TrustReporter - Client Internet Access (User)

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Minor revision	Dec 3, 2014	Indranil Sen	Author	Minor linguistic revisions in Chapter 6, “Mails”.
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Revision	May 16, 2018			The application name has been changed throughout the document from ‘CIA’ to ‘TrustReporter - Client Internet Access’ in line with Fi-Tek’s latest corporate branding strategy.
Revision	Nov 30, 2021	Indranil Sen	Author	The user manual has been completely revamped in line with the new look and feel of the application. Additional content has been introduced wherever required and all screenshots have been replaced. Document version has been upgraded to **3.0**.

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1 Getting Started

This chapter describes how to access TrustReporter - Client Internet Access site. The following topics are covered:

- First time login
- Two Factor Authentication (2FA)
- Password change after first login
- Handling 'Forgot Password' situation
- Handling 'Locked Out' situation

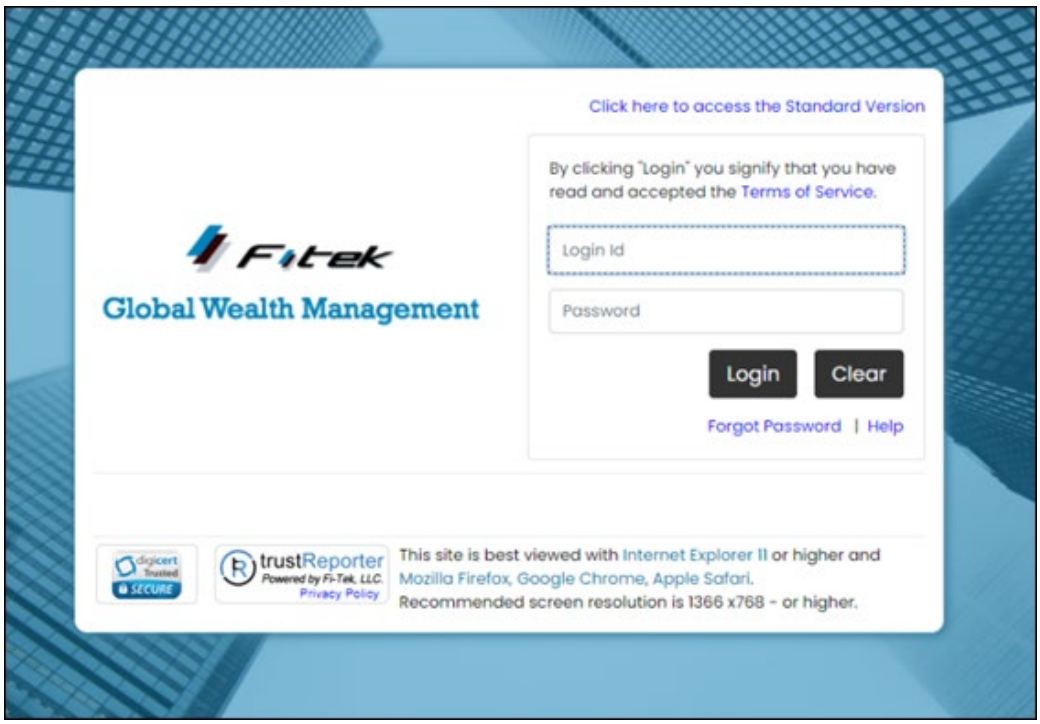
Log in to TrustReporter - Client Internet Access

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

- Click on the application link provided by your Financial Institution. The login screen appears.
- Enter your Login ID and Password in the designated boxes.
- Click **Login** to access the application.

Figure 1 shows the TrustReporter - Client Internet Access Login screen.

Figure 1: TrustReporter - Client Internet Access Login Screen



Two Factor Authentication (2FA)

Two Factor Authentication (2FA) is required at every login. After entering your Login ID and Password, you need to enter the 6-digit passcode sent to your registered phone number.

You need to select your preferred option from either *text message* or *voice call* to receive a passcode.

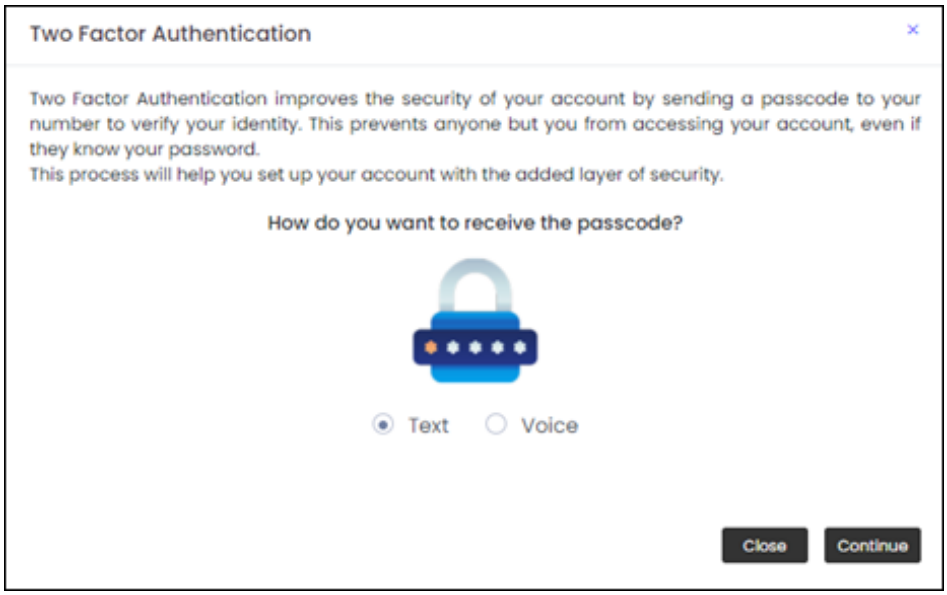
Follow these steps to register your phone number:

1. Select how you want to receive the passcode – **Text** or **Voice**.
2. Click **Continue**.
3. Input your phone number and re-enter to confirm. Note that no dash or space is required (default is USA).
4. Click **Continue** for the passcode to be delivered.
5. Input the 6-digit passcode received via text or voice call back. (To generate a new passcode, click the **Resend Passcode** link.)
6. Click **Continue**.
7. If you have entered the passcode correctly, the system issues the following confirmation message— 'Two Factor Authentication Setup is Completed'.

8. Click **Continue** to proceed to the application.

The Two Factor Authentication screen is shown in Figure 2.

Figure 2: Two Factor Authentication Screen



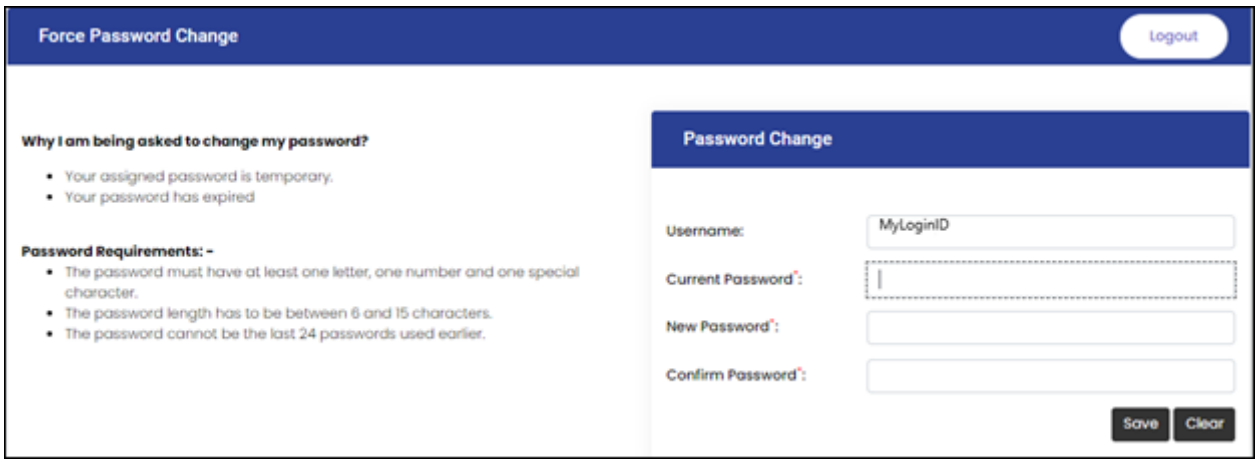
If your 2FA phone number(s) is registered (refer to 'My Profile' screen, which can be accessed by clicking your user icon on the right side of the TrustReporter menu bar), it will be partially displayed below the Text and/or Voice option.

At next login, if you select a registered number, follow steps 1, 2, 5 and 6.

Password Change After First Login

When logging in for the first time, you are required to change your temporary password provided to you by your Administrator. You are automatically redirected to the Password Change screen, as shown in Figure 3.

Figure 3: Password Change Screen



Follow these steps to change your password:

1. Enter your current (temporary) password in the Current Password box.
2. Enter a new password in the New Password box.
3. Confirm the password by re-entering it in the Confirm Password box.
4. Click **Save** to save your new password and proceed to the site.

   (To clear all values in the Password Change section, click **Clear**.)

> ***Note**: Password requirements may differ from the image displayed in Figure 3 above.*

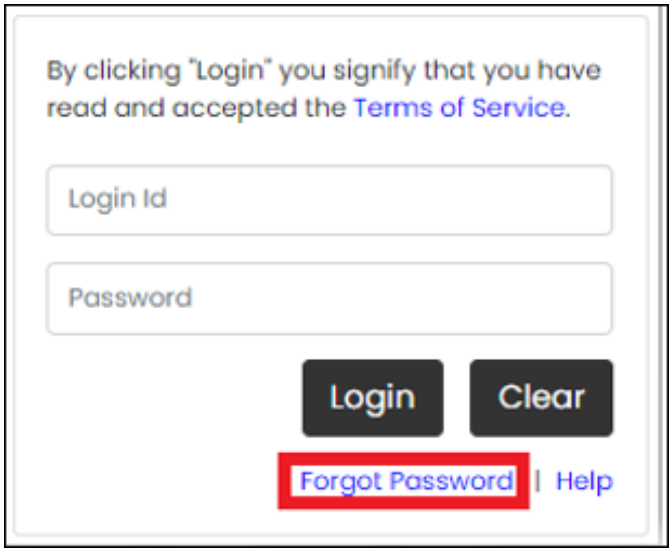
Handling 'Forgot Password' Situation

This section describes how to handle a 'Forgot Password' situation.

In case you forget your password, follow the steps mentioned below to reset it:

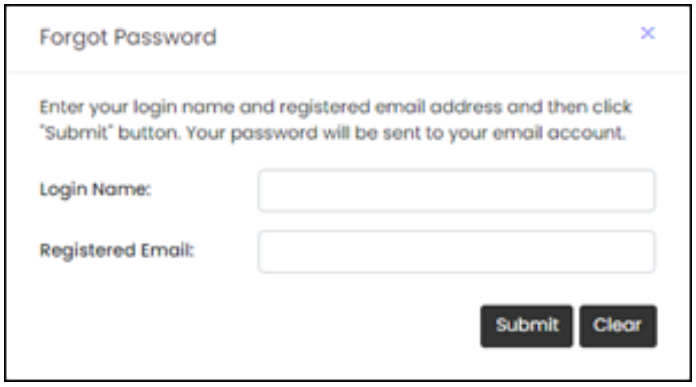
1. Click the **Forgot Password** link in your login screen, which is highlighted in Figure 4.

Figure 4: Handling 'Forgot Password' Situation (1)



The Forgot Password pop-up screen appears, as shown in Figure 5.

Figure 5: Handling 'Forgot Password' Situation (2)



2. Enter your Login ID and Registered Email Address in the designated boxes.

   (If you are yet to register your email address, contact your Administrator.)

3. Once you are done, click **Submit** to request a temporary password.

   The system issues a confirmation, and you will receive an email with your temporary password.

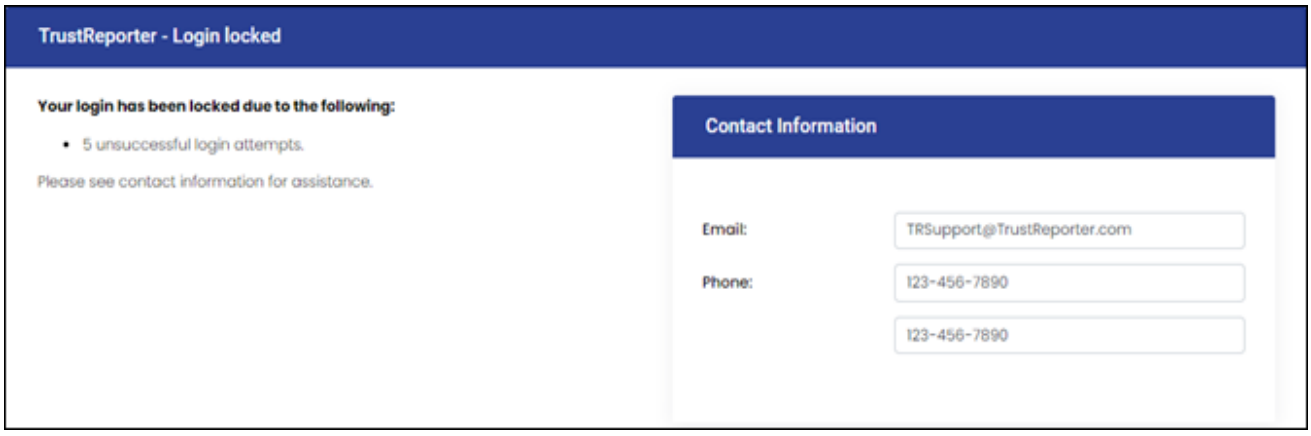
4. Retrieve your temporary password and proceed to the Login screen for a fresh login attempt (refer to "Password Change After First Login" earlier in the chapter).

Handling 'Locked Out' Situation

If you enter your Login ID and/or Password incorrectly five (5) consecutive times, your account will be locked.

In such a situation, you will get the Login Locked screen, as shown in Figure 6.

Figure 6: TrustReporter - Login Locked Screen



The Contact Information section towards the right side of the screen reflects information for assistance to unlock your account and/or reset your password.

Subsequently, you will be redirected to change your password when you log in the next time. (For additional information, please refer to "Password Change After First Login" earlier in the chapter.)

> ***Note**: You can also use the **Forgot Password** link to unlock and reset your password if your email address is registered on this site.*

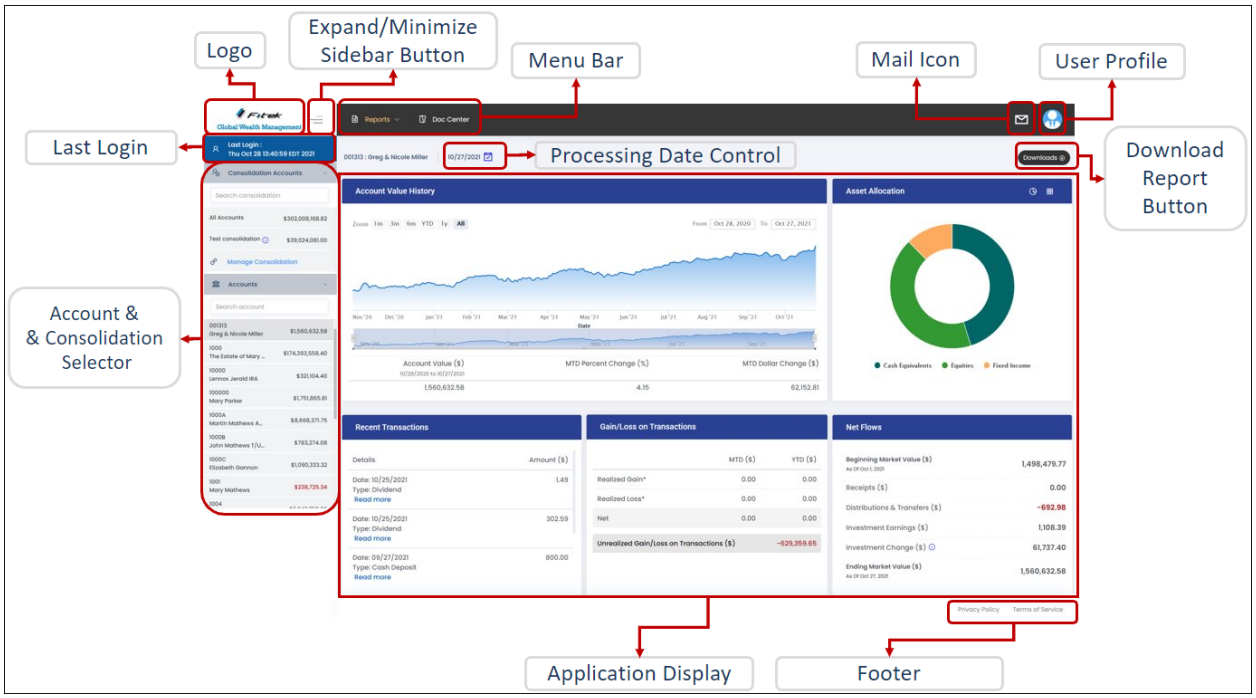
2 Navigating TrustReporter — Client Internet Access

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

User Interface Components

Once logged in, you are presented with the Portfolio screen. The primary user interface components are illustrated in Figure 7.

Figure 7: User Interface Components of TrustReporter - Client Internet Access



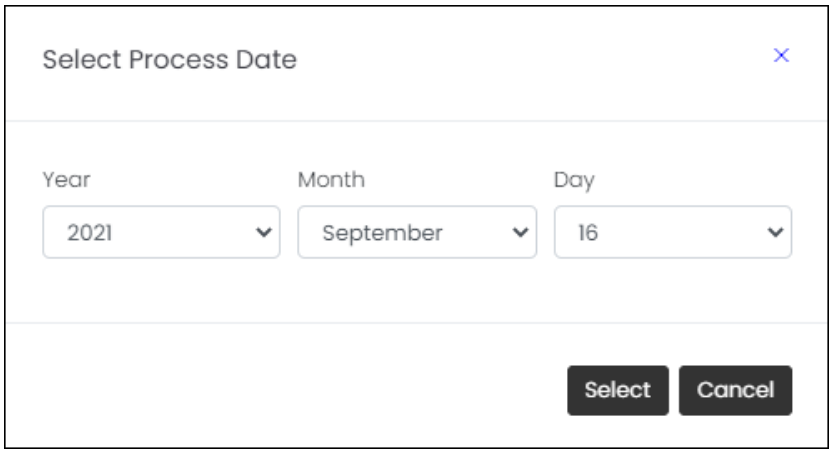
These components are briefly described below:

- **Financial Institution Logo:** Displays your Financial Institution's logo.
- **Expand/Collapse Button:** It is present to the right of the logo and is used to expand/ collapse the Account and Consolidation Selector Panel. The button acts like a toggle. Click it once to collapse the panel; click it again to expand.

- **Last Login:** The section immediately below the Financial Institution logo reflects the date and time of your last login.
- **Account and Consolidation Selector Panel**: This panel on the left side of the screen allows you to select an account or a consolidation to view the pertinent report data on the right.
- **Processing Date Control:** This date control allows you to select the Processing Date.

  Click the **Calendar** icon (). The Select Process Date screen pops up, as shown in Figure 8. Select the year from the Year drop-down list, select the month from the Month drop-down list, and select the day from the Day drop-down list. Once done, click **Select**. The newly selected date appears to the right of the Account/Consolidation name.

Figure 8: Select Process Date Screen



- **Menu Bar**: Allows you to access various reports (Portfolio, Holdings, Transactions, Taxlot, and Pending Trades) and the Doc Center.
- **Mail Icon**: Allows you to view mail and send mail to Administrator.
- **User Profile Icon**: Allows you to access My Profile and Frequently Asked Questions (FAQ) screens. It also allows you to log out of the application.
- **Downloads Icon**: Allows you to download a report in the following formats:
  - MS Word
  - MS Excel
  - Comma-Separated Value (.csv)
  - ASCII text

  You also have the option to print a report.
- **Application Display area:** This is the primary section where data is displayed.
- **Footer Area**: Contains Privacy Policy and Terms of Service links.

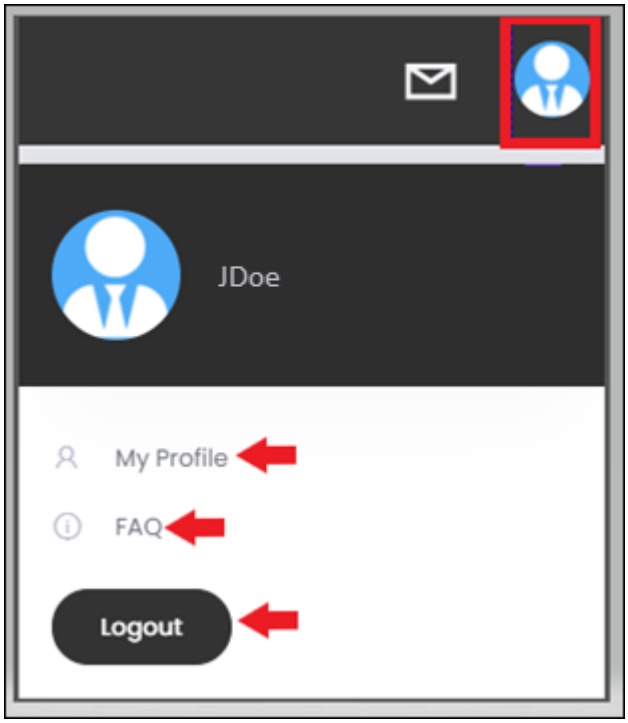
User Profile Section

This section describes various elements of User Profile section. When you click your **User Profile** icon ( ), you get access to the following:

- My Profile
- FAQ
- Logout button

Figure 9 shows the User Profile section.

Figure 9: User Profile Section

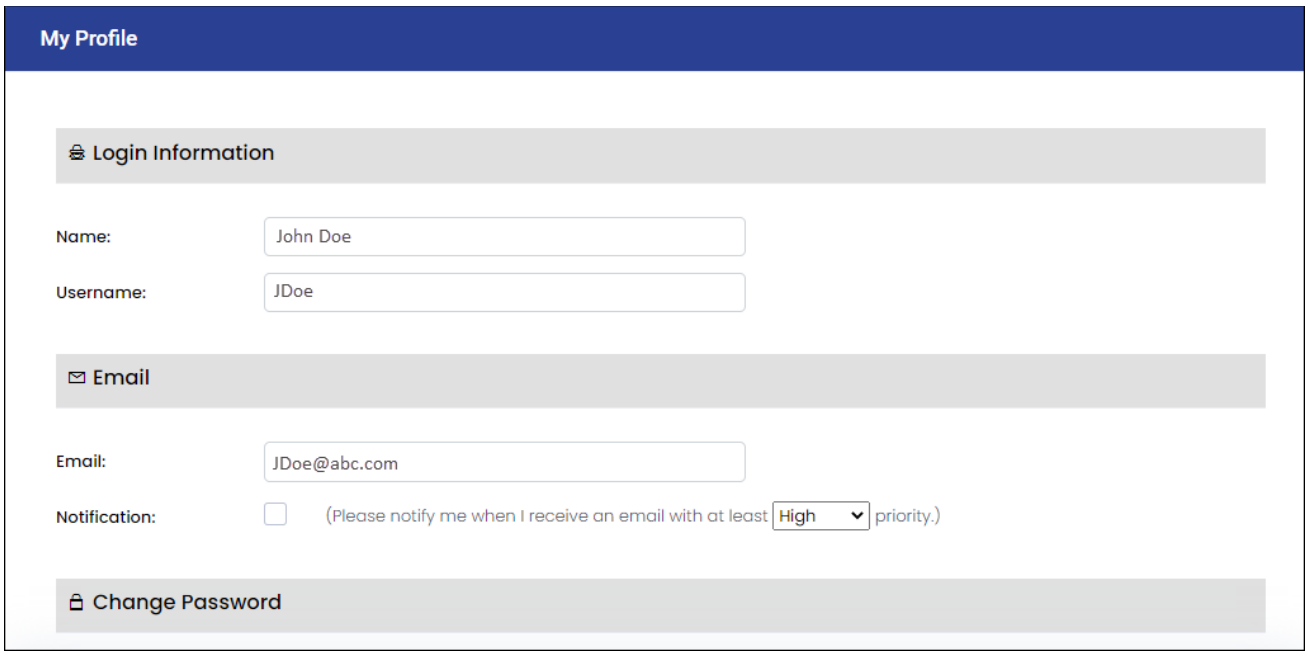


My Profile

This section describes various elements of My Profile screen.

Click **My Profile** link within User Profile section to open My Profile screen, as shown in Figure 10.

Figure 10: My Profile Screen

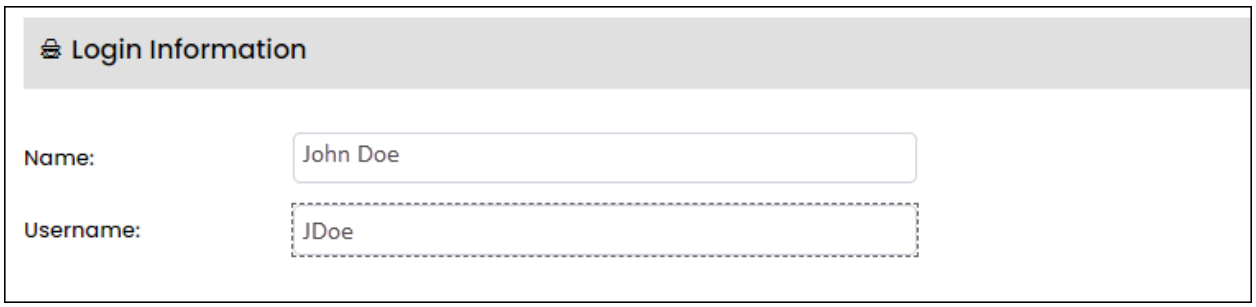


The screen is divided into various sections. Each is described below—

Login Information

The Login Information section is shown in Figure 11.

Figure 11: My Profile Screen— Login Information



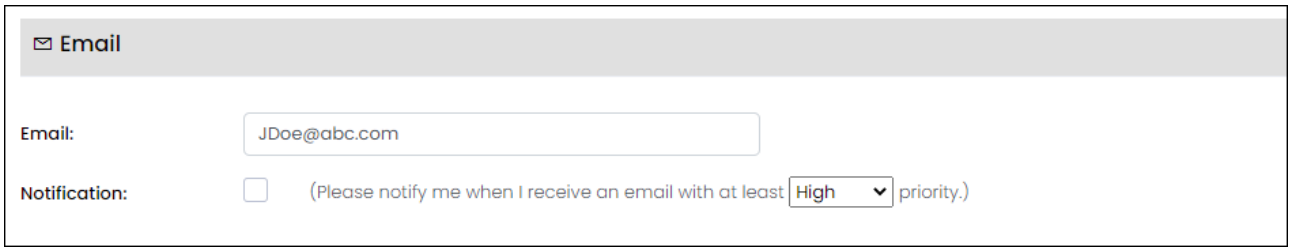
The Login Information section contains the following read-only elements:

- Name (reflects the name of the user)
- Username (reflects the User ID)

Email

The Email section is shown in Figure 12.

Figure 12: My Profile Screen— Email



This section contains the following elements:

- **Email**: Allows you to enter/edit your email address.
- **Notification**: Select the Notification check box if you want to get notified about an email of a chosen priority level. You also need to choose your preferred priority level from the adjacent drop-down list. The available priority levels are— High, Medium, and Normal.

Change Password

The Change Password section is shown in Figure 13.

Figure 13: My Profile Screen— Change Password Section

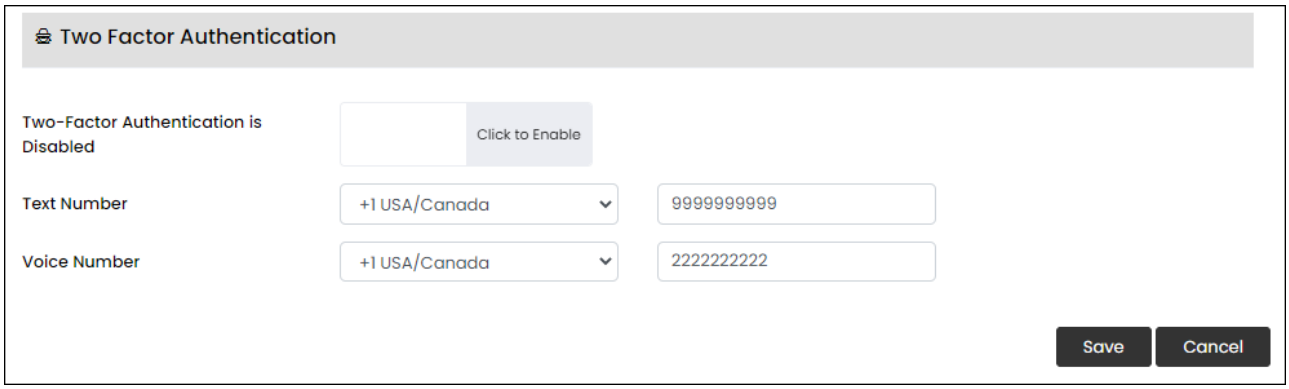
This section allows you to change your password. Proceed as follows:

- Enter your existing password in the Current Password box.
- Enter your new password in the New Password box.
- Re-confirm your new password by entering it once more in the Confirm Password box.

Two Factor Authentication

The Two Factor Authentication section is shown in Figure 14.

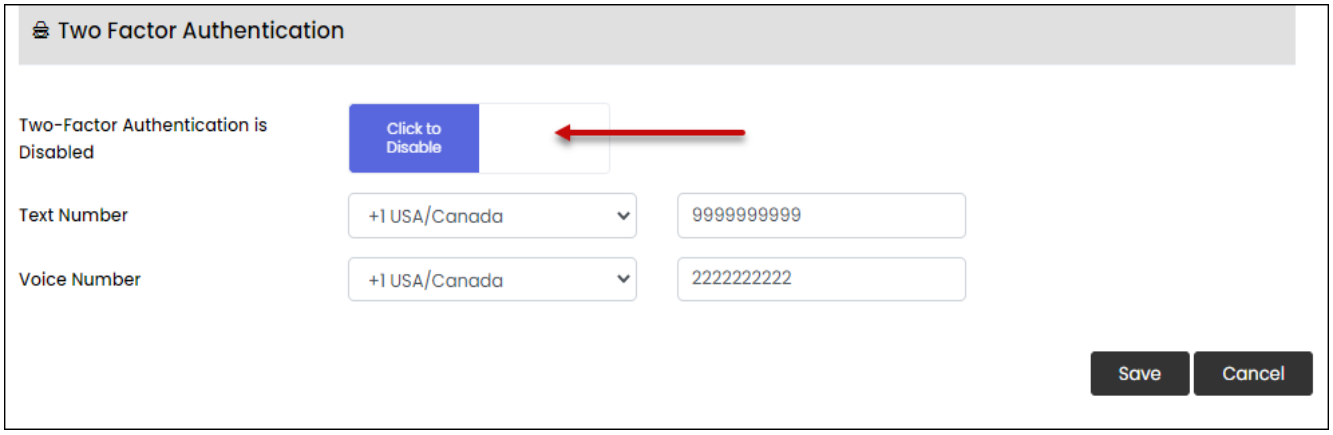
Figure 14: My Profile Screen— Two Factor Authentication Section (1)



This section allows you to activate or deactivate the Two Factor Authentication (2FA) feature. Two Factor Authentication status is shown to the left of the control. Proceed as follows:

- Click on the '**Click to Enable**' control to activate 2FA. Immediately, the control changes color and now reads **'Click to Disable'**. This is shown in Figure 15. This change of color and label name indicates that 2FA is now activated.

Figure 15: My Profile Screen— Two Factor Authentication Section (2)



If you want to opt out of 2FA, click the '**Click to Disable**' control. A pop-up warning will be displayed.

- Next, you can update your text and/or voice number for 2FA—
  - Enter/update your phone number to receive your 2FA passcode via *text format* in the Text Number box.
  - Enter/update your phone number to receive your 2FA passcode via *voice call* in the Voice Number box.

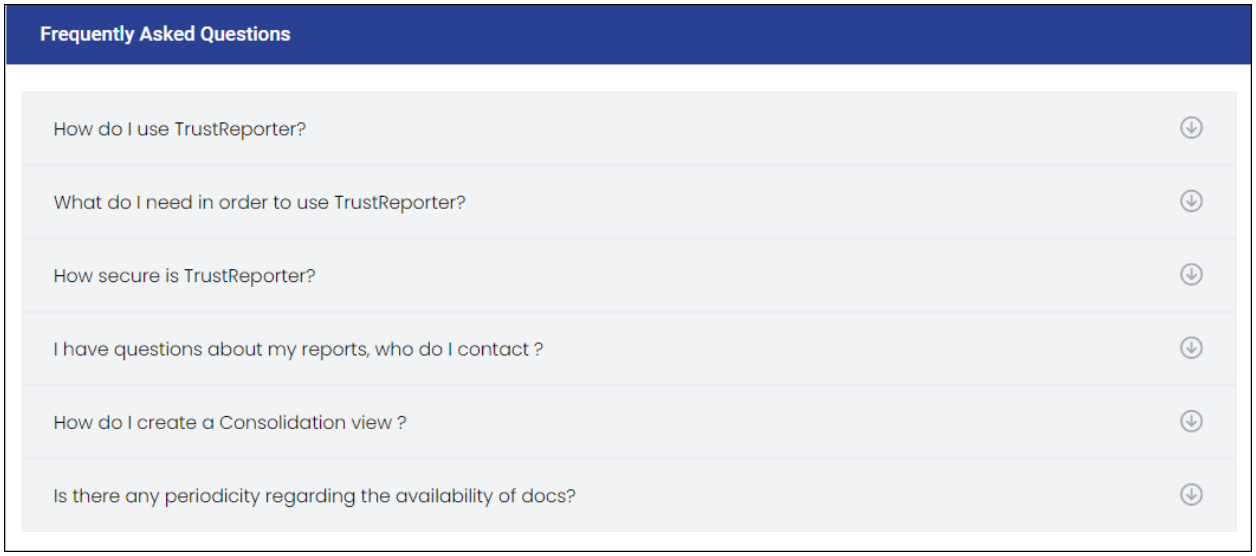
    The preceding drop-down list allows you to select the corresponding Country Code (USA/Canada is the default).

Once you have completed entering your My Profile information, click **Save**.

Frequently Asked Questions (FAQ)

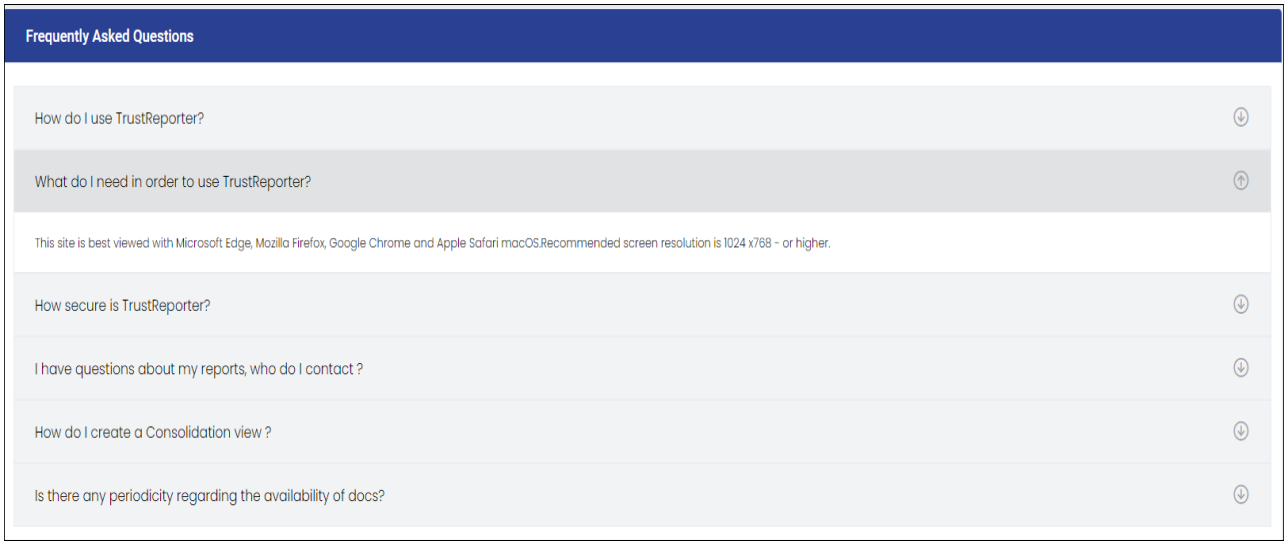
From the User Profile section, you can access all Frequently Asked Questions (FAQ) published by the Financial Institution. Click the **FAQ** link in the User Profile section. The Frequently Asked Questions screen appears, as shown in Figure 16.

Figure 16: Frequently Asked Questions Screen (1)



To get the answer to a question, click the corresponding **Expand** icon ( ) on the right. Now the answer appears immediately below the question, as shown in Figure 17.

Figure 17: Frequently Asked Questions Screen (2)



Logout

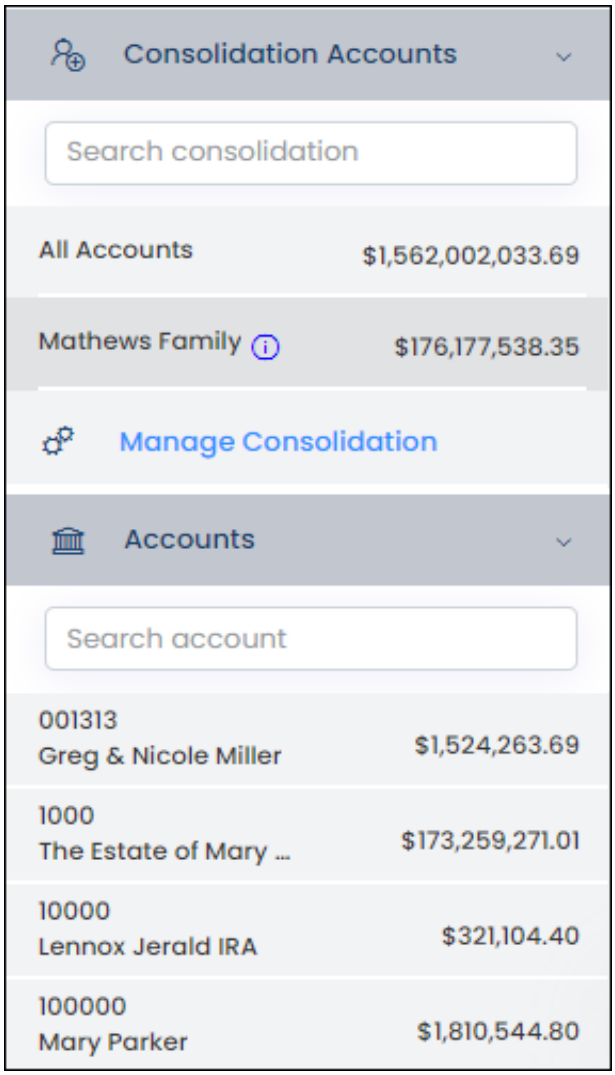
Click **Logout** in the User Profile section to log out of the application.

Account and Consolidation Selector Panel

This section describes the Account and Consolidation Selector Panel. It allows you to select an account or a consolidation to view the pertinent reports on the right. It also allows you to manage your consolidations.

Figure 18 shows this panel.

Figure 18: Account and Consolidation Selector Panel

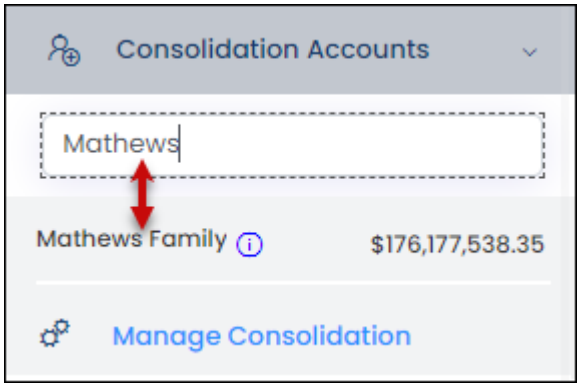


Consolidation Accounts

The Consolidation Accounts section is at the top of the Account and Consolidation Selector Panel (refer to Figure 18 above). It reflects the total value of all accounts and the total value of each listed consolidation.

If you have multiple consolidations, you can quickly locate the one you are looking for by entering a search string in the Search Consolidation box. The matching consolidation is immediately returned, as shown in Figure 19.

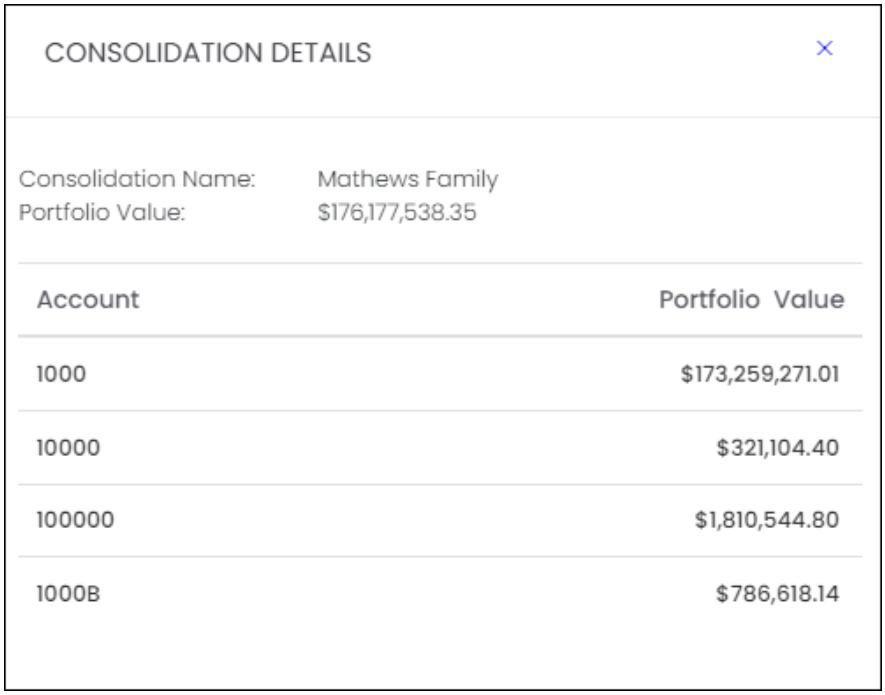
Figure 19: Consolidation Search



To view the constituent accounts of a consolidation along with the corresponding Market Values, click the adjacent **Consolidation Details** icon (ⓘ). The Consolidation Details screen pops up, as shown in Figure 20. The Account column reflects the constituent accounts while the Portfolio Value column reflects the corresponding Market Values.

> ***Note**: The 'All Accounts' consolidation reflected in the Consolidation Accounts section is the default consolidation comprised of all your accounts.*

Figure 20: Consolidation Details Icon

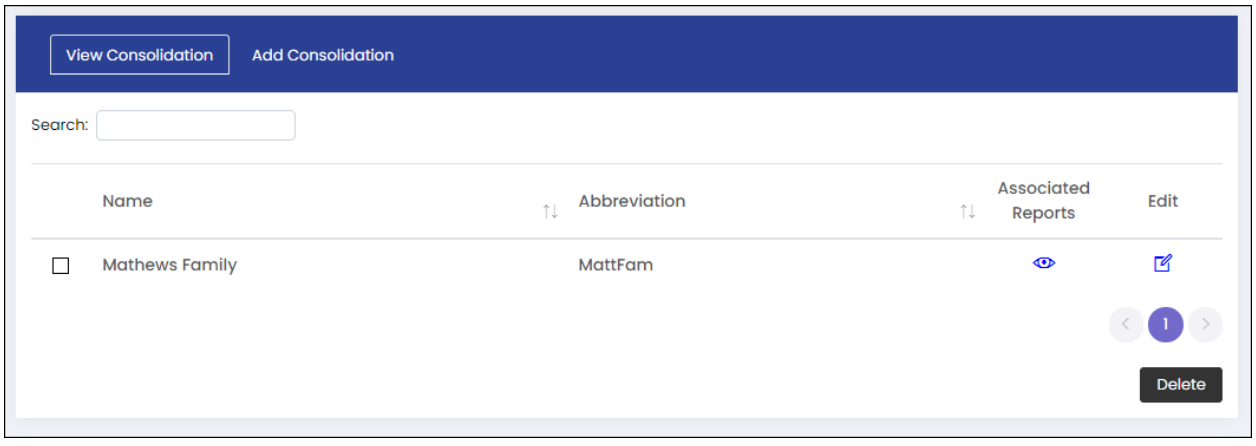


Manage Consolidations

The Manage Consolidations feature allows you to view, edit and add consolidations.

Click the **Manage Consolidations** link in the Consolidation Accounts section. The Manage Consolidations screen appears on the right, as shown in Figure 21.

Figure 21: Manage Consolidations Screen



The screen consists of the following two (2) tabs— View Consolidation and Add Consolidation. The former is activated by default.

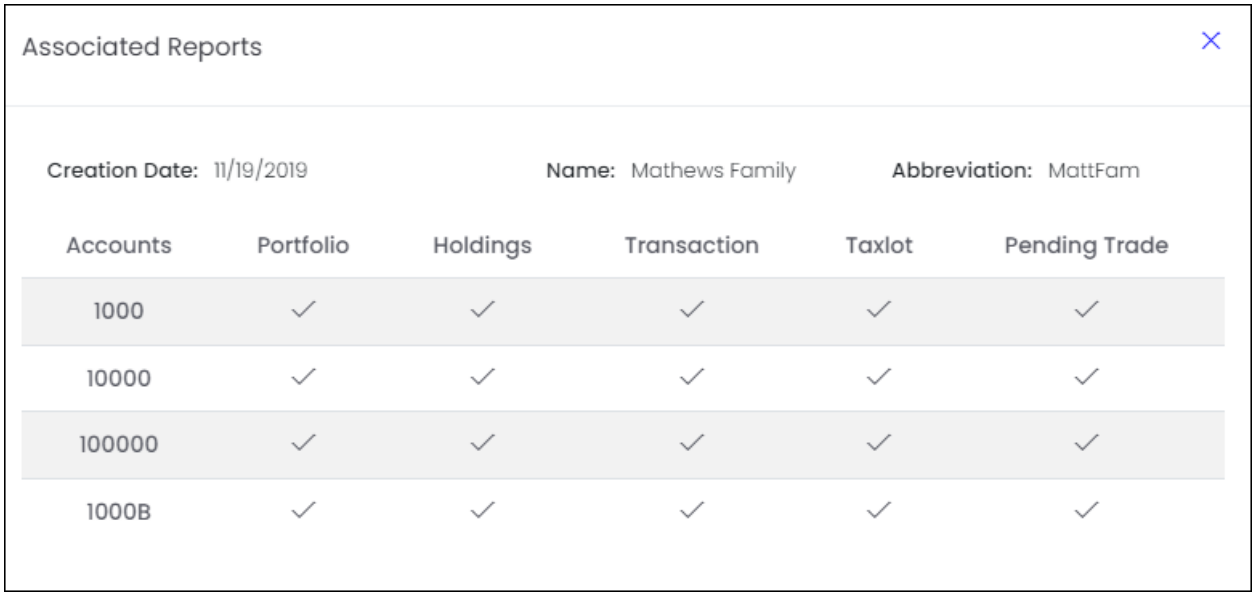
View a Consolidation

The View Consolidation tab lists all consolidations currently associated to your access (refer to Figure 21 above). For each, the corresponding consolidation name and abbreviation are displayed.

If you have a long list of consolidations, you can quickly locate the consolidation by entering the name of the consolidation in the Search box and the matching consolidation is immediately returned.

To view the associated reports for a consolidation, click the corresponding **View** icon ( ). The Associated Reports screen pops up, as shown in Figure 22. For each constituent account, the availability of various reports (Portfolio, Holdings, Transaction etc.) is indicated by check marks.

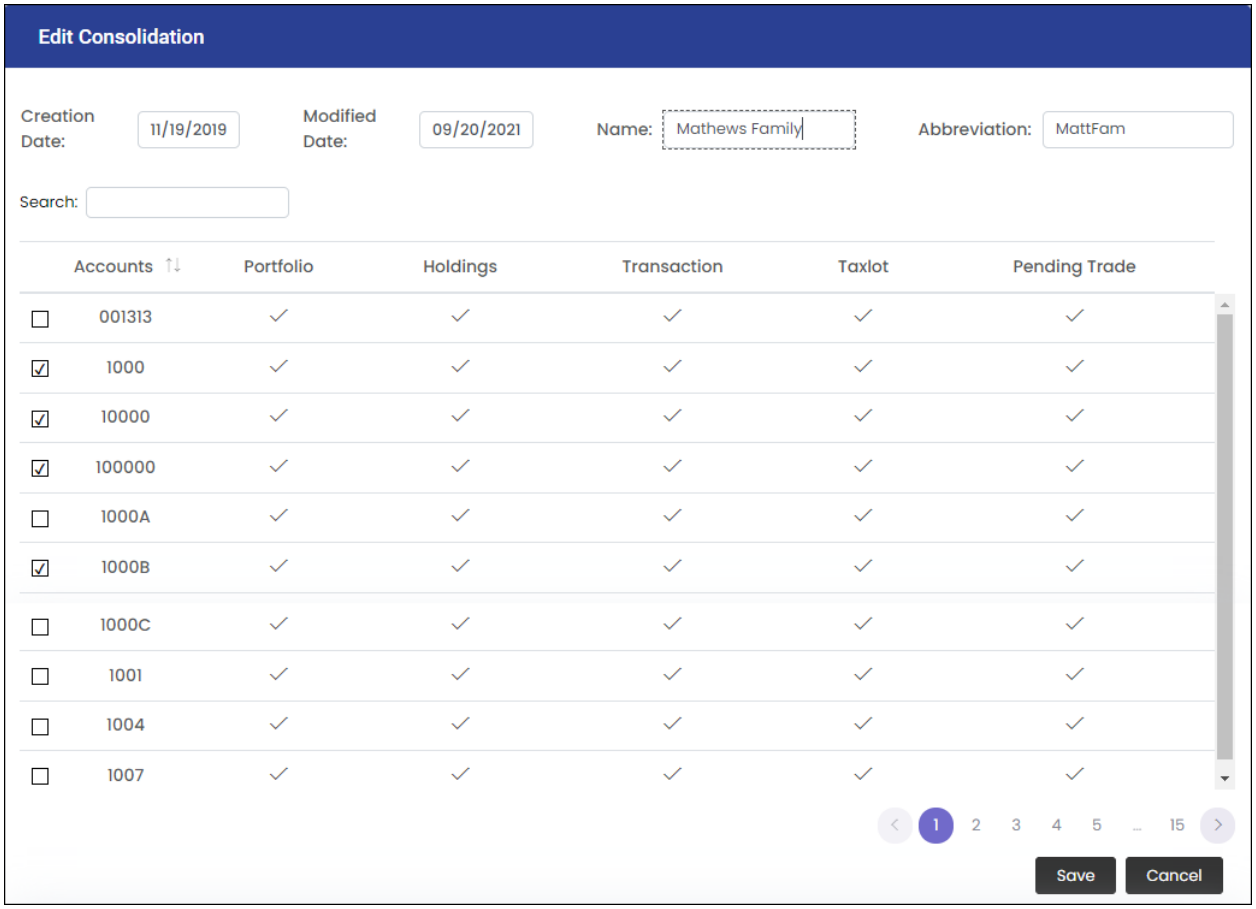
Figure 22: Associated Reports Screen



Edit a Consolidation

To edit a consolidation, select it in the View Consolidation tab and click the corresponding **Edit** icon ( ). The Edit Consolidation screen appears, as shown in Figure 23.

Figure 23: Edit Consolidation Screen



The Creation Date and the last Modified Date of the consolidation cannot be edited.

You can edit the consolidation name (in the Name box) and the abbreviation (in the Abbreviation box). You can also add/remove an account from the consolidation.

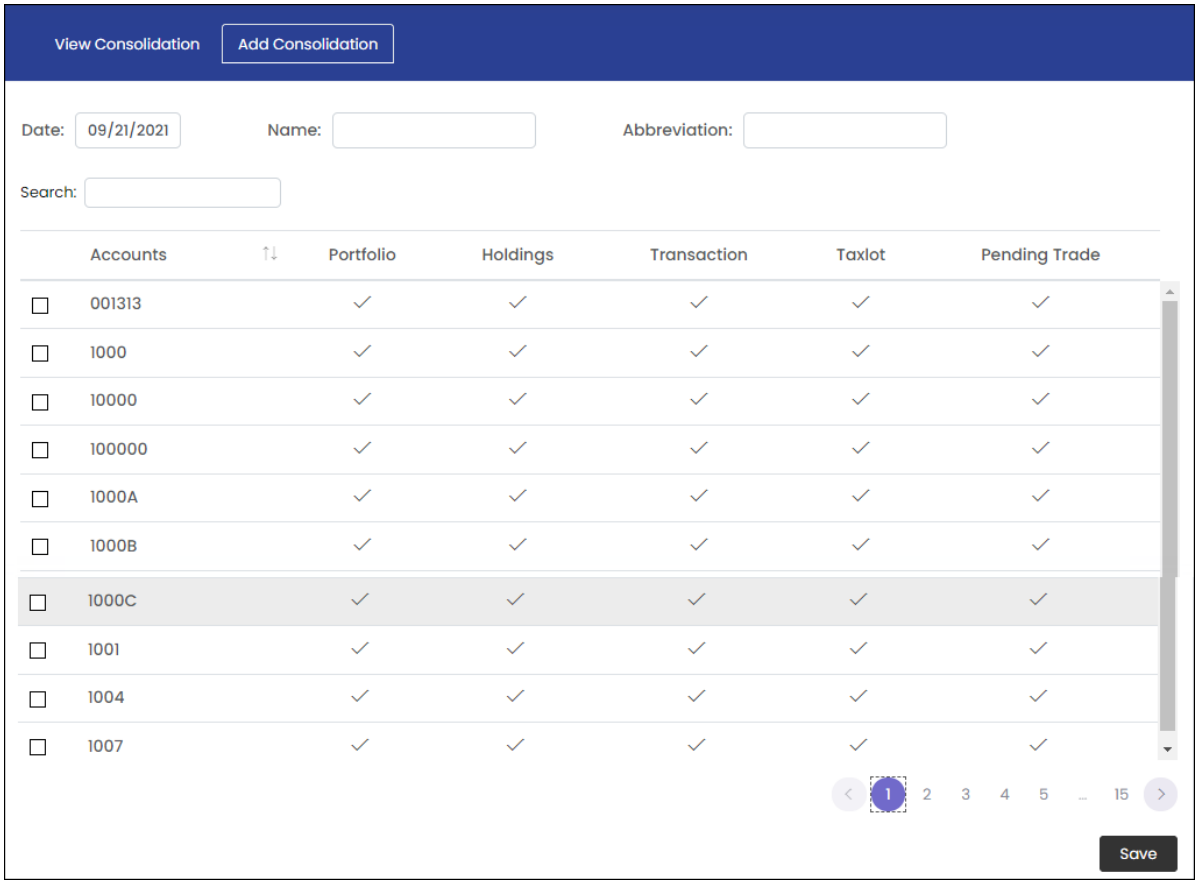
- To add an account, select the check box adjacent to the account number.
- To remove an account, clear the corresponding check box.

Once you have finished editing, click **Save** at the bottom right corner of the screen.

Add a Consolidation

To add a consolidation, you need to activate the **Add Consolidation** tab in the Manage Consolidation screen. The activated Add Consolidation tab is shown in Figure 24.

Figure 24: Manage Consolidations Screen— Add Consolidation Tab



The screen displays your accounts along with the associated reports available for each. Now, proceed as follows:

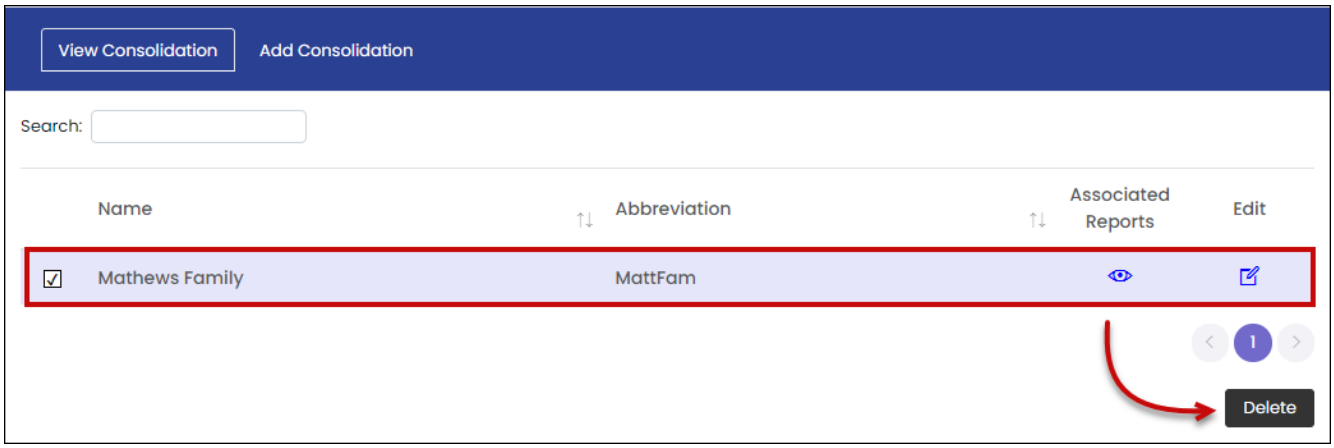
- Enter a name for the consolidation in the Name box.
- Enter an abbreviation for the consolidation in the Abbreviation box.
- Select the accounts to be included in the consolidation.
- Once done, click **Save** in the bottom-right corner of the screen to save the new consolidation. The newly formed consolidation appears immediately in both the View consolidation tab and in the Consolidation Accounts section of the Account and Consolidation Selector Panel.

> ***Note**: If you have a long list of accounts and you want to locate an account quickly while forming the consolidation, enter the Account Name in the Search box above the list of accounts. The matching account is returned immediately.*

Delete a Consolidation

To delete a consolidation, activate the View Consolidation tab first. Now, select the consolidation you want to delete and click **Delete** in the bottom-right corner of the screen. The process is illustrated in Figure 25.

Figure 25: Deleting a Consolidation

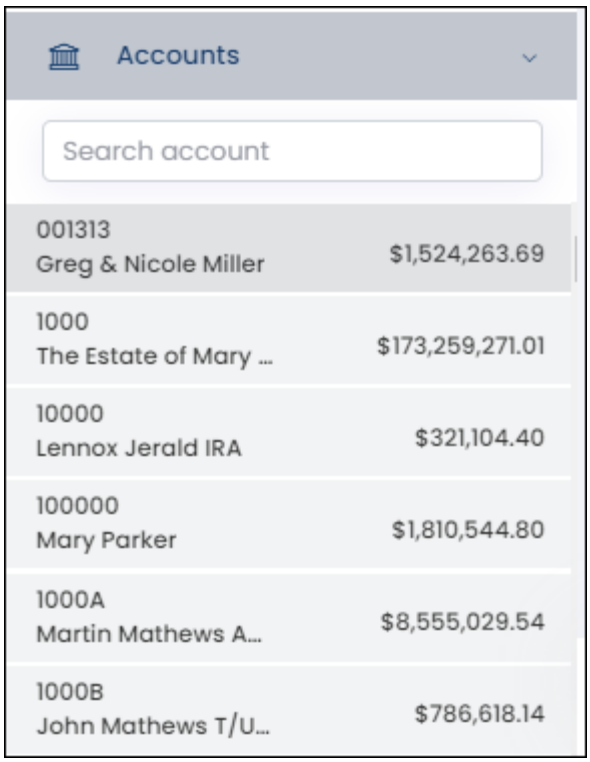


> ***Note**: Deleted consolidations cannot be restored in the system.*

Accounts

The Accounts section is in the lower part of the Account and Consolidation Selector Panel. This is shown in Figure 26.

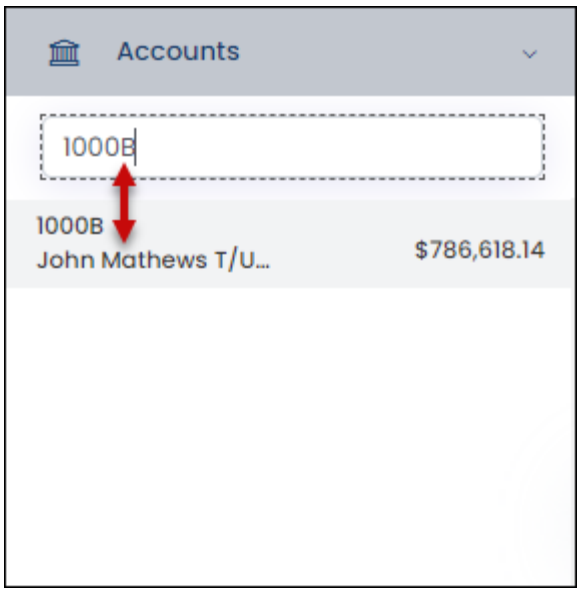
Figure 26: Accounts Section



The Accounts section lists all your accounts along with the corresponding Market Value. To view the reports pertaining to a specific account, click the corresponding account row. The relevant reports appear on the right.

If you have a long list of accounts, you can use the account search feature to locate a specific account quickly. Enter the Account Number in the Search Account box. The matching account is immediately returned below, as illustrated in Figure 27.

Figure 27: Searching an Account



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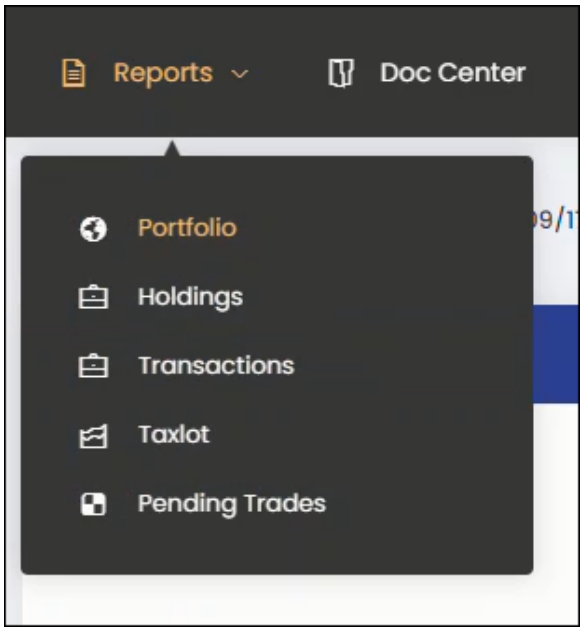
3 Reports

The Reports menu offers the following reports that reflect your investment position:

- Portfolio
- Holdings
- Transaction
- Taxlot
- Pending Trades

The report options available under the Reports menu are shown in Figure 28.

Figure 28: Report Options



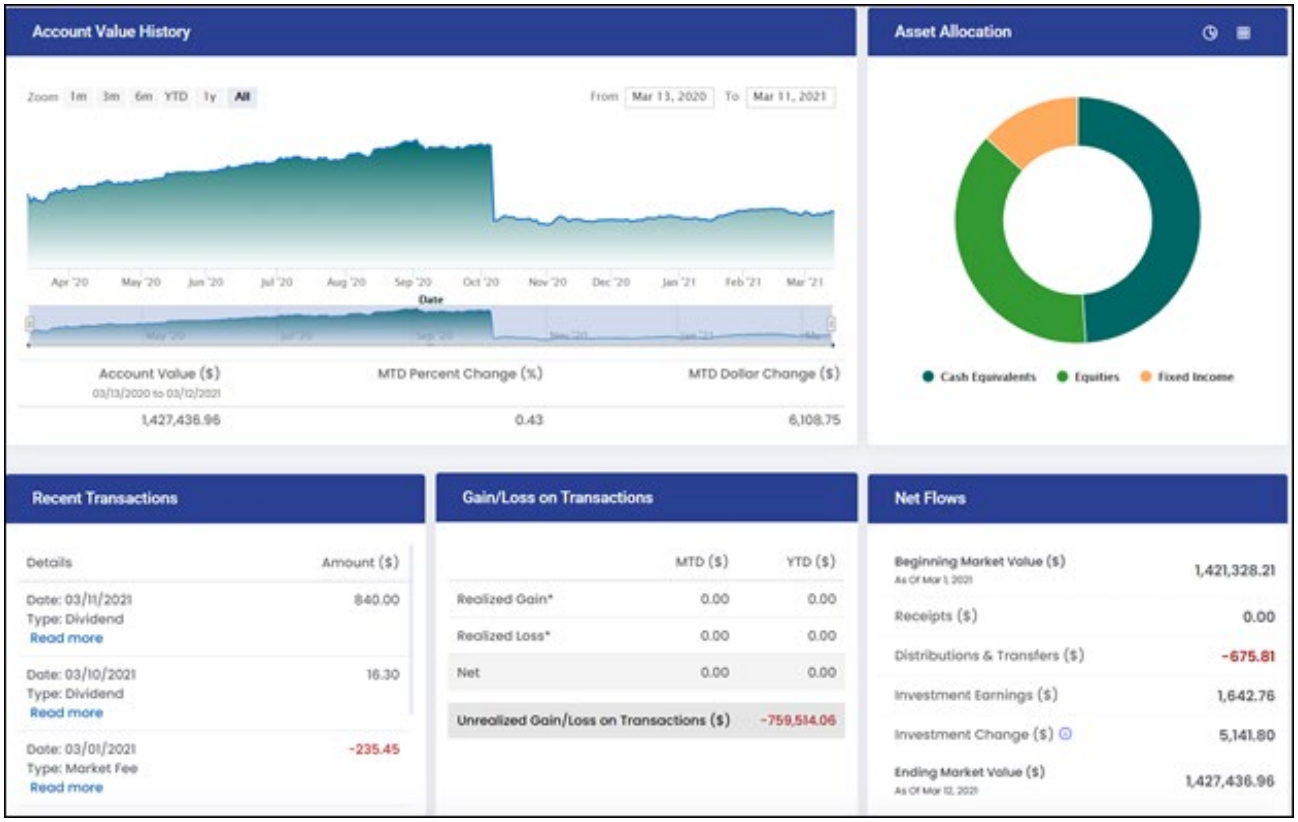
The current chapter covers each of the above reports.

Portfolio Report

Portfolio Report reflects the portfolio position of the selected account as on the selected Processing Date. This report is shown by default when you initially log in to the application.

To access the Portfolio Report at any time, click **Reports** > **Portfolio** on the menu bar. Figure 29 shows this report.

Figure 29: Portfolio Report



The Portfolio Report comprises of the following widgets:

- Account Value History
- Asset Allocation
- Recent Transactions (last 5)
- Gain/Loss on Transactions
- Net Flows

Each of the above widgets is described in the upcoming sub-sections.

Portfolio Report— Account Value History

The Account Value History widget is shown in Figure 30.

Figure 30: Portfolio Report— Account Value History Widget

The Account Value History widget displays the account's Total Market Value over the preceding dates. To view the graphical data, you can choose a preset time period from the following options:

- 1 month
- 3 months
- 6 months
- Year-To-Date (YTD)
- 1 Year
- All

Alternatively, you can also specify a From Date and a To Date to define the date range.
At any point, you can place your mouse pointer on the contour of the curve to view the corresponding Processing Date and Market Value in a tooltip.

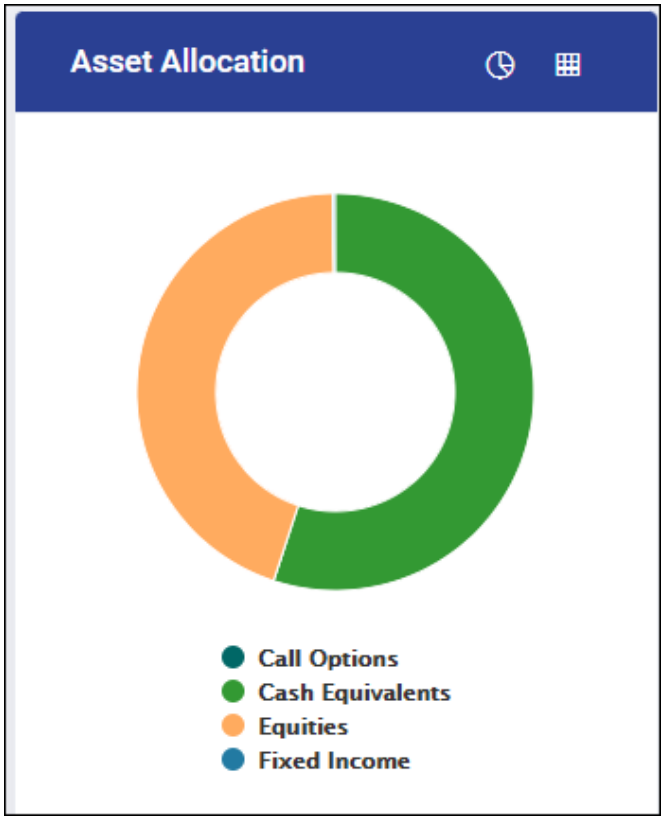
The lower part of the widget gives you the following values:

- Account Value
- Month-To-Date (MTD) Percent Change (%)
- Month-To-Date (MTD) Dollar Change ($)

Portfolio Report— Asset Allocation

The Asset Allocation widget is shown in Figure 31.

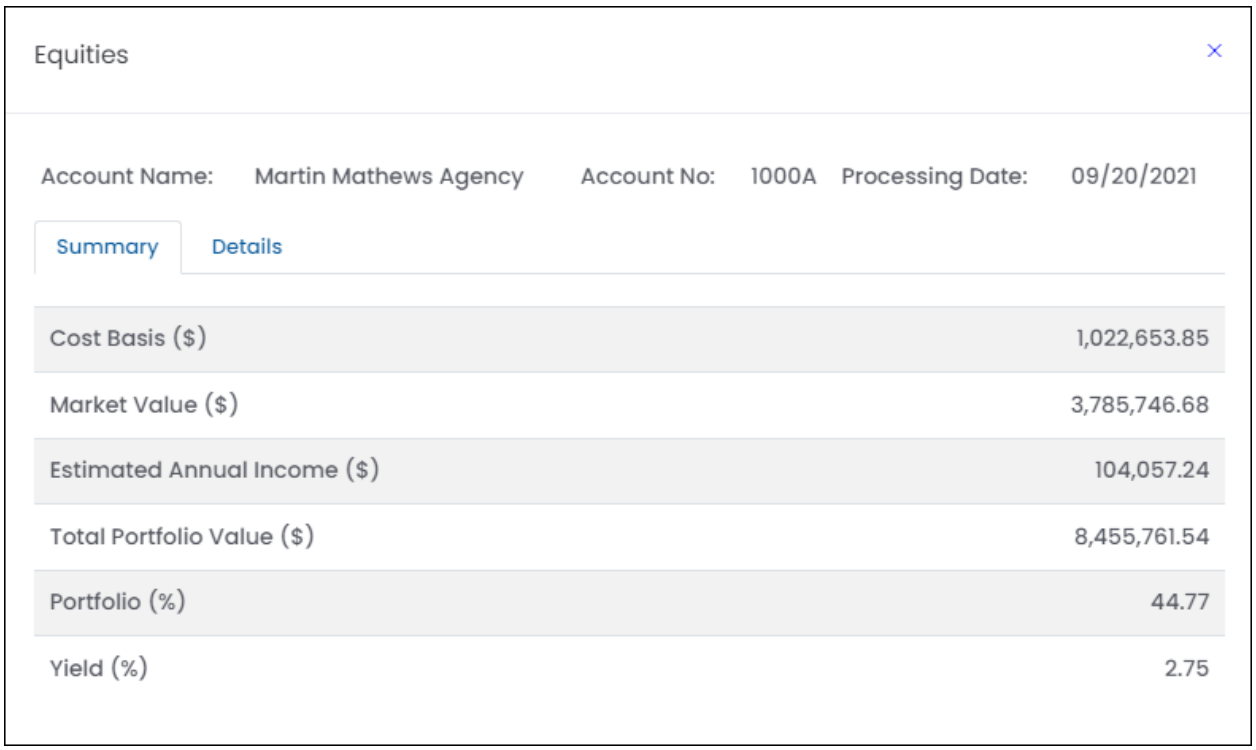
Figure 31: Portfolio Report— Asset Allocation Widget



The Asset Allocation widget displays the proportional representation of each Major Asset Category (Equities, Fixed Income, Cash Equivalents etc.) in the account's portfolio.
The information is displayed graphically in the form of a doughnut chart. If you place your mouse pointer on a slice of the chart, the corresponding Major Asset Segment, Market Value, and the percentage share of Market Value is displayed in a tooltip.

You can view the portfolio summary and portfolio details of each Major Asset Category. Click on a Major Asset Category slice in the chart. The corresponding portfolio report is displayed, as shown in Figure 32.

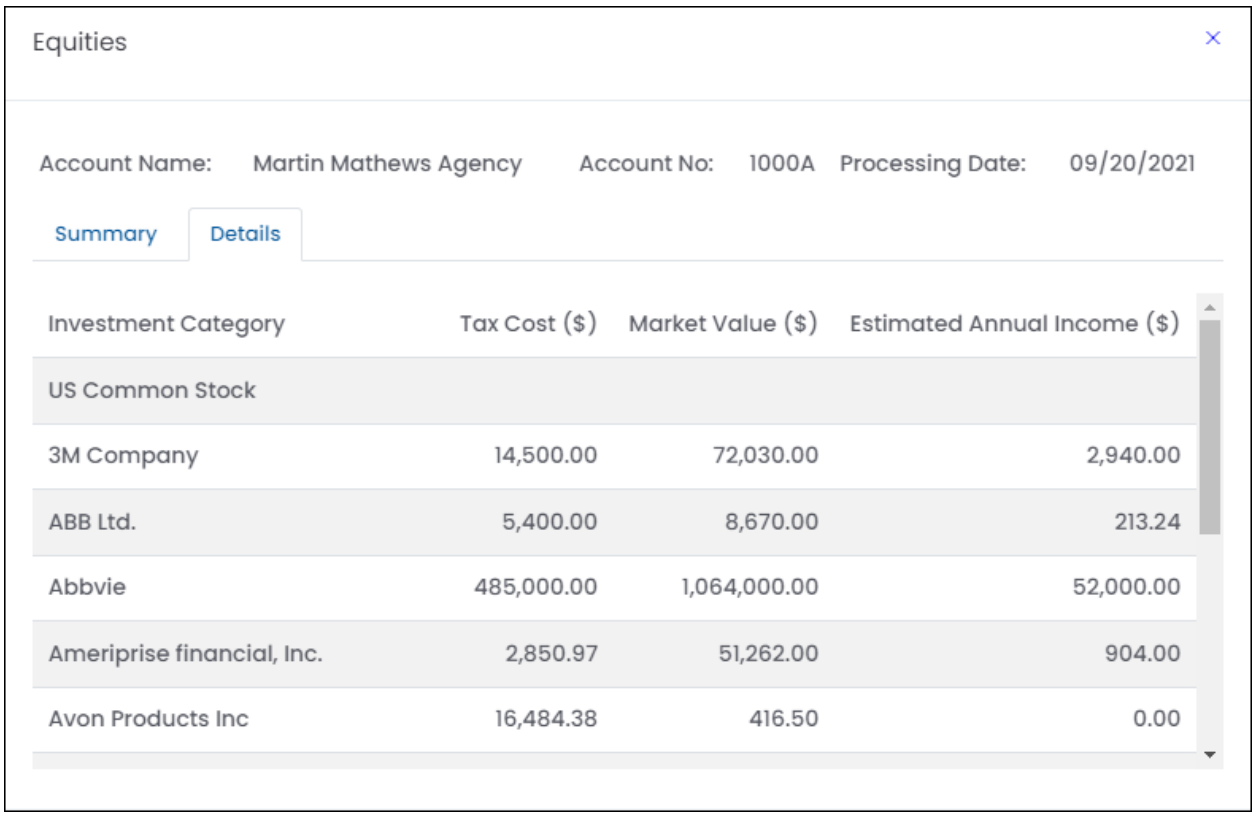
Figure 32: Portfolio Report Corresponding to a Major Asset Category— Summary View



By default, the Summary tab is activated, giving you the summary view.

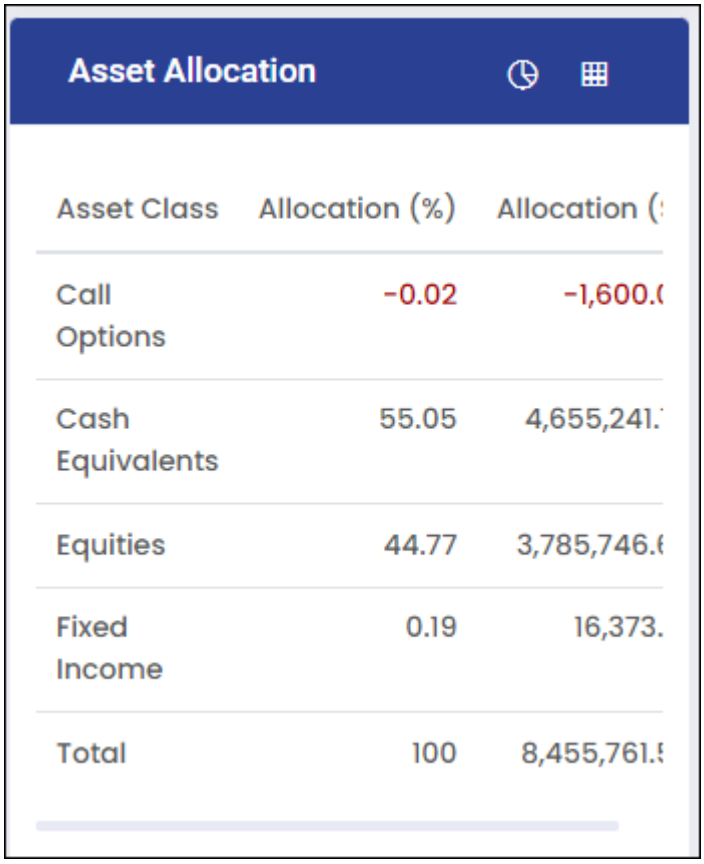
To view granular portfolio details corresponding to the Major Asset Category, activate the Details tab. The Details view is shown in Figure 33.

Figure 33: Portfolio Report Corresponding to a Major Asset Category— Details View



If you prefer to view the asset allocation information in the form of a table instead of the default doughnut chart, click the **Table View** icon ( ) on the Asset Allocation widget header. The information is presented in the form of a table, as shown in Figure 34.

Figure 34: Asset Allocation Widget (Details View)



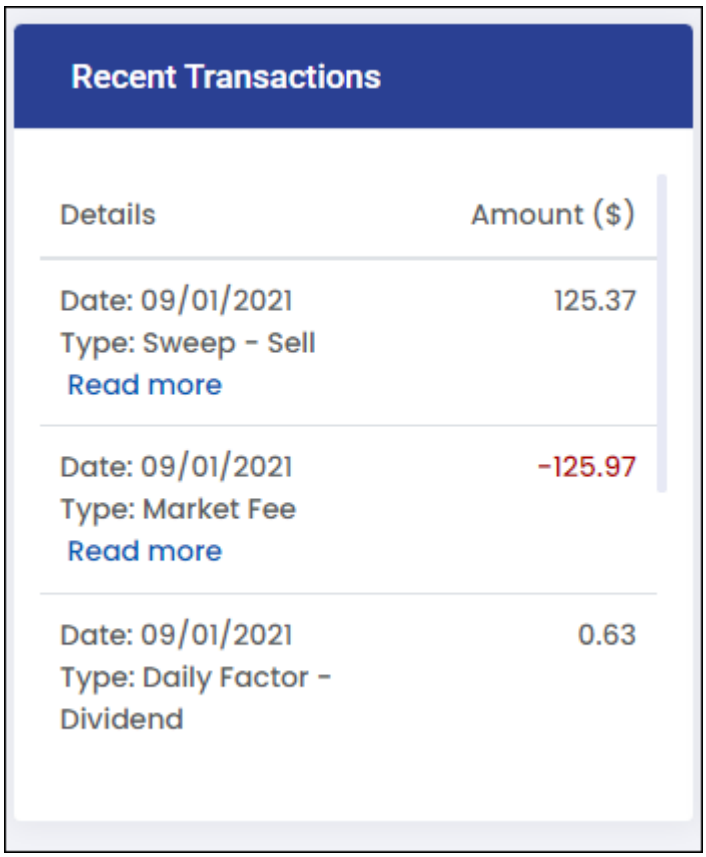
(If you get a truncated view, use the scroll bar at the bottom of the widget to scroll to the right.)

If you want to get back to the chart view, click the **Chart View** icon ( ) on the widget header.

Portfolio Report— Recent Transactions

The Recent Transactions widget is shown in Figure 35.

Figure 35: Portfolio Report— Recent Transactions

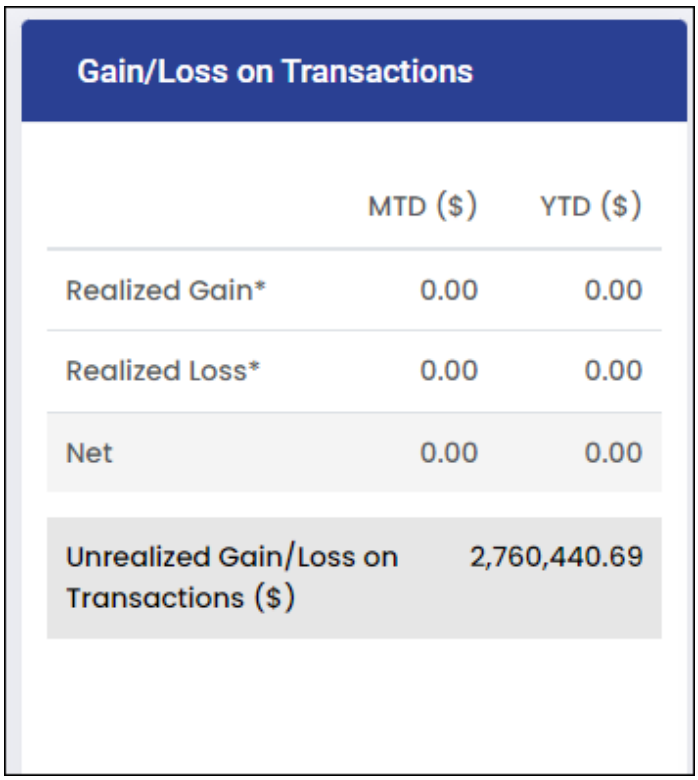


It displays the last (5) transactions that have occurred for the chosen account. To view details of each transaction, place your mouse pointer on the 'Read More' label. The transaction particulars are displayed in a tooltip.

Portfolio Report— Gain/Loss on Transactions

The Gain/Loss on Transactions widget is shown in Figure 36.

Figure 36: Portfolio Report— Gain/Loss on Transactions



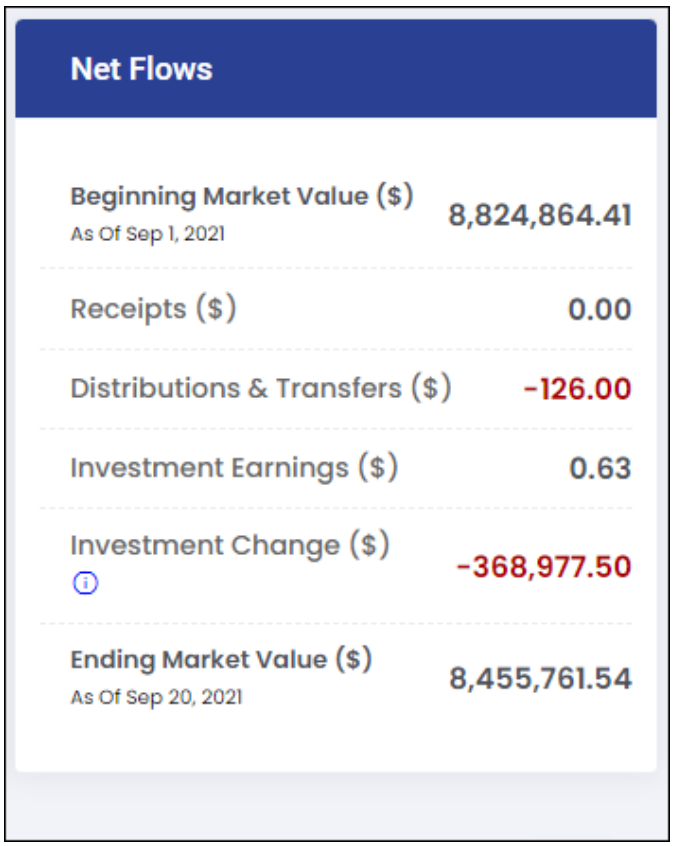
The widget displays Realized Gain and Realized Loss figures for the current Month-To-Date (MTD) period, corresponding Year-To-Date (YTD) period, Tax Cost adjustments, and the Cash Balance.

Unrealized Gain/Loss figure is also displayed.

Portfolio Report— Net Flows

The Net Flows widget is shown in Figure 37.

Figure 37: Portfolio Report— Net Flows



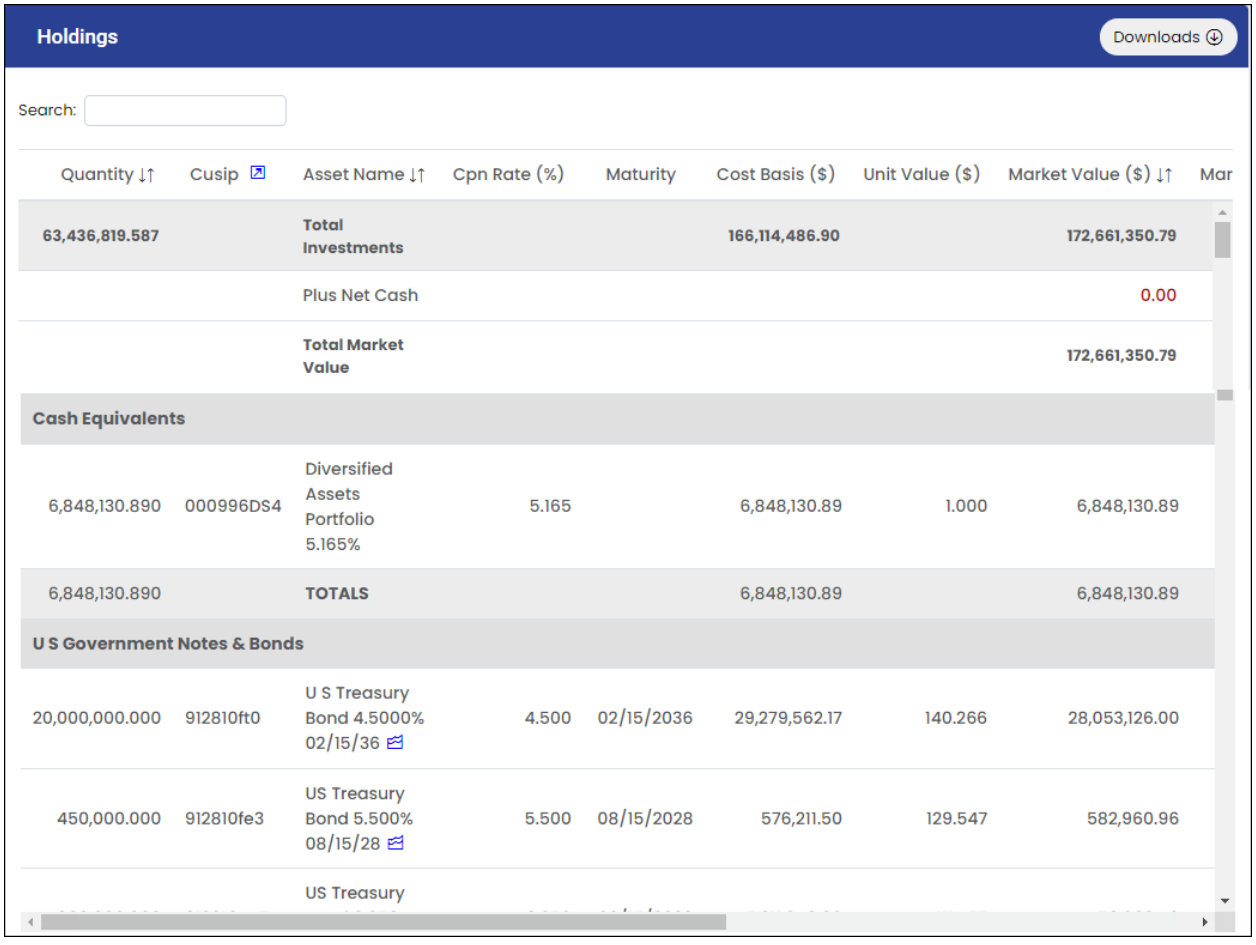
The Net Flows widget displays the activity of the account starting with the Beginning Market Value up to the Ending Market Value corresponding to the selected Processing Date. It reflects the following incoming/outgoing data— Receipts, Distributions & Transfers, Investment Earnings, and Investment Change. Outgoing values (negative) are colored in red for easy identification.

Holdings Report

Holdings Report provides details of each individual asset held by the account, such as, Quantity/Shares, CUSIP/Ticker value, Asset Name, Coupon Rate, Cost Basis, Unit Value, Market Value, Market Value Date, Unrealized Gain/Loss, Current Yield, and the proportional share of each asset (expressed in percentage).

To access Holdings Report, click **Reports** > **Holdings** on the menu bar. Figure 38 shows this report.

Figure 38: Holdings Report



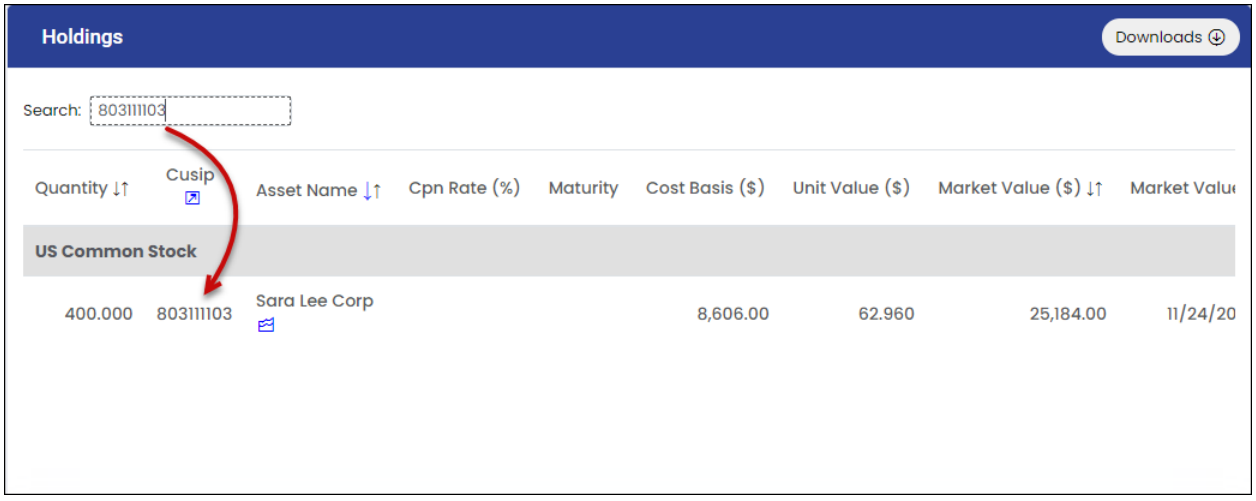
Quantity	Cusip	Asset Name	Cpn Rate (%)	Maturity	Cost Basis ($)	Unit Value ($)	Market Value ($)	Mar
63,436,819.587		**Total Investments**			**166,114,486.90**		**172,661,350.79**	
		Plus Net Cash					0.00	
		Total Market Value					**172,661,350.79**	
Cash Equivalents								
6,848,130.890	000996DS4	Diversified Assets Portfolio 5.165%	5.165		6,848,130.89	1.000	6,848,130.89	
6,848,130.890		**TOTALS**			6,848,130.89		6,848,130.89	
U S Government Notes & Bonds								
20,000,000.000	912810ft0	U S Treasury Bond 4.5000% 02/15/36	4.500	02/15/2036	29,279,562.17	140.266	28,053,126.00	
450,000.000	912810fe3	US Treasury Bond 5.500% 08/15/28	5.500	08/15/2028	576,211.50	129.547	582,960.96	
		US Treasury						

To help you get the broad picture, the column totals are displayed at the beginning of the report. For easy interpretation, the assets are grouped under various Asset Types (Cash Equivalents, Corporate Bonds, Preferred stock etc.).

The following points will help you to navigate through the report easily and to get the relevant information quickly:

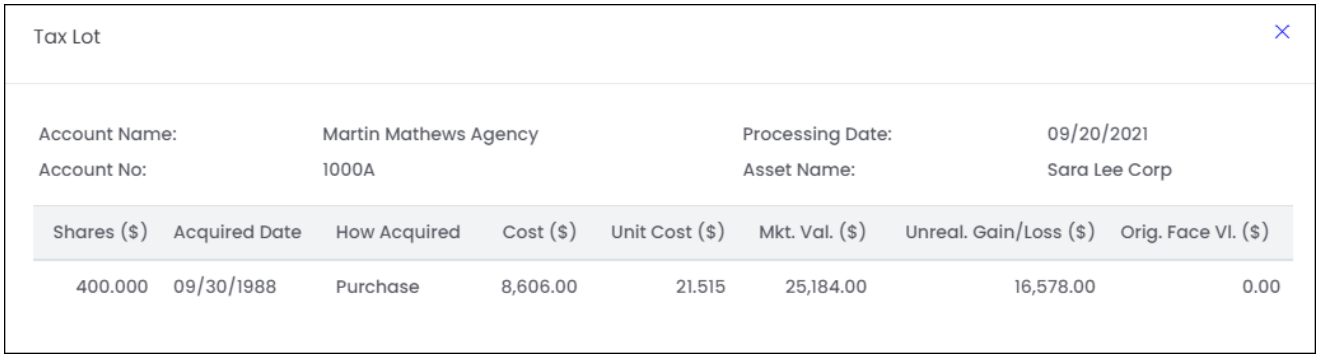
- You can sort the asset rows based on various columns such as Quantity, Asset Name and Market Value. To sort the rows in ascending order, click the **Ascending** icon (↑); to sort in descending order, click the **Descending** icon (↓).
- At any point, you can view either the CUSIP or the Ticker value of an asset. To toggle between the two, click the **CUSIP/Ticker Toggle** icon (↗) to the right of the column header.
- To locate an asset quickly, enter the Asset Name or its CUSIP/Ticker value in the Search box at the top of the report. The matching asset is returned immediately, as shown in Figure 39.

Figure 39: Holdings Report— Asset Search



- If a holding has associated taxlots, you can view it by clicking the **Taxlot** icon ( ) adjacent to the asset name. The Tax Lot sub-report pops up, as shown in Figure 40.

Figure 40: Holdings Report— Tax Lot Sub-Report



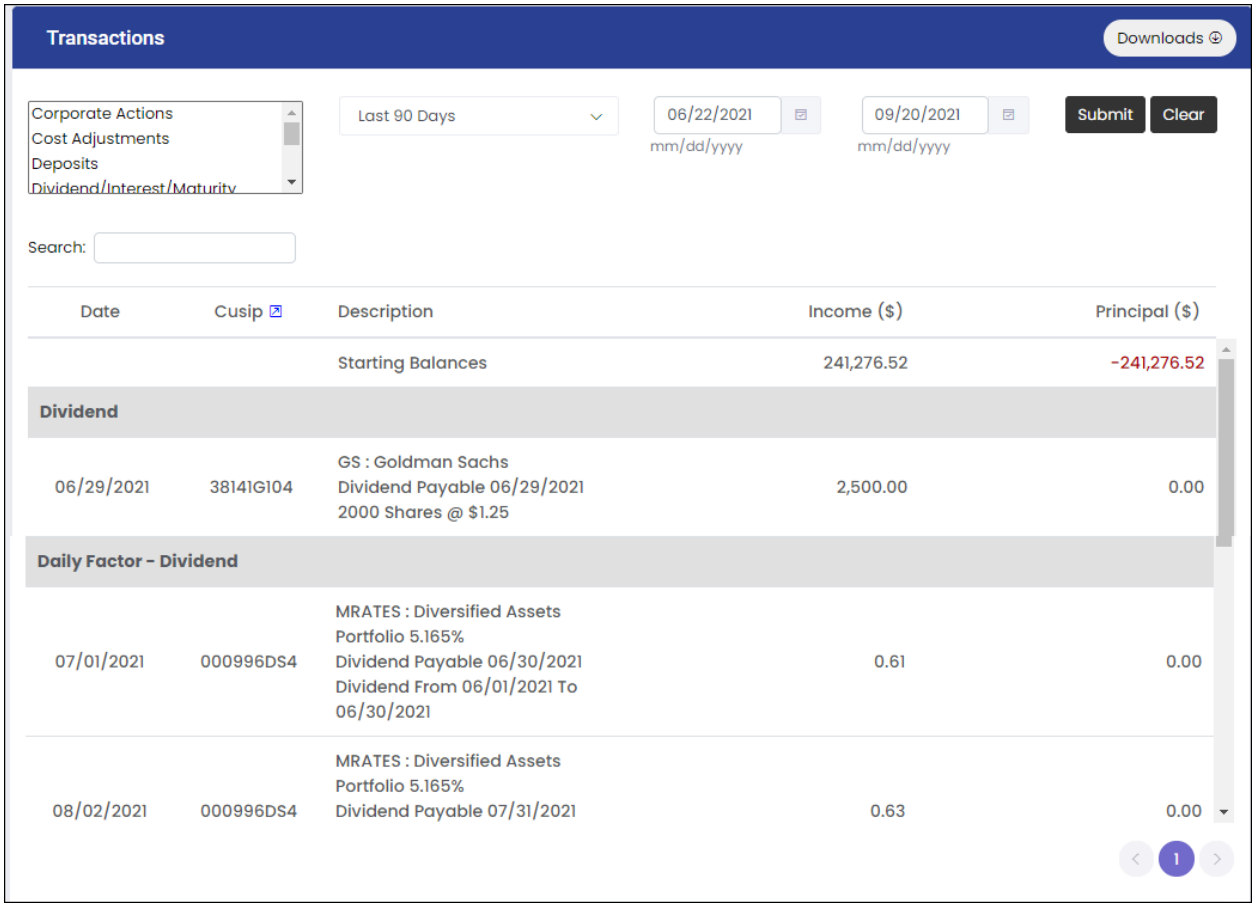
- Also, if Pending Trades are associated with an asset, you can view it by clicking the **Pending Trades** icon ( ) adjacent to the asset name. (If multiple tax lots are linked to an asset, you can view the details in separate drilled-down reports).

Transactions Report

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

To view Transactions Report, click **Reports** > **Transactions** on the menu bar. A sample report is shown in Figure 41.

Figure 41: Transactions Report



By default, the report displays transactions of all Transaction Types that have occurred on the Processing Date in the Date Selector. The transactions are displayed in ascending order of Transaction Date.

The upper portion of the report offers the following search controls so that you can generate the list of transactions as per your preferred search criteria:

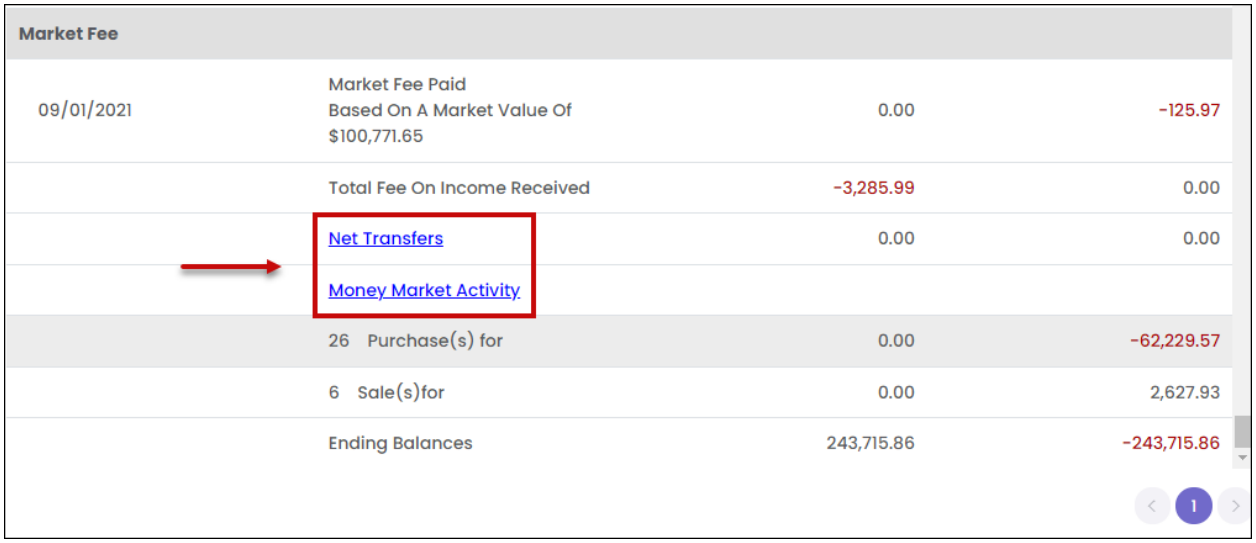
- **Transaction Type**: To view transaction(s) of a specific Transaction Type (for example, Deposits), select it in the Transaction Type list box.
- **Transaction Period**: You can generate the list of transactions that have occurred during a defined period. The system offers the following two (2) predefined periods— 'Last 30 Days' and 'Last 90 Days'. You can select either of these options from the Transaction Period drop-down list to the right of the Transaction Type list box. It also allows you to generate the list of transactions based on the date range you prefer. Here, you can specify a Start Date and End Date by manually entering the date or by using the date selectors to the left of the Submit button. For each, click the adjacent **Calendar** icon to open the Calendar widget and select the date.
- You can further narrow down your search based on a specific asset. Enter either the Asset Name or the corresponding CUSIP/Ticker value in the Search box below the Transaction Type list box.

Once you have entered your search criteria values, click **Submit** to generate the matching list of transactions. Click **Clear** to reset your search criteria.

***Note**: At any point, you can view either the CUSIP or the Ticker value of an asset participating in the transaction. To switch from CUSIP to Ticker and vice versa, click the **CUSIP/Ticker Toggle** icon ( ) adjacent to the column header.*

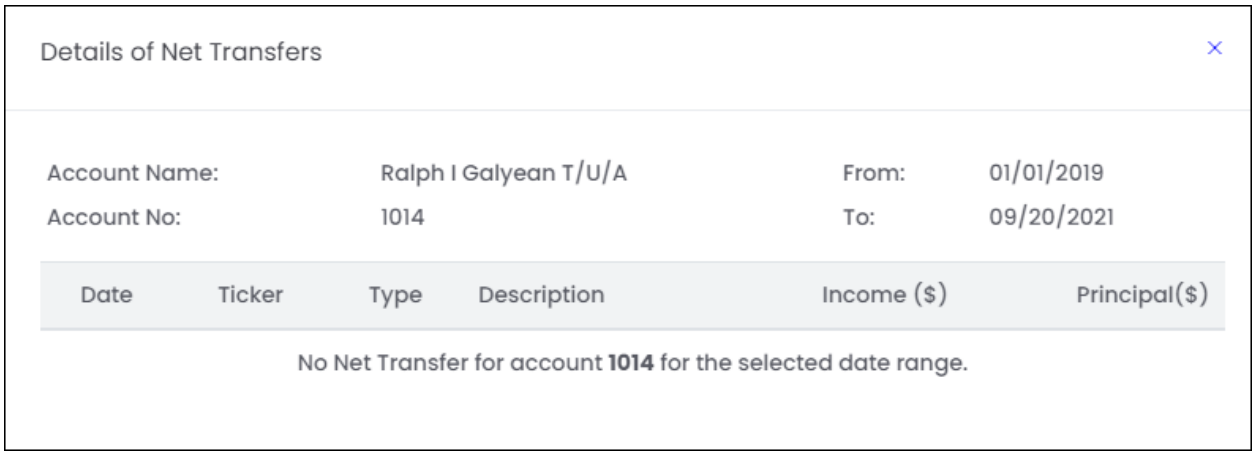
The report also allows you to view Net Transfers and Money Market Activity summary reports. To view the relevant links, scroll down to the end of the report. Figure 42 shows the two links.

Figure 42: Transaction Report— Summary Report Links



Click the **Net Transfers** link to view the Net Transfers information, if any. Figure 43 displays a sample Net Transfers Report.

Figure 43: Sample Net Transfers Report



Click the **Money Market Activity** link to view transactions pertaining to Money Market activities. Figure 44 displays a sample Money Market Activities Report.

Figure 44: Money Market Activities Report

Details of Money Market Activities

Account Name:	Ralph I Galyean T/U/A	From:	01/01/2019
Account No:	1014	To:	09/20/2021

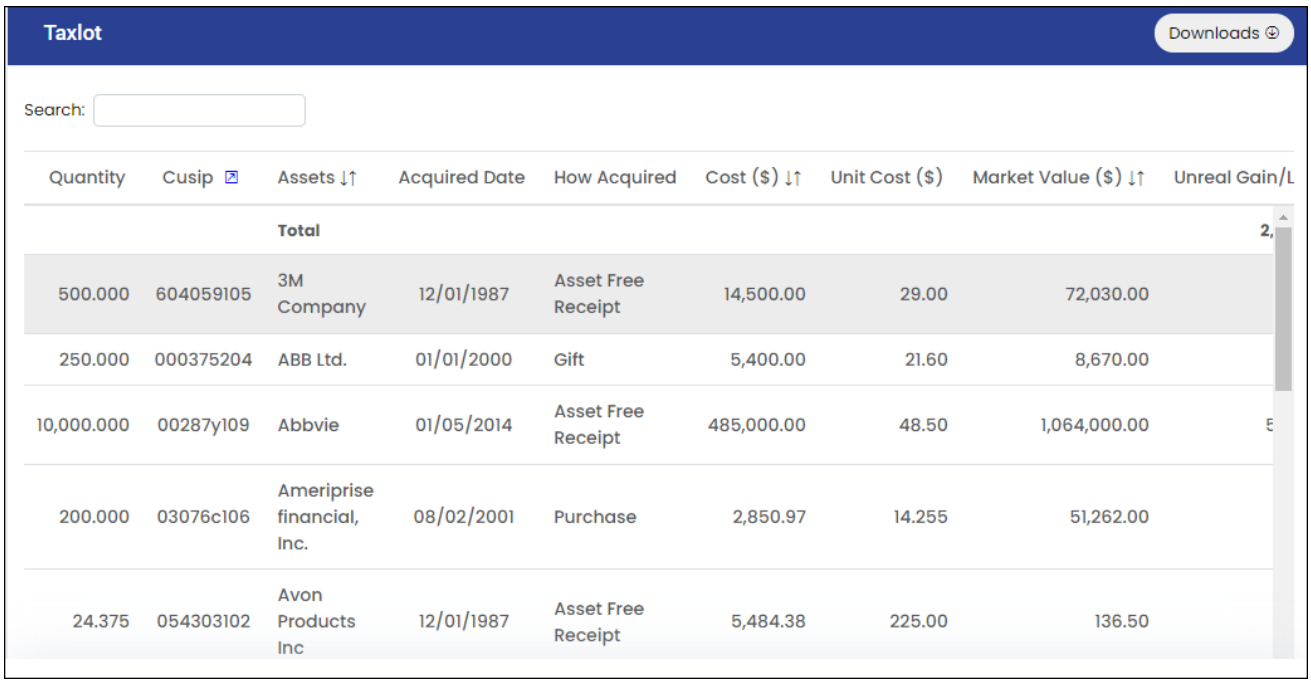
Date	Ticker	Type	Description	Income ($)	Principal($)
01/05/2021	MRATES	Sweep - Buy	MRATES : Diversified Assets Portfolio 5.165% Trade Date : 01/05/2021	0.00	-9,871.76
01/15/2021	MRATES	Sweep - Buy	MRATES : Diversified Assets Portfolio 5.165% Trade Date : 01/15/2021	0.00	-1,000.00
01/29/2021	MRATES	Sweep - Sell	MRATES : Diversified Assets Portfolio 5.165% Trade Date : 01/29/2021 Cost Basis Removed : $0.00	0.00	10,871.76
02/02/2021	MRATES	Sweep - Buy	MRATES : Diversified Assets Portfolio 5.165% Trade Date : 02/02/2021	0.00	-15,855.08

Taxlot Report

Taxlot Report provides detailed taxlot information for the selected account corresponding to the Processing Date.

To view the report, click **Reports** > **Taxlot** on the menu bar. Figure 45 shows a sample Taxlot Report.

Figure 45: Taxlot Report

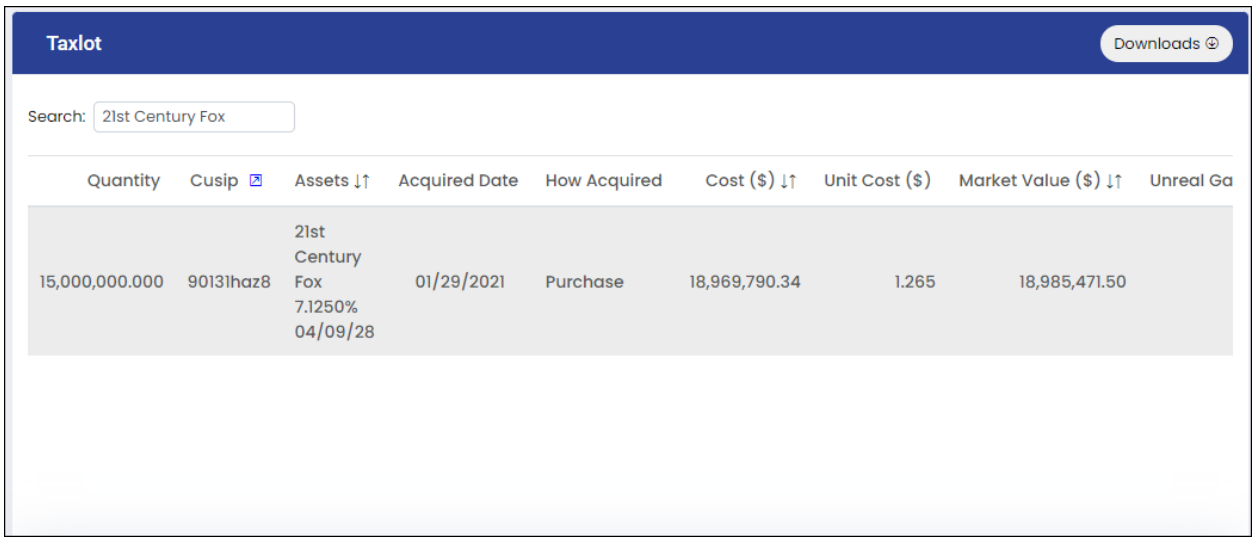


The following points will help you to navigate through the report easily and to get the relevant information quickly:

- You can sort the rows based on certain columns, such as Assets and Market Value. To sort the rows in ascending order, click the **Ascending** icon (↑); to sort in descending order, click the **Descending** icon (↓).
- At any point, you can view either the CUSIP or the Ticker value of an asset.

  To toggle between the two, click the **CUSIP/Ticker Toggle** icon (↗) to the right of the column header.
- You can search a record quickly by entering a search string in the Search box at the top of the report. The search string can be a column value such as Assets, CUSIP/Ticker, and How Acquired. Once you enter the search string, the matching record(s) is immediately returned below, as shown in Figure 46.

Figure 46: Taxlot Report— Record Search

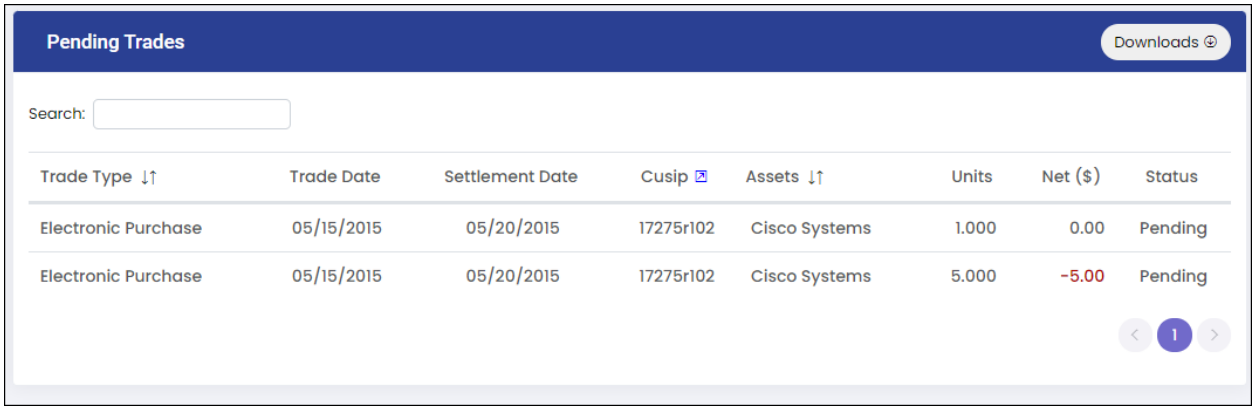


Pending Trades Report

The Pending Trades Report displays all pending trades, yet to be settled, pertaining to the selected account as on the selected Processing Date.

To generate the report, click **Reports** > **Pending Trades** on the menu bar. Figure 47 shows a sample Pending Trades Report.

Figure 47: Pending Trades Report



The following points will help you to navigate through the report easily and to get the relevant information quickly:

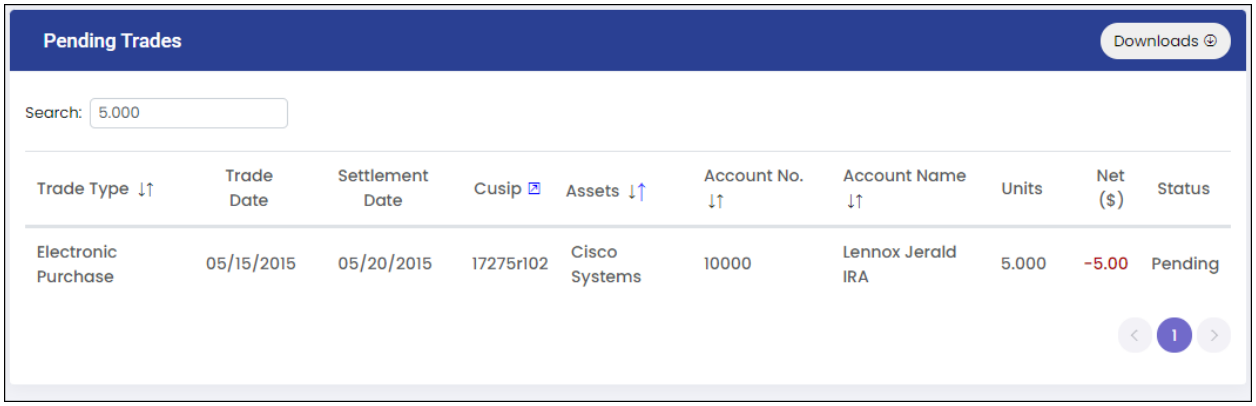
- You can sort the rows based on certain columns such as, Assets and Account Number. To sort the rows in ascending order, click the **Ascending** icon (↑); to sort in descending order, click the **Descending** icon (↓).

- At any point, you can view either the CUSIP value or the Ticker value of an asset.

  To toggle between the two, click the **CUSIP/Ticker Toggle** icon ( ) to the right of the column header.

- You can search a record quickly by entering a search string in the Search box at the top of the report. The search string can be a column value such as, Assets, Account Number, and CUSIP/Ticker. The matching record(s) are immediately returned below, as shown in Figure 48.

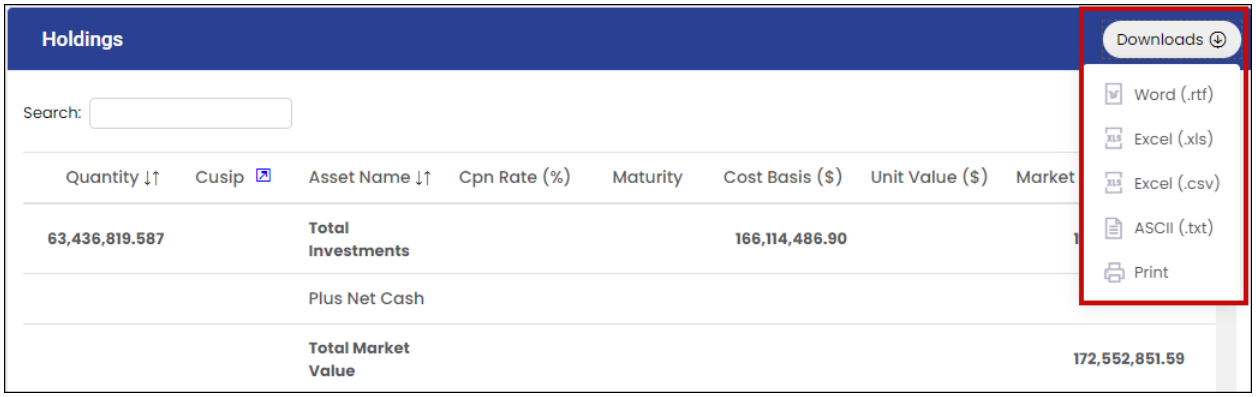
Figure 48: Pending Trades Report— Record Search



Download/Print a Report

All reports accessible from the Reports menu can be downloaded and printed. Each report has a Download button on the right side of the report title bar. Figure 49 shows the Downloads button along with the corresponding Download/Print options in case of Holdings Report. The same is applicable for other reports.

Figure 49: Download/Print Options of a Report



A report can be downloaded in any of the following formats:

- MS Word
- MS Excel
- Comma-Separated Value (.csv)
- ASCII Text

(Comma-Separated Value files can also be opened in MS Excel. ASCII Text files can be opened in a plain text editor such as Notepad.)

To print a report, click **Downloads** > **Print**. The report will print in PDF by default.

4 Doc Center

The Doc Center menu on the menu bar offers the following document features:

- Statements
- Documents
- Tax Documents
- DocuSign
- Quicken

The above document features are covered in the current chapter.

Statements

The Statements tab displays statements made available to you by your Financial Institution.

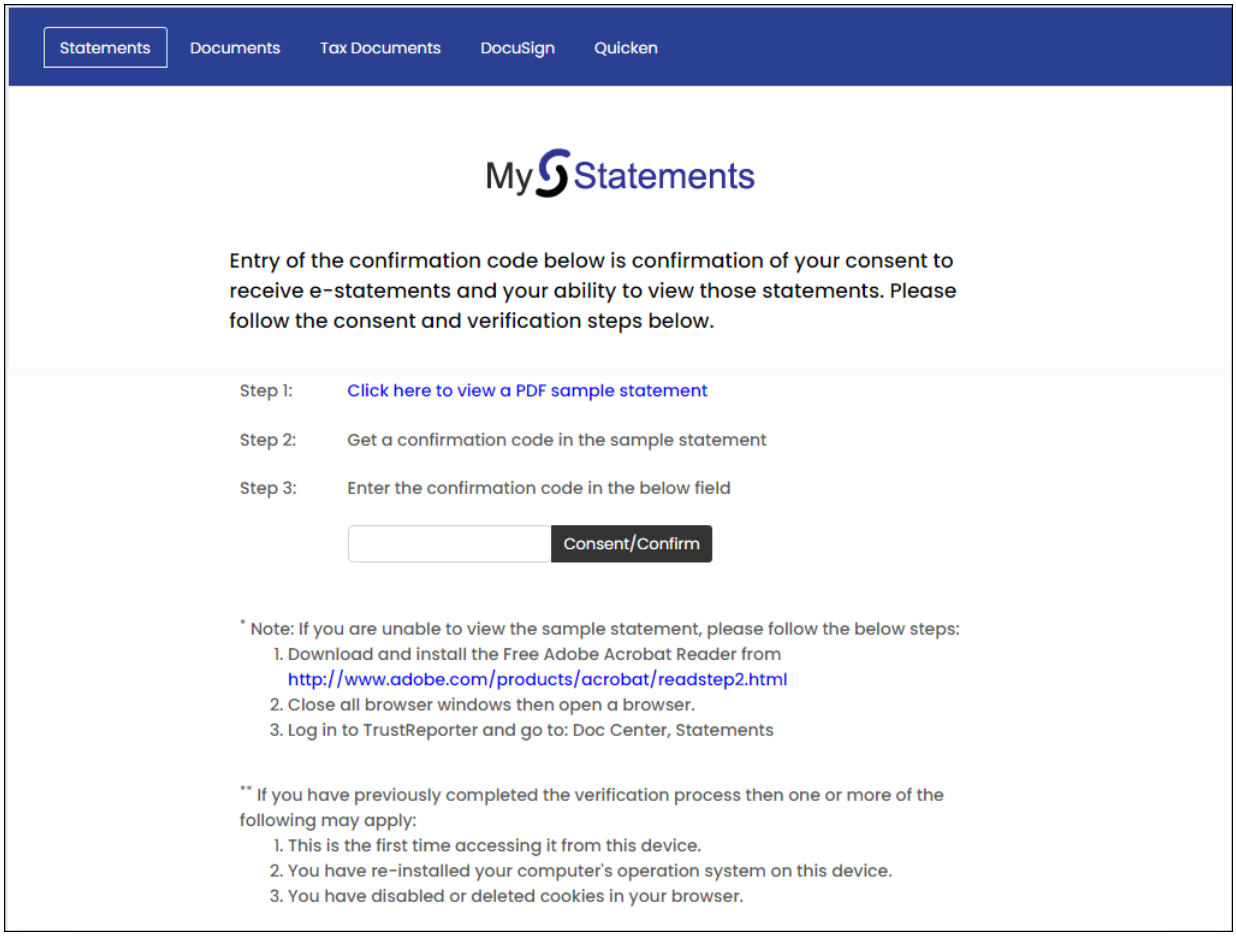
If you are accessing statements or documents for the first time, you will have to undergo a device verification process, as outlined in the following sub-section.

Device Verification

When you log in for the first time to view statements or documents, the system displays a few steps to verify that your device is capable of displaying PDF statements before you actually start accessing your statements on a regular basis. These steps are mentioned below:

- Click **Doc Center** on the menu bar and activate the **Statements** tab if not already done. My Statements section in the Statements tab displays the steps, as shown in Figure 50.

Figure 50: Statements Tab— My Statements Section

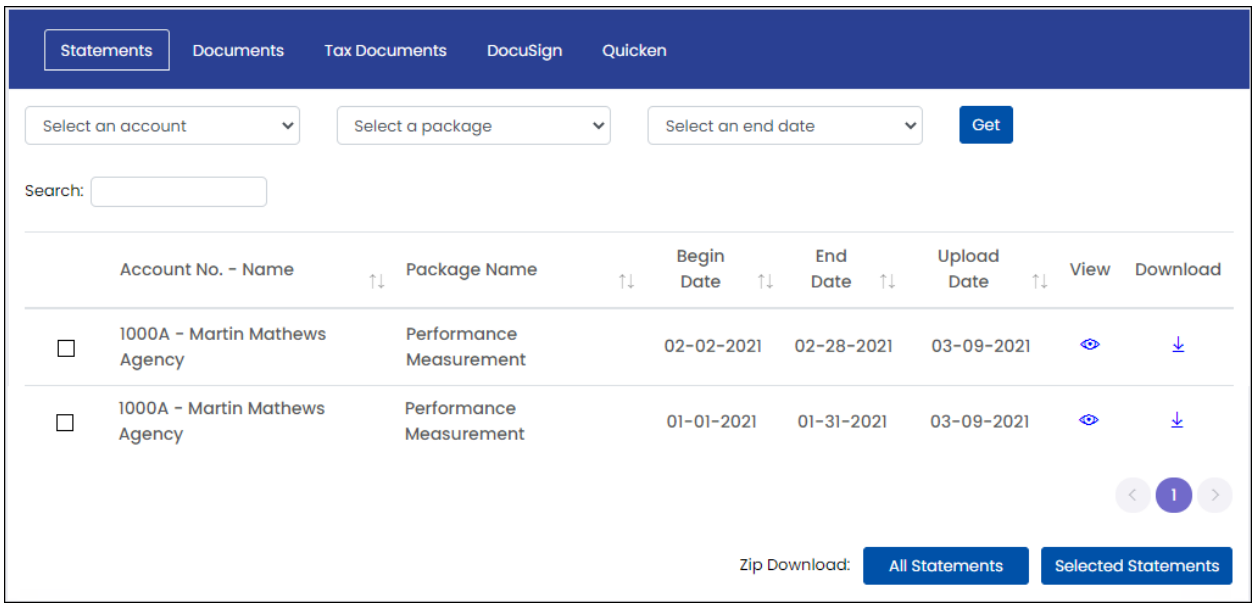


- Corresponding to Step 1, click the link to download a PDF Test file. The file, containing a Confirmation Code, opens in a separate browser tab.
- Corresponding to Step 2, note the Confirmation Code displayed on the PDF Test file.
- Corresponding to Step 3, enter the Confirmation Code in the designated box and click **Consent/Confirm**.

> ***Note**: The lower part of My Statements section displays the steps you will be required to perform in case you are unable to view the PDF Test file. Under certain conditions, you might be required to undertake the device verification process again. These conditions are also mentioned at the bottom of My Statements section.*

Once you have completed the above steps successfully, your available statements and documents are displayed, as shown in Figure 51.

Figure 51: Available Statements Post Device Verification



Statement Operations

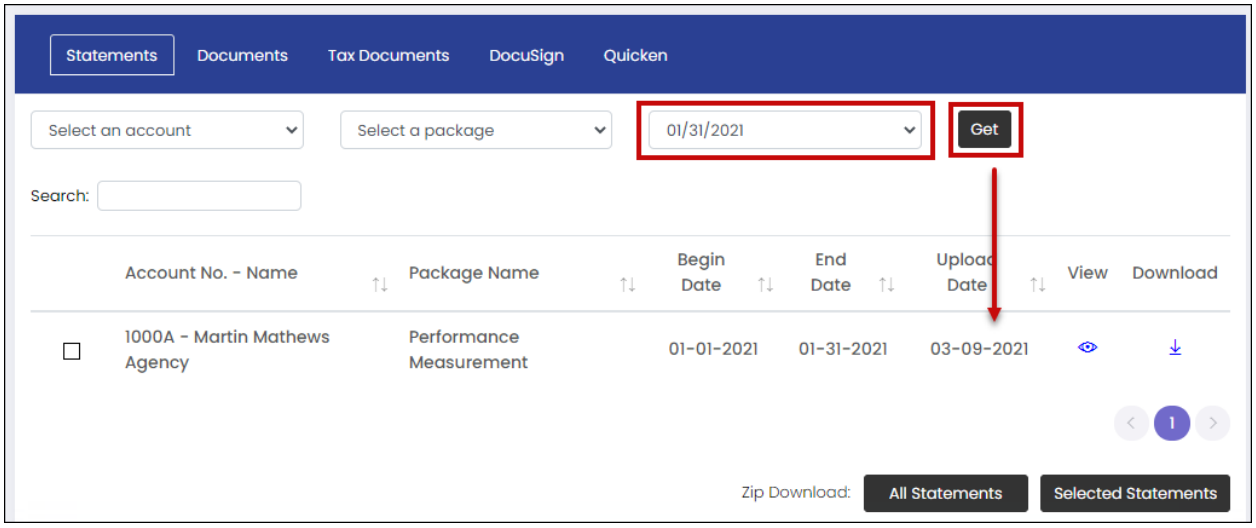
At next login, click **Doc Center > Statements** on the menu bar to access your statements (refer to Figure 51 above).

The upper part of the Statements tab offers the following search criteria values:

- **Account**: Select an account from the drop-down list on the left.
- **Statement Package**: Select a statement package from drop-down list.
- **End Date**: Select an End Date from the drop-down list.

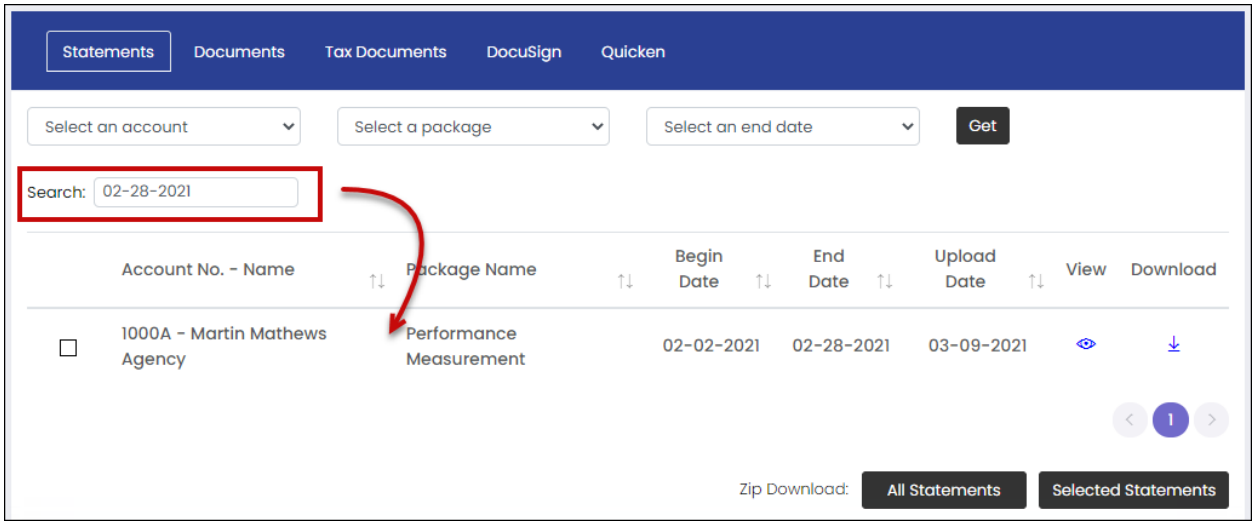
Once you have specified the search criteria values, click **Get**. The matching statement(s) are returned below. Figure 52 displays a statement search operation based on the Statement End Date criterion.

Figure 52: Statement Search Operation



Apart from this, you can also quickly search statements based on a search string. Enter the search string, which can be a column value such as, Account Number – Name, Package Name, and Date, in the Search box. The matching statement(s) are immediately returned below, as shown in Figure 53.

Figure 53: Searching Statements Based on Search String



You can sort the statements based on certain columns such as, Account Number – Name, Package Name, Begin Date, End Date, and Upload Date. To sort the rows in ascending order, click the **Ascending** icon (↑); to sort in descending order, click the **Descending** icon (↓).

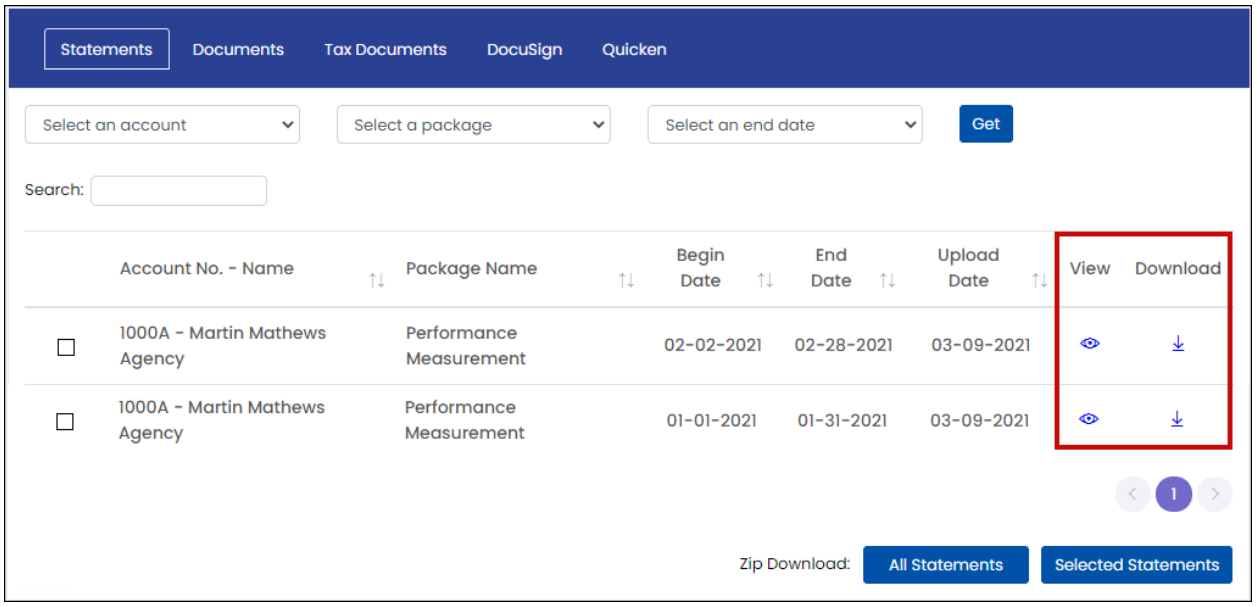
View & Download Statements

To view a statement, click the corresponding **View** icon ( ). The statement package file will open in PDF.

To download a statement to your local/network drive, click the corresponding **Download** icon ( ).

The View and Download icons are highlighted in Figure 54.

Figure 54: Statements Tab— View and Download Icons



To download statement packages in bulk, use the *Zip Download* feature. By using this feature, you can download statement packages collectively in zipped format, which can subsequently be opened with decompression tools such as, WinZip and WinRAR.

The following two (2) Zip Download modes are offered:

- **All Statements**: Click **All Statements** at the bottom right to download all statements.
- **Selected Statements**: To download a subset of the statements displayed, select the relevant statement rows and click **Selected Statements** at the bottom right corner.

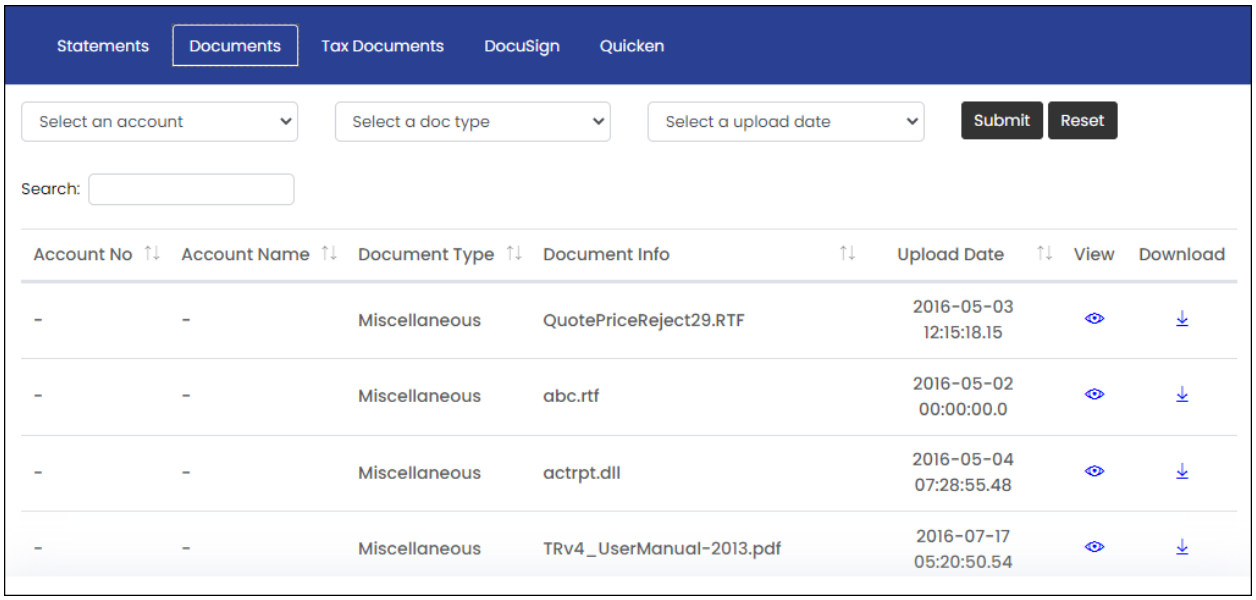
Documents

The Documents tab of Doc Center displays the documents made available to you by your Financial Institution.

If you are accessing documents for the first time, you need to perform the device verification process first. Refer to “Device Verification” earlier in the chapter for more information.

To access the documents, click **Doc Center > Documents** on the menu bar. The documents appear in the activated Documents tab, as shown in Figure 55.

Figure 55: Doc Center— Documents Tab



Document Operations

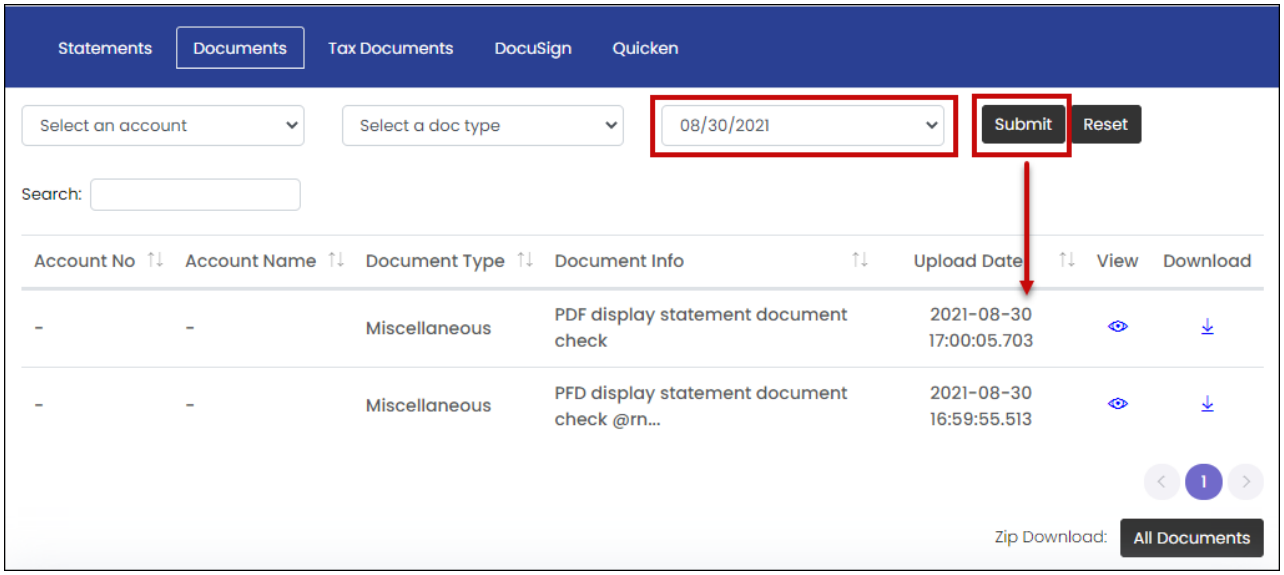
The upper part of the Documents tab offers the following search criteria:

- **Account**: Select an account from the drop-down list on the left.
- **Document Type**: Select a Document Type from the drop-down list.
- **Upload Date**: Select a Document Upload Date from the drop-down list.

Once you have specified the search criteria values, click **Submit**. The matching documents are returned below. Figure 56 shows a document search operation based on the Upload Date criterion.

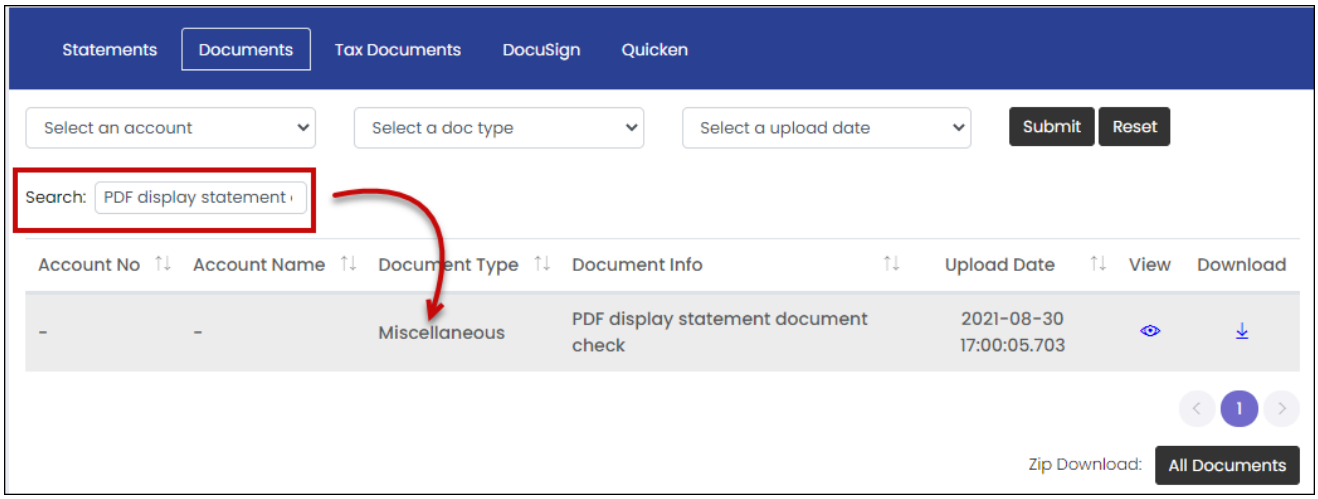
To reset the search criteria values provided, click **Reset**.

Figure 56: Document Search Operation



Apart from this, you can also quickly search a document based on a search string. Enter the search string, which can be a column value such as Account Number, Account Name, and Document Type, in the Search box. The matching documents are immediately returned below, as shown in Figure 57.

Figure 57: Searching Documents Based on Search String



***Note**: Account Number and Account Name are not applicable for 'Miscellaneous' Document Type.*

You can sort the documents based on certain columns such as Account Number, Account Name, and Document Type. To sort the rows in ascending order, click the **Ascending** icon (↑) adjacent to the column-header; to sort in descending order, click the **Descending** icon (↓).

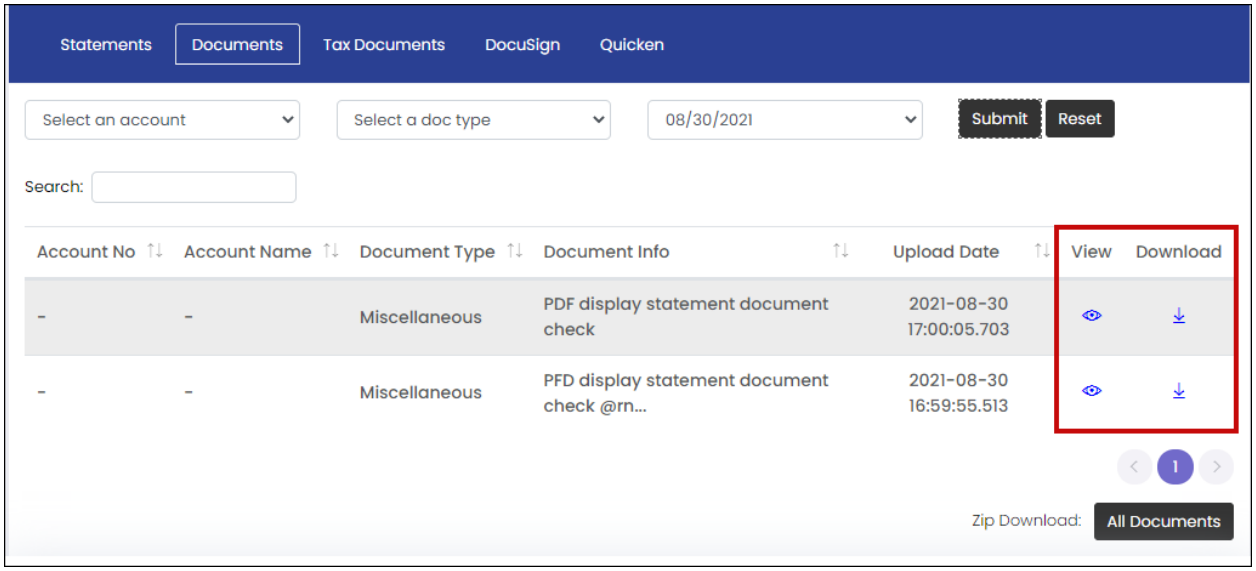
View & Download Documents

To view a document, click the corresponding **View** icon ( ). The document will open in PDF in a separate browser tab.

To download a document to your local/network drive, click the corresponding **Download** icon ( ).

The View and Download icons are highlighted in Figure 58.

Figure 58: Documents Tab— View and Download Icons



To download documents in bulk, use the *Zip Download* feature. By using this feature, you can download the documents collectively in zipped format, which can subsequently be opened with decompression tools such as, WinZip and WinRAR.

Click **All Documents** at the bottom-right corner to download all available documents.

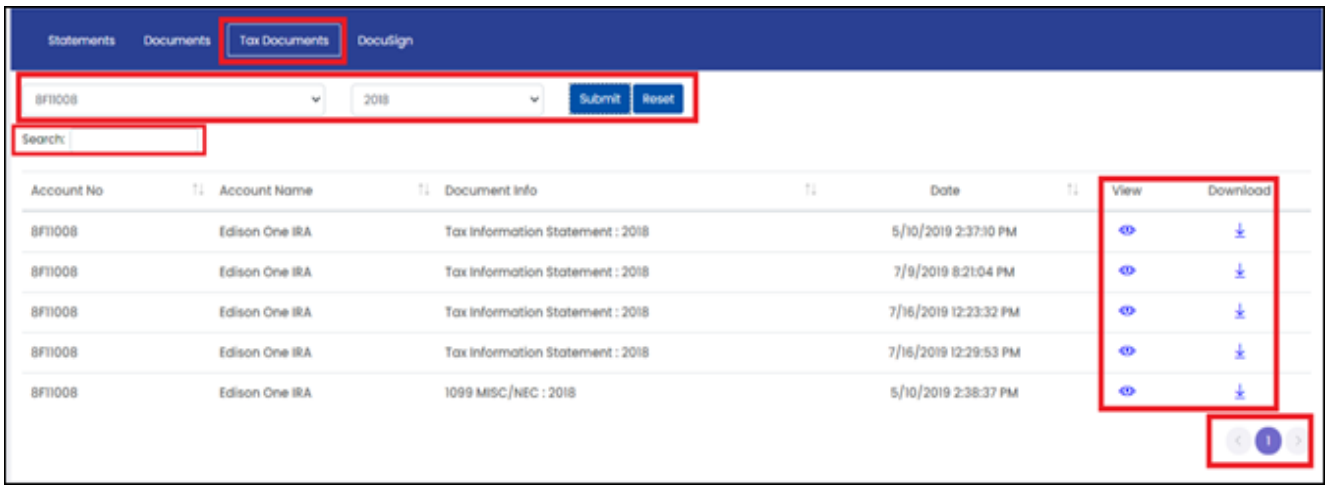
Tax Documents

The Tax Documents tab of Doc Center displays the tax documents made available to you by your Financial Institution.

If you are accessing tax documents for the first time, you need to perform the device verification process first. Refer to "Device Verification" earlier in the chapter for more information.

To access tax documents, click **Doc Center > Tax Documents** on the menu bar. The documents appear in the activated Tax Documents tab, as shown in Figure 59.

Figure 59: Doc Center— Tax Documents Tab



The upper part of the Tax Documents tab offers the following search criteria:

- **Account**: Select an account from the drop-down list on the left.
- **Year**: Select the year from the drop-down list.

Once you have specified the search criteria values, click **Submit** and your available tax document(s) are displayed as shown in Figure 59.

To reset the search criteria values provided, click **Reset**.

You can sort documents based on certain columns such as Account Number, Account Name, Document Info and Date. To sort the rows in ascending order, click the **Ascending** icon (↑) adjacent to the column-header; to sort in descending order, click the **Descending** icon (↓).

***Note**: Date column reflects the date of document or when the document was made available.*

View & Download Documents

To view a document, click the corresponding **View** icon ( ). The document will open in PDF in a separate browser tab.

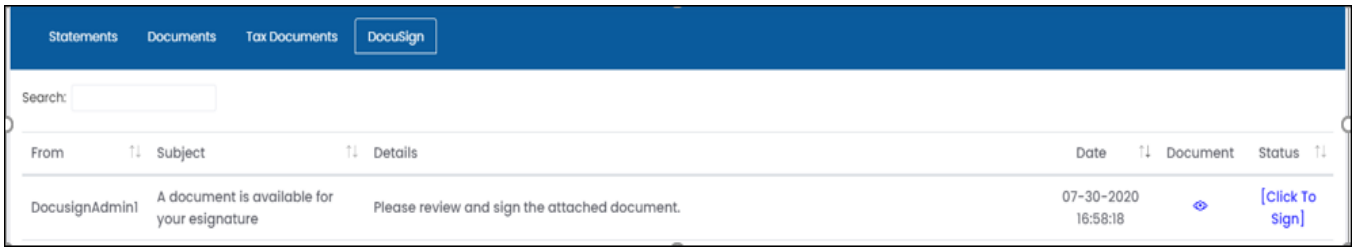
To download a document to your local/network drive, click the corresponding **Download** icon ( ).

DocuSign

The DocuSign feature allows you to electronically sign a document received from your Financial Institution.

Once you receive an email from your Financial Institution indicating that a document requires your signature, log in and click **Doc Center** > **DocuSign** on the menu bar. The available documents are displayed in the DocuSign tab, as shown in Figure 60.

Figure 60: DocuSign Tab



Signing a Document

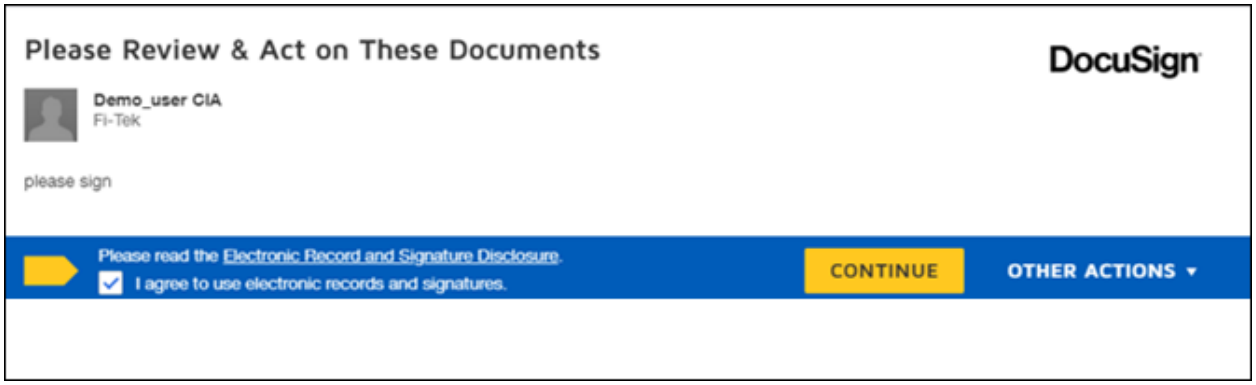
This section describes the process of signing a document.

Proceed as follows:

- A document available for digital signature will show the **[Click To Sign]** link under the Status column (refer to Figure 60 above). Click this link.
- A window pops up prompting a redirection message. Click **OK** and you will be redirected to DocuSign, an external site.

  The DocuSign website displays the uploaded document to be signed, as shown in Figure 61.

Figure 61: DocuSign Website Showing Uploaded Document



- Select the check box on the blue ribbon to the left of the Continue button to agree to use DocuSign's electronic records and signatures (this will not be displayed if you have previously used DocuSign).
- Click the **CONTINUE** OR **START** button that takes you to the Sign symbol where your signature is required.
- Click the **Sign** icon ( ) to sign your document (refer to Figure 62).

Figure 62: DocuSign— Sign Icon

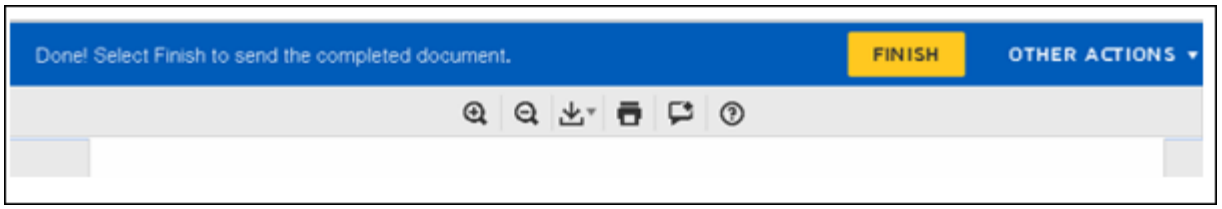
- If this is the first time you are digitally signing a document using DocuSign, you need to undergo the 'Adopt Your Signature' process. This allows you to add or create your signature using Select Style or Draw features. Thereafter, you can preview your signature in the Preview section. Figure 63 shows the Adopt Your Signature screen.

Figure 63: DocuSign— Adopt Your Signature Screen

- Click **ADOPT AND SIGN** for your signature to replace the Sign icon and accept DocuSign's agreement.

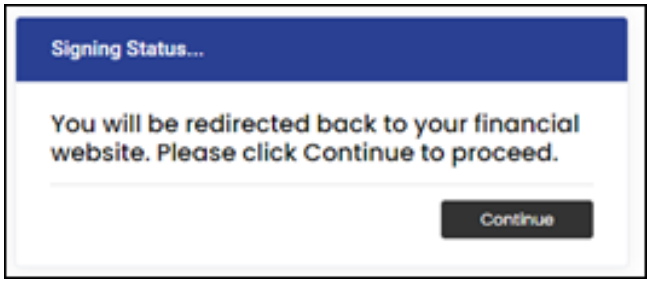
  If you have digitally signed a document using DocuSign previously, your saved digital signature replaces the Sign symbol.
- Click the **NEXT** or **SIGN** tab and thereafter, click the **SIGN** icon to add your signature. Repeat this if the signature is required in multiple sections of the document.
- Click **FINISH** once you have signed all required fields (refer to Figure 64).

Figure 64: DocuSign— Finishing the Signing Activity



- Click **Continue**. This completes the signing process and takes you back to your current application (refer to Figure 65).

Figure 65: DocuSign— Signing Status

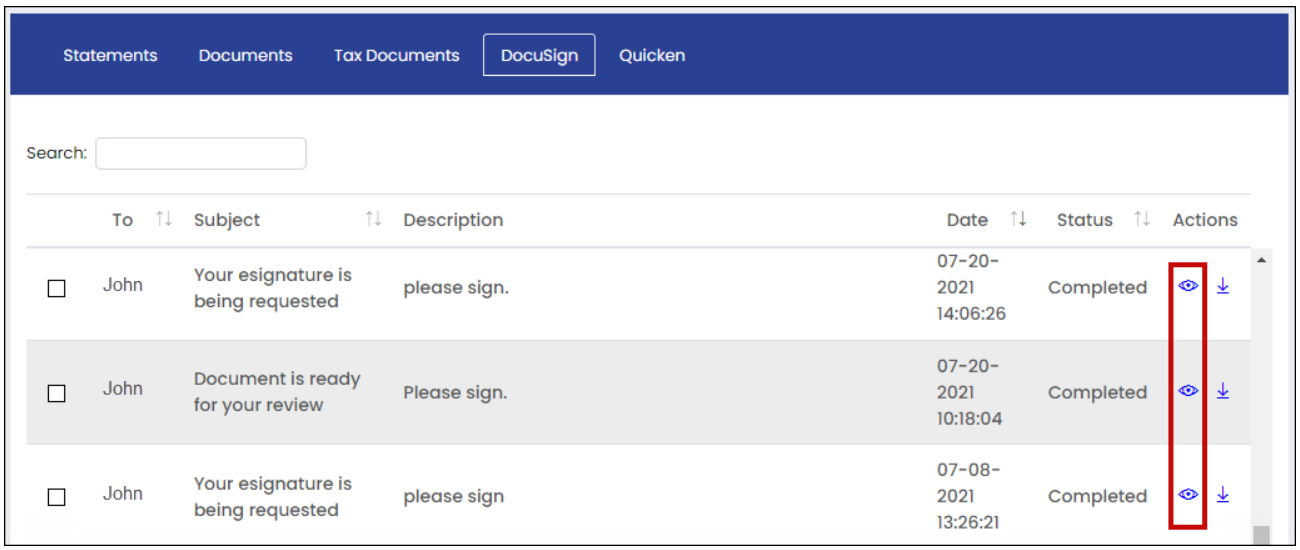


The request status gets updated to **Completed** and the Sender will receive an email informing them that you have electronically signed the document.

Signed documents can be viewed from the DocuSign tab by clicking the corresponding **View** icon ( ). The documents will be available for viewing according to the retention period followed by your Financial Institution.

Figure 66 shows the DocuSign tab containing signed documents ready for viewing.

Figure 66: DocuSign Tab— Signed Documents Ready for Viewing



Quicken

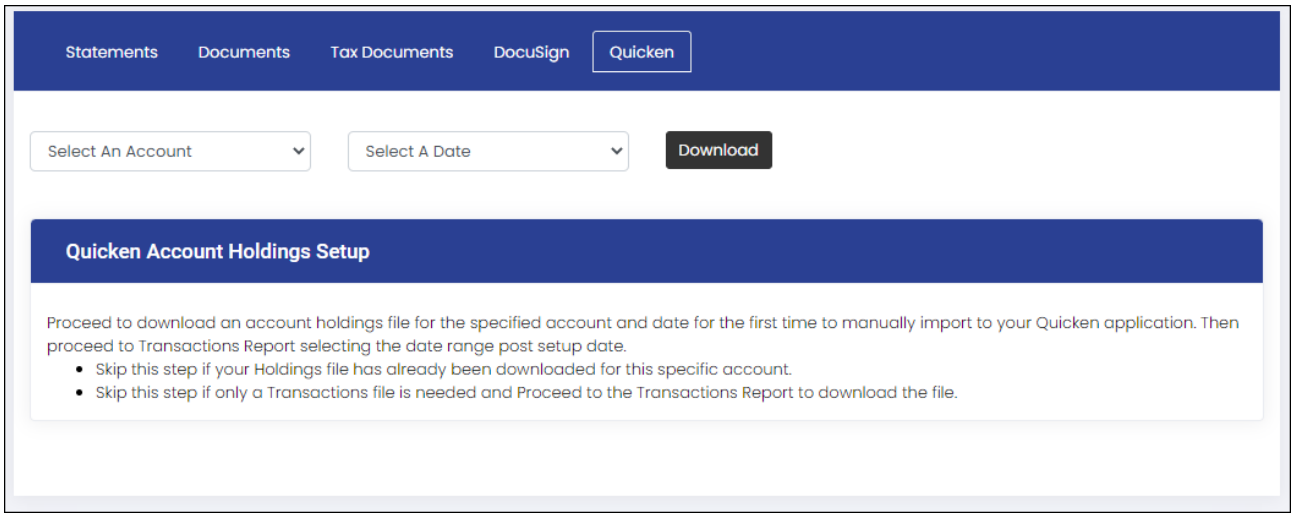
Application provides a data download file for Quicken (in .QIF format), which is compatible with Windows PC only. This section describes the initial Quicken setup activities and the subsequent process for downloading incremental transaction data for importing into Quicken.

Initial Setup

To establish the data export framework, you need to start by downloading an initial account holdings setup file for Quicken. Proceed as follows:

- Click **Doc Center > Quicken** on the menu bar. The Quicken tab appears, as shown in Figure 67.

Figure 67: Doc Center— Quicken Tab



- Select an account from the drop-down list (consolidated accounts are not eligible).
- Select a date from the drop-down list to generate the corresponding account holdings file up to this specific date.
- Click **Download**.

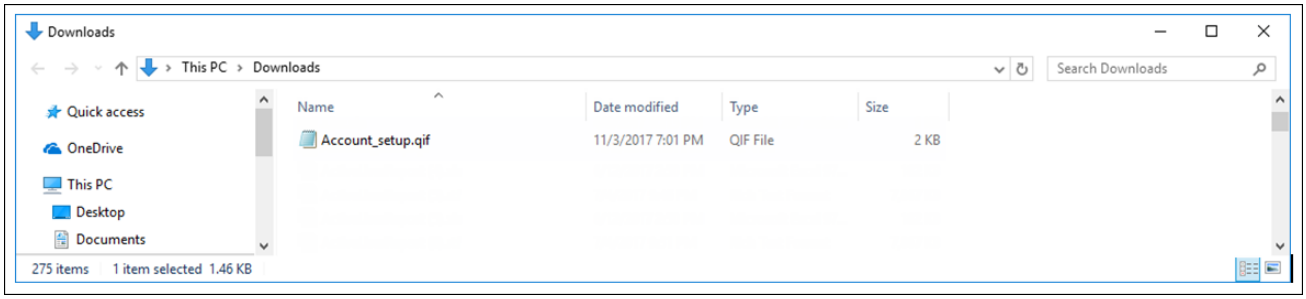
  A file named *Account_setup.qif* gets downloaded to your computer (refer to Figure 68). You may want to rename the file for easy identification by adding the account number to the file name.

Figure 68: Downloaded Account Setup File

> ***Note**: **Quicken Account Holdings Setup** should be utilized for initial setup for each account. The purpose is to generate a file containing account holdings data for the selected account with respect to the selected date. This is a one-time activity for each account.*
>
> *Depending on your computer setting, the initial account holdings file may open in another file format such as Notepad. If that happens, make note of the file name, close it, and proceed to the next step for locating the path where the file is saved.*

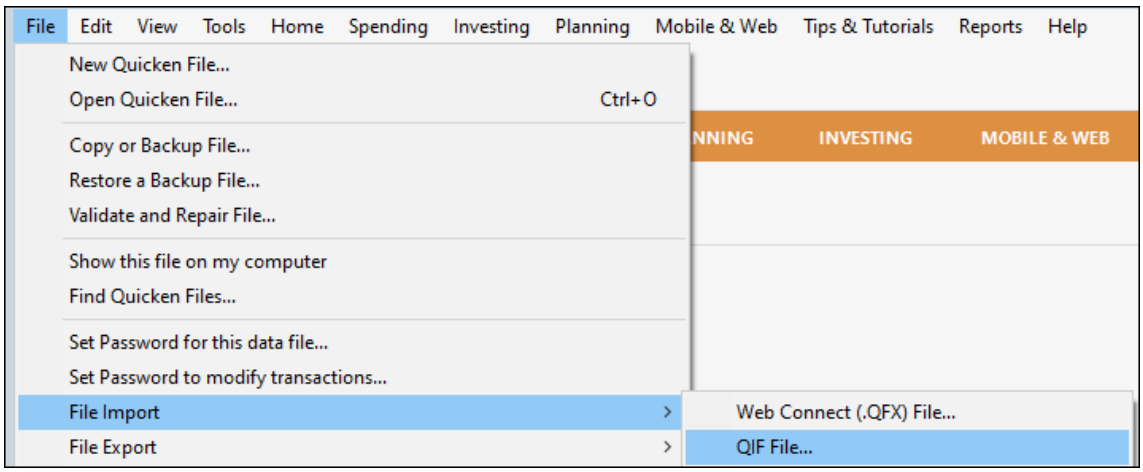
- Click **Open Folder** to navigate to the location where the .QIF file has been downloaded. Alternatively, navigate to the **Downloads** folder of your device. Make a note of the path where the file has been downloaded, as this will be required to import the file into Quicken. Figure 69 shows a typical Download location in a Windows PC.

Figure 69: A Typical Download location in a Windows PC



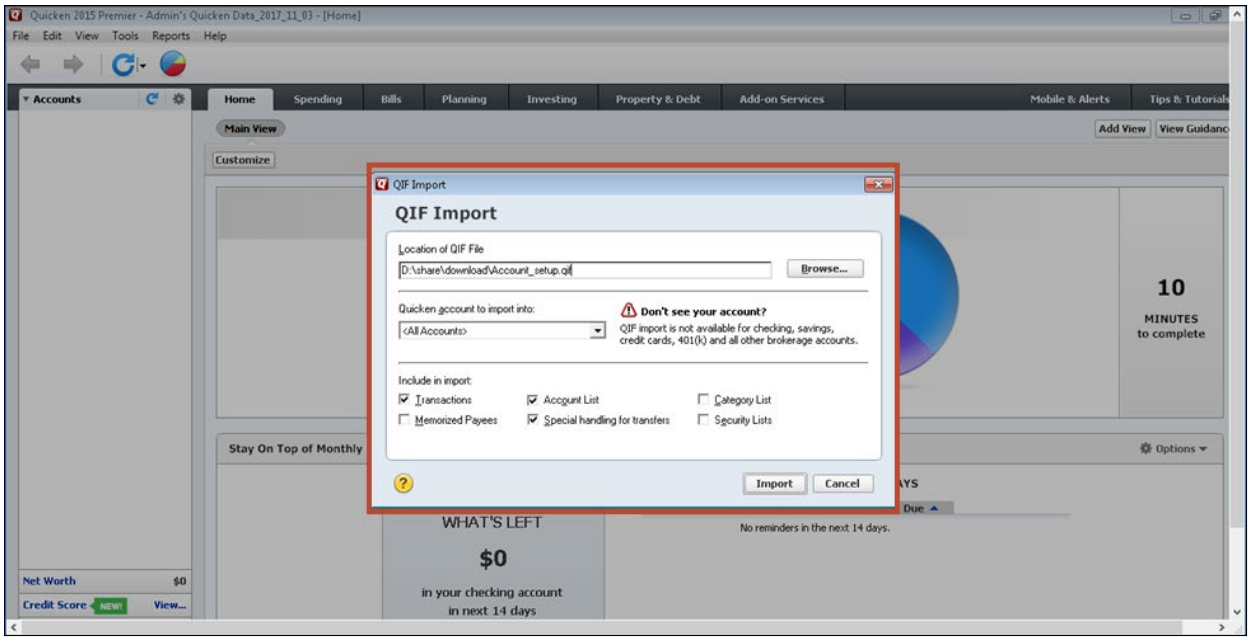
- Next, open the Quicken application on your computer. Click **File** > **File Import** > **QIF File** on the Quicken menu bar to import the generated .QIF file into Quicken. This is shown in Figure 70.

Figure 70: Importing .QIF File Into Quicken



The QIF Import dialog box appears, as shown in Figure 71.

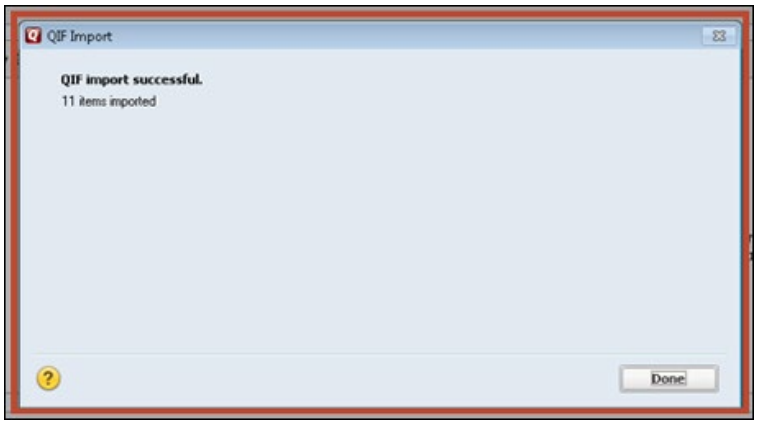
Figure 71: QIF Import Dialog Box



- Click **Browse** in the QIF Import dialog box and navigate to the path of the saved *Account_setup.qif* file.
- Select the file and click **Open** (you can only select one file at a time to be imported).
- Ensure that the **Transactions**, **Account List**, and **Special Handling for Transfers** check boxes remain selected in the 'Include in Import' section of the QIF Import dialog box.
- Click **Import** at the bottom of the QIF Import dialog box.

Once the file gets imported successfully into Quicken, a 'QIF Import Successful' notification is displayed after the file is successfully imported, as shown in Figure 72.

Figure 72: 'QIF Import Successful' Notification



- Click **Done** to close the QIF Import dialog box. The account will now be displayed in your Quicken application.

> ***Note**: If you get a message about an unrecognized security or category, click **Yes** to continue with the import. Later, when you review the data in Quicken, you may notice a field to be blank, which you can edit manually.*

Importing Incremental Transaction Data File Into Quicken

Once the initial Account Holdings Setup has been done for your account(s), you can download incremental transaction data file to import into Quicken for each subsequent day.

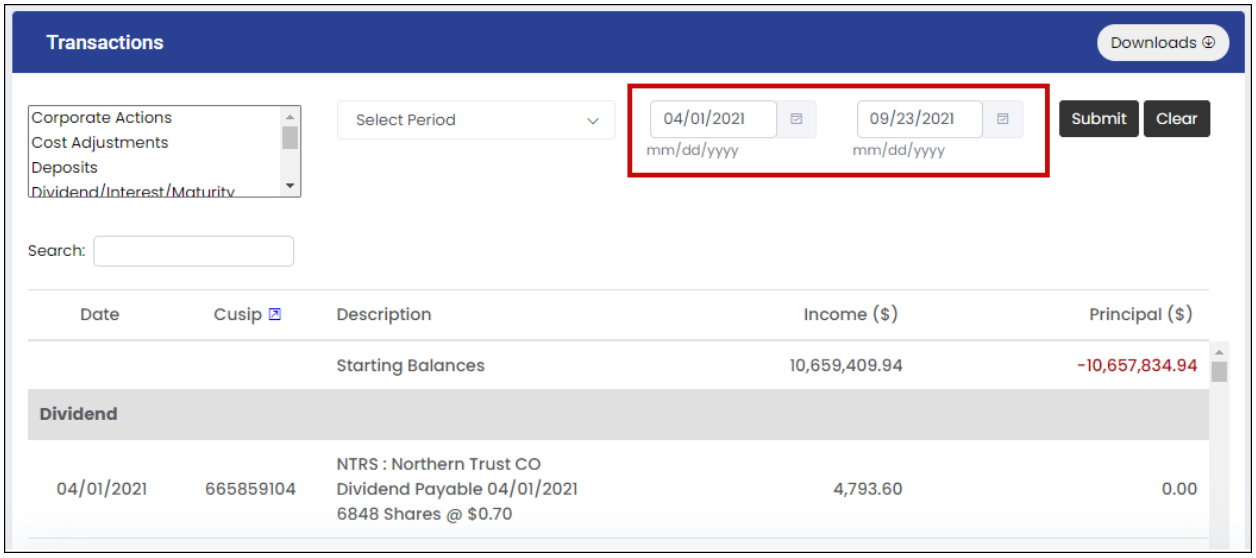
For example, if the initial **Account Holding Setup** was done by selecting a date other than the Current Processing Date, such as 06/30/2021, then you can export subsequent transaction data from 07/01/2021 onwards (which is the following date after the Account Holding Setup Date) to prevent duplication or overlapping of dates.

If the initial setup was done using the Current Processing Date, then you can export the subsequent transaction data on the next business day.

Follow these steps to download the transactions data file:

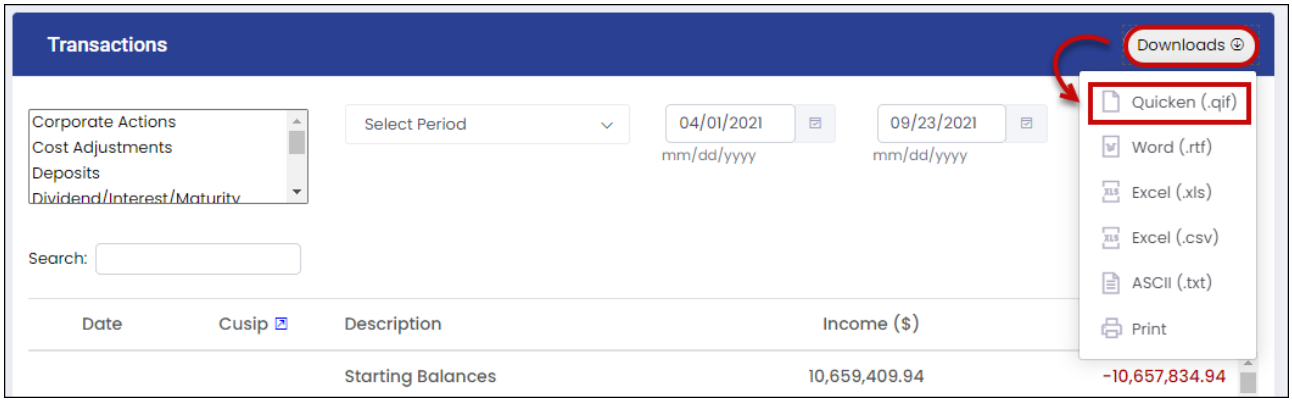
- Log in and click **Reports** > **Transactions** on the menu bar. The Transactions tab gets activated, as shown in Figure 73.

Figure 73: Transactions Tab



- Specify a Start Date and an End Date to the left of the Submit button to define a date range. This is illustrated in Figure 73 above.
- Click **Downloads** on the Transactions header bar and select the **Quicken (.qif)** option. The corresponding *Transactions.qif* file gets downloaded to your computer. The download activity is illustrated in Figure 74.

Figure 74: Downloading Transactions.qif File



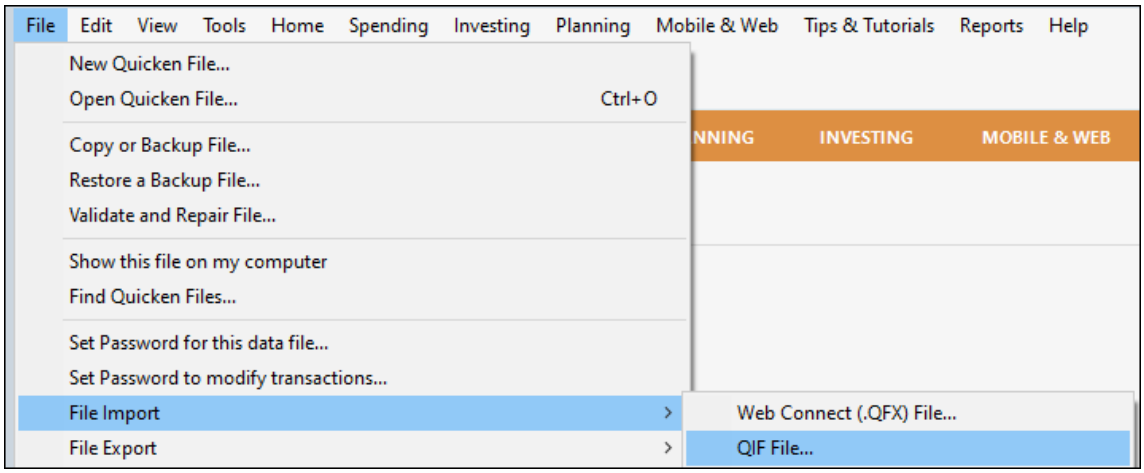
- Once the *Transactions.qif* file gets downloaded, click **Open Folder** to view the download location. Alternatively, navigate to the Downloads folder of your computer and make a note of the path where the file has been downloaded. This will be needed to import the data into Quicken.

  For your convenience, you may rename the file by adding the Account Number and/or date range.

- Next, you need to import the downloaded *Transactions.qif* file into your Quicken application.

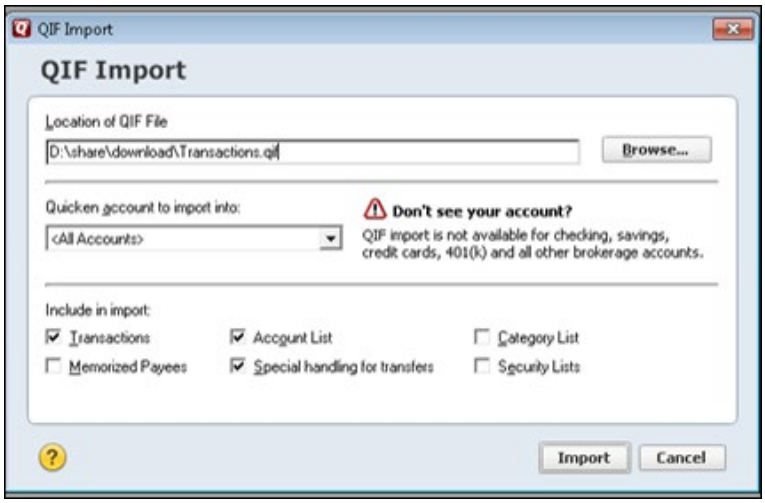
  Click **File > File Import > QIF File** on the Quicken menu bar to import the file into Quicken. This is illustrated in Figure 75.

Figure 75: Importing .QIF File Into Quicken



The QIF Import dialog box appears, as shown in Figure 76.

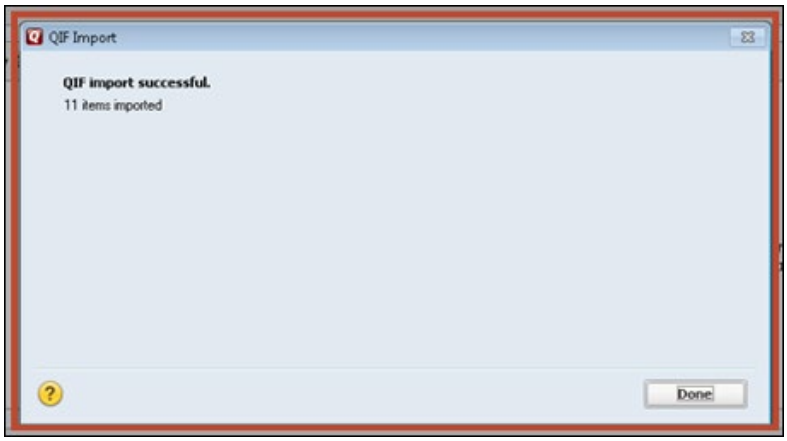
Figure 76: QIF Import Dialog Box



- Click **Browse** in the QIF Import dialog box and navigate to the path of the saved *Transaction.qif* file.
- Select and open the file (you can only select one file at a time to be imported).
- Ensure that the **Transactions**, **Account List**, and **Special Handling for Transfers** check boxes remain selected in the 'Include in Import' section.

- Click **Import** at the bottom of the QIF Import dialog box. On successful import, the system issues a 'QIF Import Successful' notification, as shown in Figure 77.

Figure 77: 'QIF Import Successful' Notification



- Click **Done** to close the QIF Import dialog box. The imported transactions will now be displayed in your Quicken application.

  (If needed, consult your Quicken support for guidance on how to use Quicken.)

> ***Note**: If you get a message about an unrecognized security or category, click **Yes** to continue with the import. Later, when you review the data in Quicken, you may notice a field to be blank; in that case, you can edit it manually.*

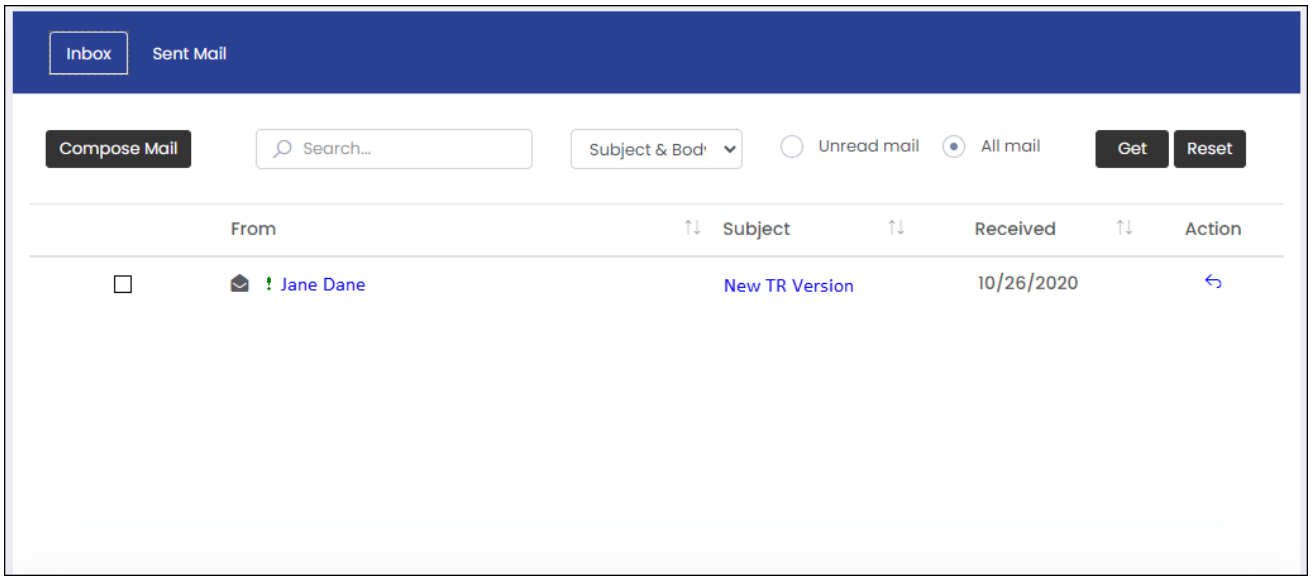
5 Mail/Messaging

The Mail/Messaging feature allows you to view, filter, compose, send, reply, and delete mail messages. This feature is described in the current chapter.

Mail/Messaging Inbox

To access the Mail/Messaging inbox, click the **Mail** icon ( ) located on the right of the menu bar. The Inbox tab is activated showing all incoming mail, as shown in Figure 78.

Figure 78: Inbox Tab



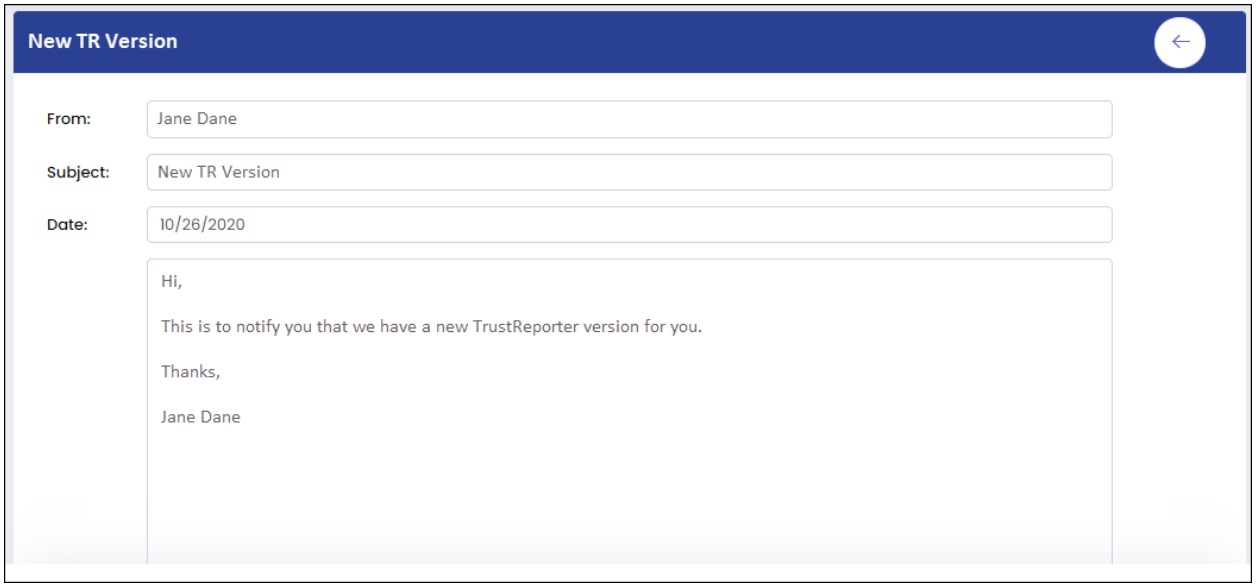
Each incoming mail has the following attributes:

- From (sender)
- Subject
- Received (date of receipt)

You can sort message(s) based on of any of the above columns. Click the **Ascending** icon (↑) adjacent to the column header to sort in ascending order; click the **Descending** icon (↓) to sort in descending order.

To view the mail content, as shown in Figure 79, click either the **From** or the **Subject** link.

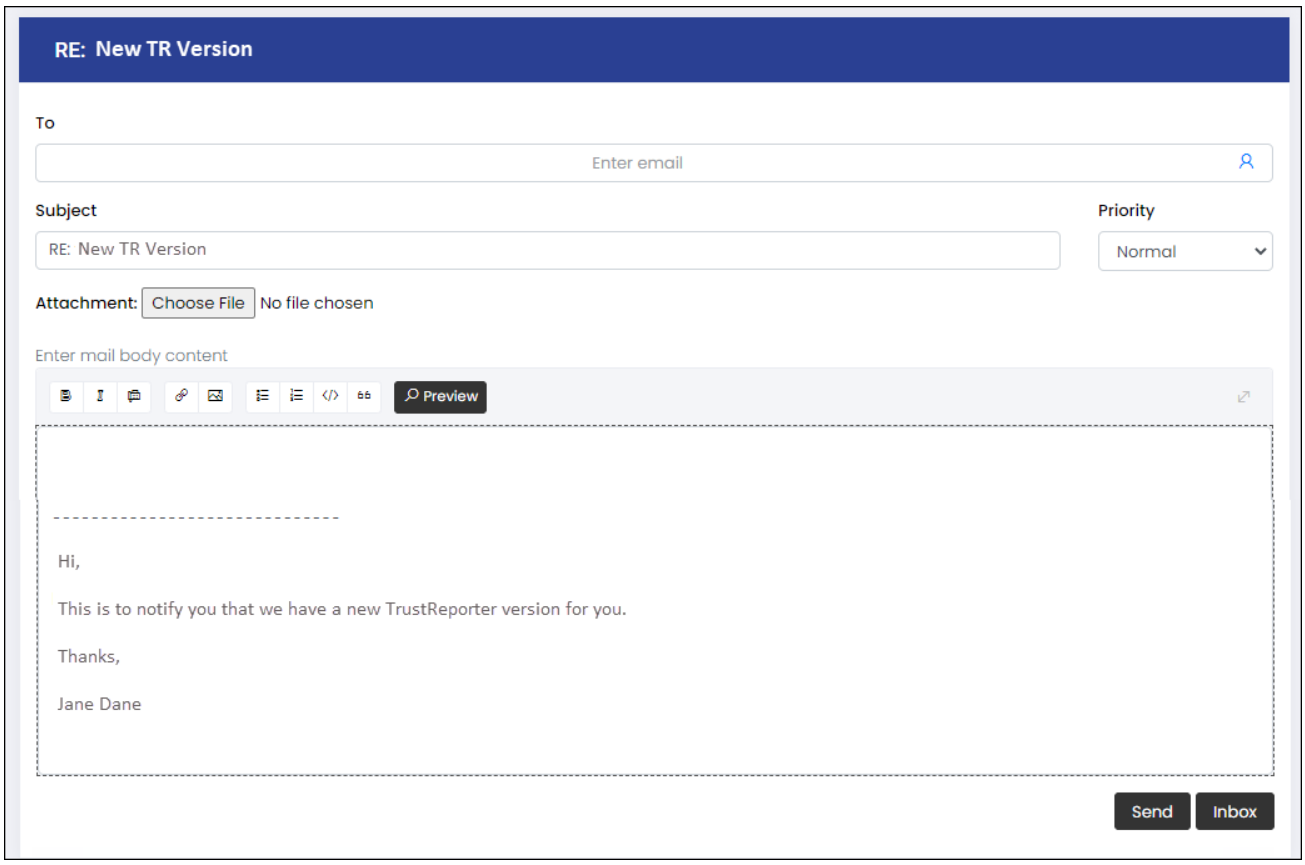
Figure 79: Sample Incoming Mail



Once you have viewed the message, click the **Back** icon ( ) on the title bar of the mail to return to your Inbox.

You can also initiate a reply to an incoming message from your Inbox. For this, click the corresponding Action icon ( ). The mail opens in Reply Mode, as shown in Figure 80.

Figure 80: Mail Reply



For steps on how to compose a message, refer to "Compose Mail" later in the chapter.

Once you have composed your mail, click **Send** at the bottom of the screen to send it.
Click **Inbox** to get back to your Inbox.

Filter/Search Mail

The Inbox tab allows you to search for a specific message based on certain filtering criteria.

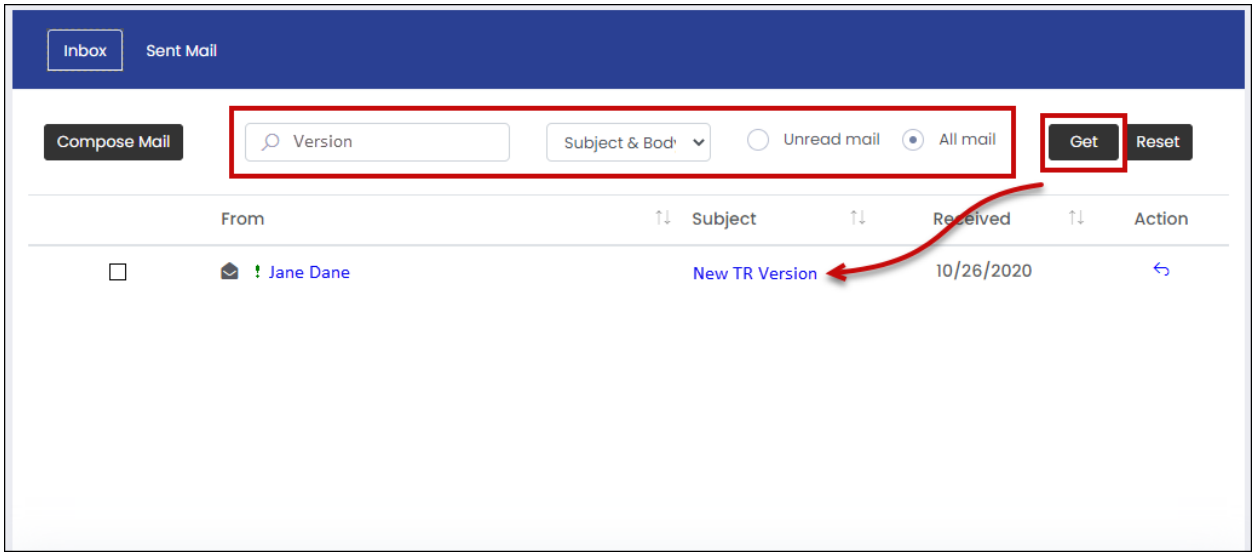
Proceed as follows:

- In the Search box to the right of the Compose Mail button, enter a search string.
- Next, select one mail component on which the search will be conducted. Select one of the following from the drop-down list to the right of the search box:
  - **Subject & Body**: Searches both subject and body of incoming mail based on the search string.
  - **Subject**: Searches only the subject of incoming mail based on the search string.
  - **Body**: Searches only the body of incoming mail based on the search string.

- You can also filter either all mail or only unread mail. To filter only unread mail, select the **Unread Mail** option. To filter all mail, select the **All Mail** option.
- Once you have provided your mail search criteria, click **Get** to retrieve any matching messages. Click **Reset** to reset your search criteria.

Figure 81 illustrates the mail search/filter process.

Figure 81: Mail Search/Filter Process



Note in this context the Sent Mail tab also offers mail search/filter facility. For additional details on the Sent Mail tab, refer to "View Sent Mail" later in the chapter.

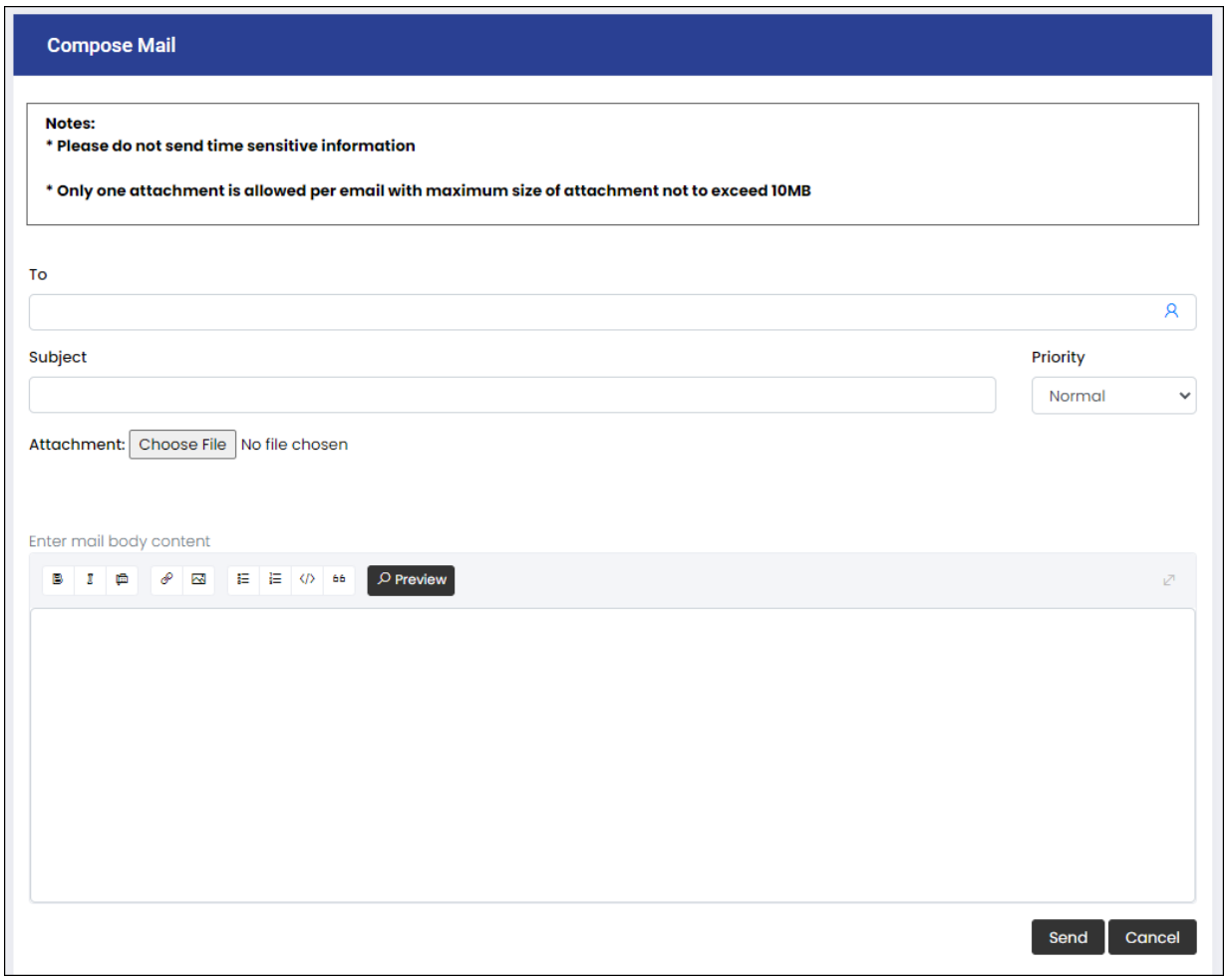
Compose Mail

This section describes how to compose a mail.

Proceed as follows:

- Click the Mail icon ( ) on the menu bar. The Inbox tab is activated.
- Click **Compose Mail**. The Compose Mail screen appears, as shown in Figure 82.

Figure 82: Compose Mail Screen



- In the To section, click the **Contact** icon ( ). The Select Mail Recipient(s) screen pops up, listing available contacts. The screen also offers a search facility to quickly locate a contact. Select the mail recipient from this screen.

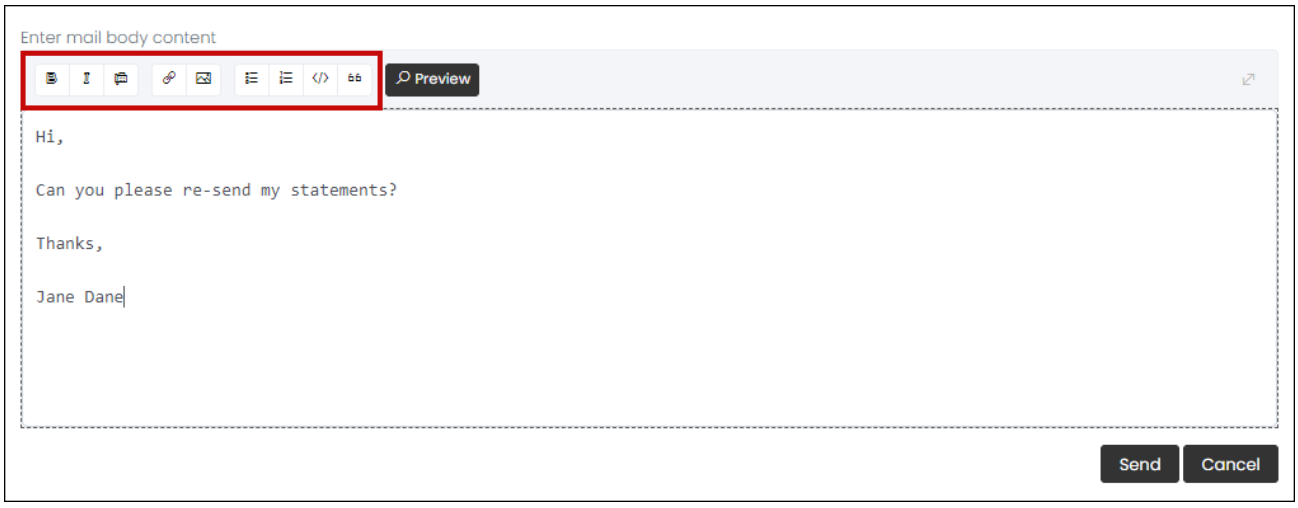
- Enter the subject in the Subject box.
- Select a priority level from the Priority drop-down list. The available options are:
  - Normal (default)
  - Medium
  - High
- If you want to attach a file, click **Choose File**. The Open File dialog box appears, allowing you to select the file.

> ***Note**: Only one attachment is allowed per email and the maximum permissible size of the attachment is **10 MB**.*

- Now, enter the body of the email in the designated area.

  The system provides formatting features such as, Bold, Italic, bulleted list (both ordered and unordered), picture and link/URL insertion etc. There are icons for each of these features, as illustrated in Figure 83. If you place your mouse pointer on an icon, the corresponding feature is displayed in the form of a tooltip text.

Figure 83: Mail Formatting Features



If you want to view how your message will appear to the recipient, click **Preview**.

- Once you have drafted and finalized your message, click **Send** in the bottom-right corner of the screen to send it.

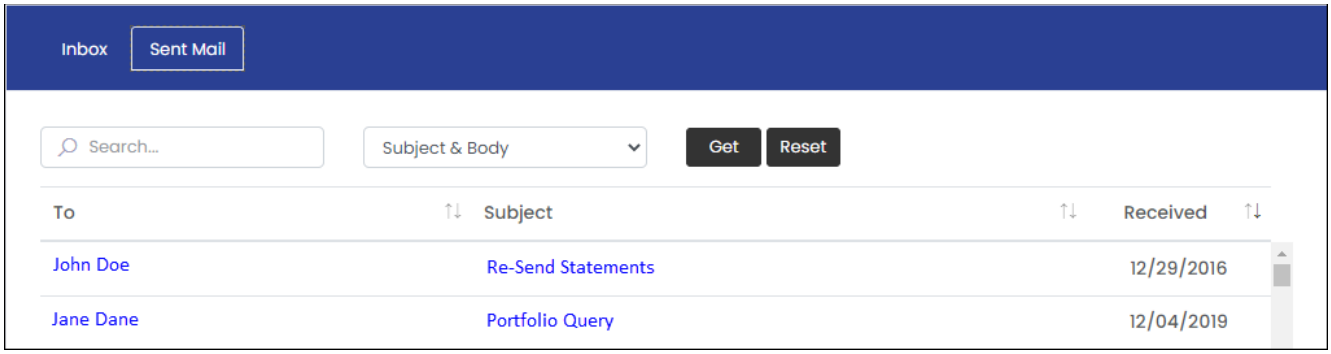
View Sent Mail

This section describes how to view sent mail.

Proceed as follows:

- Click the **Mail** icon ( ) on the menu bar and activate the **Sent Mail** tab. The sent mail appears, as shown in Figure 84.

Figure 84: Sent Mail Tab



- You can sort the sent mail based on of the following attributes:
  - To (recipient)
  - Subject
  - Received (date of receipt)

  To sort messages in ascending order, click the **Ascending** icon (↑) adjacent to the column header; to sort in descending order, click the **Descending** icon (↓).
- To view a sent message, click the corresponding link under the To or Subject column.
- (If you want to return to your Inbox after viewing sent mail, activate the Inbox tab.)
- The Sent Mail tab also offers mail search/filter facility. For details, refer to “Filter/Search Mail” earlier in the chapter.

(If you want to return to your Inbox after viewing sent mail, activate the Inbox tab.)

The Sent Mail tab also offers mail search/filter facility. For details, refer to “Filter/Search Mail” earlier in the chapter.

Delete Mail

To delete mail from the Inbox tab, proceed as follows:

- Select the check box corresponding to the row that contains the mail to be deleted.
- Click **Delete** at the bottom right corner of the screen.

  The system issues a warning prior to actual deletion. The mail message gets deleted once you give your consent.

> ***Note**: A deleted mail cannot be restored.*

Figure 85 illustrates the mail deletion process.

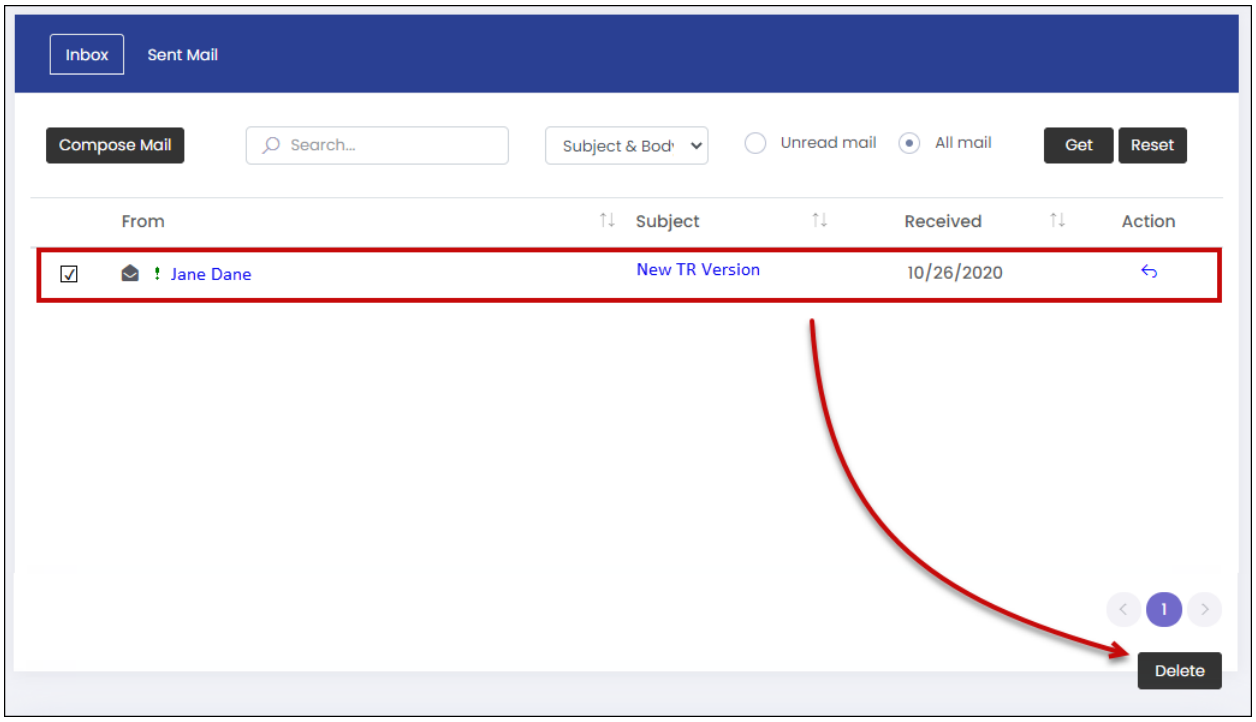



Figure 85: Deleting a Mail