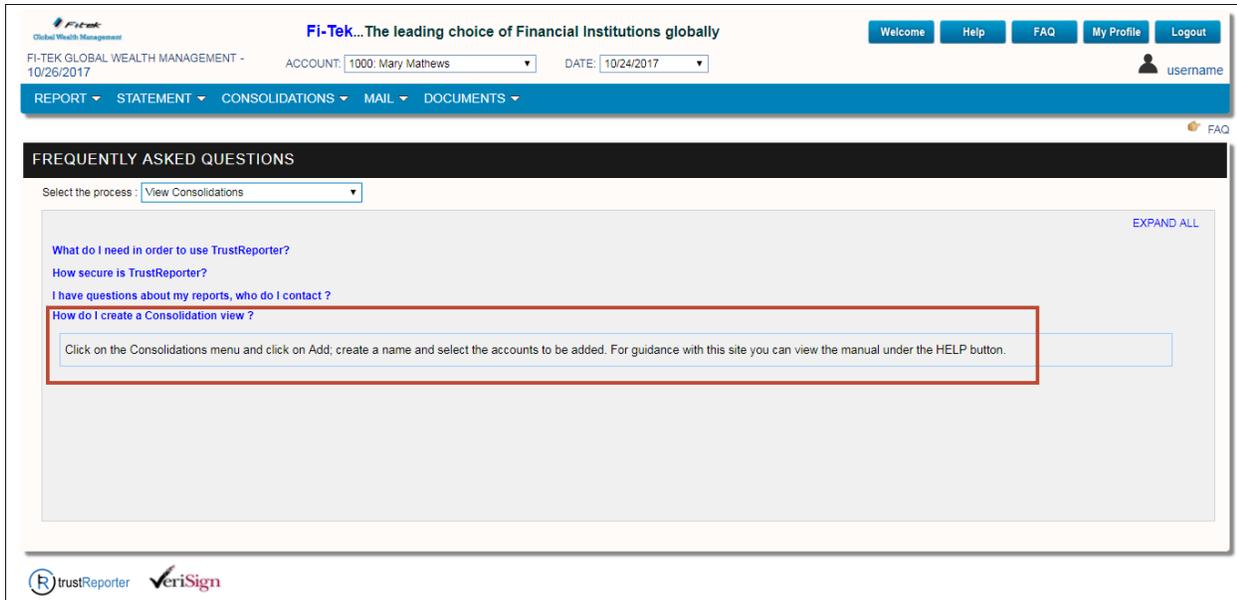
To access a list of categorized Frequently Asked Questions (FAQ) displayed to users, click **FAQ** in the Common Controls area. The Display Area shows these questions and the corresponding answers, as shown in Figure 8.

Figure 8: Frequently Asked Questions in Display Area



By default all questions are displayed in the Display Area. To filter the questions on the basis of a category, select it from **Select the Process** drop-down list. Once you select the category, only the relevant questions are displayed below. To view the answer to a question, click either the specific question link or click **Expand All**. Figure 9 shows a question and the corresponding answer.

Figure 9: FAQ— Answer to a Question



My Profile

To view or modify your user profile (credentials), click **My Profile** in the Common Controls area. My Profile screen appears, as shown in Figure 10.

Figure 10: My Profile Screen

The screenshot displays the 'My Profile' screen. At the top, there is a header with the Fi-Tek logo and the text 'Fi-Tek...The leading choice of Financial Institutions globally'. Navigation links include 'Welcome', 'Help', 'FAQ', 'My Profile' (highlighted with a red box), and 'Logout'. Below the header, the user's account information is shown: 'FI-TEK GLOBAL WEALTH MANAGEMENT - 10/26/2017', 'ACCOUNT: 1000: Mary Mathews', and 'DATE: 10/24/2017'. A navigation bar contains 'REPORT', 'STATEMENT', 'CONSOLIDATIONS', 'MAIL', and 'DOCUMENTS'. The main content area is titled 'MY PROFILE' and features a 'Save' and 'Cancel' button. The 'Login Information' section includes fields for 'NAME*' (username), 'LOGIN NAME*' (username), 'NEW PASSWORD', and 'CONFIRM NEW PASSWORD'. The 'Email' section includes an 'EMAIL' field (jdoe@abc.co.in) and a 'NOTIFICATION' checkbox with a priority dropdown menu set to 'High'. There are 'Save' and 'Cancel' buttons at the bottom of the form. A footer contains the trustReporter and VeriSign logos.

You can perform the following activities in this context:

- **Change Your Current Password:** In the Login Information section, enter your new password in the New Password box. Re-enter the new password in the Confirm New Password box for system authentication.
- **Specify Your Email Address:** Enter/edit your email address in the Email box.
- **Specify Email Notification Level:** You can configure TrustReporter - Client Internet Access' email notification feature to your advantage so that you receive alerts/notifications whenever an email of a specified priority level reaches your Inbox.
To activate this feature, select the **Notification** check box in the Email section. Additionally, specify your preferred priority level from the adjoining drop-down list.

Once you have completed your profile settings, click **Save** to save them.

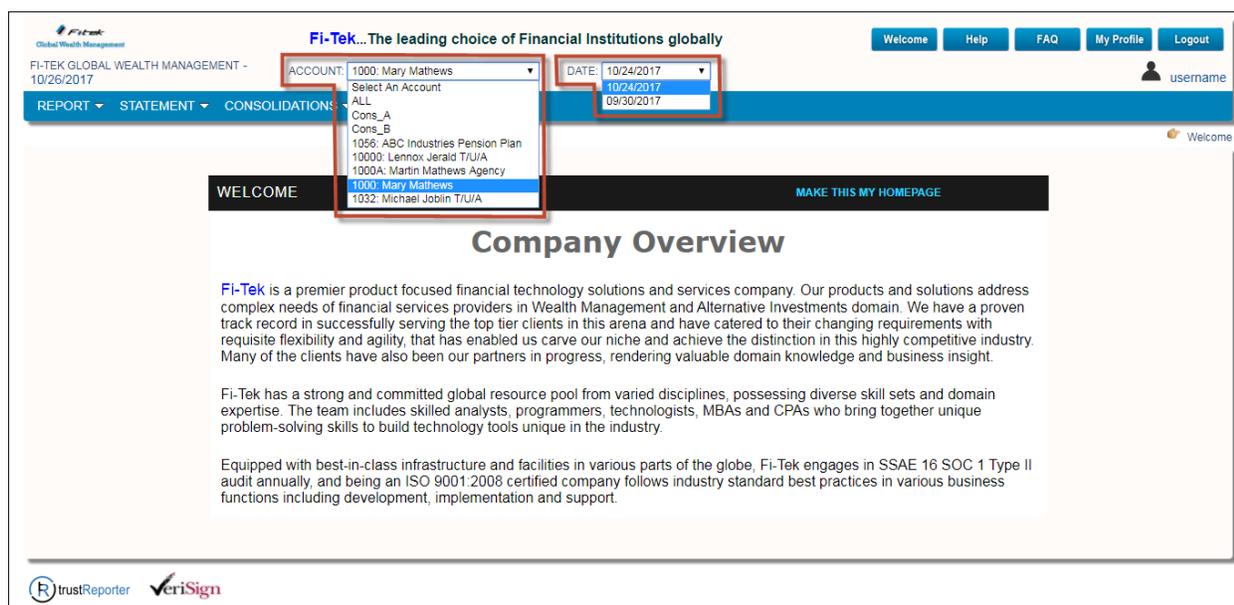
Logout

To log out of the application, click **Logout** in the Common Controls area.

Account and Processing Date Selection

You need to select an account and a corresponding Processing Date for subsequent activities, such as viewing reports, statements etc. Select your preferred account from the Account drop-down list in the control panel and your preferred Processing Date from the adjoining Date drop-down list. The selection process is illustrated in Figure 11.

Figure 11: Account and Processing Date Selection



The Account drop-down lists the account(s) you have access to.

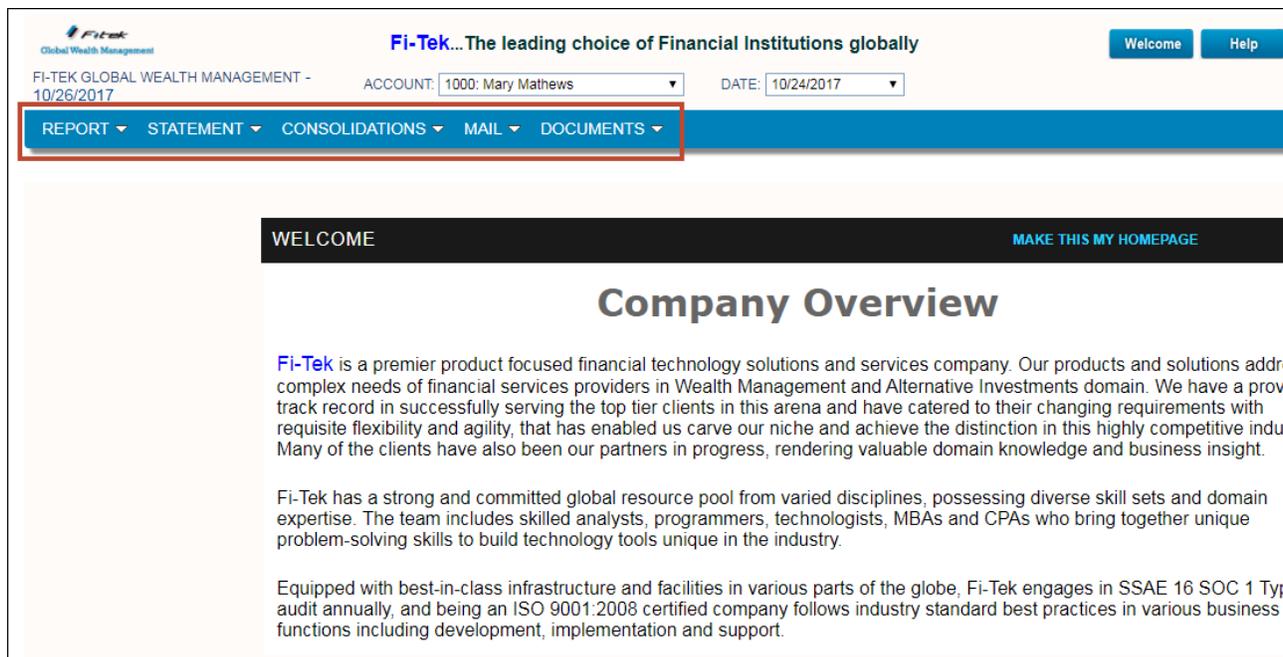
The Date drop-down list is pre-populated with system-generated Processing Dates. You need to select one of the dates to view information (such as reports) as on that date for the selected account.

Once you have selected the account and the Processing Date, you can proceed to view pertinent reports, statements etc. from the respective menus.

Menu Bar

The menu bar is located below the control panel, as highlighted in Figure 12.

Figure 12: TrustReporter - Client Internet Access Menu Bar

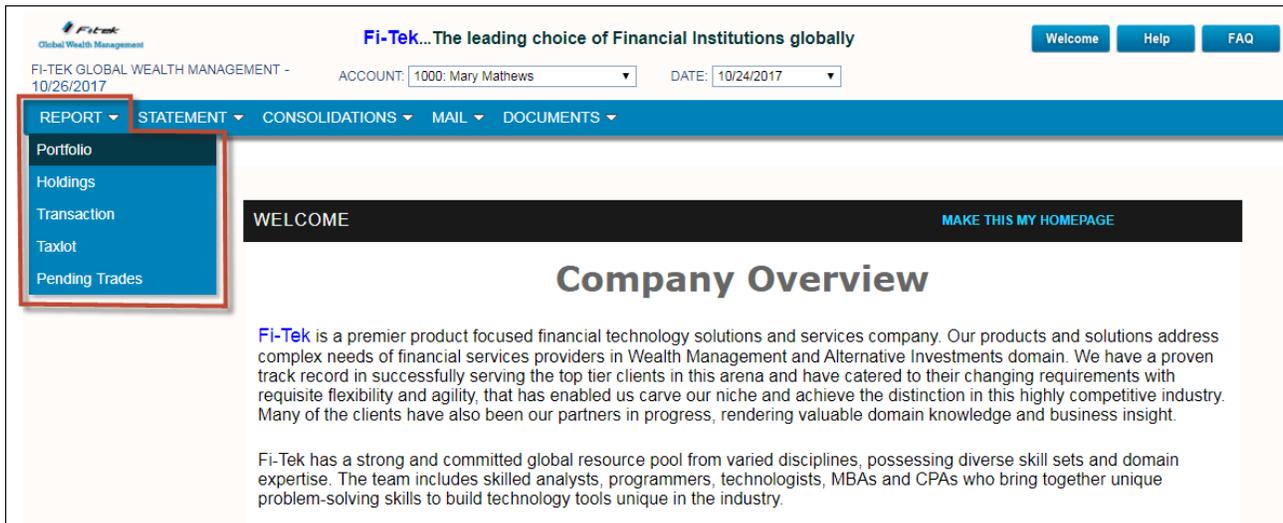


The menu bar contains the following menu items:

- Report
- Statement
- Consolidations
- Mail
- Documents

Mouse over a menu item to access the corresponding sub-menu items. This is illustrated in Figure 13.

Figure 13: Accessing Sub-Menu Items From TrustReporter - Client Internet Access Menu Bar



Each of the five menus is covered in details in the subsequent chapters.

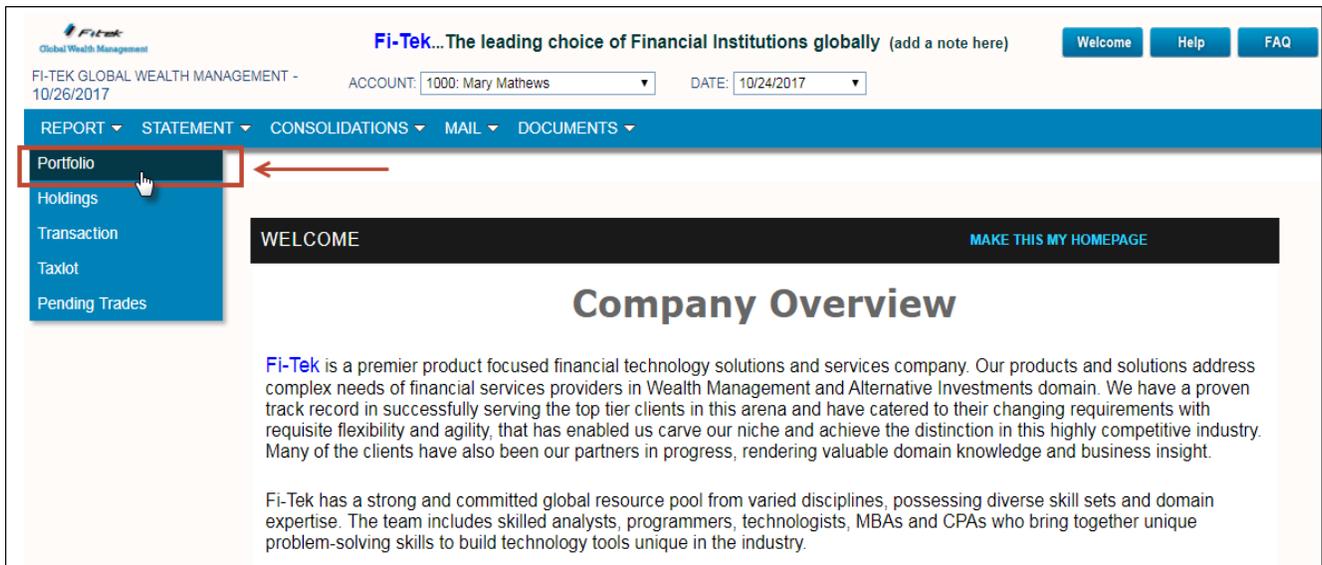
3 Reports

The Report menu offers the following reports that reflect your investment position.

- Portfolio
- Holdings
- Transaction
- Taxlot
- Pending Trades

To access a report, mouse over **Report** on the menu bar and click the corresponding sub-menu item. This is illustrated in Figure 14.

Figure 14: Accessing a Report in TrustReporter - Client Internet Access



Portfolio Report

The Portfolio Report provides the portfolio position of the selected account as on the selected Processing Date from the respective drop-down lists (refer to “Account and Processing Date Selection” in Chapter 2, Navigating TrustReporter - Client Internet Access, for more details).

To access the report, click **Report > Portfolio** on the menu bar. The Portfolio Summary screen appears, reflecting various sections of the report.

The report has two (2) levels of view— the *high-level view* (default) and a *drilled-down view*.

Figure 15 shows the high-level view of the Portfolio Report.

Figure 15: Portfolio Report (High-Level View)

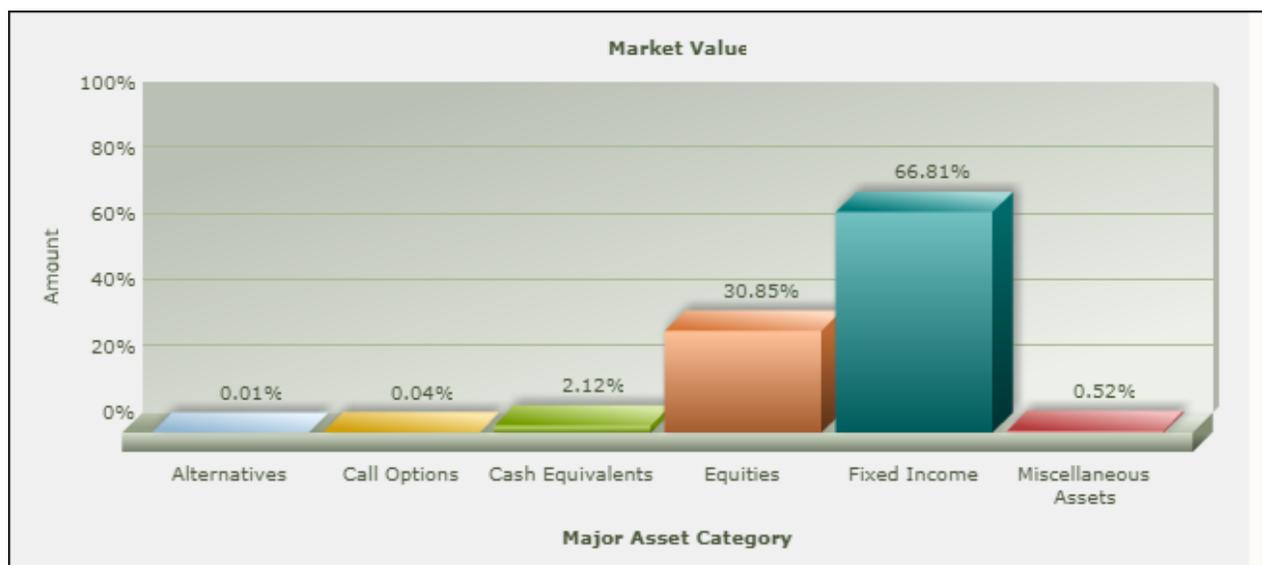


The high-level view is composed of the following major sections:

- The *Major Asset Category vs. Market Value* column chart in the upper-left area of the screen displays each Major Asset Category (such as, Equities and Fixed Income) in the account's portfolio along with the corresponding Market Value share it holds (in percentage).

Figure 16 is a close-up of this section.

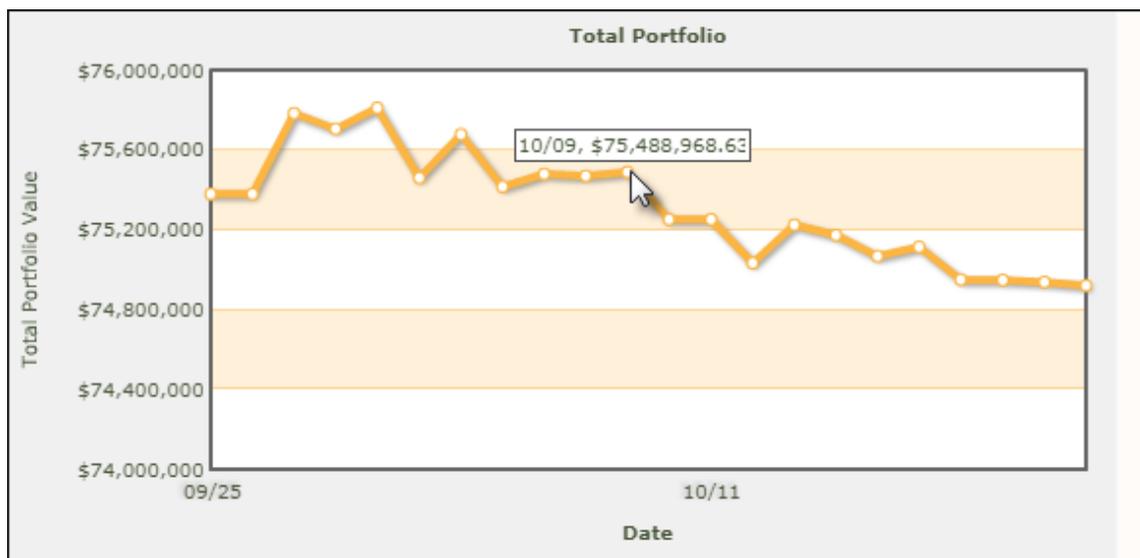
Figure 16: Major Asset Category vs. Market Value Column Chart



- The *Total Portfolio* line curve in the upper-right area of the screen displays the account's Total Portfolio amounts over the preceding dates.

Place your mouse pointer over a node on the curve to view the corresponding Processing Date and portfolio amount in a tooltip. This is illustrated in Figure 17.

Figure 17: Total Portfolio Curve— Processing Date/Portfolio Amount Info in Tooltip



- The *Portfolio Composition* table displays the Market Values of various portfolio components along with the corresponding percentage share. Figure 18 shows the table.

Figure 18: Portfolio Composition Table

Portfolio Composition	Market Value (\$)	Percentage (%)
Alternatives	4,387.80	0.01
Call Options	29,590.00	0.04
Cash Equivalents	1,588,627.51	2.12
Equities	23,112,547.25	30.85
Fixed Income	50,056,576.37	66.81
Miscellaneous Assets	392,899.50	0.52
Uninvested Cash	-264,474.57	-0.35
Total Portfolio Value	74,920,153.86	100
Estimated Annual Income	779,316.85	

- The *Sources & Uses of Funds* table tracks changes in the Total Portfolio Value from the Beginning-of-Month (BOM) date up to the selected Processing Date. Figure 19 shows the table.

Figure 19: Sources & Uses of Funds Table

Sources & Uses of Funds		Amount (\$)
Total Portfolio Value	10/01/2017	75,810,783.47
Cash & Asset Receipts		1,750.00
Cash & Asset Distributions		-266,575.19
Investment Earnings		350.62
Investment Change		-626,155.04
Total Portfolio Value	10/24/2017	74,920,153.86

- The *Investment Earnings* table displays earnings from investments for the current Month-to-Date period along with the corresponding Year-to-Date (YTD) period. Figure 20 shows the table.

Figure 20: Investment Earnings Table

Investment Earnings	Month to Date (\$)	Year to Date (\$)
Interest - Tax Free	0.00	4,270.00
Interest - Taxable	162.36	15,579.28
Dividends - Taxable	188.26	12,145.91
Other Income	0.00	92,162.17
Net Accrued Interest Bot/Sld	0.00	0.00
Total Investment Earnings	350.62	124,157.36

- The *Gain/Losses on Transactions* table displays realized and unrealized gain/loss amounts for the current Month-to-Date period, corresponding Year-to-Date (YTD) period, Tax Cost adjustments, and the Cash Balance. Figure 21 shows the table.

Figure 21: Gain/Losses on Transactions Table

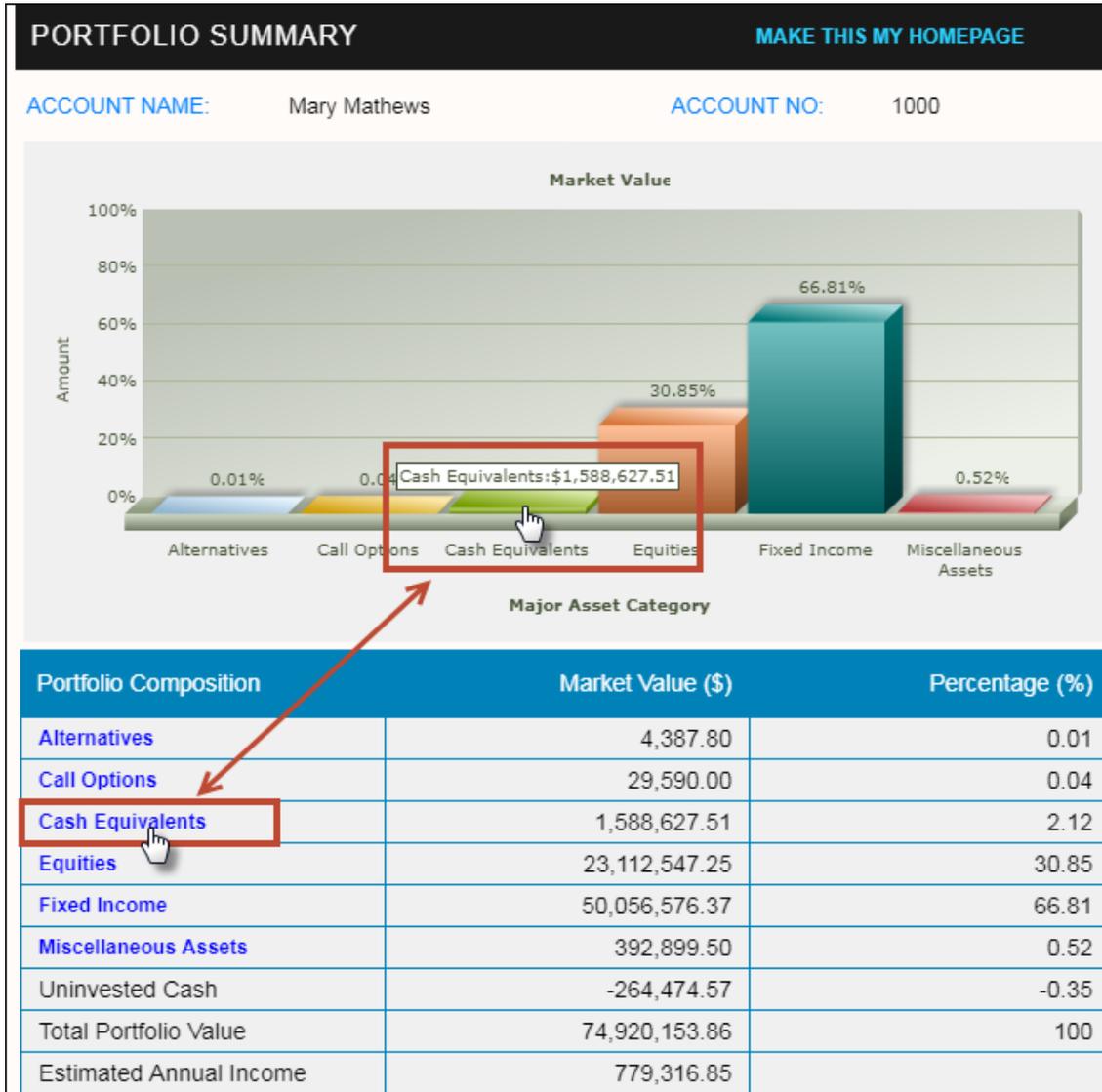
Gain/Losses On Transactions	Month to Date (\$)	Year To Date (\$)
Realized Gains	0.00*	0.00*
Realized Loss	0.00*	-167,566.00*
Total Portfolio Value		74,920,153.86
Less : Tax Cost Basis		-59,327,520.66
Cash Balance		-264,474.57
Unrealized Gains & Losses		15,857,107.77

You can generate drilled-down views of the Portfolio Report in either of the following ways.

- Click a column (Major Asset Category) in the Major Asset Category vs. Market Value chart.
- Click a Major Asset Category link in the Portfolio Composition table.

The two processes are illustrated in Figure 22.

Figure 22: Portfolio Report—Generating Drilled-Down View



The drilled-down view displays information about the particular Major Asset Category. The Summary section provides the following information— Cost Basis, Market Value, Estimated Annual Income, Total Portfolio Value, Portfolio %, and Yield %. The Details section displays Tax Cost, Market Value, and Estimated Annual Income figures at the individual asset level (under various Minor Asset Categories).

Figure 23 shows the drilled-down view.

Figure 23: Portfolio Report—Drilled-Down View

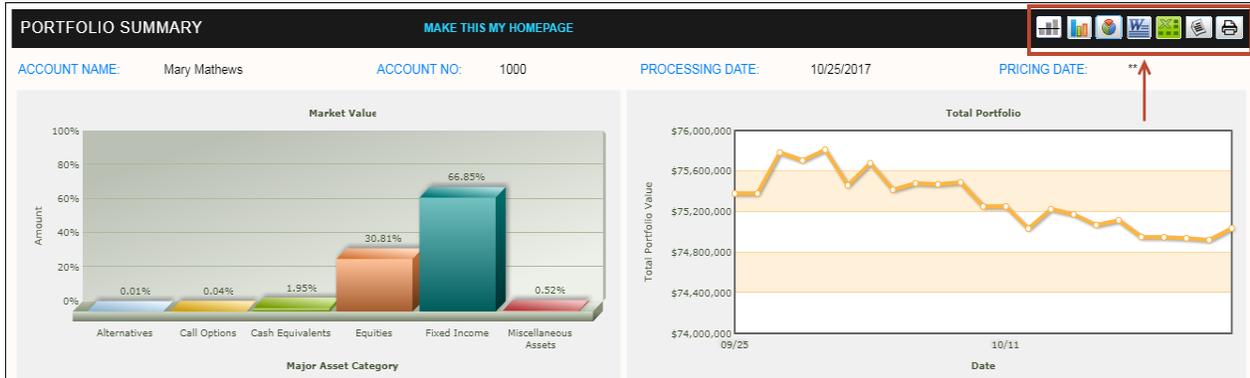
CASH EQUIVALENTS					
ACCOUNT NAME: Mary Mathews		ACCOUNT NO: 1000	PROCESSING DATE: 10/24/2017		
Summary					
Cost Basis					1,583,282.80
Market Value					1,588,627.51
Estimated Annual Income					11,648.36
Total Portfolio Value					74,920,153.86
Portfolio %					2.12%
Yield %					0.73%
Details					
Investment Category			Tax Cost	Market Value	Estimated Annual Income
CASH EQUIVALENTS					
Diversified Assets Portfolio 5.165%			128,719.53	128,719.53	6,648.36
Totals			128,719.53	128,719.53	6,648.36
CERTIFICATE OF DEPOSIT - BROKER					
Bank India New York N Y	0.40000000	06/18/2014	999,262.00	999,262.00	0.00
Totals			999,262.00	999,262.00	0.00
FOREIGN CURRENCY					
British Pound			-44,698.73	-39,354.02	0.00
Totals			-44,698.73	-39,354.02	0.00
SAVINGS ACCOUNT					
Chair Savings Account 1.000%			500,000.00	500,000.00	5,000.00
Totals			500,000.00	500,000.00	5,000.00
<input type="button" value="Close"/>					

Click **Close** at the bottom of the screen to exit.

Portfolio Report—Tool Bar Utilities

The Portfolio Report contains a report tool bar (in the upper right corner) containing multiple utility icons (refer to Figure 24).

Figure 24: Portfolio Report Tool Bar



The features are described in the sub-sections below.

Target vs. Actual Market Value Comparison Chart

You can compare the *actual* Market Values of various portfolio components of the selected account with the respective *target* Market Values. Click the **Target vs. Actual Market Value Comparison** icon (📊) in the report tool bar. The Target vs. Actual Market Value column chart appears, as shown in Figure 25.

Figure 25: Target vs. Actual Market Value Comparison Chart

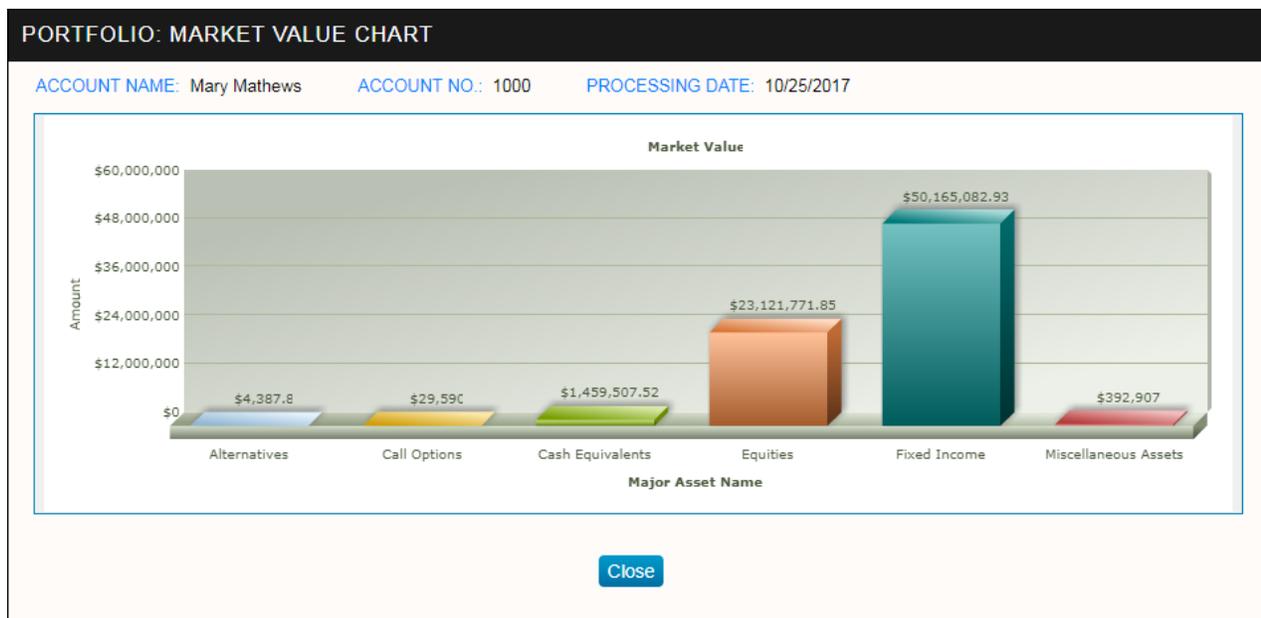


Click **Close** to exit.

Market Value Chart

The Market Value Chart displays the Market Values of various portfolio components of a selected account as on the selected Processing Date. Click the **Market Value Chart** icon () on the report tool bar. The Market Values appear in the form of a column chart, as shown in Figure 26.

Figure 26: Market Value Chart



Click **Close** to exit.

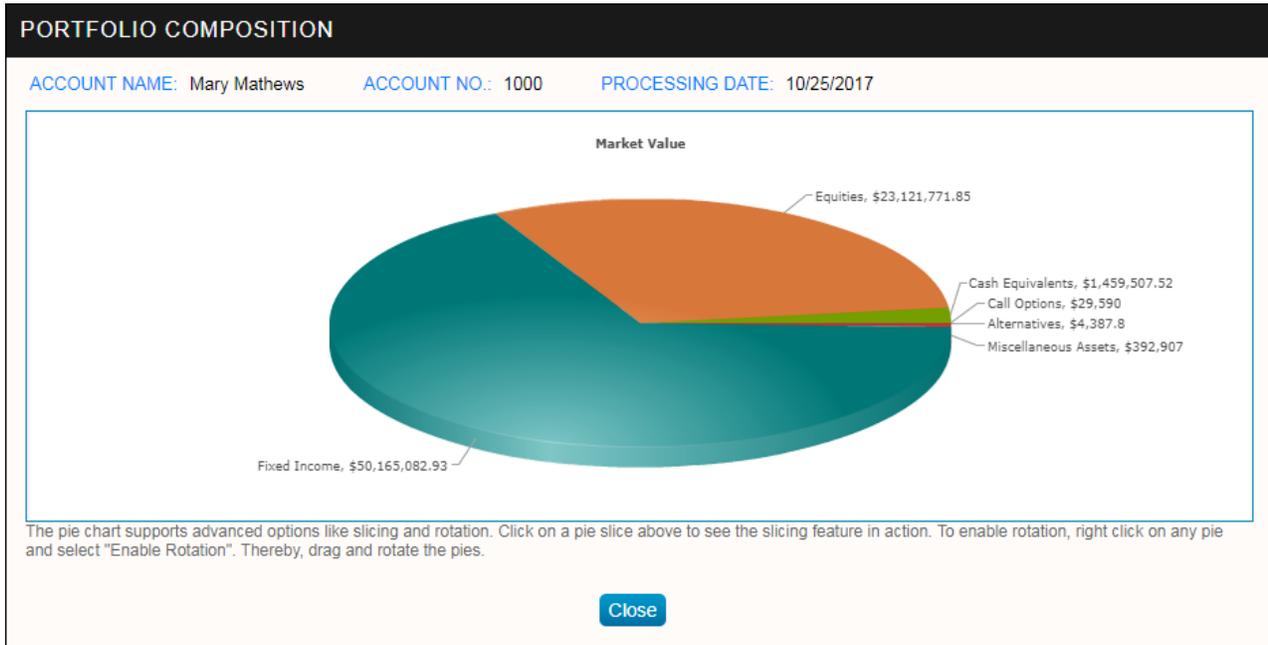
Note: The Market Value Chart is different from the Major Asset Category vs. Market Value chart (part of the original Portfolio Report) described earlier. In the former case, the Market Values are displayed; in the latter, the corresponding percentages are displayed.

Portfolio Composition Pie Chart

The Portfolio Composition pie chart displays the Market Values of each portfolio component for the selected account as on the selected Processing Date.

Click the **Portfolio Composition Chart** icon () on the report tool bar to generate the chart, as shown in Figure 27.

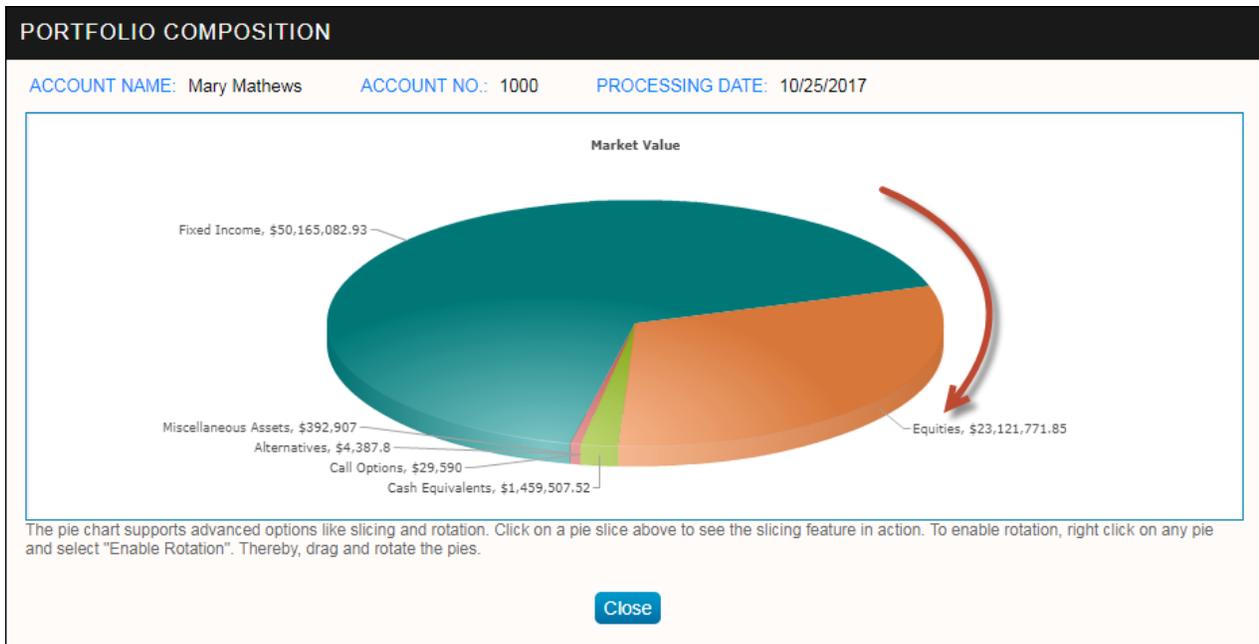
Figure 27: Portfolio Composition Chart



The chart offers these features:

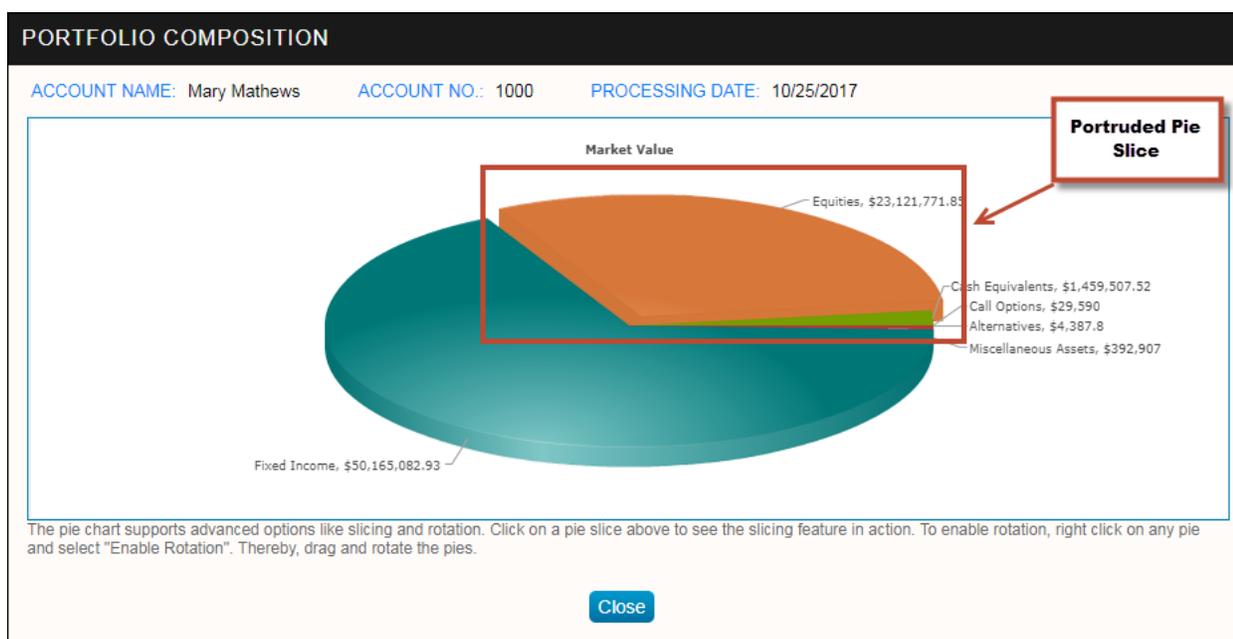
- **Rotation:** To activate this feature, right-click anywhere on the chart and click **Enable Rotation**. Now, click and hold a pie slice to rotate. Figure 28 shows a rotated view of the chart.

Figure 28: Portfolio Composition Chart— Rotated View



- **Slicing Movement:** For more visually appealing views, you can protrude a pie slice. Right-click anywhere on the chart and click **Enable Slicing Movement** to activate the feature. Now, click on a pie slice to protrude it slightly outside the rest (refer to Figure 29). Click on the same pie slice again to move it back.

Figure 29: Portfolio Composition Chart Showing Slicing Movement



- **Secondary Drilled-Down Report:** You can generate a drilled-down report for each portfolio component from the Portfolio Composition pie chart.
 - Right-click anywhere on the chart and click **Enable Links** to activate the feature (the feature is activated by default; you need to reactivate it if you have enabled the Rotation or the Slicing Movement features in between).
 - Click on a pie slice to view the corresponding drilled-down report (this is the same drilled-down report generated by clicking a portfolio component link in the Portfolio Composition table of the Portfolio Report). Figure 23 gives you a snapshot of it.

Note: Portfolio Composition pie chart also offers two more features— *Print Chart* and *Two Dimensional View*. To print a chart, right-click on the chart and click **Print Chart**. For a two dimensional view, right-click on the chart and click **View 2D**. To go back to three dimensional view, right-click on the chart and click **View 3D**.

Click **Close** to exit.

Multiple Report Output Formats

You can export the Portfolio Report into multiple formats as outlined below:

- Click the **Word** icon () in the report tool bar to export the report into MS Word format.
- Click the **Excel** icon () in the report tool bar to export the report into MS Excel or Comma-Separated Value (CSV) format.
- Click the **Text** icon () in the report tool bar to generate the report in text format (Windows Notepad).
- Click the **Print** icon () in the report toolbar to print.

Holdings Report

The Holdings Report provides details of each individual asset held by the account, such as, corresponding Ticker/CUSIP value, number of shares held, Cost Basis, Market Value, Current Yield, and the proportional share of each asset (in percentage).

Click **Report > Holdings** on the TrustReporter - Client Internet Access menu bar to open the report (refer to Figure 30).

Figure 30: Holdings Report

SUMMARY OF INVESTMENT HOLDINGS												
MAKE THIS MY HOMEPAGE												
ACCOUNT NAME: Mary Mathews ACCOUNT NO.: 1000 PROCESSING DATE: 10/25/2017 PRICING DATE: **												
Quantity	Cusip	Investment Category	Cpn Rate (%)	Maturity	Cost Basis (\$)	Unit Value (\$)	Market Val (\$)	Market Val Date	Est Annual Inc (\$)	Cur Yld	Portfolio (%)	
U.S. GOVERNMENT NOTES & BONDS												
4,000,000.000	912810eq7	US Treasury Bond	6.250	08/15/2023	5,311,240.00	1.224	4,895,624.00	10/25/2017	250,000.00	5.11	6.51	
1,400,000.000	912828m80	US Treasury Note	2.000	11/30/2022	1,405,359.20	0.996	1,394,313.20	10/25/2017	28,000.00	2.01	1.85	
450,000.000	912810fe3	US Treasury Bond	5.500	08/15/2028	576,211.50	1.289	580,183.65	10/25/2017	24,750.00	4.27	0.77	
5,850,000.00		TOTALS			7,292,810.70		6,870,120.85	-	302,750.00	4.41	9.14	
MUNICIPAL BONDS (IN STATE)												
0.000	97712DBK1	Wisconsin St Health Amp, E	4.000	11/15/2043	0.00	1.026	0.00		0.00	0.00	0.00	

Portfolio components may not equal 100% due to rounding. * Denotes Invested Income Portfolio. **Yes

You can sort the rows on the basis of the Quantity and Market Value columns. Click the **Ascending** icon () adjacent to a column-header to sort in ascending order. Click the **Descending** icon () adjacent to a column-header to sort in descending order.

You can switch to the CUSIP or Ticker view by clicking the **CUSIP/Ticker Toggle** icon () adjacent to the column-header.

Holdings Report—Tool Bar Utilities

The Holdings Report also has a report tool bar in the upper-right corner (refer to Figure 31).

Figure 31: Holdings Report Tool Bar

SUMMARY OF INVESTMENT HOLDINGS MAKE THIS MY HOMEPAGE

ACCOUNT NAME: Mary Mathews ACCOUNT NO.: 1000 PROCESSING DATE: 10/25/2017 PRICING DATE: **

Quantity	Cusip	Investment Category	Cpn Rate (%)	Maturity	Cost Basis (\$)	Unit Value (\$)	Market Val (\$)	Market Val Date	Est Annual Inc (\$)	Cur Yld	Portfolio (%)
U S GOVERNMENT NOTES & BONDS											
4,000,000.000	912810eq7	US Treasury Bond	6.250	08/15/2023	5,311,240.00	1.224	4,895,624.00	10/25/2017	250,000.00	5.11	6.51
450,000.000	912810fe3	US Treasury Bond	5.500	08/15/2028	576,211.50	1.289	580,183.65	10/25/2017	24,750.00	4.27	0.77
1,400,000.000	912828m80	US Treasury Note	2.000	11/30/2022	1,405,359.20	0.996	1,394,313.20	10/25/2017	28,000.00	2.01	1.85
5,850,000.00		TOTALS			7,292,810.70		6,870,120.85	-	302,750.00	4.41	9.14

The tool bar has icons that allow you to export the report to the following formats— MS Word, MS Excel / CSV, and Text (Notepad). The last icon allows you to get a print of the report.

(For further information, refer to “Multiple Report Output Formats” under “Portfolio Report”, earlier in the chapter.)

Holdings Report— Drilled-Down Taxlot View

You can view the particulars of taxlot(s) related to each asset. (If multiple taxlots are linked to an asset, you can view the details in separate drilled-down reports).

Click the Investment Category link corresponding to an asset row to view the Taxlot Report (refer to Figure 32). The report shows the following particulars about the taxlot— Number of Shares, Taxlot Acquisition Date, Acquisition Mode (How Acquired), Unit Cost, Market Value, Unrealized Gain & Loss etc.

Figure 32: Holdings Report— Drilled-Down Taxlot Report

TAXLOT							
ACCOUNT NAME: Mary Mathews		ACCOUNT NO: 1000		PROCESSING DATE: 10/25/2017			
ASSET NAME: US Treasury Note							
Shares	Acquired Date	How Acquired	Cost	Unit Cost	Mkt. Val.	Unreal. Gain & Loss	Orig. Face V.
1,400,000.000	09/29/2017	Purchase	1,405,359.20	1.004	1,394,313.20	-11,046.00	0.00
<input type="button" value="Close"/>							

Click **Close** to exit.

Holdings Report— Drilled-Down Pending Trades View

The Holdings Report also offers **Pending Trade(s) Information**, another drilled-down view.

Whenever trades are pending, a ‘**P**’ icon is displayed in the Investment Category column.

Click the ‘**P**’ icon to open the Pending Trade(s) Information Report (refer to Figure 33).

The report displays the following— Trade Type, Trade Date, Settlement Date, CUSIP, Number of Units etc.

Figure 33: Holdings Report— Drilled-Down Pending Trade(s) Information Report

VIEW PENDING TRADE(S) INFORMATION							
ACCOUNT NAME: Mary Mathews		ACCOUNT NO: 1000		PROCESSING DATE: 10/25/2017			
Trade Type	Trade Date	Settlement Date	Cusip	Name	Units	Net	Status
Electronic Purchase	01/07/2014	01/10/2014	97712DBK1	Wisconsin St Health Amp; E	300,000.000	-332,574.00	Pending
<input type="button" value="Close"/>							

Click **Close** to exit.

Transactions Report

The Transactions Report lists all transactions that have occurred within a specified date range for the selected account.

Click **Report > Transaction** on the menu bar to generate the Transactions Report (refer to Figure 34).

Figure 34: Transactions Report

The screenshot shows the 'TRANSACTIONS' report interface. At the top, it displays 'ACCOUNT NAME: Mary Mathews' and 'ACCOUNT NO: 1000'. Below this, there are input fields for 'FROM:' (01/01/2018) and 'TO:' (02/07/2018), each with a calendar icon. To the right is a 'TRANSACTION TYPE:' dropdown menu with options: Corporate Actions, Cost Adjustments, Deposits, Dividend/Interest/Maturity, and Fee Related. There are 'GET' and 'CLEAR' buttons next to the dropdown. Below the filters is a table with the following data:

Date	Cusip	Type	Description	Income (\$)	Principal (\$)
			Starting Balances	871,852.84	-871,852.84
01/16/2018	001986108	Dividend	aetuf.pk : ARC Energy Trust Dividend Payable 01/15/2018 1000 Shares @ \$0.05	50.00	0.00
01/16/2018	001986108	Foreign Tax Withholding	Foreign Tax Withholding Related To Asset : aetuf.pk : ARC Energy Trust	-10.00	0.00
01/16/2018	798241105	Dividend	sjt : San Juan Basin Royalty Trust Dividend Payable 01/16/2018 250 Shares @ \$0.07329 Benefits	18.32	0.00

Specify a date range in the From Date and To Date boxes. You can either enter the dates manually or click the respective **Calendar** icons (📅) to open the Calendar widget and select the dates from it. You can also select Transaction Type(s) from the list box on the right. Click **Get** to obtain the matching transactions in the grid below.

[Click **Clear** to clear your selected Transaction Type(s) and view all transaction types.]

The Transactions Report displays the following— Transaction Date; CUSIP/Ticker; Transaction Type; Description; Transaction Amount affecting Income and/or Principal portfolio.

You can switch to the CUSIP or Ticker view by clicking the **CUSIP/Ticker Toggle** icon (🔗) adjacent to the column-header.

Transactions Report—Tool Bar Utilities

The Transactions Report also has a report tool bar in the upper-right corner (refer to Figure 35).

Figure 35: Transactions Report Tool Bar

The screenshot shows the Transactions Report interface. At the top right, there is a tool bar with four icons: a Word document icon, an Excel spreadsheet icon, a Notepad icon, and a printer icon. A red arrow points to this tool bar. Below the tool bar, the report details are visible, including account information and a table of transactions.

Date	Cusip	Type	Description	Income (\$)	Principal (\$)
			Starting Balances	871,852.84	-871,852.84
01/16/2018	001986108	Dividend	aetuf.pk : ARC Energy Trust Dividend Payable 01/15/2018 1000 Shares @ \$0.05	50.00	0.00
01/16/2018	001986108	Foreign Tax Withholding	Foreign Tax Withholding Related To Asset : aetuf.pk : ARC Energy Trust	-10.00	0.00
01/16/2018	798241105	Dividend	sjt : San Juan Basin Royalty Trust Dividend Payable 01/16/2018 250 Shares @ \$0.07329	18.32	0.00
			Benefits		

The tool bar has icons that allow you to export the report into the following formats—MS Word, MS Excel / CSV, and Text (Notepad). The last icon is for printing the report.

(For further information, refer to “Multiple Report Output Formats” under “Portfolio Report”, earlier in the chapter.)

Transactions Report— Drilled-Down Net Transfer Details View

You can generate the drilled-down Net Transfer Details Report from the Transactions Report.

Scroll to the end of the Transactions grid and click the **Net Transfers** link under the Description column to open the report (refer to Figure 36).

Figure 36: Transactions Report— Drilled Down Net Transfer Details Report

The screenshot shows the Drilled Down Net Transfer Details Report. It features a table with columns for Date, Cusip, Type, Description, Income (\$), and Principal(\$). The report includes a 'Close' button at the bottom.

Date	Cusip	Type	Description	Income (\$)	Principal(\$)
09/29/2017		Transfer (within Account) To		-0.03	0.00
09/29/2017		Transfer (within Account) From		0.00	0.03
09/29/2017		Transfer (within Account) To		-9,381,314.81	0.00
09/29/2017		Transfer (within Account) From		0.00	9,381,314.81

The report displays activities (to and from the account) affecting the Principal and Income portfolios corresponding to each transaction date.

You can also export the report to multiple formats.

Click **Close** to exit.

Transactions Report— Drilled-Down Money Market Activity Details View

You can generate the drilled-down Money Market Activity Details Report from the Transactions Report.

Scroll to the end of the Transactions grid and click the **Money Market Activity** link under the Description column to open the drilled-down report (refer to Figure 37).

Figure 37: Transactions Report— Drilled Down Money Market Activity Details Report

Date	Cusip	Type	Description	Income (\$)	Principal(\$)
09/29/2017	000996DS4	Sweep - Sell	MRATES : Diversified Assets Portfolio 5.165% Trade Date : 09/29/2017 Cost Basis Removed : \$ 0.00	0.00	5,359.20
10/25/2017	000996DS4	Sweep - Sell	MRATES : Diversified Assets Portfolio 5.165% Trade Date : 10/25/2017 Cost Basis Removed : \$ 0.00	0.00	128,719.53

Close

The report displays the following— Transaction Date; CUISIP/Ticker (toggled view); Money Market Activity Type (Sweep-Buy, Sweep-Sell); Transaction Description; and the transaction amounts affecting Principal and Income portfolios.

Click **Close** to exit.

Taxlot Report

The Taxlot Report provides detailed taxlot information of the selected account as on the selected Processing Date.

Click **Report > Taxlot** on the menu bar to generate the Taxlot Report (refer to Figure 38).

Figure 38: Taxlot Report

TAXLOT										
MAKE THIS MY HOMEPAGE										
ACCOUNT NAME: Mary Mathews		ACCOUNT NO: 1000		PROCESSING DATE: 10/26/2017			PRICING DATE: **			
Quantity	Cusip	Assets	Acquired Date	How Acquired	Cost (\$)	Unit Cost (\$)	Market Value (\$)	Unreal Gain/Loss (\$)	Orig. Face V.	
7,600.000	604059105	3M Company	02/15/2009	Asset Free Receipt	-	-	1,770,344.00	-	0.00	
1.000		6876 Winners Circle	02/23/2012	Purchase	100,000.00	100,000.00	100,000.00	0.00	0.00	
500.000	000375204	ABB Ltd.	01/01/2000	Purchase	10,750.00	21.50	12,715.00	1,965.00	-	
8,000.000	002824100	Abbott Laboratories	01/05/2000	Asset Free Receipt	266,320.00	33.29	443,840.00	177,520.00	0.00	
178.773	008882854	AIM European Growth Fund, Class A	02/10/2006	Asset Free Receipt	4,000.00	22.375	7,254.61	3,254.61	-	
576.190	008882854	AIM European Growth Fund, Class A	02/10/2006	Asset Free Receipt	12,593.03	21.856	23,381.79	10,788.76	-	
100,000.000	009158ap1	Air Products & Chemicals Inc	08/22/2013	Purchase	109,390.00	1.094	104,237.70	(-5,152.30)	0.00	
50.000	053271102	AirTrax, Inc.	-	Asset Free Receipt	50.00	1.00	337.50	287.50	0.00	

**Yes

Note: The Taxlot Report described in this section is different from the drilled-down Taxlot Report originating from the Holdings Report. The former displays a comprehensive taxlot information for the whole account, whereas, the latter provides taxlot information corresponding to a specific asset only.

The Taxlot Report displays the following— Taxlot Quantity; CUSIP/Ticker (toggled view); Asset Acquisition Date; Acquisition Mode; Tax Cost; Market Value; Unrealized Gain/Loss etc.

Note: A negative value in red and within parenthesis under the Unrealized Gain/Loss column indicates unrealized loss.

You can sort the report on the following columns— Quantity, Asset Description, Tax Costs, and Market Value.

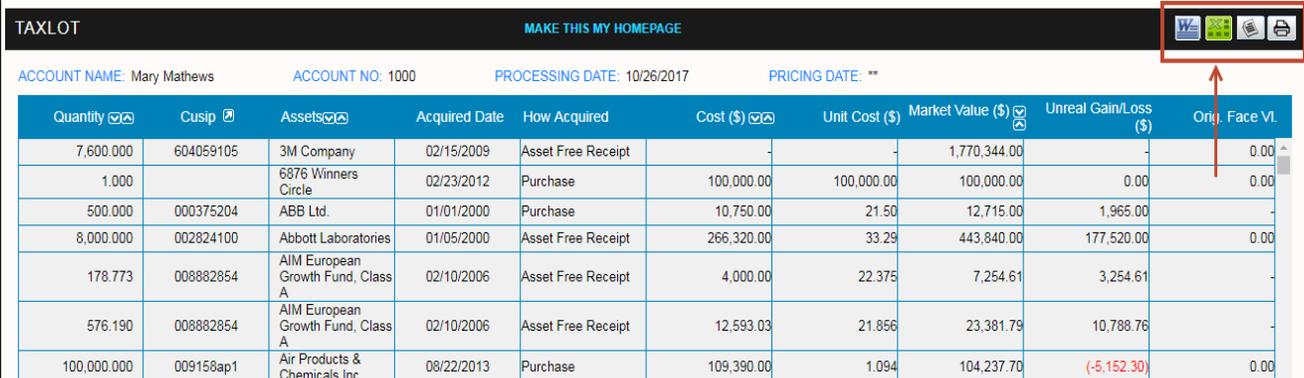
Click the **Ascending** icon (▲) adjacent to a column-header to sort in ascending order. Click the **Descending** icon (▼) adjacent to a column-header to sort in descending order.

You can switch to the CUSIP or Ticker view by clicking the **CUSIP/Ticker Toggle** icon () adjacent to the column-header.

Taxlot Report—Tool Bar Utilities

The Taxlot Report also has a report tool bar in the upper-right corner (refer to Figure 39).

Figure 39: Transactions Report Tool Bar



Quantity	Cusip	Assets	Acquired Date	How Acquired	Cost (\$)	Unit Cost (\$)	Market Value (\$)	Unreal Gain/Loss (\$)	Orig. Face V.
7,600.000	604059105	3M Company	02/15/2009	Asset Free Receipt	-	-	1,770,344.00	-	0.00
1.000		6876 Winners Circle	02/23/2012	Purchase	100,000.00	100,000.00	100,000.00	0.00	0.00
500.000	000375204	ABB Ltd.	01/01/2000	Purchase	10,750.00	21.50	12,715.00	1,965.00	-
8,000.000	002824100	Abbott Laboratories	01/05/2000	Asset Free Receipt	266,320.00	33.29	443,840.00	177,520.00	0.00
178.773	008882854	AIM European Growth Fund, Class A	02/10/2006	Asset Free Receipt	4,000.00	22.375	7,254.61	3,254.61	-
576.190	008882854	AIM European Growth Fund, Class A	02/10/2006	Asset Free Receipt	12,593.03	21.856	23,381.79	10,788.76	-
100,000.000	009158ap1	Air Products & Chemicals Inc	08/22/2013	Purchase	109,390.00	1.094	104,237.70	(-5,152.30)	0.00

The tool bar has icons that allow you to export the report to the following formats—MS Word, MS Excel / CSV, and Text (Notepad). The last icon is for printing the report.

(For further information, refer to “Multiple Report Output Formats” under “Portfolio Report”, earlier in the chapter.)

Pending Trades Report

The Pending Trades Report displays all pending trades for the selected account as on the selected Processing Date.

To view the report, click **Report > Pending Trades** on the menu bar. The Pending Trades Report appears, as shown in Figure 40.

Note: The Pending Trades Report covered here is different from the Pending Trades drilled-down view originating from the Holdings Report. The former provides comprehensive pending trade information for the whole account whereas the latter provides pending trade information related to a particular asset only.

Figure 40: Pending Trades Report

VIEW PENDING TRADE(S) INFORMATION		MAKE THIS MY HOMEPAGE					
ACCOUNT NAME: Mary Mathews		ACCOUNT NO: 1000		PROCESSING DATE: 10/26/2017			
Trade Type	Trade Date	Settlement Date	Cusip	Assets	Units	Net (\$)	Status
Redeem	02/21/2014	02/21/2014	08160P830	Bond Portfolio	-53.333	1,000.00	Rejected
Electronic Purchase	01/07/2014	01/10/2014	97712DBK1	Wisconsin St Health Amp; E	300,000.000	-332,574.00	Pending
Electronic Purchase	08/02/2005	08/05/2005	17275r102	Cisco Systems	1,000.000	-19,520.00	Pending
Electronic Purchase	02/24/2017	03/01/2017	459200101	IBM Corp	160.000	-28,904.89	Pending
Electronic Purchase	08/03/2017	08/08/2017	465452KG4	Itasca Cnty Minn	40,000.000	-43,170.80	Pending
Electronic Sale	07/31/2017	08/03/2017	06050xc43	Bank of America Corp	-1,100,000.000	1,108,250.00	Pending

The Pending Trades Report displays the following— Trade Type, Trade Date, Settlement Date, Ticker/CUSIP, asset name, number of units traded, net amount, and current status of the trade.

You can sort the report on the basis of the Trade Type and Assets (asset description) columns. Click the **Ascending** icon (▲) adjacent to a column-header to sort in ascending order. Click the **Descending** icon (▼) adjacent to a column-header to sort in descending order.

You can switch to the CUSIP or Ticker view by clicking the **CUSIP/Ticker Toggle** icon (🔗) adjacent to the column-header.

Pending Trades Report—Tool Bar Utilities

The Pending Trades Report also has a report tool bar in the upper-right corner (refer to Figure 41).

Figure 41: Pending Trades Report Tool Bar

VIEW PENDING TRADE(S) INFORMATION		MAKE THIS MY HOMEPAGE					
ACCOUNT NAME: Mary Mathews		ACCOUNT NO: 1000		PROCESSING DATE: 10/26/2017			
Trade Type	Trade Date	Settlement Date	Cusip	Assets	Units	Net (\$)	Status
Redeem	02/21/2014	02/21/2014	08160P830	Bond Portfolio	-53.333	1,000.00	Rejected
Electronic Purchase	01/07/2014	01/10/2014	97712DBK1	Wisconsin St Health Amp; E	300,000.000	-332,574.00	Pending
Electronic Purchase	08/02/2005	08/05/2005	17275r102	Cisco Systems	1,000.000	-19,520.00	Pending
Electronic Purchase	02/24/2017	03/01/2017	459200101	IBM Corp	160.000	-28,904.89	Pending
Electronic Purchase	08/03/2017	08/08/2017	465452KG4	Itasca Cnty Minn	40,000.000	-43,170.80	Pending
Electronic Sale	07/31/2017	08/03/2017	06050xc43	Bank of America Corp	-1,100,000.000	1,108,250.00	Pending

The tool bar has icons that allow you to export the report to the following formats— MS Word, MS Excel / CSV, and Text (Notepad). The last icon is for printing the report.

(For further information, refer to “Multiple Report Output Formats” under “Portfolio Report”, earlier in the chapter.)

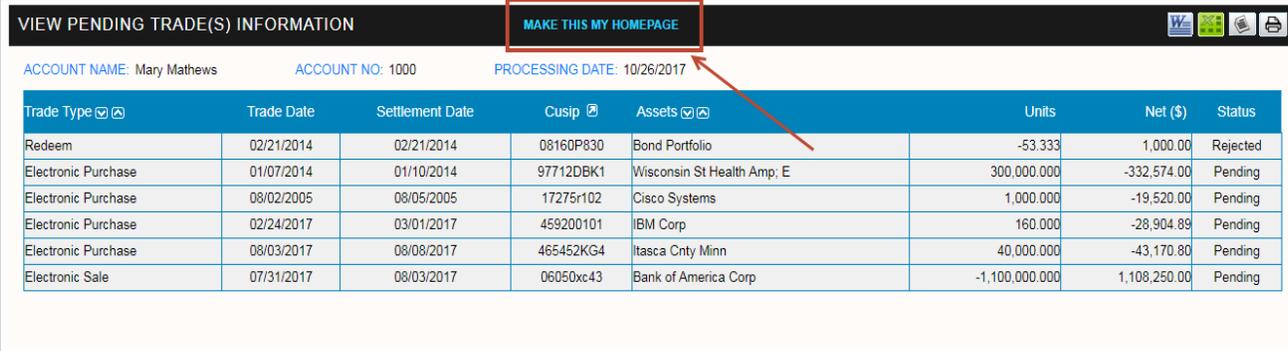
Set a Particular Report Screen as Home Page

You can set a report as your home page. Once done, the report appears in the Display area automatically every time you log in. The concept is similar to making a web site your home page.

To set a report as your home page, click the **Make This My Home Page** link on the report title bar. This is illustrated in Figure 42.

(To set it back to the Welcome page, click **Welcome** on the top right and click **Make This My Home Page**.)

Figure 42: Setting a Report Screen as the Home Page



VIEW PENDING TRADE(S) INFORMATION **MAKE THIS MY HOMEPAGE**

ACCOUNT NAME: Mary Mathews ACCOUNT NO: 1000 PROCESSING DATE: 10/26/2017

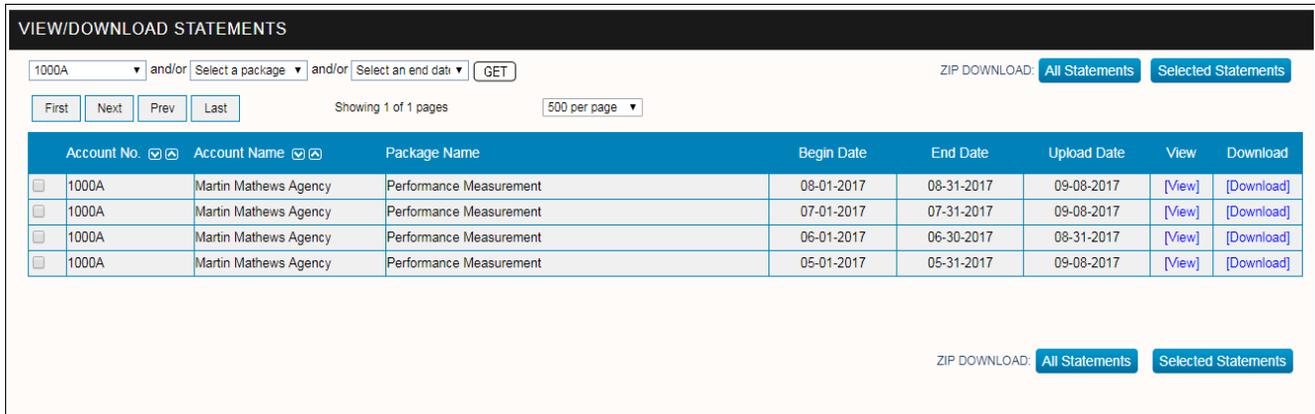
Trade Type	Trade Date	Settlement Date	Cusip	Assets	Units	Net (\$)	Status
Redeem	02/21/2014	02/21/2014	08160P830	Bond Portfolio	-53.333	1,000.00	Rejected
Electronic Purchase	01/07/2014	01/10/2014	97712DBK1	Wisconsin St Health Amp, E	300,000.000	-332,574.00	Pending
Electronic Purchase	08/02/2005	08/05/2005	17275r102	Cisco Systems	1,000.000	-19,520.00	Pending
Electronic Purchase	02/24/2017	03/01/2017	459200101	IBM Corp	160.000	-28,904.89	Pending
Electronic Purchase	08/03/2017	08/08/2017	465452KG4	Itasca Cnty Minn	40,000.000	-43,170.80	Pending
Electronic Sale	07/31/2017	08/03/2017	06050xc43	Bank of America Corp	-1,100,000.000	1,108,250.00	Pending

4 Statements

The Statement menu facilitates viewing and downloading of statement packages.

Click **Statement > View/Download** on the menu bar. The View/Download Statements screen appears, as shown in Figure 43.

Figure 43: View/Download Statements Screen

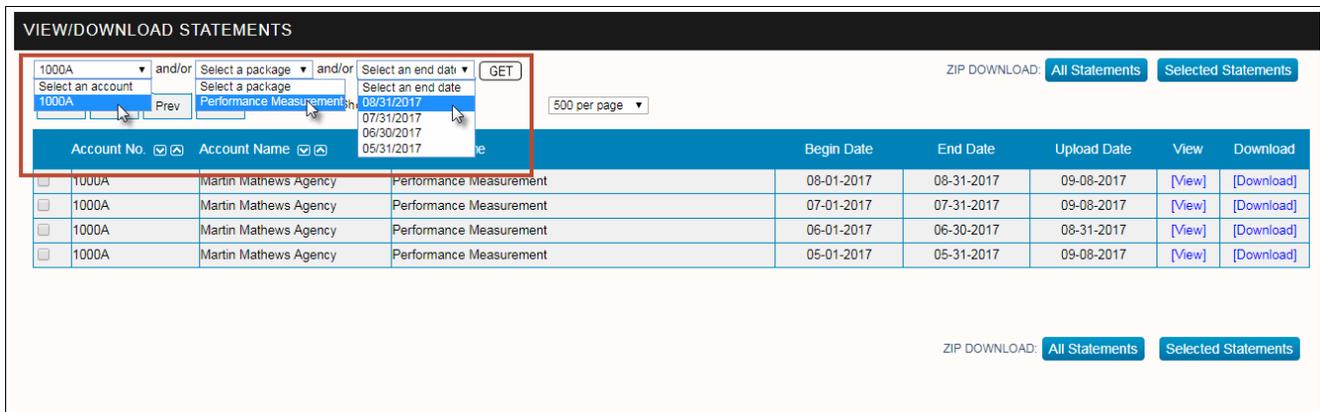


You can select one or more of the following statement criteria:

- **Account:** Select an account from the left drop-down list (below the View/Download Statements title bar).
- **Statement Package:** Select a package from the middle drop-down list.
- **Processing Date:** Select the statement end date from the right drop-down list.

Figure 44 highlights the above three drop-down lists.

Figure 44: Statement Download Criteria Drop-Down Lists

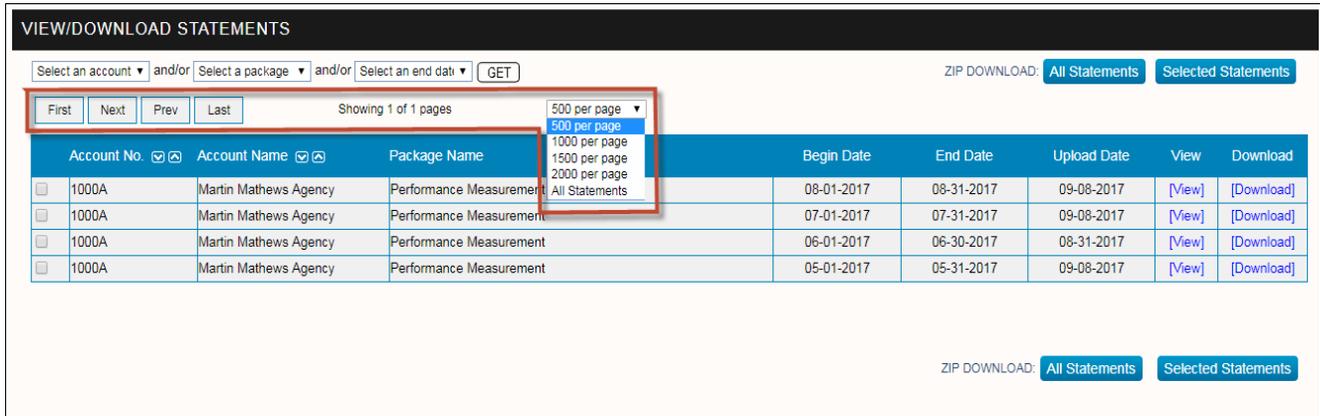


Click **Get** to the right of the drop-down lists. The matching statements appear in the Statements grid below.

The navigation buttons above the Statements grid can help you to browse through the grid. You can also limit the number of statements per page. Select your preferred statements per page option from the drop-down list to the right of the navigation buttons.

The statement navigation controls are highlighted in Figure 45.

Figure 45: Statements—Navigation Controls



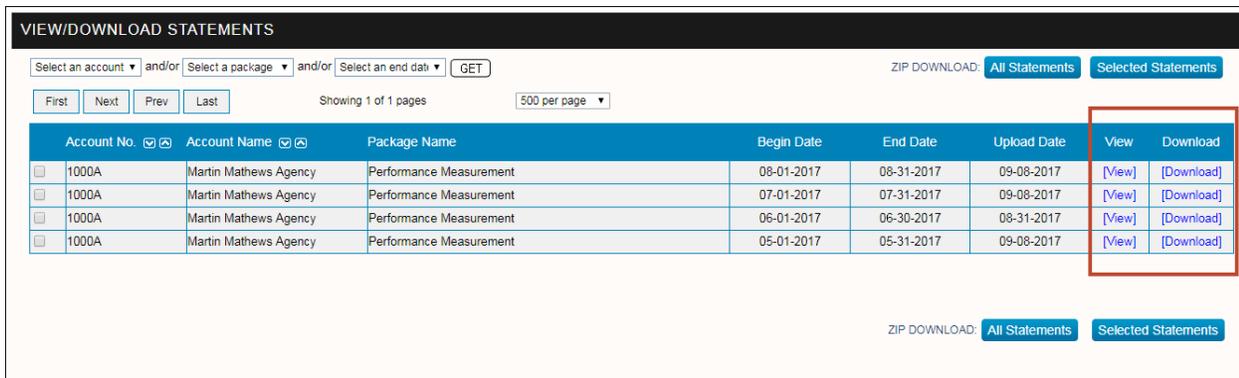
View and Download Statements

To view a statement, click the corresponding **View** link in the Statements grid. The statement opens up in your browser window in PDF format.

To download a statement to your local/network drive, click the corresponding **Download** link in the Statements grid. Once downloaded, click the file to view it.

Figure 46 highlights the statement view and download links.

Figure 46: Statement View and Download Links



Zip Download

To download statements in lots, you can use the *Zip Download* feature— here, statements will be downloaded collectively in a *zipped format*, which can subsequently be opened with decompression tools such as, **WinZip** and **WinRAR**.

There are two modes of the Zip Download feature:

- **Zip Download All Statements:** Click **All Statements** either at the top or at the bottom of the Statements grid to download *all* statements shown in the grid.
- **Zip Download Selected Statements:** Click **Selected Statements** either at the top or at the bottom of the Statements grid to download selected statements only.

Figure 47 highlights the statement download buttons.

Figure 47: Statement Download Buttons

The screenshot shows a web interface titled "VIEW/DOWNLOAD STATEMENTS". At the top, there are search filters: "Select an account", "and/or Select a package", "and/or Select an end date", and a "GET" button. Below these are navigation buttons: "First", "Next", "Prev", "Last", and a "Showing 1 of 1 pages" indicator. A "500 per page" dropdown is also present. The main content is a table with the following columns: Account No., Account Name, Package Name, Begin Date, End Date, Upload Date, View, and Download. The table contains four rows of data for account 1000A. At the top right and bottom right of the table area, there are "ZIP DOWNLOAD:" buttons for "All Statements" and "Selected Statements".

Account No.	Account Name	Package Name	Begin Date	End Date	Upload Date	View	Download
1000A	Martin Mathews Agency	Performance Measurement	08-01-2017	08-31-2017	09-08-2017	[View]	[Download]
1000A	Martin Mathews Agency	Performance Measurement	07-01-2017	07-31-2017	09-08-2017	[View]	[Download]
1000A	Martin Mathews Agency	Performance Measurement	06-01-2017	06-30-2017	08-31-2017	[View]	[Download]
1000A	Martin Mathews Agency	Performance Measurement	05-01-2017	05-31-2017	09-08-2017	[View]	[Download]

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5 Consolidations

The Consolidation menu allows you to define and maintain account consolidations.

You can perform the following activities in this context:

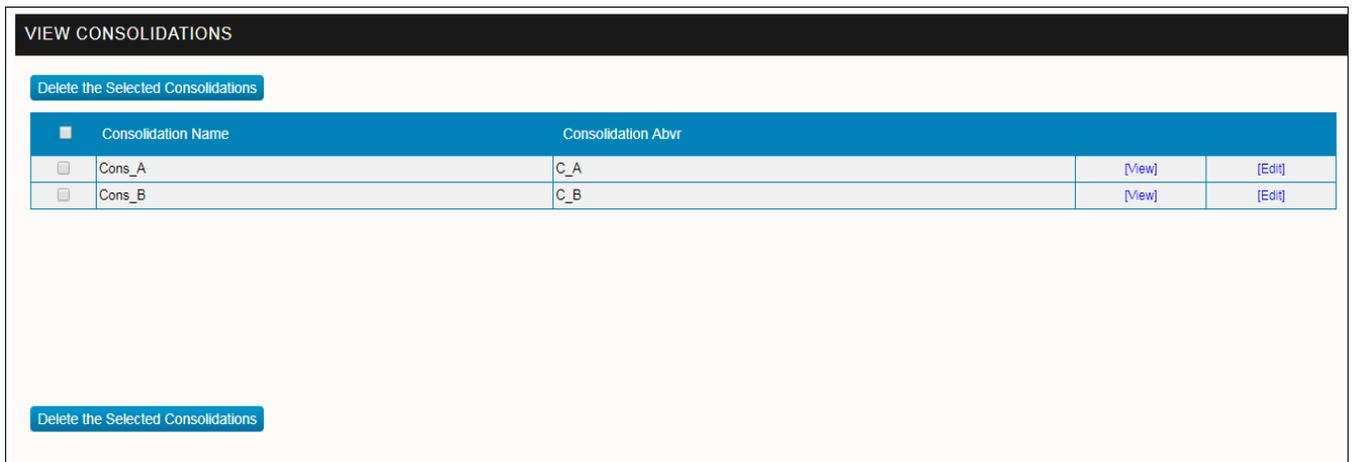
- View existing consolidations
- Add a new consolidation
- Edit a consolidation
- Delete a consolidation

To work with consolidations, click either **Consolidations > View Consolidations** or **Consolidations > Add a Consolidation** on the menu bar, as per your requirement.

View Consolidations

To view your existing consolidations, click **Consolidations > View Consolidations** on the menu bar. The View Consolidations screen appears listing the consolidations, as shown in Figure 48.

Figure 48: View Consolidation Screen



To view the constituent accounts in the consolidation, click the **View** link in the corresponding row. The View Consolidation Details screen pops up, as shown in Figure 49.

Figure 49: View Consolidation Details Screen

VIEW CONSOLIDATION DETAILS

Creation Date 09/04/2017
Consolidation Name Cons_A
Consolidation Abvr C_A

Accounts	Portfolio	Holdings	Transaction	Taxlot	Curr Day	Pending Trade
1032	X	X	X	X		
1056	X	X	X	X		X

[Close](#)

The screen also indicates the reports that are available for each account.

For example, per Figure 49, Portfolio, Holdings, Transaction, and Taxlot Reports are available for both the accounts. In addition, the Pending Trade Report is available for Account Number 1056.

Click **Close** to exit.

Add a Consolidation

To create a consolidation, proceed as follows:

- Click **Consolidations > Add a Consolidation** on the menu bar. The Add Consolidation screen appears, as shown in Figure 50.

The screen lists your accounts along with the reports available for each.

Figure 50: Add Consolidation Screen

ADD CONSOLIDATION

DATE: 10/30/2017 CONSOLIDATION NAME: CONSOLIDATION ABVR:

	Accounts	Portfolio	Holdings	Transaction	Taxlot	Curr Day	Pending Trade
<input type="checkbox"/>	1000	X	X	X	X		X
<input type="checkbox"/>	10000	X	X	X	X		X
<input type="checkbox"/>	1000A	X	X	X	X		X
<input type="checkbox"/>	1032	X	X	X	X		X
<input type="checkbox"/>	1056	X	X	X	X		X

- Enter a name for the consolidation in the Consolidation Name box.
- Enter an abbreviation for the consolidation in the Consolidation Abvr box.
- Select the accounts to be included in the consolidation from the Accounts grid.
- Click **Save** either at the top or at the bottom of the grid to save the new consolidation.

The new consolidation immediately appears in the View Consolidations screen, as shown in Figure 51.

Note: Consolidations show at the top of the Account drop-down list in the Control Panel (refer to “Account and Processing Date Selection” in Chapter 2, Navigating TrustReporter - Client Internet Access, for additional information).

‘ALL’ is a consolidation comprised of all your accounts.

Figure 51: New Consolidation in View Consolidations Screen

VIEW CONSOLIDATIONS

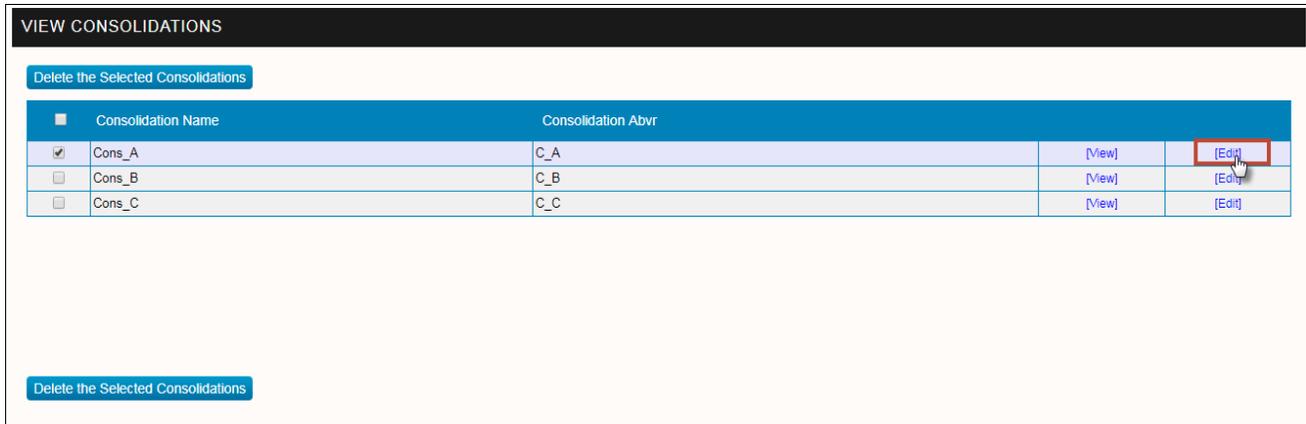
	Consolidation Name	Consolidation Abvr		
<input type="checkbox"/>	Cons_A	C_A	[View]	[Edit]
<input type="checkbox"/>	Cons_B	C_B	[View]	[Edit]
<input type="checkbox"/>	Cons_C	C_C	[View]	[Edit]

New Consolidation

Edit a Consolidation

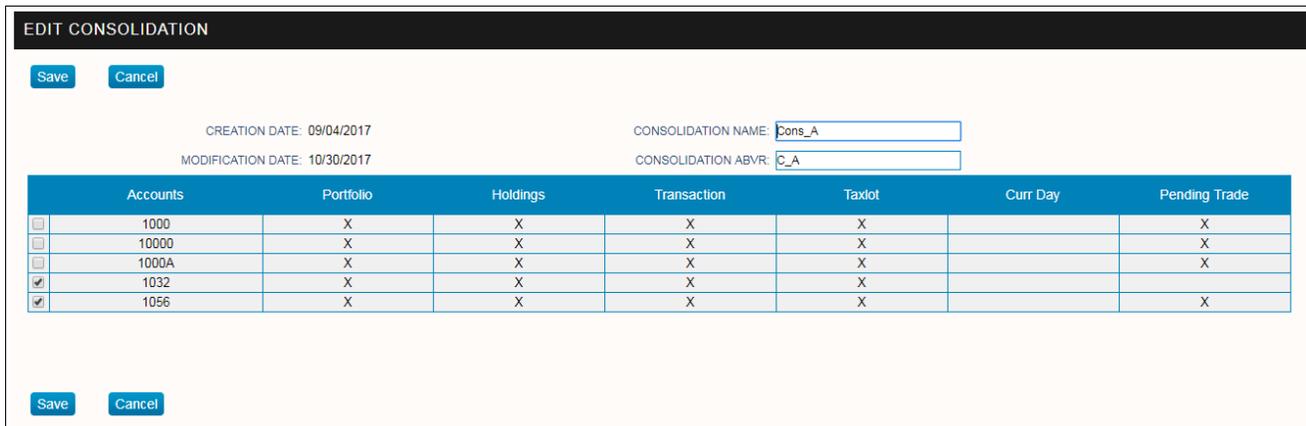
To edit a consolidation, select it from the View Consolidations screen and click the corresponding **Edit** link (refer to Figure 52).

Figure 52: View Consolidations Screen—Edit a Consolidation



The Edit Consolidation screen appears, as shown in Figure 53.

Figure 53: Edit Consolidation Screen



Apart from Consolidation Name, Consolidation Abbreviation, and the constituent accounts, the screen also reflects the creation date and last modified date of the consolidation.

You can edit the following:

- Consolidation Name
- Consolidation Abbreviation

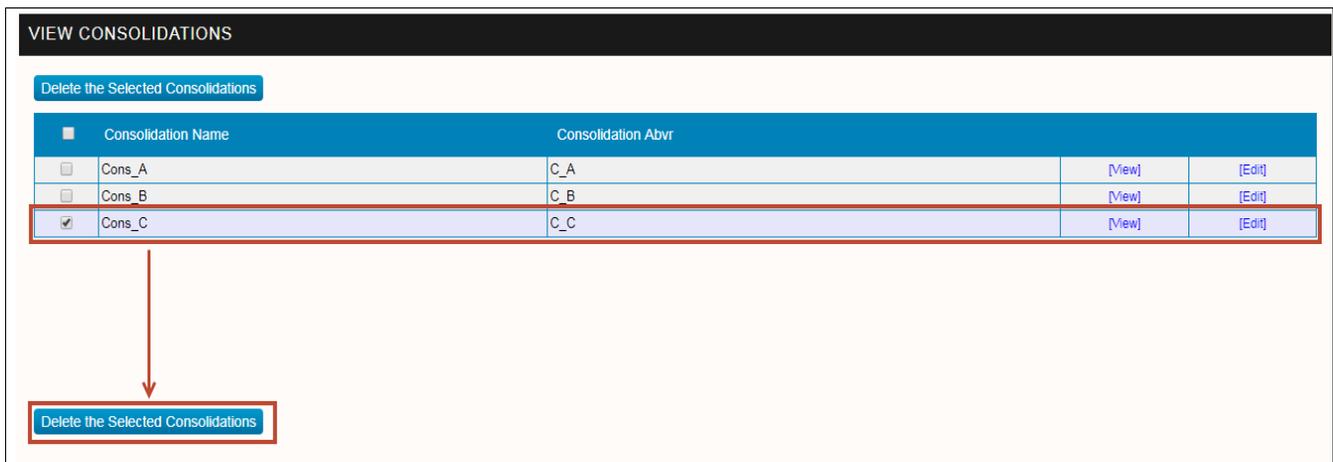
- The associated accounts—
 - To remove an account, clear the corresponding row in the Account grid.
 - To add an account, select the corresponding row in the grid.

Click **Save** either at the top or at the bottom of the Account grid to save your changes.

Delete a Consolidation

To delete a consolidation, select it in the View Consolidations screen and click **Delete the Selected Consolidations** either at the top or at the bottom of the Account grid. This is illustrated in Figure 54.

Figure 54: Deleting a Consolidation



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6 Mail

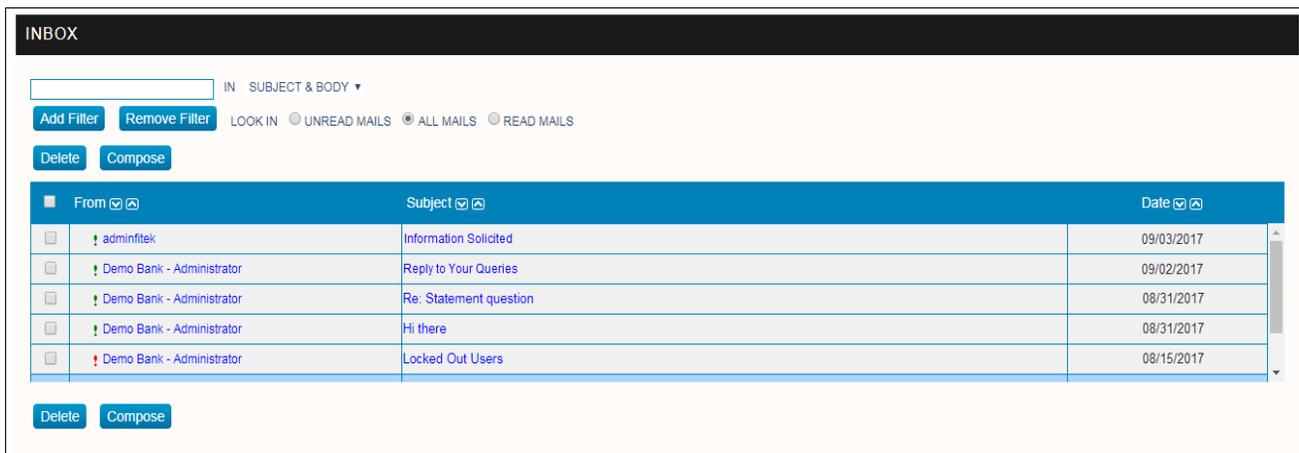
The Mail feature allows you to read (incoming and sent) mail, filter, compose, and delete mail.

The Mail menu is dedicated to mail operations. Various mail features are described in the following sections.

The Inbox

Click **Mail > Inbox** on the menu bar to access your email inbox. The Inbox screen appears, as shown in Figure 55.

Figure 55: Inbox Screen



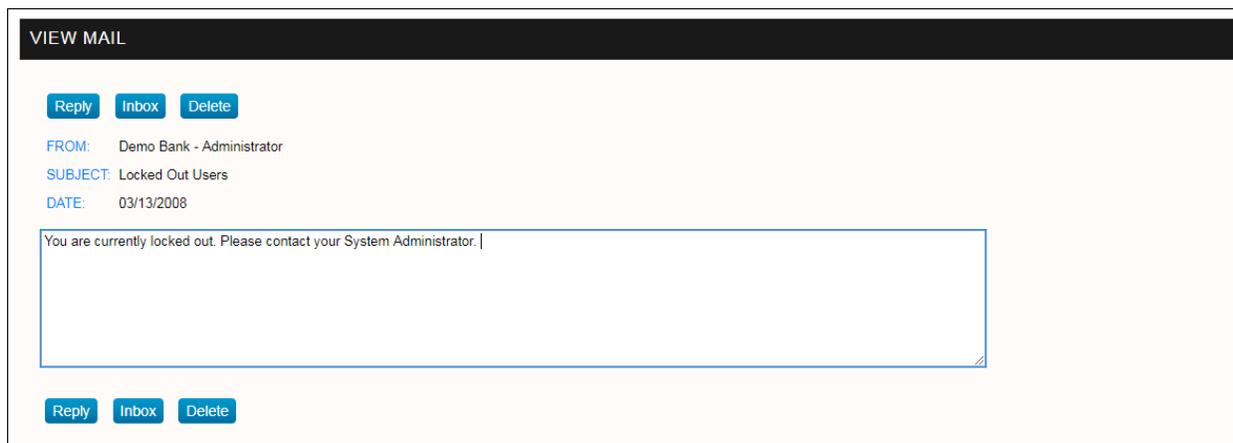
Your incoming mail is arranged in the grid. You can sort mail on the basis of three (3) attributes—

- Sender (From column)
- Subject (Subject column)
- Mail date (Date column)

Click the **Ascending** icon (▲) adjacent to a column-header to sort mail in ascending order; click the **Descending** icon (▼) adjacent to a column-header to sort mail in descending order.

To read mail, click the corresponding From or Subject link. The View Mail screen appears, as shown in Figure 56.

Figure 56: View Mail Screen



Filter Mail

You can filter both incoming and sent (outgoing) mail, as follows:

- In the Inbox or the Sent Mail screen, enter a filter string in the box immediately below the title bar.
- Select a filter criterion from the adjacent drop-down list. The options are—
 - Subject & Body
 - Subject
 - Body

Note that the drop-down list becomes activated only after you enter the filter string.

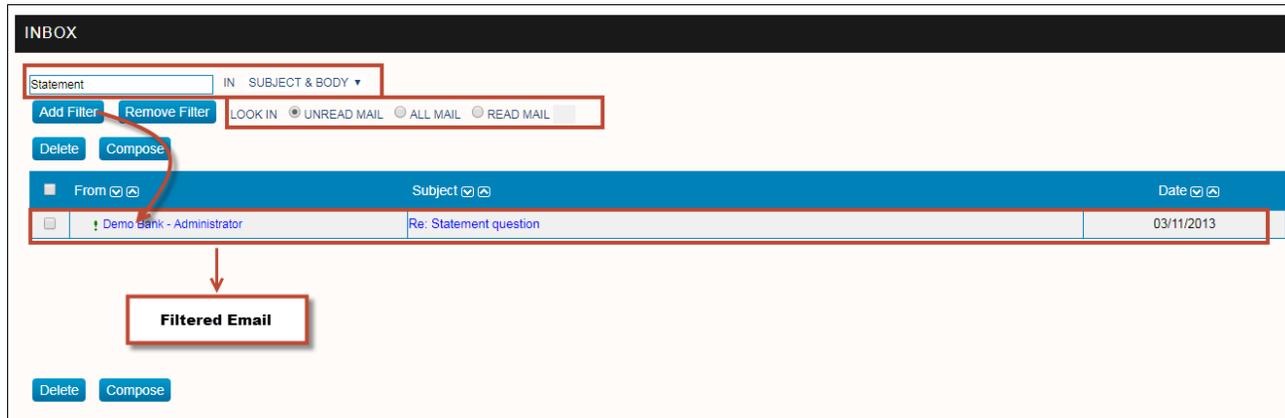
- For incoming mail, select one of the following Look-In options—
 - Unread Mail (default)
 - All Mail
 - Read Mail

Note that the Look-In options are not relevant for sent mail.

- Click **Add Filter**. The mail list is refreshed to show only the filtered subset.

Figure 57 illustrates the filtering process.

Figure 57: Filtering Mail



Note: Before applying another filter criterion, remove the original filter string by clicking **Remove Filter**.

Compose Mail

To compose new mail, proceed as follows:

- Click **Mail > Compose** on the menu bar. (You can also click **Compose** on the Inbox screen.)
- The Compose Mail screen appears, as shown in Figure 58.

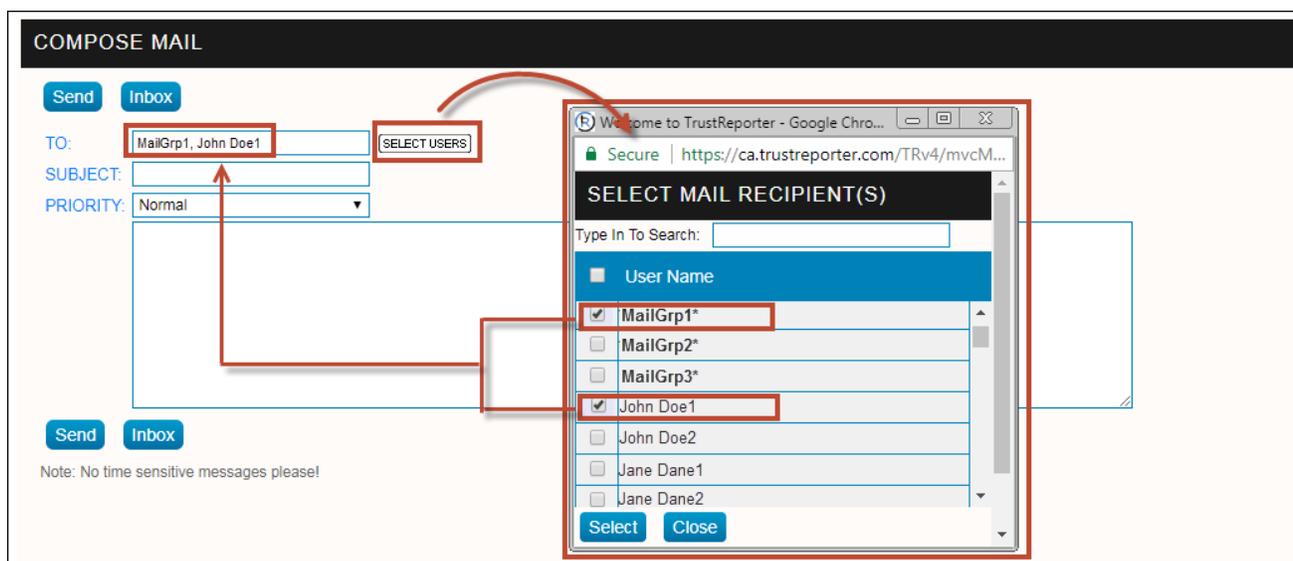
Figure 58: Compose Mail Screen



- To select mail recipient(s), click **Select Users**. The Select Mail Recipient(s) screen pops up, allowing you to select mail groups/individual mail recipients.
- Select one or more recipients and click **Select** at the bottom of the screen. This transfers the selected recipient(s) to the To (recipient) box in the Compose Mail screen. The process is illustrated in Figure 59.

Note: Mail groups are represented in the Select Mail Recipient(s) pop-up screen in bold format followed by the asterisk (*) symbol. No special formatting is applied for individual mail recipients.

Figure 59: Selection of Mail Recipients



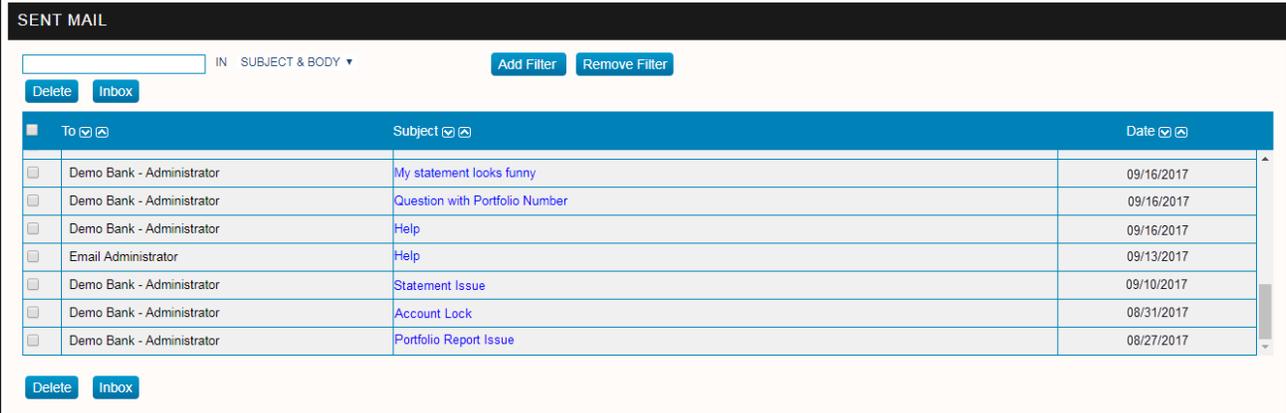
- Enter the mail subject in the Subject box.
- Select the priority level from the Priority drop-down list. The available options are:
 - Normal (the default)
 - Medium
 - High
- Enter the mail body in the designated text area (below the Priority drop-down list).
- Click **Send** to send the mail.

View Sent Mail

To view your sent mail, click **Mail > Sent Mail** on the menu bar.

The Sent Mail screen appears, as shown in Figure 60.

Figure 60: Sent Mail Screen



The screenshot shows the 'SENT MAIL' interface. At the top, there is a search bar with 'IN SUBJECT & BODY' and buttons for 'Add Filter' and 'Remove Filter'. Below the search bar are 'Delete' and 'Inbox' buttons. The main area is a table with three columns: 'To', 'Subject', and 'Date'. Each row has a checkbox on the left. The table contains the following data:

To	Subject	Date
<input type="checkbox"/> Demo Bank - Administrator	My statement looks funny	09/16/2017
<input type="checkbox"/> Demo Bank - Administrator	Question with Portfolio Number	09/16/2017
<input type="checkbox"/> Demo Bank - Administrator	Help	09/16/2017
<input type="checkbox"/> Email Administrator	Help	09/13/2017
<input type="checkbox"/> Demo Bank - Administrator	Statement Issue	09/10/2017
<input type="checkbox"/> Demo Bank - Administrator	Account Lock	08/31/2017
<input type="checkbox"/> Demo Bank - Administrator	Portfolio Report Issue	08/27/2017

At the bottom of the table, there are 'Delete' and 'Inbox' buttons.

Your sent mail is listed in the grid, which can be sorted in either ascending or descending order based on all three columns—

- Recipient (the To column)
- Subject
- Date

Click the **Ascending** icon () adjacent to a column-header to sort mail in ascending order.

Click the **Descending** icon () adjacent to a column-header to sort mail in descending order.

To read mail, click the corresponding link under the Subject column.

You can navigate to your inbox from the Sent Mail screen by clicking **Inbox**.

Delete Mail

You can delete mail from the Inbox and the Sent Mail screens. Select the mail to be deleted from the Inbox/Sent Mail grid and click **Delete**. The system issues a warning prior to the actual deletion. The mail is deleted once you give your consent. (Note that deleted mail cannot be restored.)

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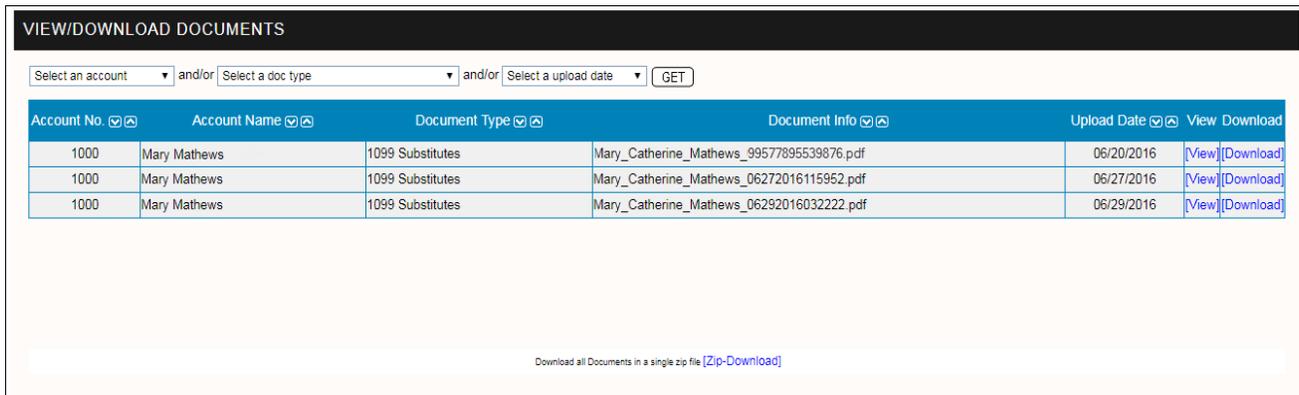
7 Documents

TrustReporter - Client Internet Access' Documents feature allows you to view and download documents published by your Financial Institution. Documents can be of two types— *Standard* and *Miscellaneous*. The current chapter deals with both these types of documents.

Standard Documents

To view and download standard documents, click **Documents > Standard** on the menu bar. The View/Download Documents screen (corresponding to standard documents) appear, as shown in Figure 61.

Figure 61: View/Download Documents Screen (Corresponding to Standard Documents)



All standard documents currently available to you are reflected in the grid.

You can perform the following actions here:

- Sort standard documents
- Search standard documents
- View standard documents
- Download standard documents

Each of the above activities is described in the following sub-sections.

Sort Standard Documents

The standard documents can be sorted in the grid on the basis of the following columns:

- Account Number
- Account Name
- Document Type
- Document Info
- Upload Date

Click the **Ascending** icon () adjacent to a column-header to sort the documents in ascending order. Click the **Descending** icon () adjacent to a column-header to sort the documents in descending order.

Search Standard Documents

You can search standard documents on the basis of the following search criteria— account, document type, and document upload date. Accordingly, you need to specify one or more of the search criteria values above the grid.

- Select an account from the drop-down list on the left.
- Select a document type from the drop-down list at the middle.
- Select a document upload date from the drop-down list on the right.

Once you have specified the search criteria, click **Get**. The matching document(s) are returned in the grid.

View Standard Documents

To view a document in PDF format, locate the document in the grid and click the corresponding **View** link on the right.

Download Standard Documents

To download a document in PDF format, locate the document in the grid and click the corresponding **Download** link on the right.

To download all available standard documents in a zipped format (that can be opened through decompression tools such as, WinZip and Win RAR), click the **Zip-Download** link below the grid.

Miscellaneous Documents

To view/download miscellaneous documents, click **Documents > Miscellaneous** on the menu bar. The View/Download Documents screen (corresponding to miscellaneous documents) appears, as shown in Figure 62.

Figure 62: View/Download Documents Screen (Corresponding to Miscellaneous Documents)

Upload Date	Document Info	View	Download
09/08/2017	Performance Summary.pdf	[View]	[Download]

ZIP DOWNLOAD: [All Documents](#)

All miscellaneous documents currently available to you are reflected in the grid.

You can perform the following actions here:

- Sort miscellaneous documents
- View miscellaneous documents
- Download miscellaneous documents

Each of the above activities is described in the following sub-sections.

Sort Miscellaneous Documents

The miscellaneous documents can be sorted in the grid on the basis of the following columns:

- Upload Date
- Document Info

Click the **Ascending** icon () adjacent to a column-header to sort the documents in ascending order. Click the **Descending** icon () adjacent to a column-header to sort the documents in descending order.

View Miscellaneous Documents

To view a document in PDF format, locate the document in the grid and click the corresponding **View** link on the right.

Download Miscellaneous Documents

To download a document in PDF format, locate it in the grid and click the corresponding **Download** link on the right.

To download all available miscellaneous documents in a zipped format (can be opened through decompression tools such as, WinZip and Win RAR), click **All Documents** below the grid.

8 Authentication Strategy

TrustReporter - Client Internet Access has inbuilt strong authentication features to ensure high security levels. The authentication techniques get triggered whenever a user logs in.

The authentication strategy works as follows.

- The first time a user logs in to the application, a security profile is automatically created for him/her.
- The user needs to complete the profile by responding to a set of questions and answers. The profile is saved for future security checks.

In case of questionable login attempts in future, the user will be challenged with a subset of the security questions saved in his/her security profile. The user's answer needs to match *exactly* with the original answer provided.

- Periodically, the user will be asked to update the security questions/answers.

Tips for Creating Strong Security Profile

Here are some tips for creating a strong security profile and to avoid possible confusions:

- Try to provide answers that are easy to remember while completing your security profile.
- It helps to choose questions that have only one logical answer.
- Be specific for your answers to avoid confusions. For example, against the question that asks the name of the hospital where you were born, give an answer like "Skyhook" instead of "Skyhook Hospital".
- Refrain from selecting questions that could be answered correctly, but not accurately. An example can be the name of your youngest sibling. Both "Tom" and "Thomas" may be correct but only one of them can be an acceptable answer. A similar example can be your school mascot—"Bulldog" vs. "Bulldogs".
- Avoid using abbreviations. For example, use "Delaware Valley" and not "Del Val".

