# Canaccord Wealth client portal

## User guide

Canaccord
WEALTH

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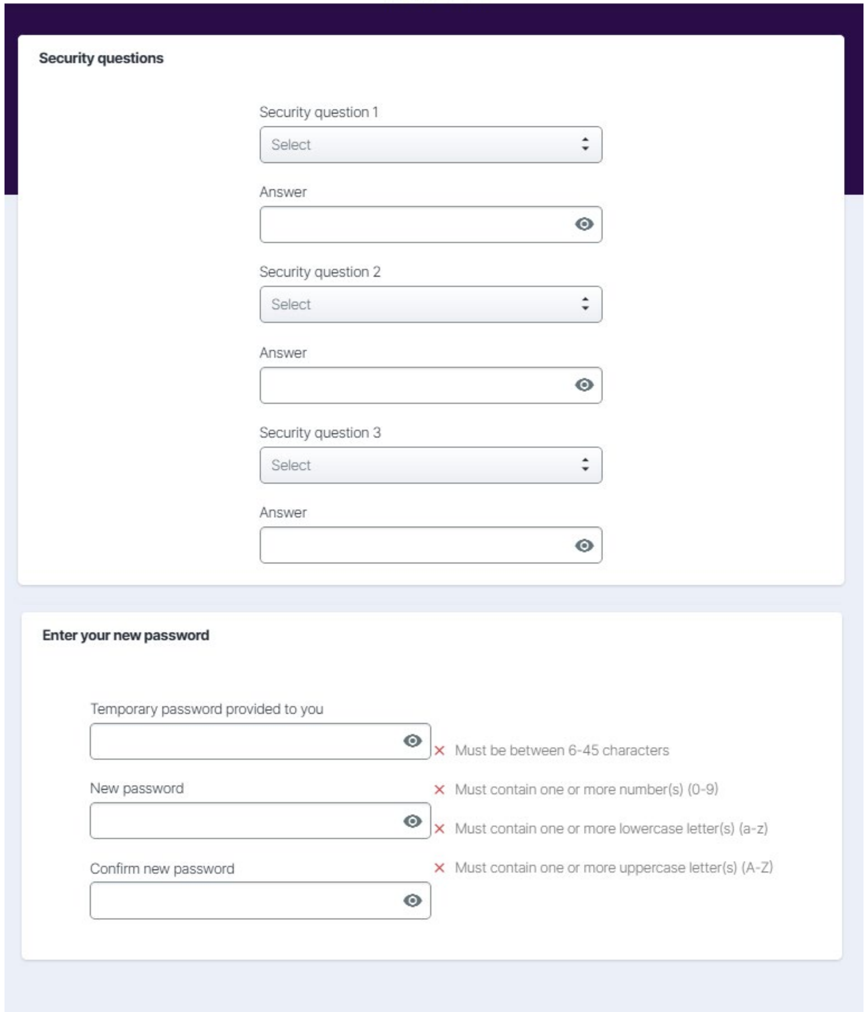
# Logging in for the first time

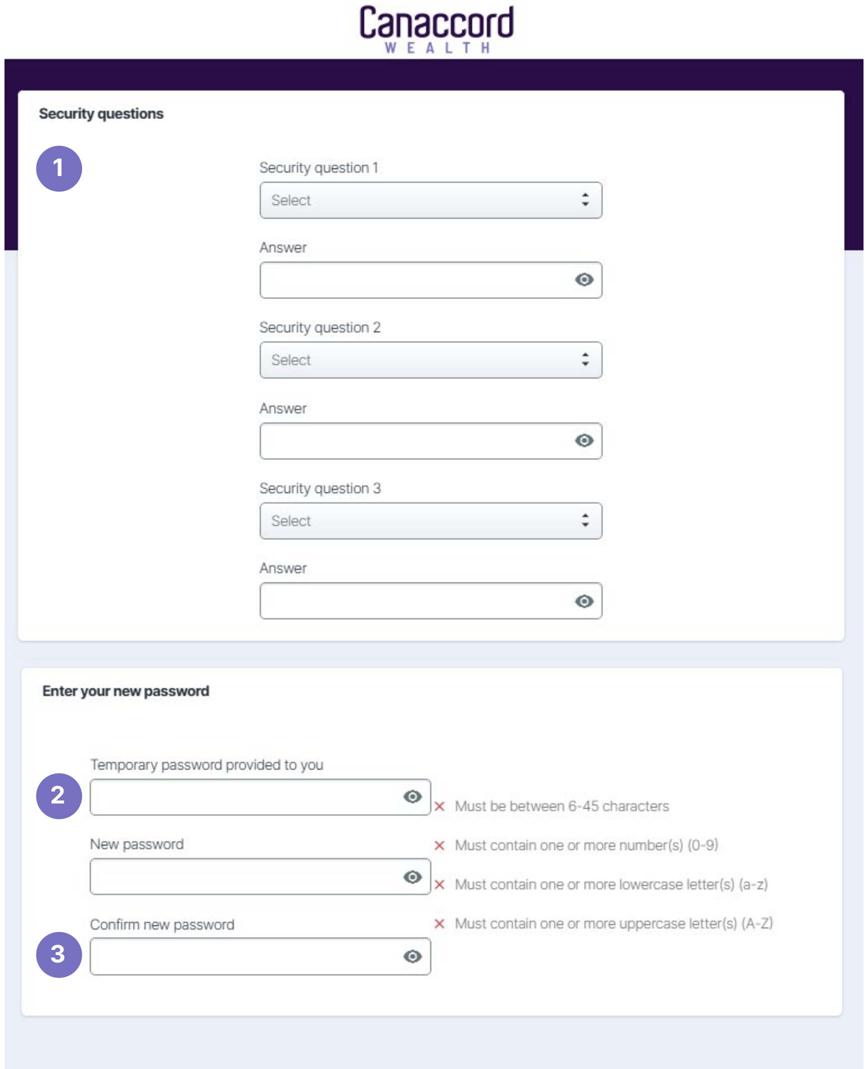
If you have received an email from us with a temporary password and a link inviting you to register, you will need to follow the link provided and log in with your username and temporary password. You will need to go through multi-factor authentication (MFA) and answer a security question. If you would like the device you are using to be treated as a trusted device going forward, you can toggle on 'trust this device?', meaning you will not need to complete this additional security check for this device going forward. Once this has been completed, you will be asked to complete three security questions (security questions are only required as part of the MFA process), set a new password and enter a contact number for MFA purposes. If you haven't received an email from us, you will need to contact us for a username.

Our mobile app, Canaccord Wealth Investments, is also available from the Apple and Google stores.



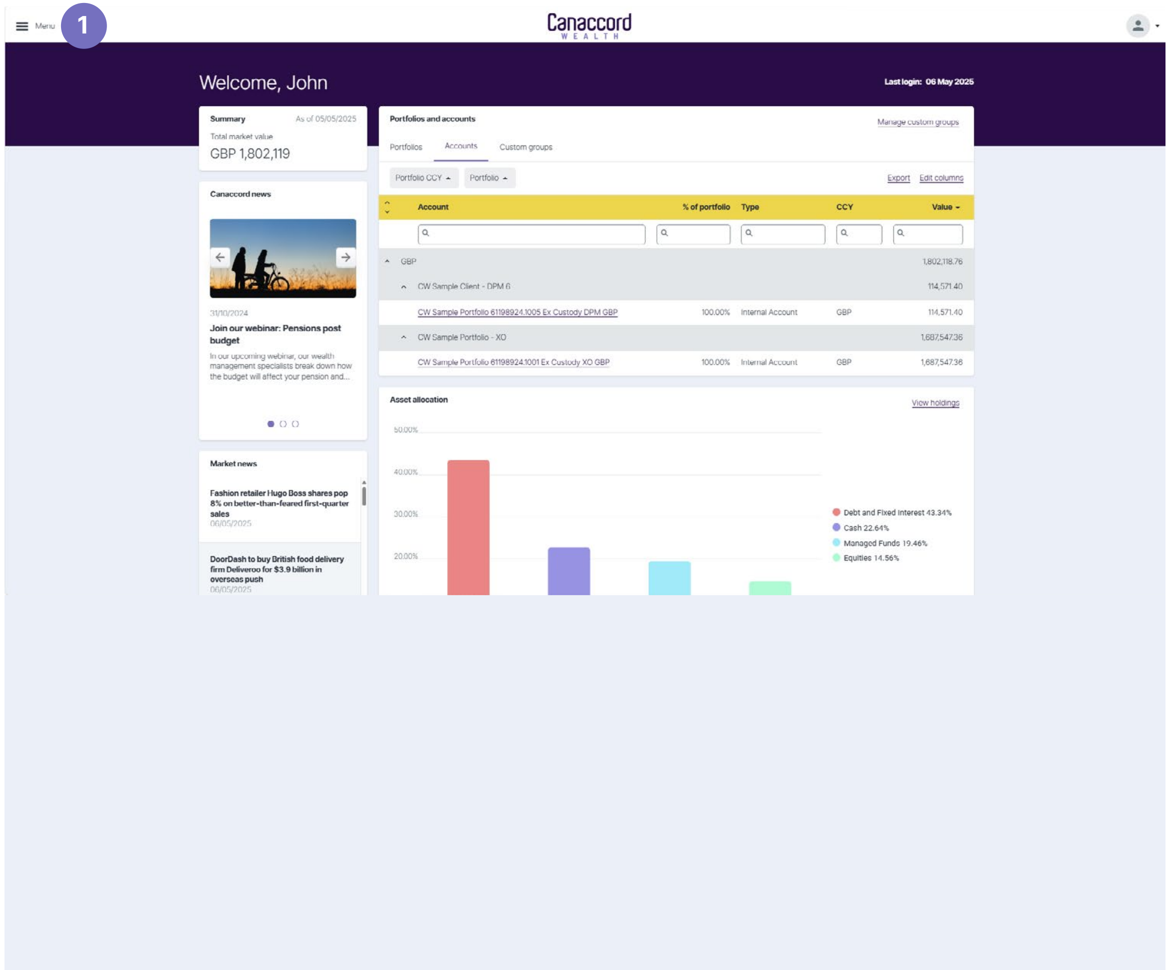
# Logging in for the first time

1. Please select your security questions and then type your answers in the text boxes below.
2. Please add the temporary password provided in the email.
3. Please input your new password and then confirm your new password in the second box.
4. Please add your mobile number here, dropping the first zero, e.g +44 77XXXXXXXX.



# Navigation

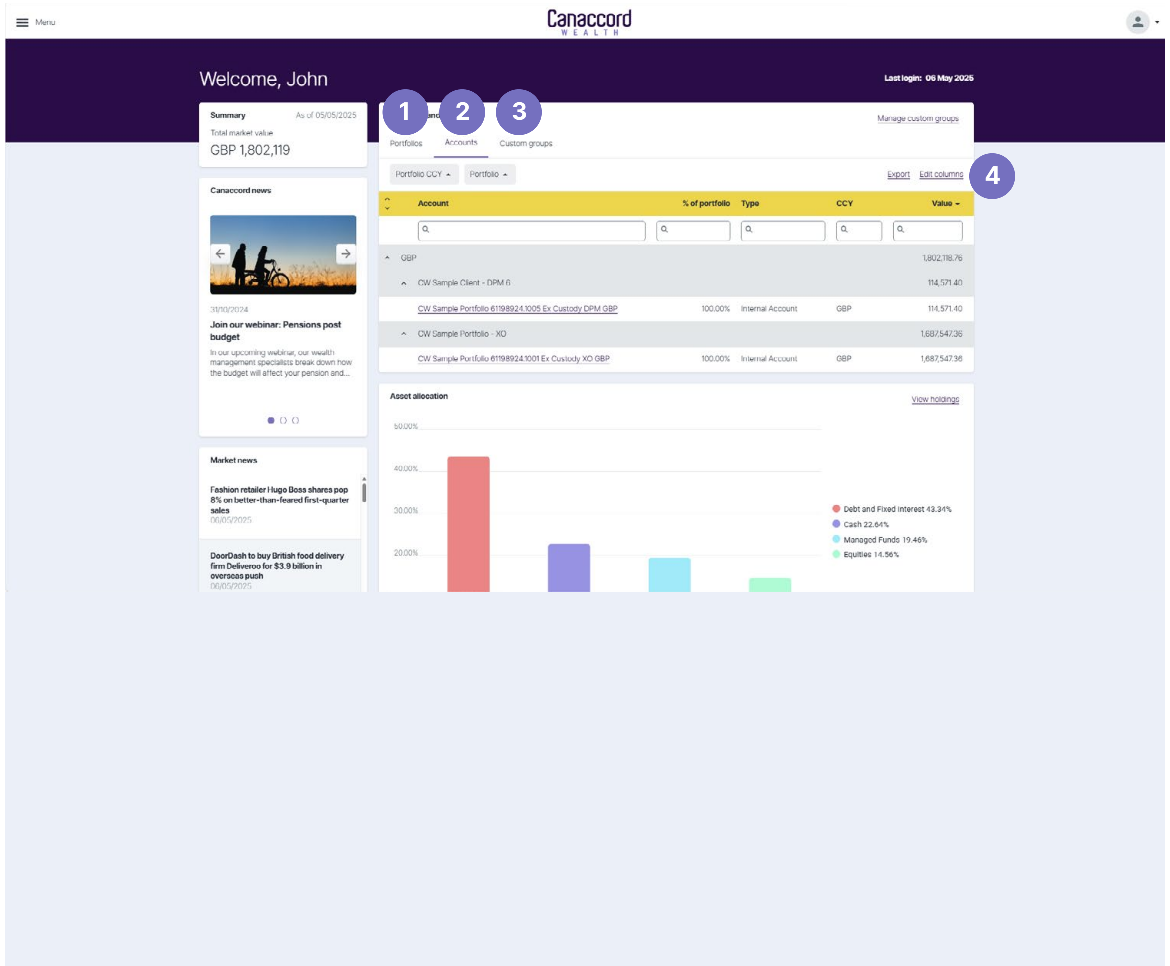
1. In the top left hand corner is the site menu, selecting this will allow you to navigate to the different sections of the site.



# Home page

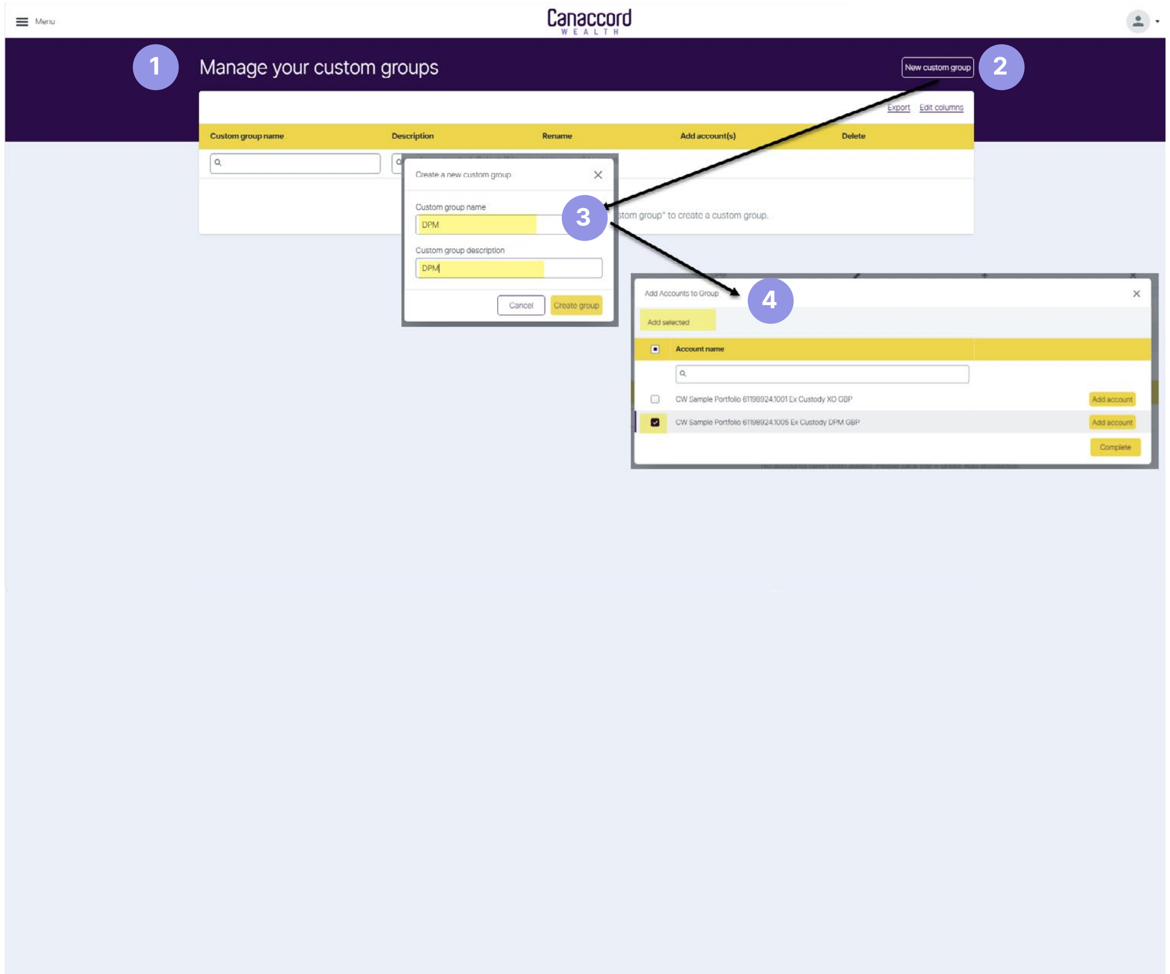
Once you have successfully logged in, you will be directed to the home page. From here you can use the menu to navigate through the site. You also have the following options:

1. The ‘Portfolios’ tab shows your accounts at an account group or reporting level. For example, if you have two accounts and they are reported together, this is referred to as an account group and these are listed here.
2. The ‘Accounts’ tab shows your accounts at an individual level which make up each of the account groups.
3. The ‘Custom groups’ tab allows you to create your own account groups to view and navigate the portal e.g. all discretionary accounts.
4. The ‘Edit columns’ option allows you to edit the columns you can see in the table. You can also drag and drop a column heading into the space above the headings, which allows you to group accounts based on the option selected, for example, by service type. This feature is repeated throughout the site.



# Custom group

1. Selecting ‘Manage your custom groups’ allows you to manage existing or create new custom groups.
2. To create a new custom group, select ‘+ New custom group’.
3. You will then be asked to give the new custom group a name and you can add a description of what the group is. You should then select the ‘Create group’ button.
4. Once the group has been created, you can select the accounts you would like to include in it.

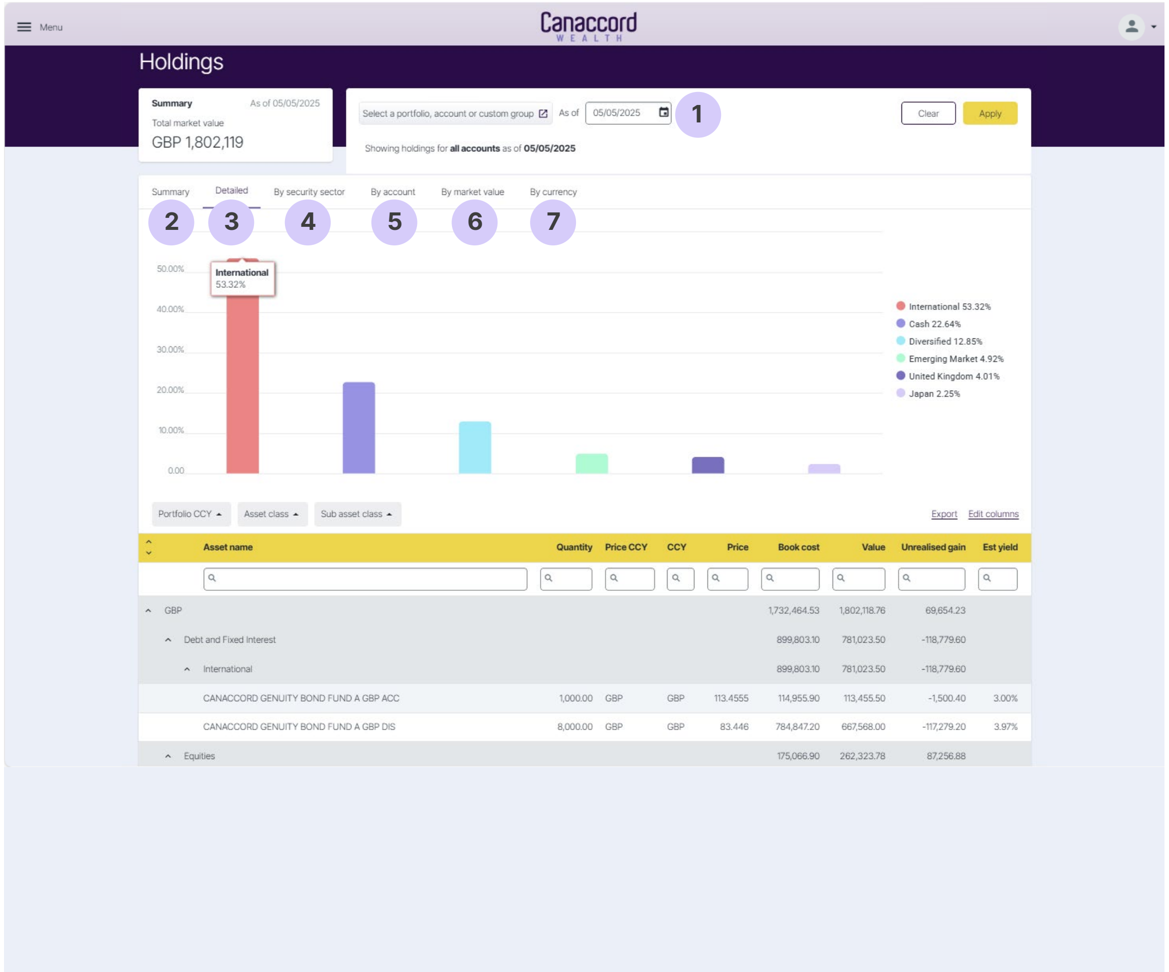


# Holdings

The 'Holdings' page can be accessed from the site menu or by clicking on one of the accounts detailed on the 'Accounts' tab on the home page. You can see your holdings broken down in various ways, both graphically and in the table below. You can add or remove columns in the table to your own preferences using the 'edit columns' button, or by dragging the columns up, to group by different options. Search options are available for each of the columns.

**1** This allows you to choose the portfolio, account or custom group and date youwish to view the holdings for.

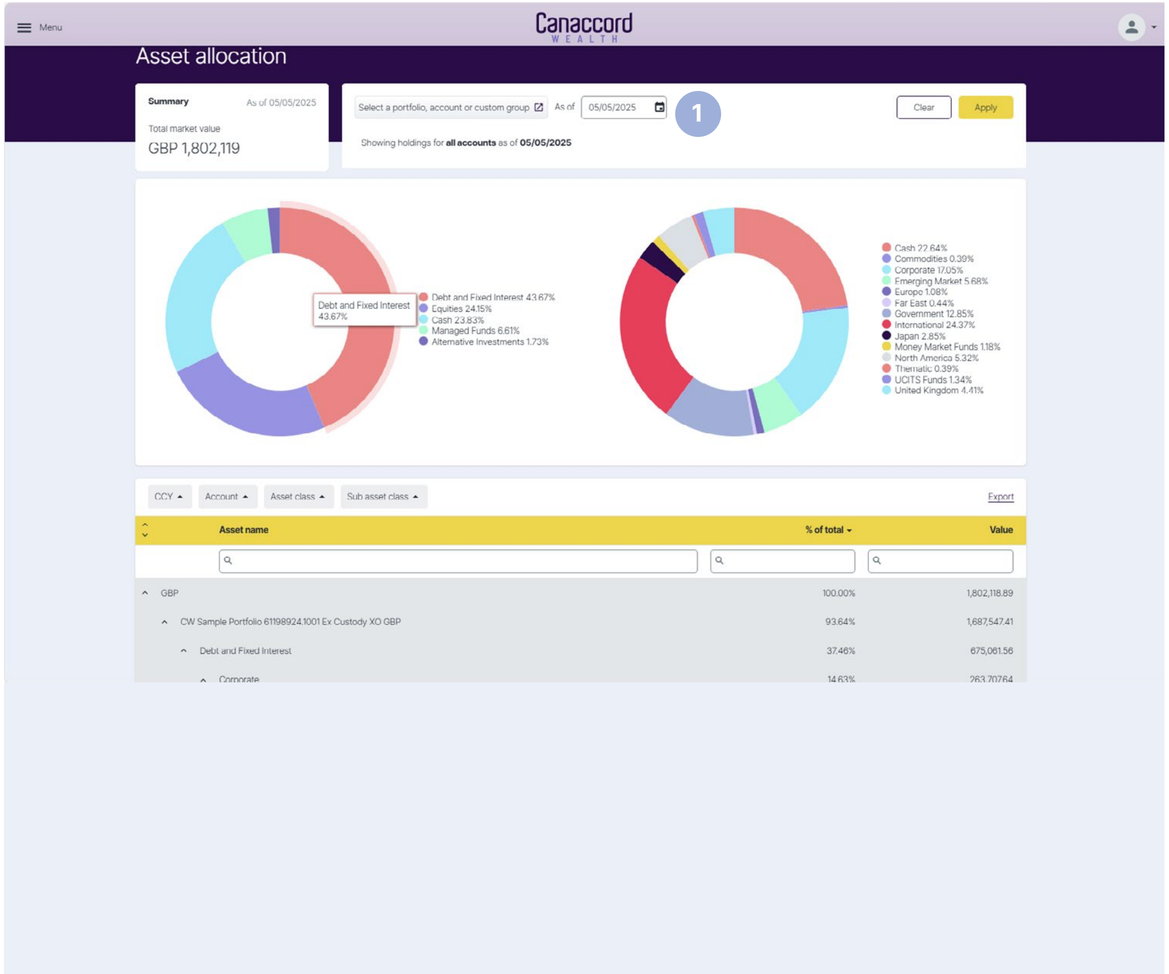
**2-7** This allows you to view the holdings in different ways.



# Asset allocation

The 'Asset allocation' page can be accessed from the site menu. The page provides a dual-level summary of where assets are invested, both graphically and in a manipulatable table. You can add or remove columns in the table to your own preferences using the 'edit columns' button, or by dragging columns above the header row to create filters to group by different options. Search options are available for each of the columns.

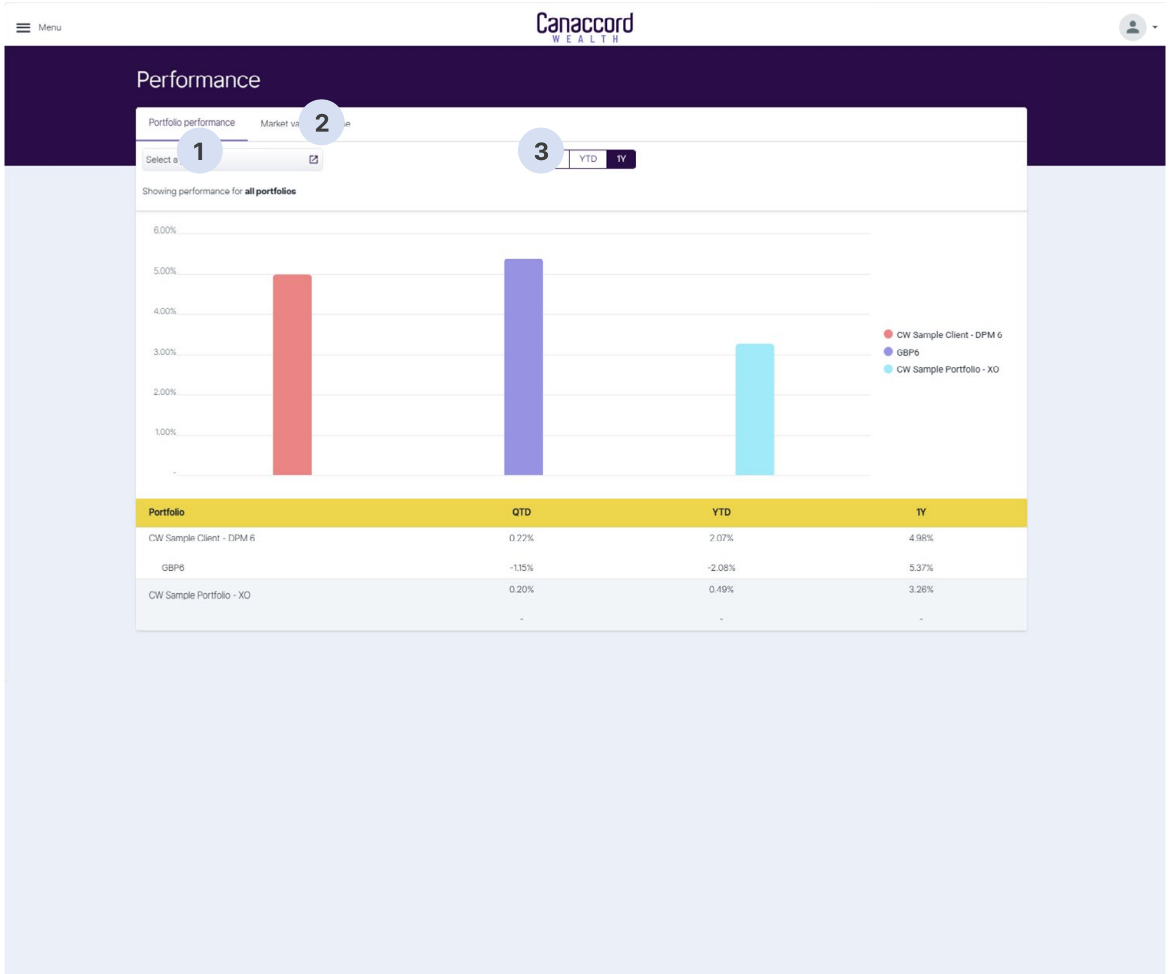
1. This allows you to choose the portfolio, account or custom group and date you wish to view the holdings for.



# Performance

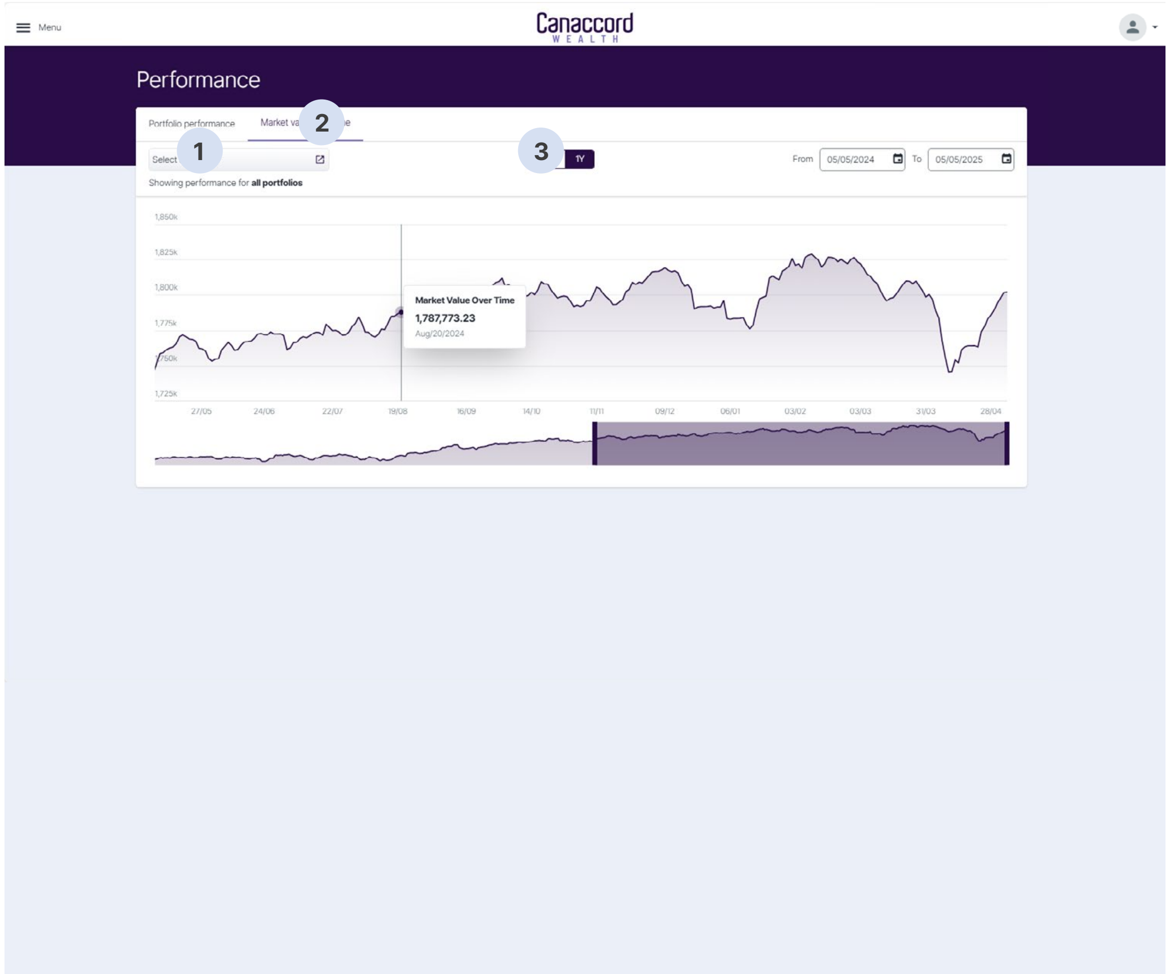
The ‘Performance’ page allows you to review the performance of your portfolios over set time periods, you can also view the market value over time.

1. You can select the portfolio you wish to review performance for.
2. Shows market value over time.
3. Reports performance over different time periods.



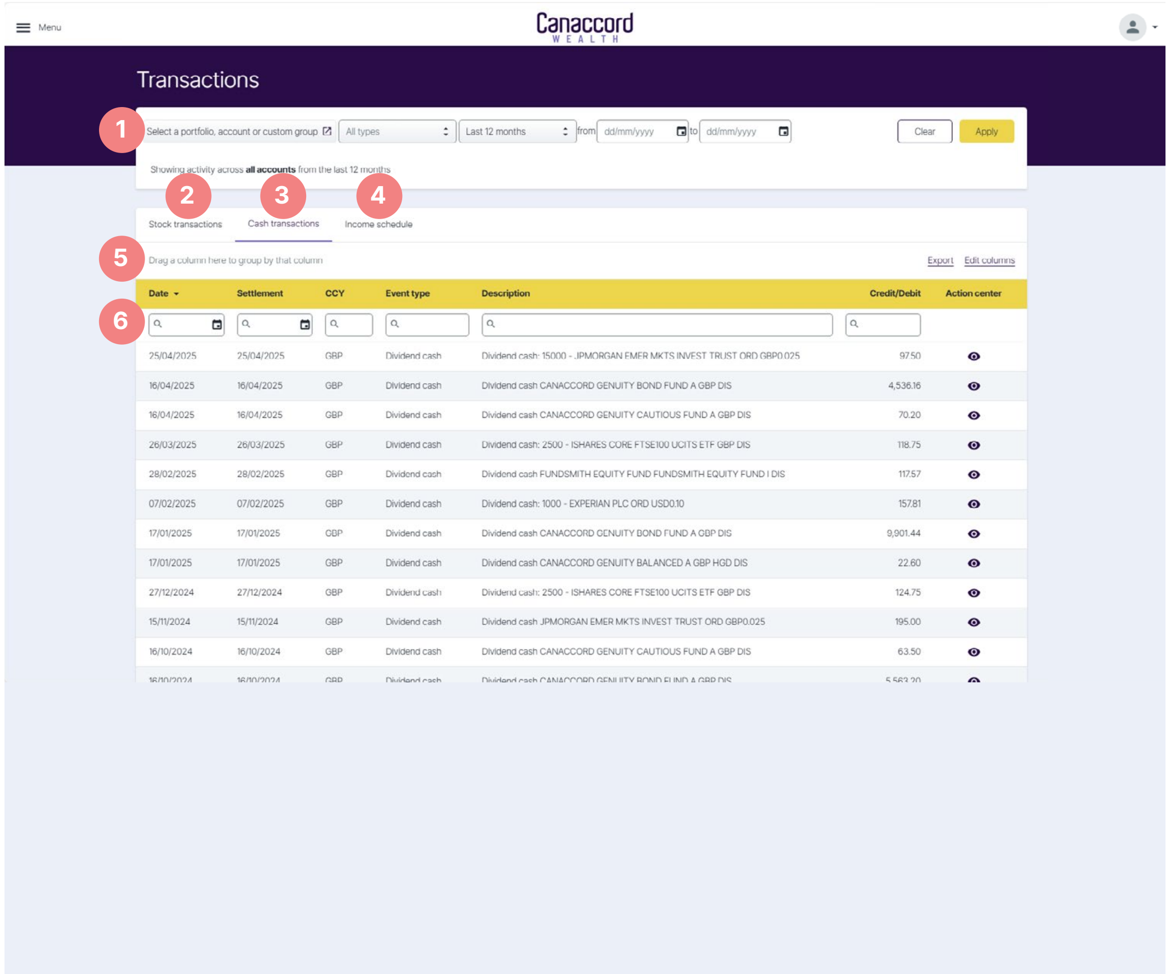
# Performance: market value over time

1. This allows you to view the market value over different time periods.
2. By hovering over a point in the graph you can see the total market value of your portfolio for that day.
3. The blue bar at the bottom allows you to select/adjust time periods selected.



# Transactions

The 'Transactions' page allows you to view your transactions by portfolio, account or custom group and over varying time periods. In the table you can search, filter and amend the columns as you can on the holdings page.

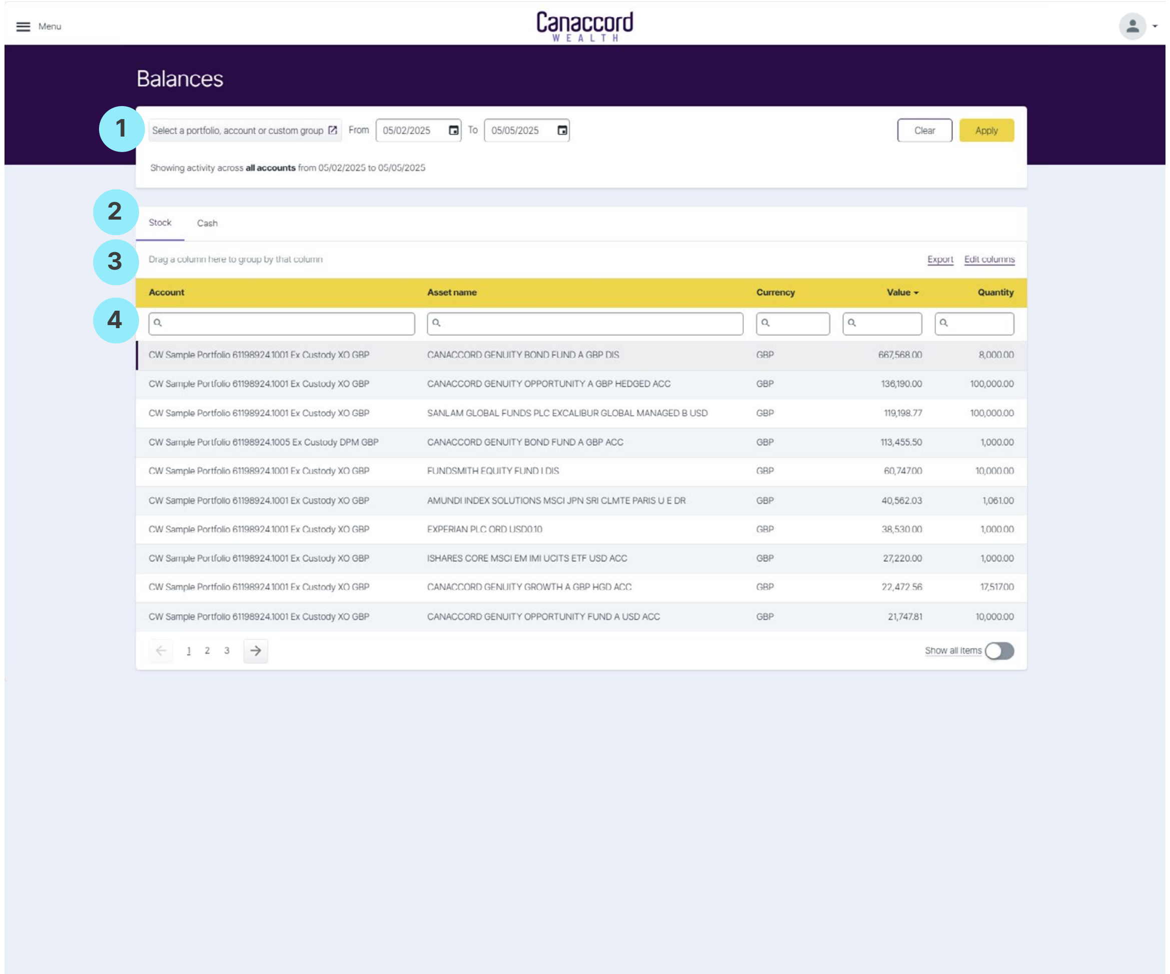



1. This allows you to choose the portfolio, account or custom group you wish to view transactions for, the type of transaction and the time period. You need to click apply to show the transactions you have selected.
2. Select to show stock transactions.
3. Select to show cash transactions.
4. Shows all income received.
5. You can drag and drop a column into this space to group accounts by the column selected.
6. Search using these fields.

# Balances

The ‘Balances’ page allows you to view current holdings and balances (located at the top of the page), and activity over varying time periods for the holding or cash account selected (located at the bottom of the page). The same group, search and filtering functions are available as on the other pages.

1. This allows you to choose the portfolio, account or custom group you wish to view.
2. Select a stock or cash to view it’s holdings or cash balances and the corresponding activity.
3. You can drag and drop a column heading into the gap above to group accounts by that title, e.g. asset name.
4. You can search using these fields.

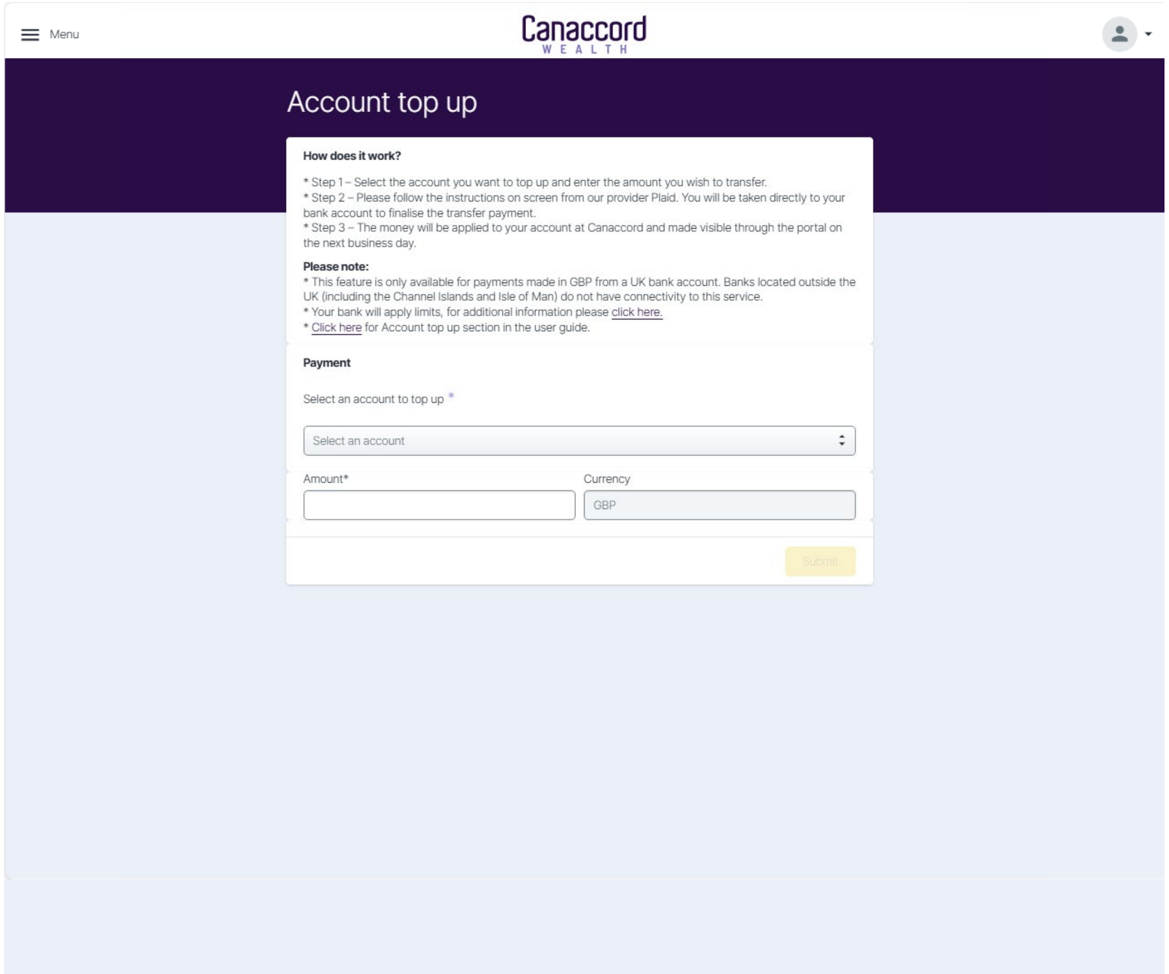


# Account top up

The ‘Account top up’ page can be accessed from the menu. This page enables you to make payments via open banking/mobile app.

If you have an Android device, please note you might need to perform the following:

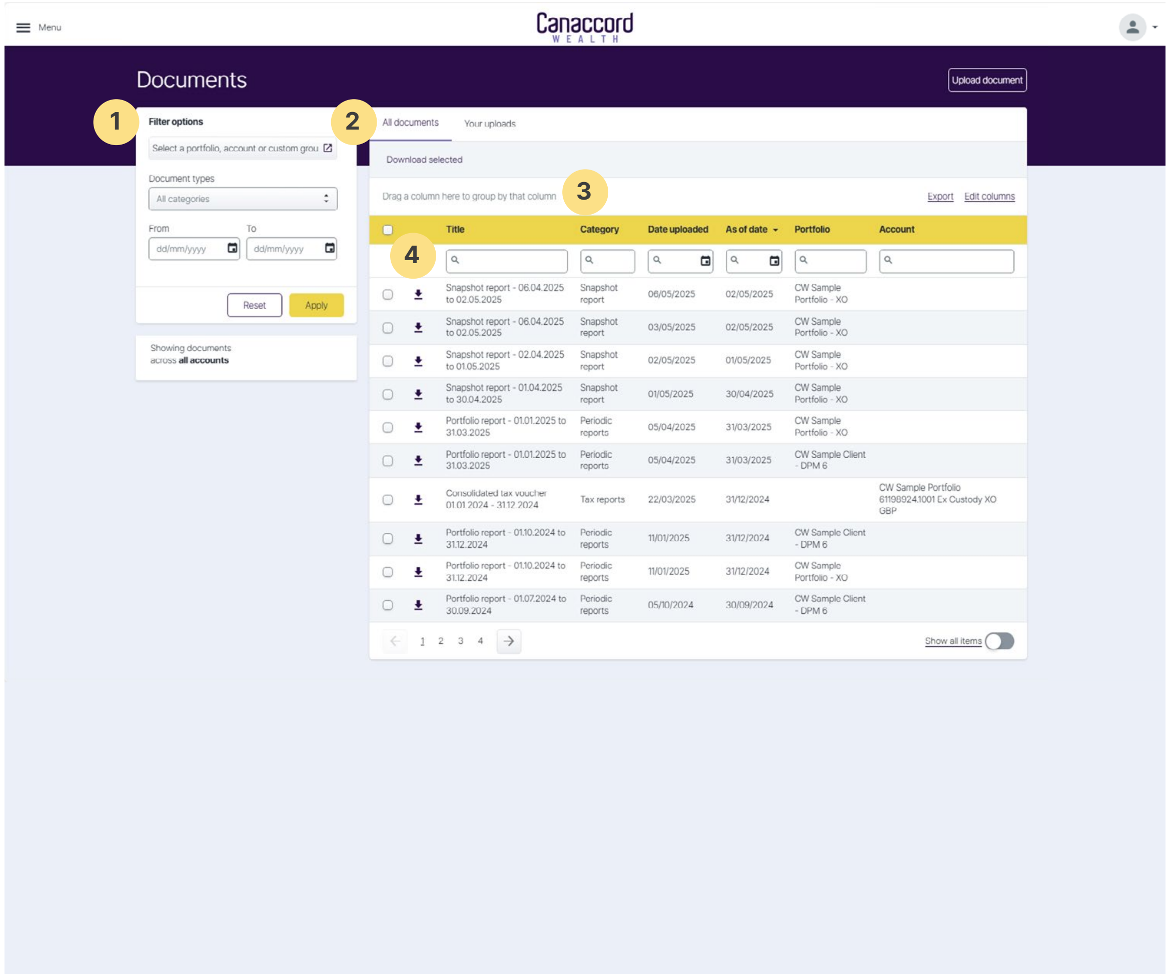
- Update the mobile device’s operating system to the latest version
- Ensure the latest version of the banking appis installed
- Ensure ‘open web pages in the app’ is set to ‘no’ in the settings
- Ensure ‘open app links in browser’ is set to ‘no’ in internet settings - useful features
- Reset your cache and cookies for your browser.



# Documents

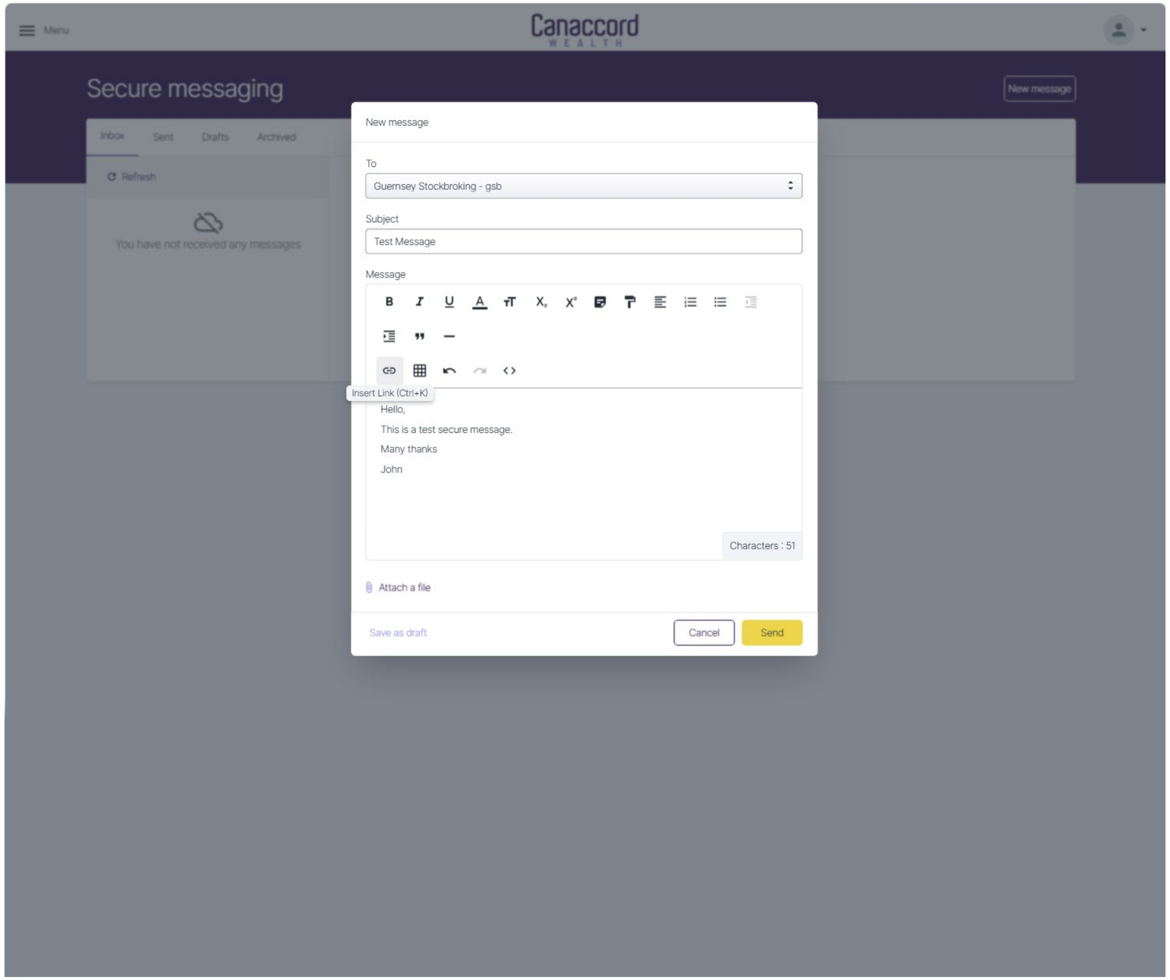
The 'Documents' page allows you to view documents uploaded by Canaccord Wealth, such as valuations and contract notes. It will also allow you to upload any documents you wish to store on the site.

1. This allows you to choose the portfolio, account or custom group, document category and date range you wish to view documents for.
2. Click here to view all documents uploaded to the portal by Canaccord Wealth or by you.
3. Drag and a drop a column heading into the gap above to group documents by that title.
4. You can search using these fields.



# Secure messaging

From this page you can send and receive secure messages to/from your Account Executive and review old messages.

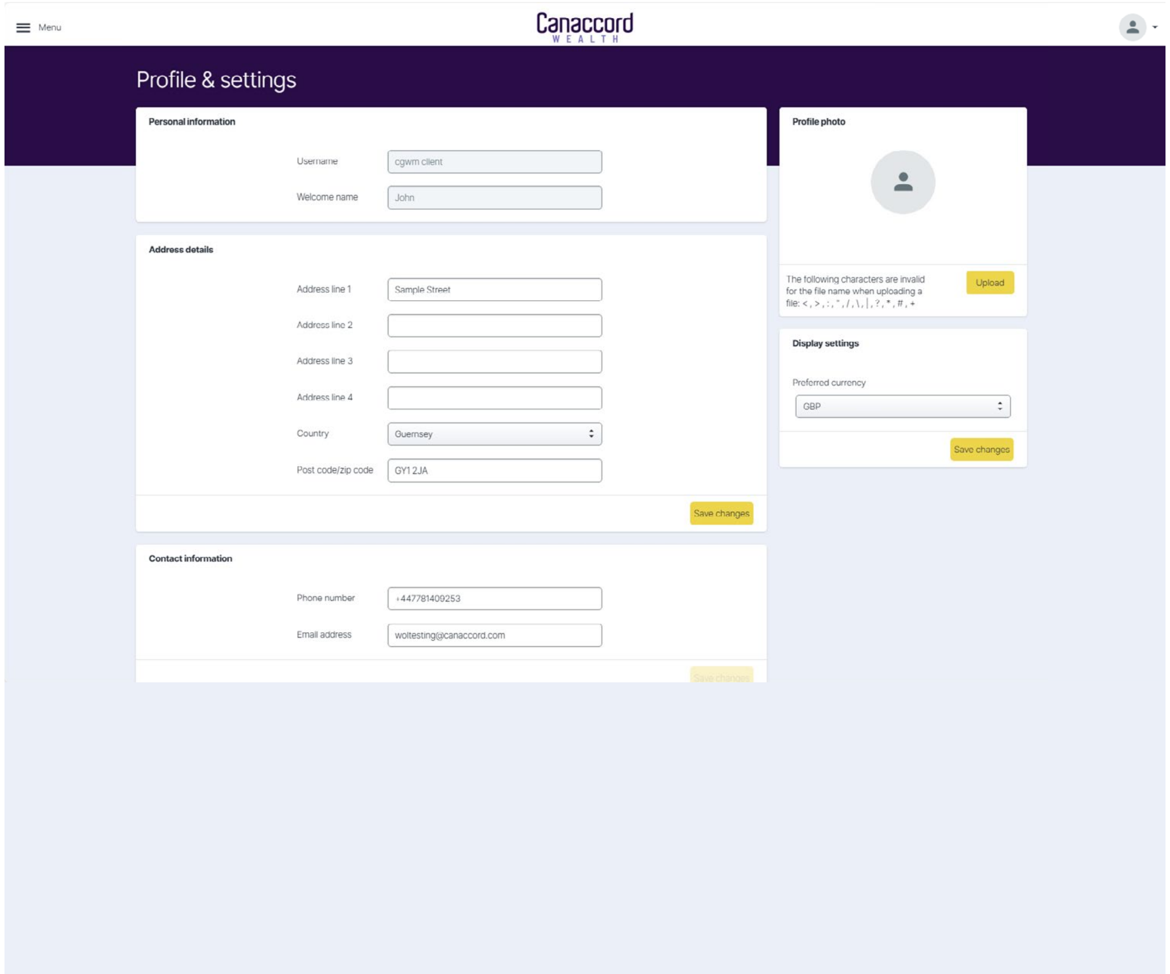


# Profile & settings

From this page you can view and update information such as you address, contact information, change your password and amend your security questions as well as changing display settings such as your preferred currency (for display purposes only, as the actual reference currency of your portfolios will not change) and viewing the portal in light or dark themes.

If changing your address or contact details, please note:

- Updating your physical or email address will update this address across all your records. This means any correspondence will now be sent to the new address provided.
- Updating your phone number will only update the number used to receive authentication code and will not update the number used for general communication by Canaccord Wealth. If you wish to update your phone number for general communication purposes, please contact us.
- If your email address is also your username, updating your email address will not automatically update your username. If you wish your username to be updated, please contact us.



# How can we help?

Need help? Get in touch: **T:** 0330 390 0850 **E:** cgwmonline@canaccord.com

## Crown dependencies

**Guernsey**
Dorey Court, Elizabeth Avenue,
St. Peter Port, Guernsey, GY1 2HT
**T:** +44 1481 733900

**Isle of Man**
55 Athol Street, Douglas,
Isle of Man IM1 4NL
**T:** +44 1624 690100

**Jersey**
37 The Esplanade,
St Helier, Jersey JE4 0XQ
**T:** +44 1534 708090

## UK

**Birmingham** Third Floor, 4 St. Phillips Place, Birmingham B3 2PP **T:** +44 1212 301 910

**Blackpool** Talisman House, Boardmans Way, Blackpool FY4 5FY **T:** +44 1253 754 700

**Cambridge** 50 Station Road, Cambridge, CB1 2JH **T:** +44 1233 522 000

**Edinburgh** 40 Princes Street, Edinburgh EH2 2BY **T:** +44 131 380 9500

**Guildford** Fourth Floor, Tempus Court, Onslow Street, Guildford GU1 4SS **T:** +44 1483 961 100

**Lancaster** 2 Waterview, White Cross Industrial Estate, South Road, Lancaster LA1 4XS **T:** +44 1524 541 560

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**Norwich** 13-15 St Georges Street, Norwich, Norfolk NR3 1AB **T:** +44 1603 567 120

**Southampton** Ocean Village Innovation Centre, Ocean Way, Southampton SO14 3JZ **T:** +44 2380 124 170

**Worcester** Slip House, Princes Drive, Worcester WR1 2AB **T:** +44 1905 953 600

## Important information

Investment involves risk. The value of investments and the income from them can go down as well as up and investors may not get back the amount originally invested. Past performance is not a reliable indicator of future performance.

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