Financial adviser – SIPP online services user guide

This guide explains how to log into new accounts, change passwords and view information on customer accounts.

If you need any help, including getting new users set up or to unlock or reset their account,

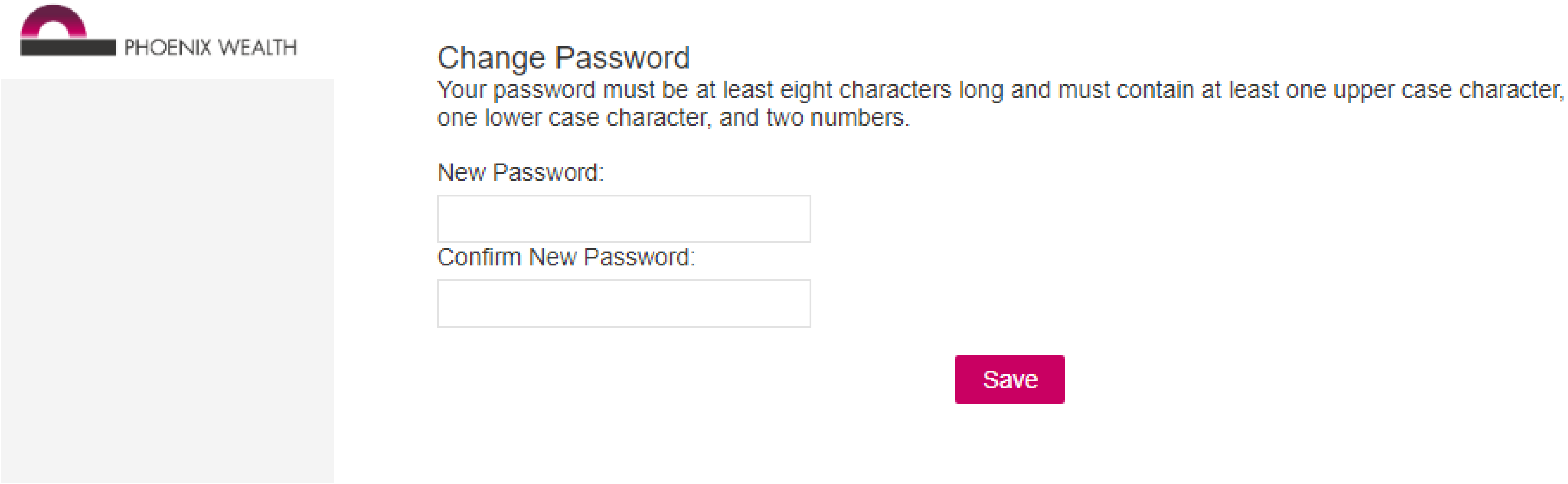
please email us at phoenix-access@sipp-phoenixwealth.co.uk

or call our dedicated support team on 0345 671 5507.

Contents

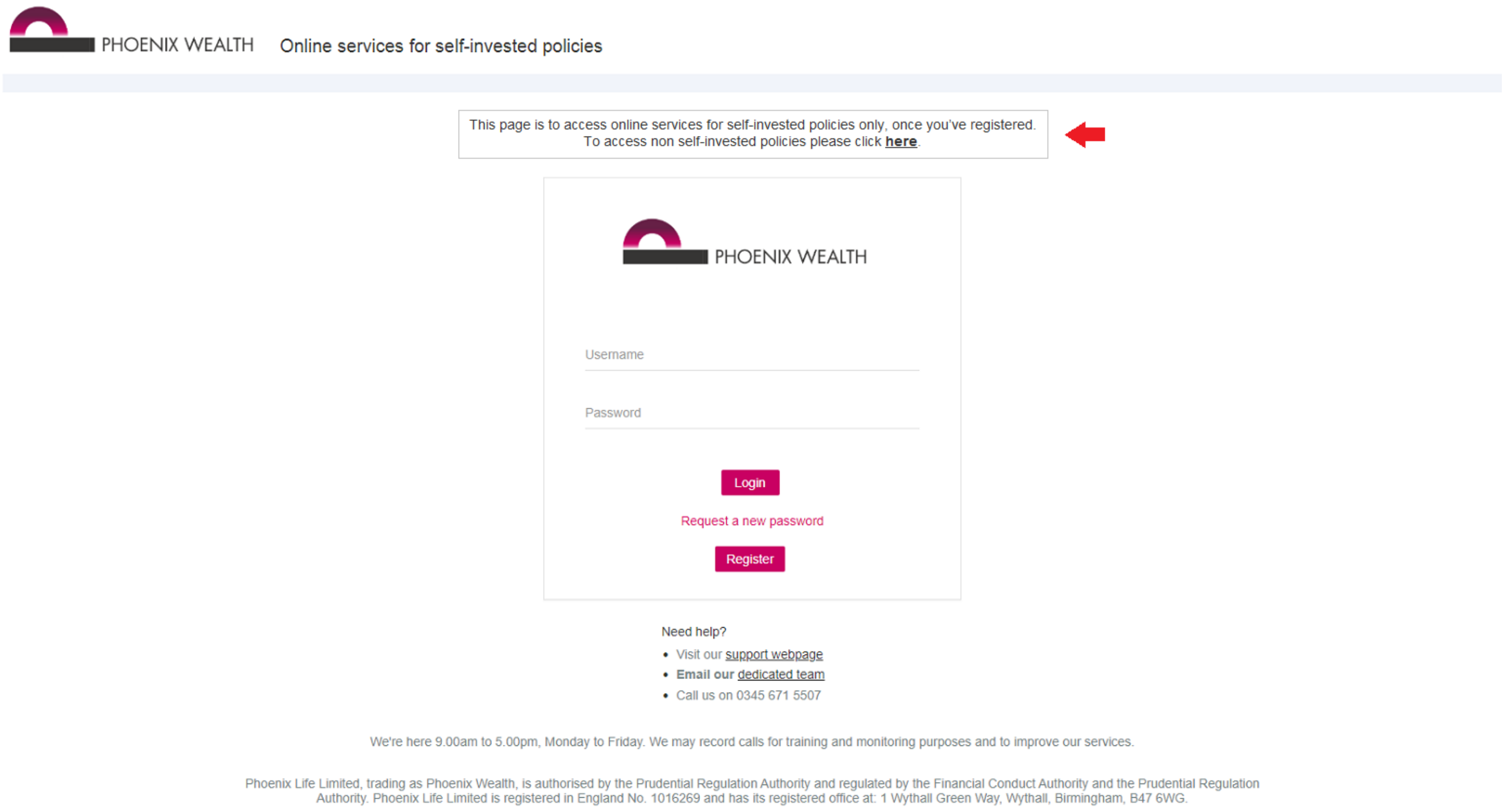
Logging in

Once we've registered you, we'll send you two emails, one with your new user name and the other with a link to the screen below to set your own password.



Once you've created your password, you'll be redirected within five seconds to the login page below.

Input your username and newly created password and select 'Login'.



You'll then be directed to the 2-factor authentication registration page below, where you'll need to follow the on screen instructions

PHOENIX WEALTH Online services for self-invested policies

Logout

PHOENIX WEALTH

To log in, we now need you to complete some additional security steps. Just follow the easy steps below:

1 - You need a smartphone application to generate a second factor authentication code (known as a token). You'll need to generate a token from this application whenever you login to our online services.

We recommend **Authy** (iOS/Android) but you can use any application compatible with RFC 6238 TOTP (you'll be able to check this in the application's technical details on your appstore).

2 - Once you have the application on your phone, please follow the application's instructions to 'Add Account' and scan the QR code below.

When account is added please continue to the **token validation step.**

Need help?

- Visit our support webpage
- **Email our** dedicated team
- Call us on 0345 671 5507

We're here 9.00am to 5.00pm, Monday to Friday. We may record calls for training and monitoring purposes and to improve our services.

Once registered, select 'token valiation step' and you'll be directed to the 2-factor authentication validation page below

PHOENIX WEALTH Online services for self-invested policies

Logout

PHOENIX WEALTH

Please enter your token below and then click login (Fnz: Phoenix - Username)

Login

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- **Email our** dedicated team
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We're here 9.00am to 5.00pm, Monday to Friday. We may record calls for training and monitoring purposes and to improve our services.

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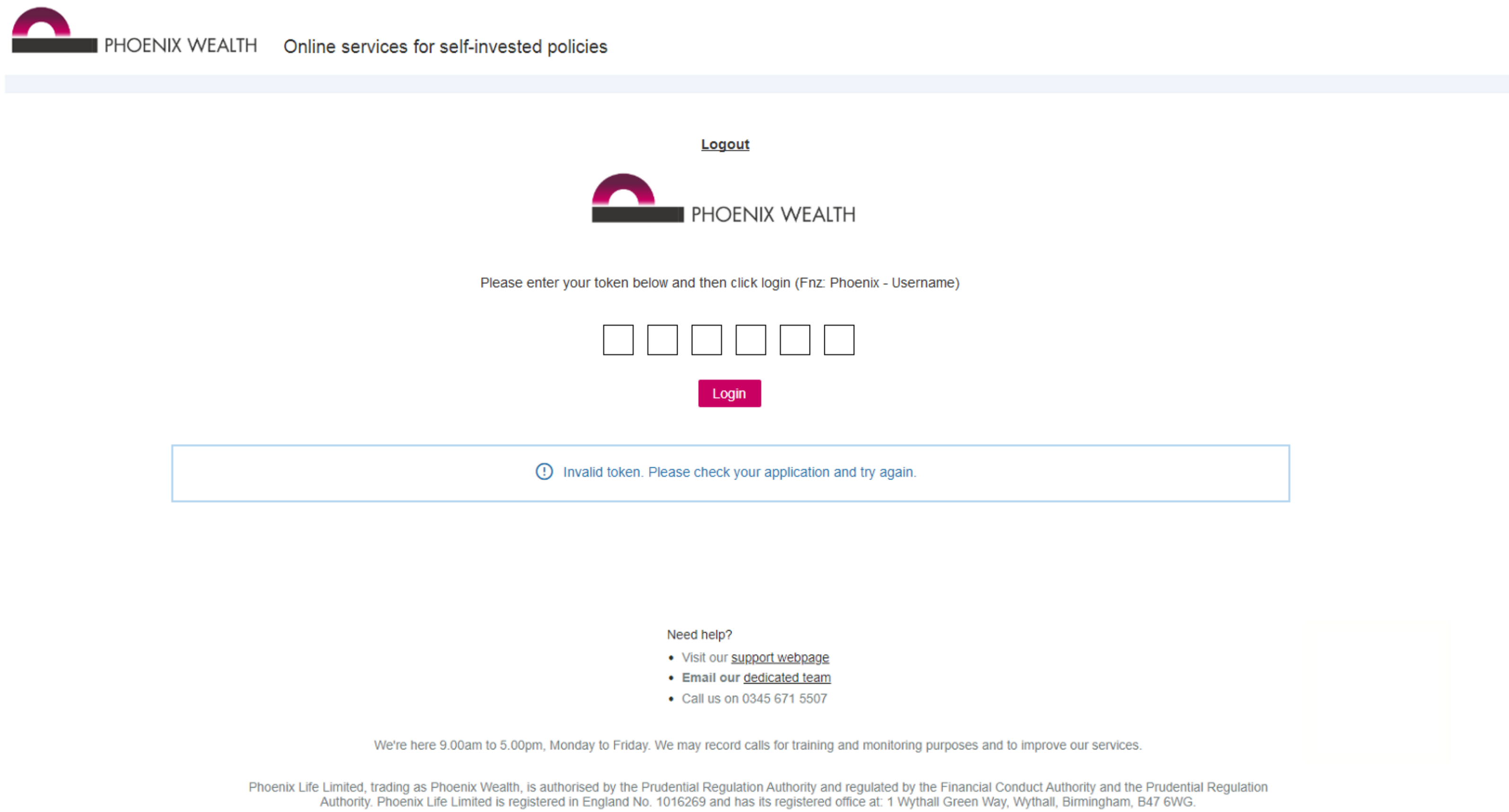
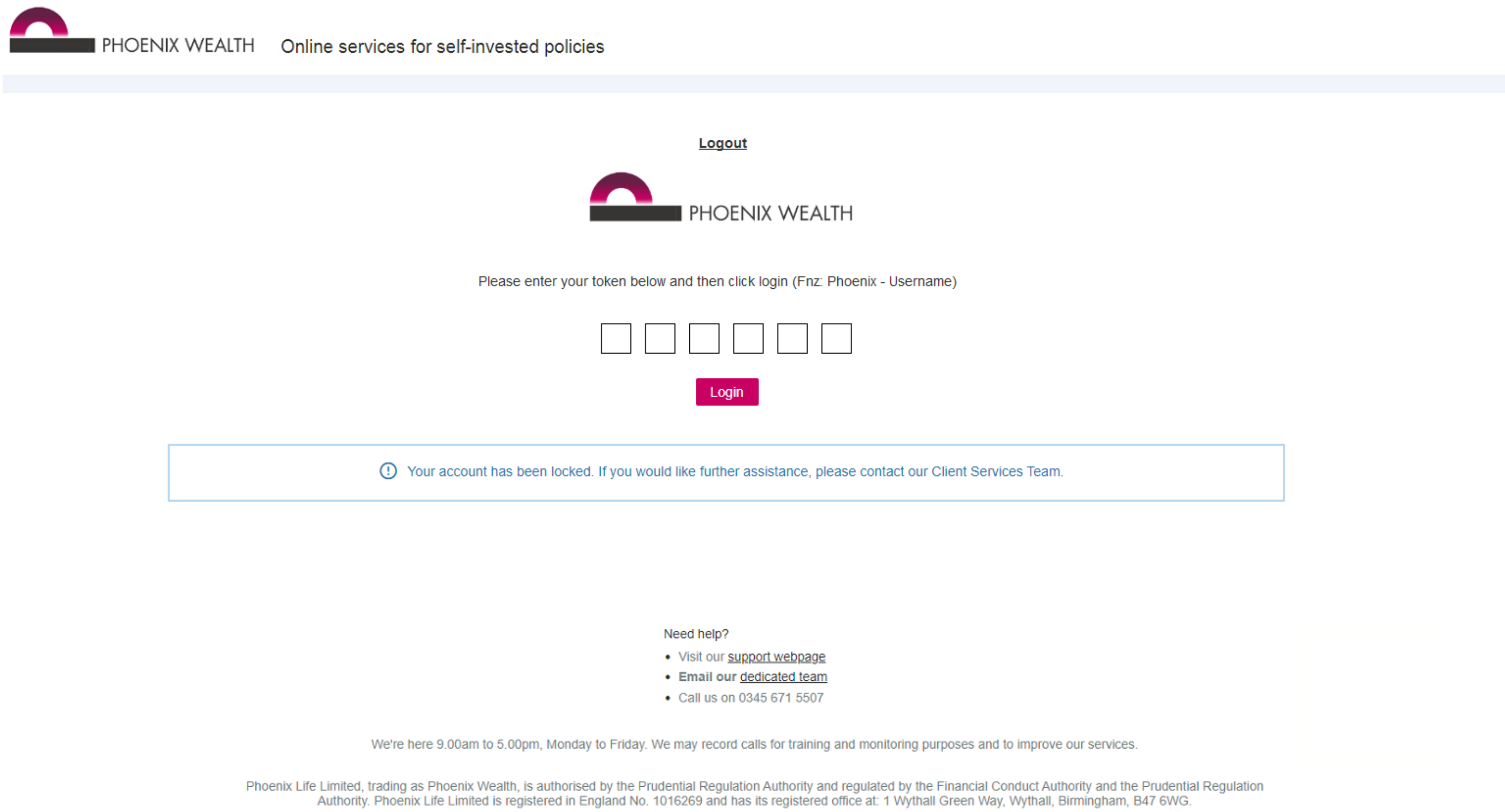
Enter a valid token and select 'Login', you'll then be directed to your online services start page.

If you enter an incorrect or expired token, the following error message will appear.



Please note, each token only lasts for 30 seconds before it is replaced by a new one. So you may get an expired token scenario if you enter a token but it expires before you select 'Login'.

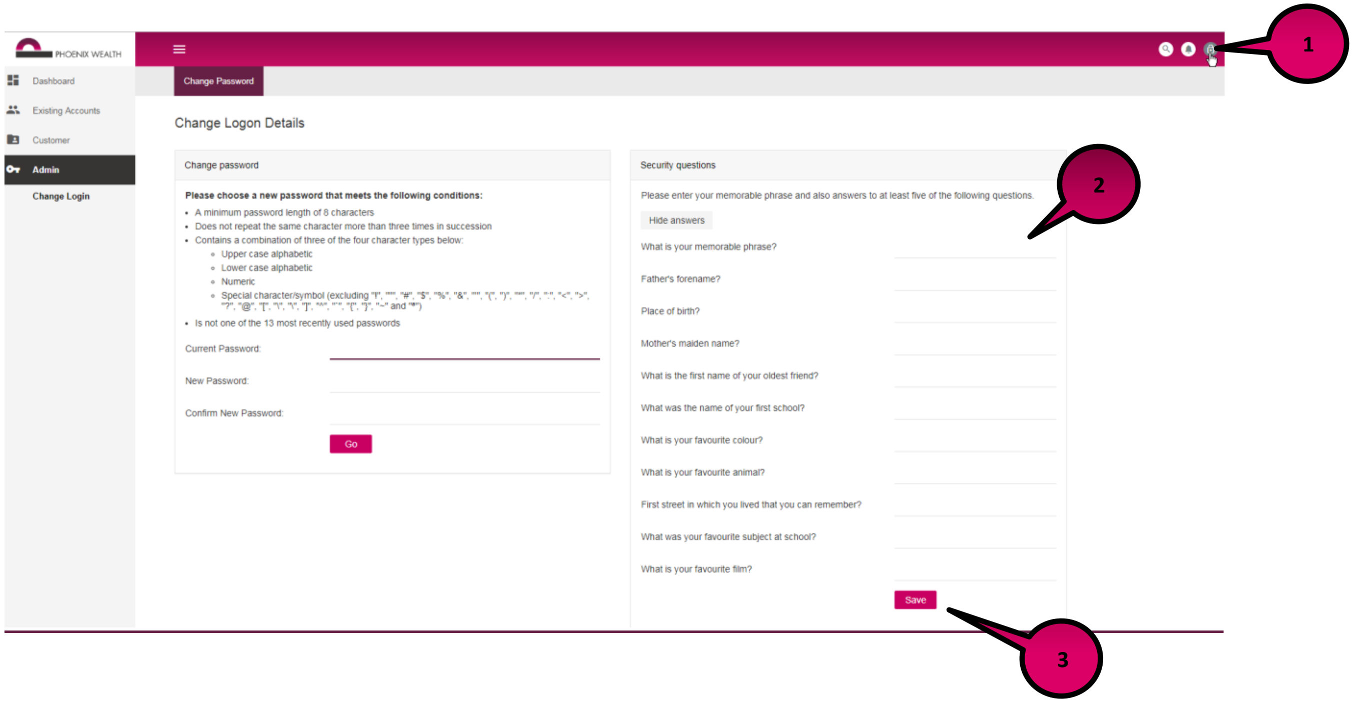
If you enter an invalid token three times in a row the 2-factor authentication account will be locked with the following error message.



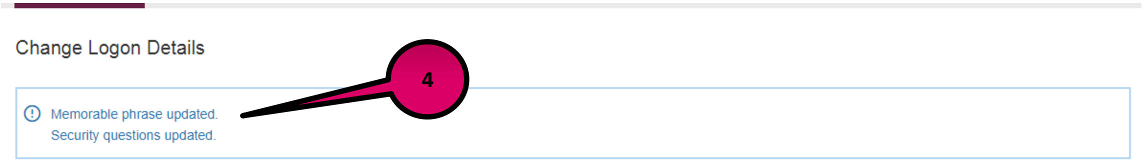
Please email us at phoenix-access@sipp-phoenixwealth.co.uk to request your account is unlocked. This can take three to five business days in busy times

When you login for the first time you'll need to set your memorable phrase and security question answers. You'll need these to reset your password if you forget it. If you don't complete this step, we'll be able to reset your password for you – but at busy times it could take three to five business days.

1. **Click on the 'Lock' icon.**
2. **Create a memorable phrase and answers for at least five security questions. The memorable phrase must be a minimum of six letters, and the answers a minimum of five.**
3. **Click 'Save' on the bottom right hand corner of the screen.**



4. A message will appear confirming your memorable phrase and security questions are updated.

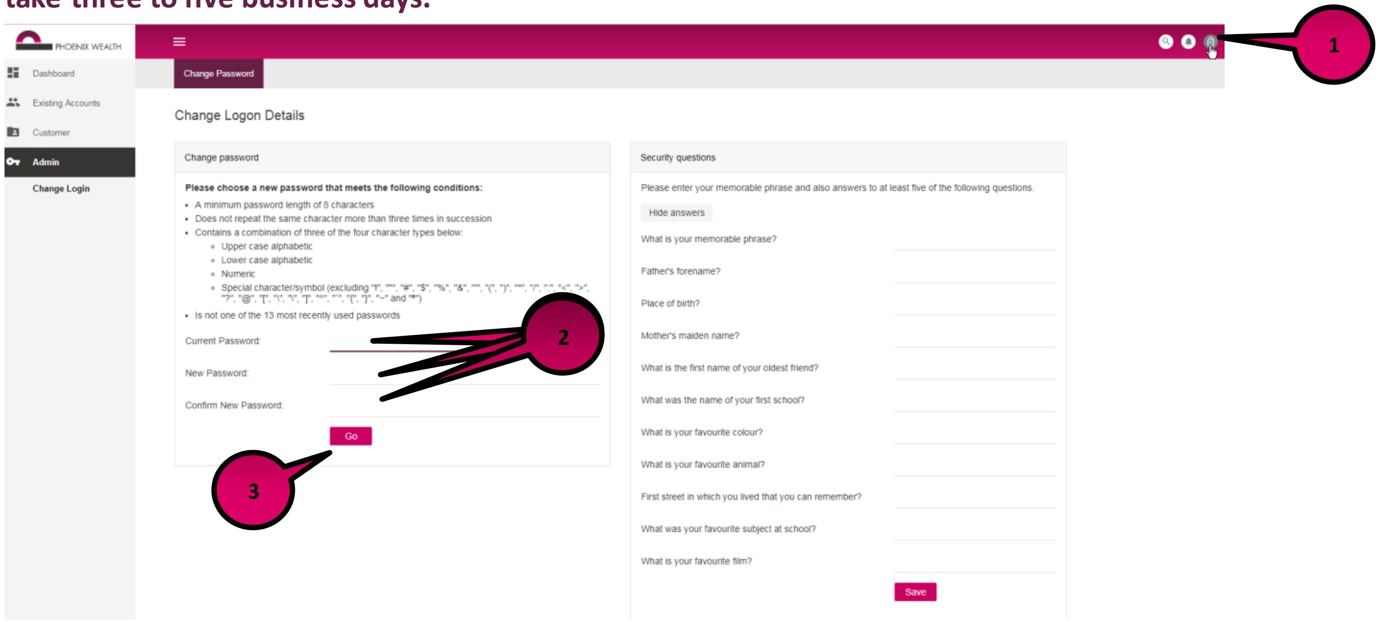


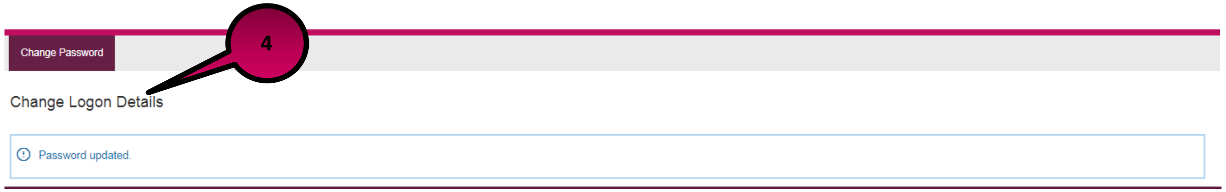
Changing your password

If you want to change your password at any stage you need to:

1. **Click on the 'Lock' icon.**
2. **Enter your current password followed by the new password and confirm your new password.**
3. **Click 'Go'.**
4. **A message will appear confirming your password is updated.**

You'll only be able to do this yourself if you set your memorable phrase and security question answers (as explained on page 8), otherwise you'd need to email us at phoenix-access@sipp-phoenixwealth.co.uk We'd get back to you as soon as possible, but at busy times it could take three to five business days.



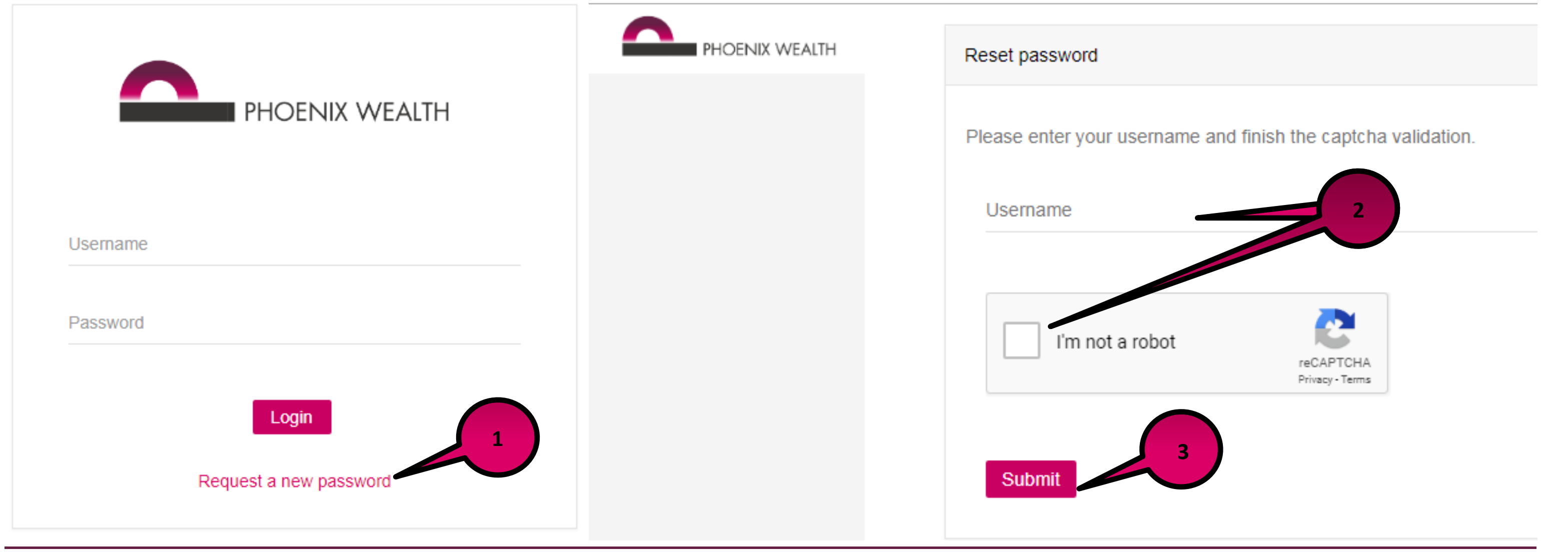

Change Password
4
Change Logon Details
Password updated.

Forgotten password

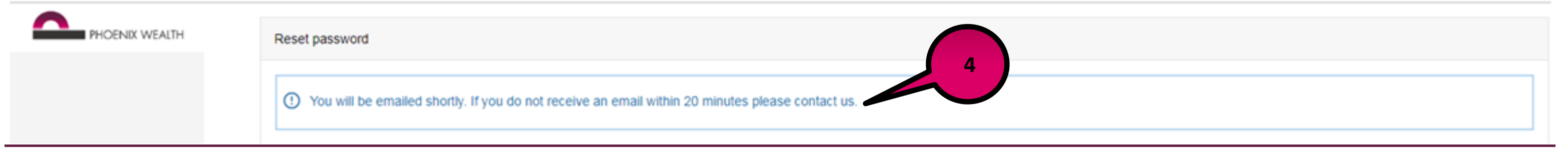
If you've forgotten your password and can't login, you'll be able to reset it yourself following the steps below but only if you set your memorable phrase and security question answers (as explained on page 8):

1. **Click on 'Request a new password'.**
2. **Enter your username, tick box and complete the Captcha.**
3. **Once the Captcha verification is complete, click 'Submit'.**

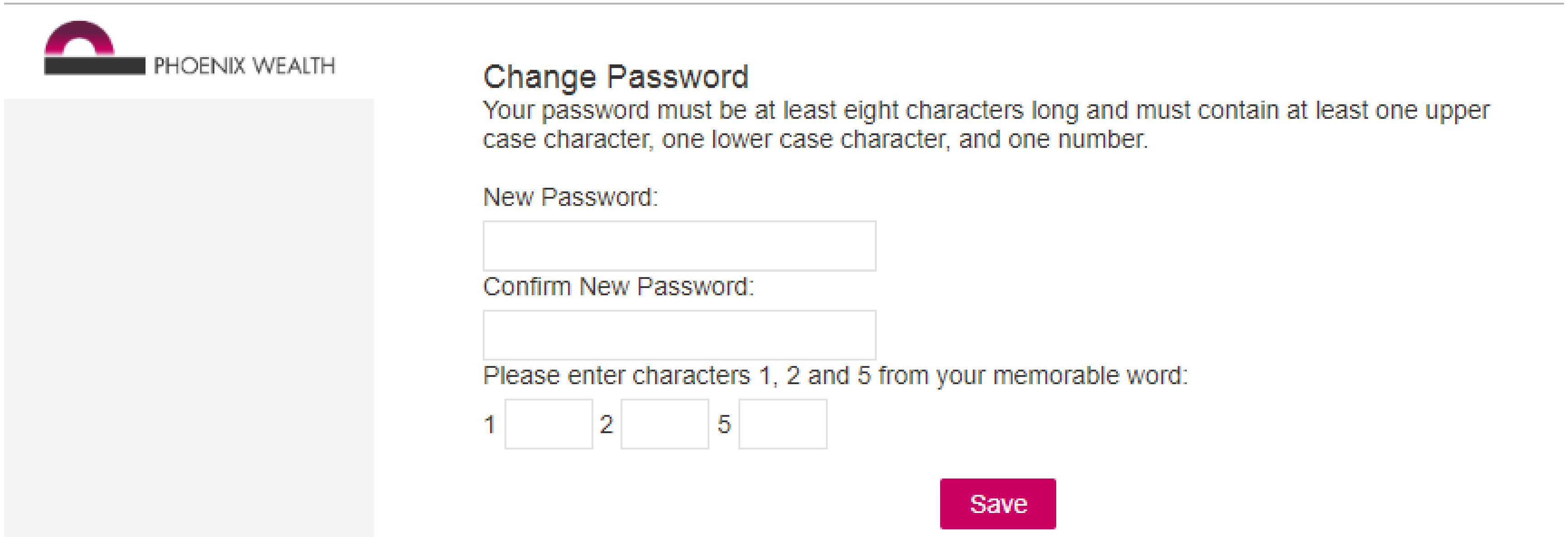
Otherwise you'll need to email us at phoenix-access@sipp-phoenixwealth.co.uk We'll get back to you as soon as possible, but at busy times it could take three to five business days.



A message will appear confirming you'll be emailed shortly. The email will contain a password link to reset your password. If you don't receive an email within 20 minutes, please email us at phoenix-access@sipp-phoenixwealth.co.uk and we'll get back to you as soon as possible.

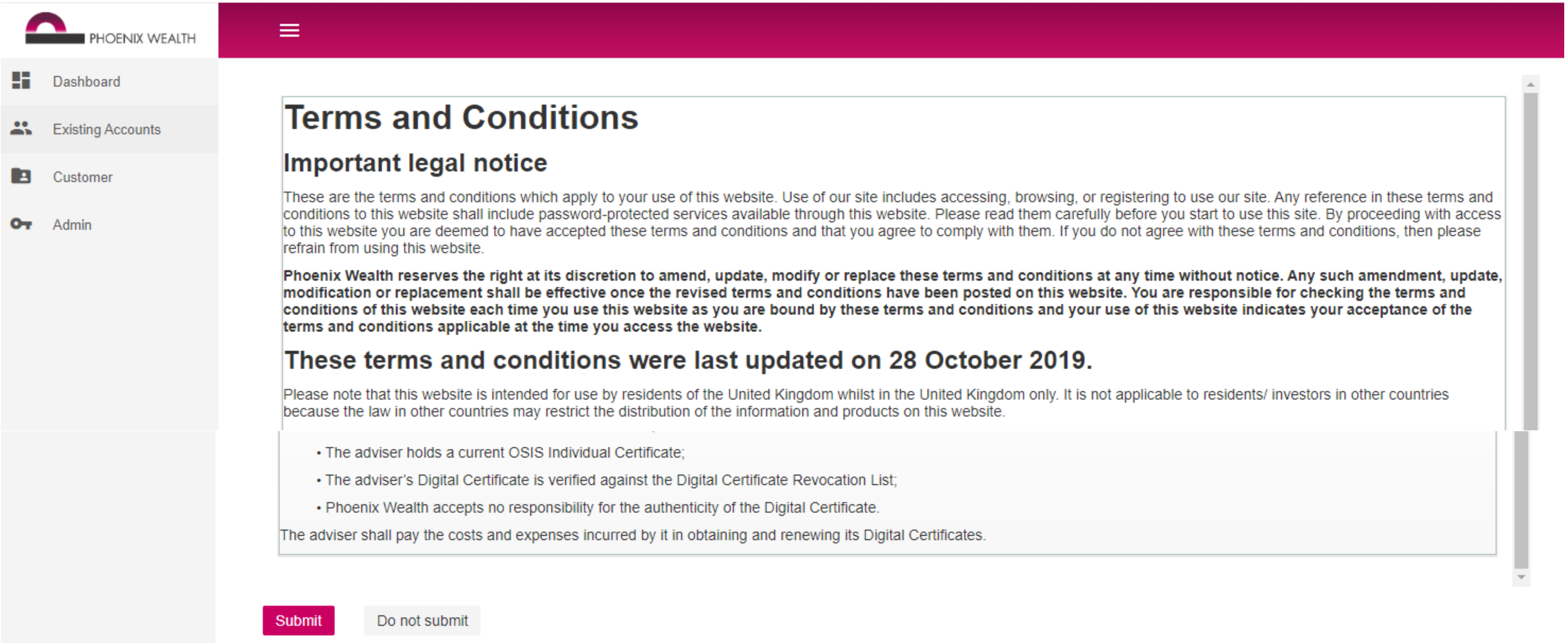


Please note,as part of setting your new password, you'll need to confirm certain letters of your memorable phrase for security purposes.



Navigating your new login

When logging in for the first time, you'll be presented with terms and conditions that you'll need to accept by pressing 'Submit'.

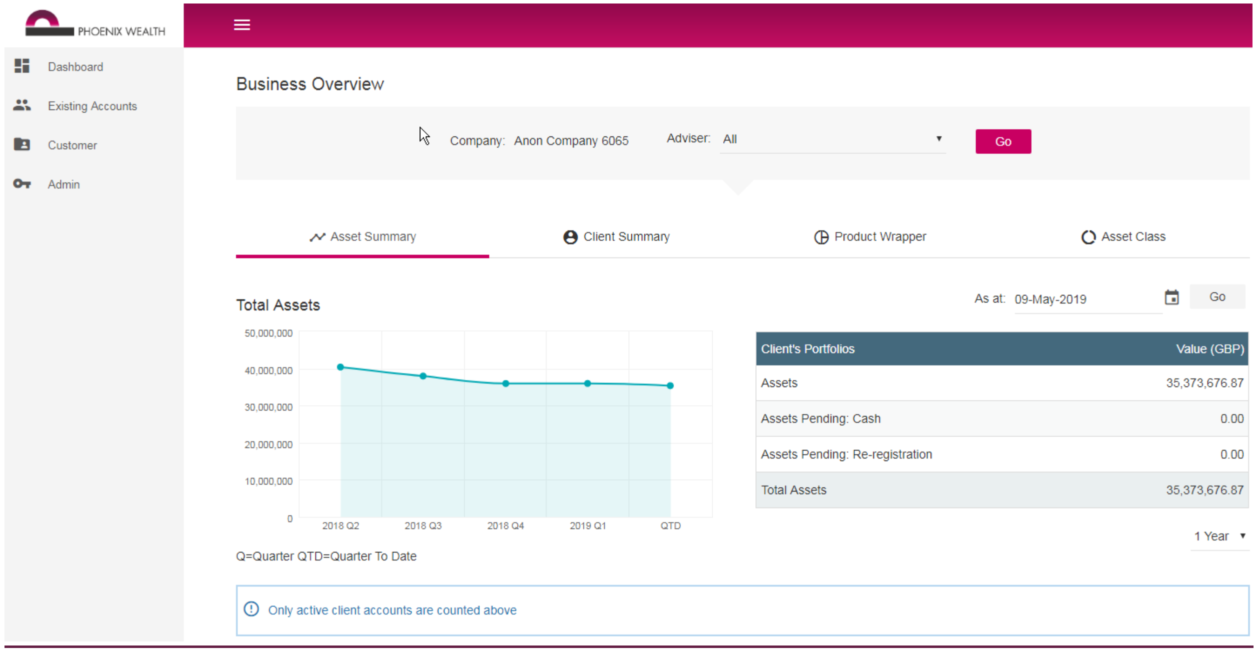


Homepage - advisers

Once you've accepted the terms and conditions you'll be automatically directed to your Homepage, which is the 'Dashboard screen'. This screen can also be access at any time whennever you click on the 'Dashboard' option on the left.

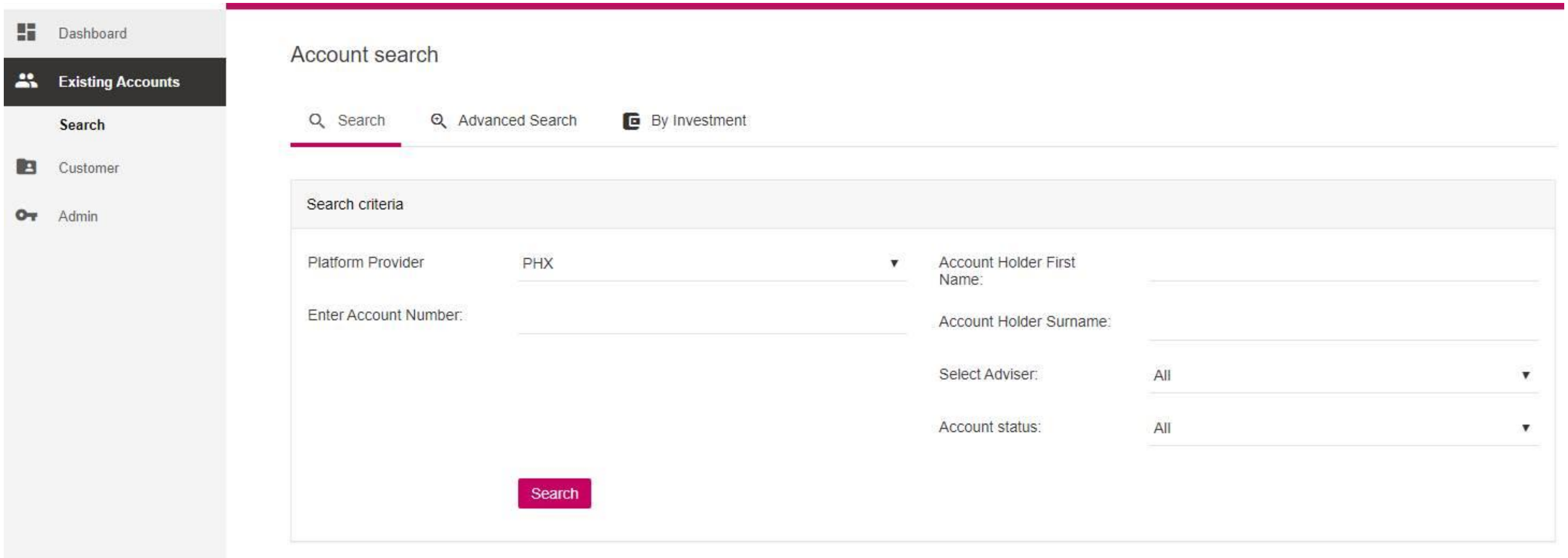
You'll find most of the navigation on the left. If this isn't displaying, click the three stacked bars on the top left of your screen.

The 'Dashboard screen' will give you a Business Overview and information about your customers.



You can view all the client records you have access tovia the Existing Accounts – Search screen.

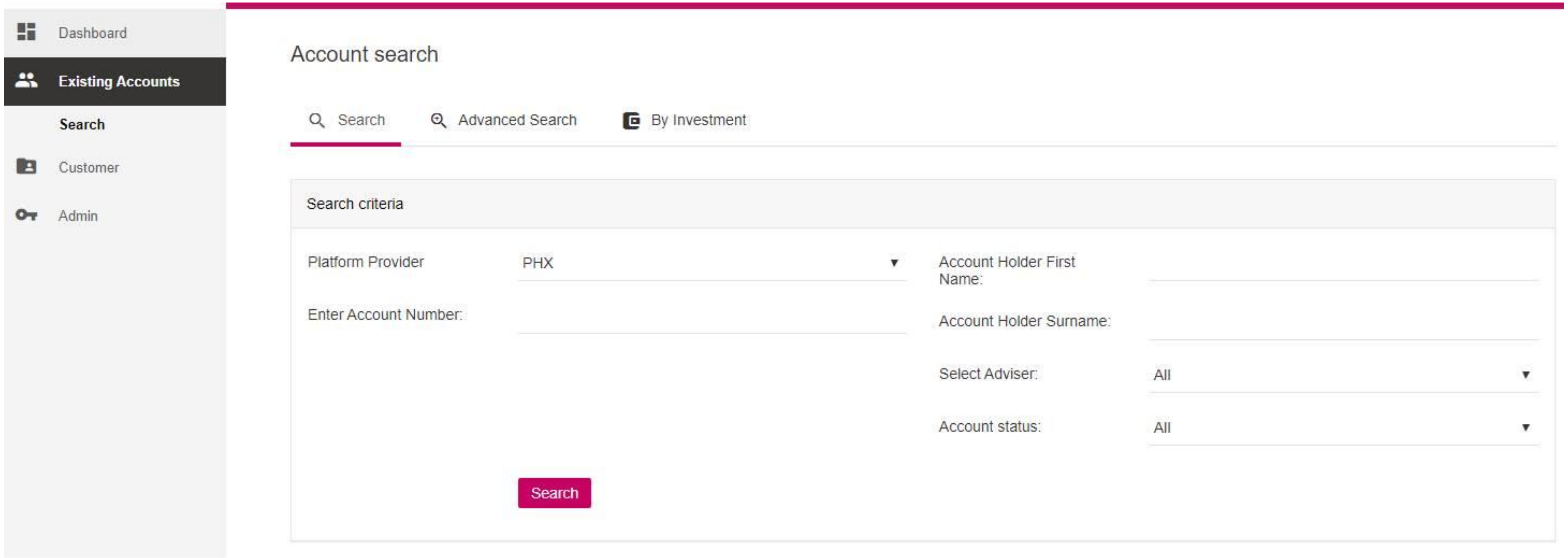
Click on 'Search', this will return a list of all clients you have access to.



Homepage – Paraplanners, administrators, etc.

Once you've accepted the terms and conditions you'll be automatically directed to your Homepage, which is the 'Existing Accounts - Search screen'.

You'll find most of the navigation on the left. If this isn't displaying, click the three stacked bars on the top left of your screen.

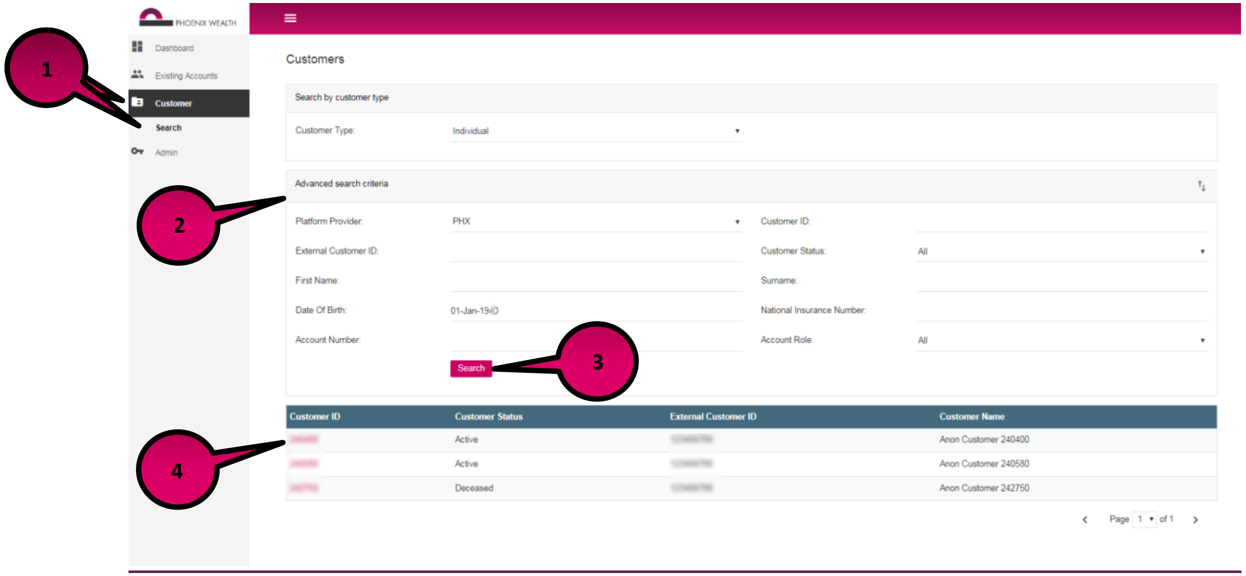


You can view all the client records you have access to via your Homepage – Account Search.

Click ‘Search’, this will return a list of all clients you have access to.

<u>The Customer search screen</u>

Using the ‘Customer search’ screen you can search for customers using their identity information if you’re unsure of their account number.



1. Click on the ‘Customer’ option. Then click on ‘Search’.
2. Enter the customer details into the ‘Advanced search criteria’ section.
3. Click on ‘Search’.
4. Once the search results appear click on the ‘Customer ID’ of the relevant customer.
5. This will now bring up a ‘Customer Summary’ page.
6. Click on the ‘Account ID’ to access the customer’s account.

Customer Summary

5

Customer ID:	240400
Title:	Mrs
First Name:	Anon
Surname:	Customer 240400

Customer Accounts

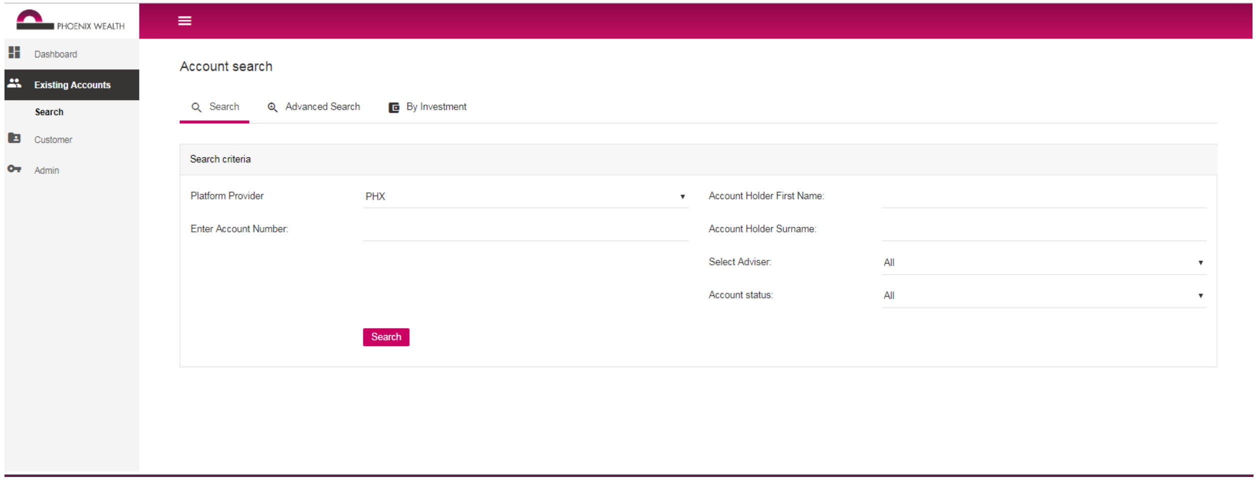
6

ClAccountID	Account Status	Account Role
[illegible]	Active	Individual Account Holder

The Existing Account search screen

If you know the customer's account number click the search icon in the top right of the screen and input the policy number

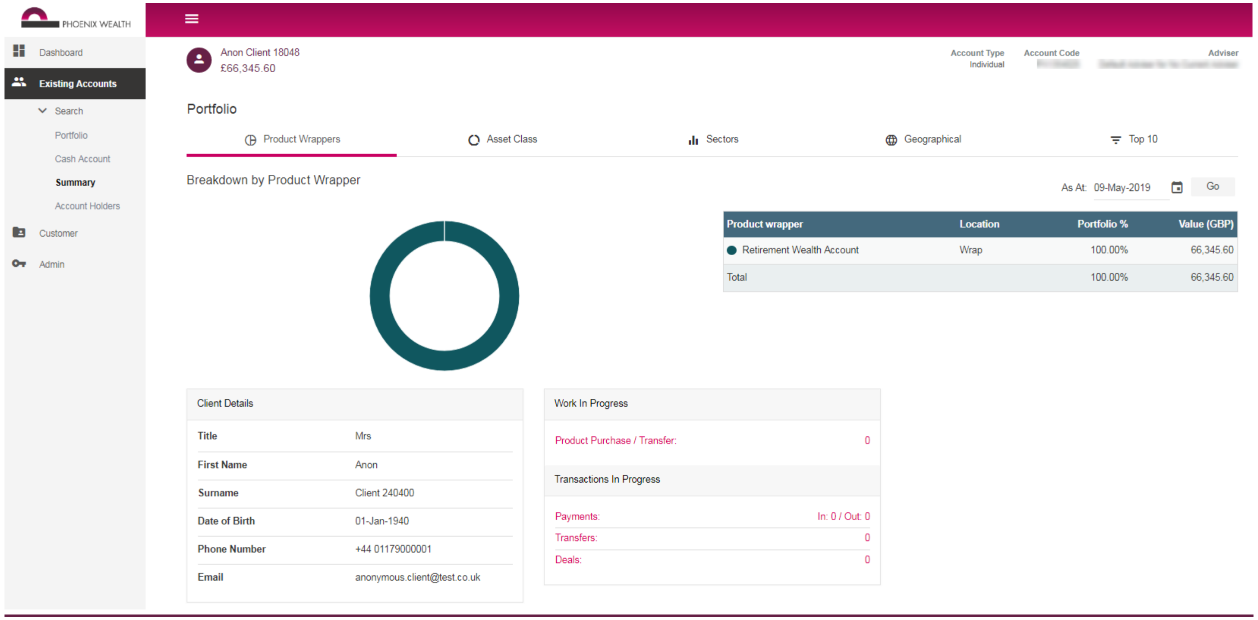
You can also go to the 'Existing Accounts' screen and search for the customer here if you know the account number. This will bring you directly to the customer's account.



Customer Account view - summary

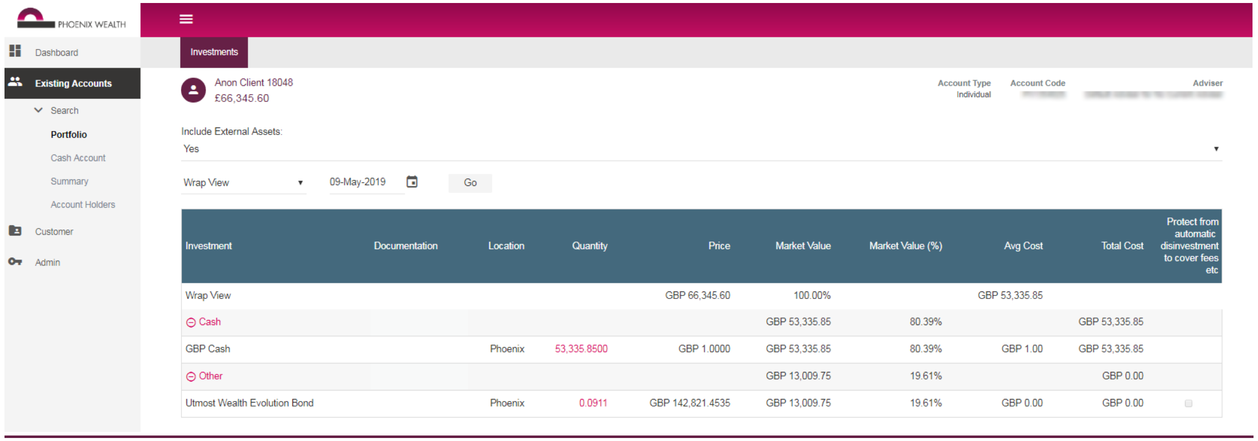
Once you've located your customer you'll be brought to the account 'Summary' page. As you can see on the screen shot, this will confirm various details regarding your customer and their product wrappers.

There are five sub sections within the summary page you can view: Product Wrappers, Asset Class, Sectors, Geographical and Top 10.



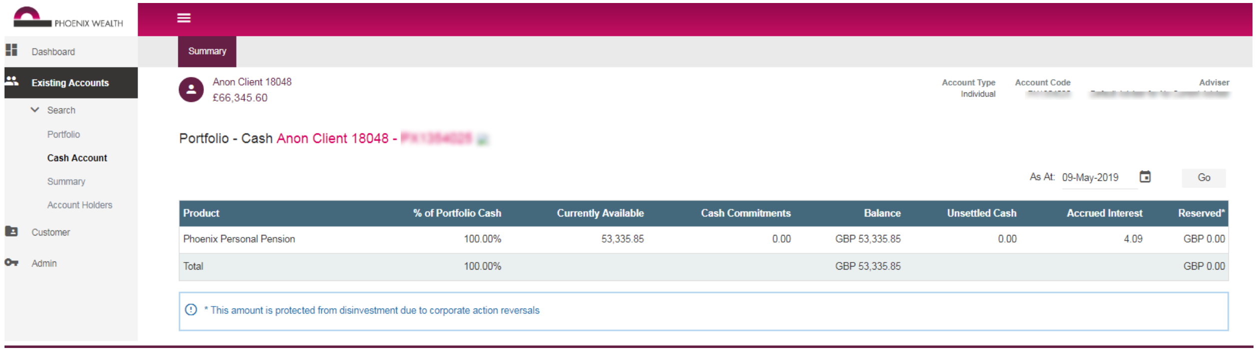
Customer Account view - Portfolio

If you'd like more information on what your customer is invested in you can click on the 'Portfolio' option. This will give you a detailed breakdown of your customer's investment holdings.



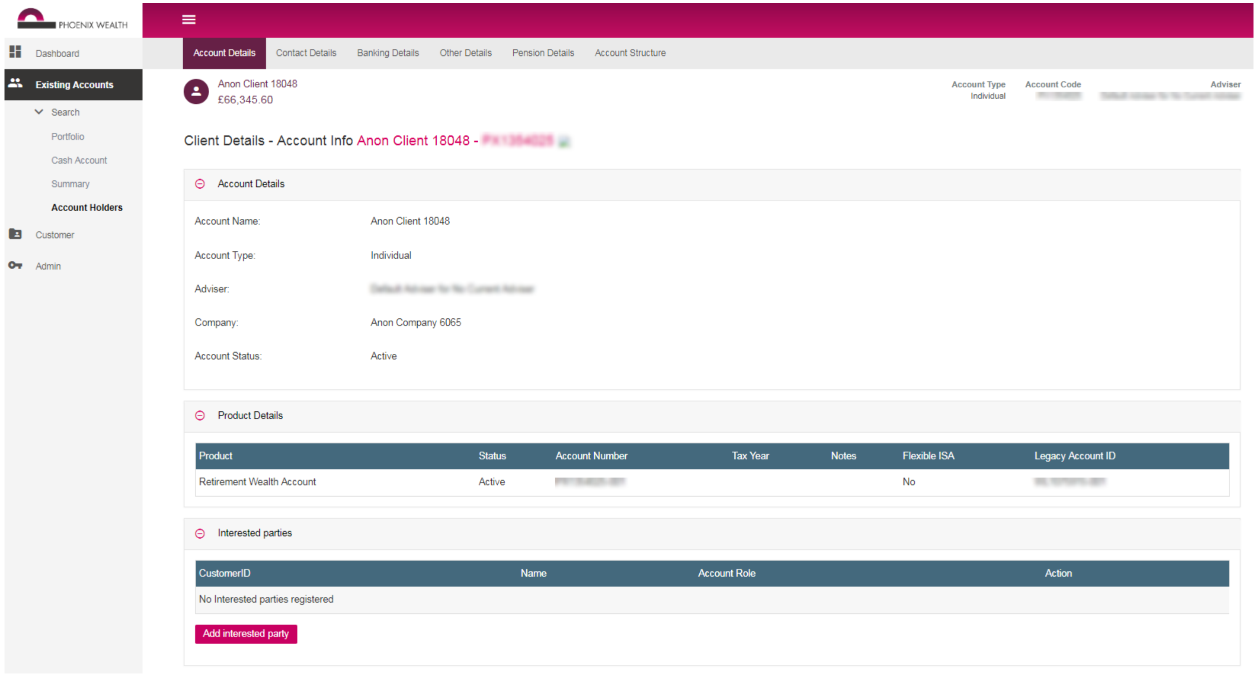
Customer Account view – Cash Account

If you'd like more information on the cash balance of your customer's account you can check the 'Cash Account' option.



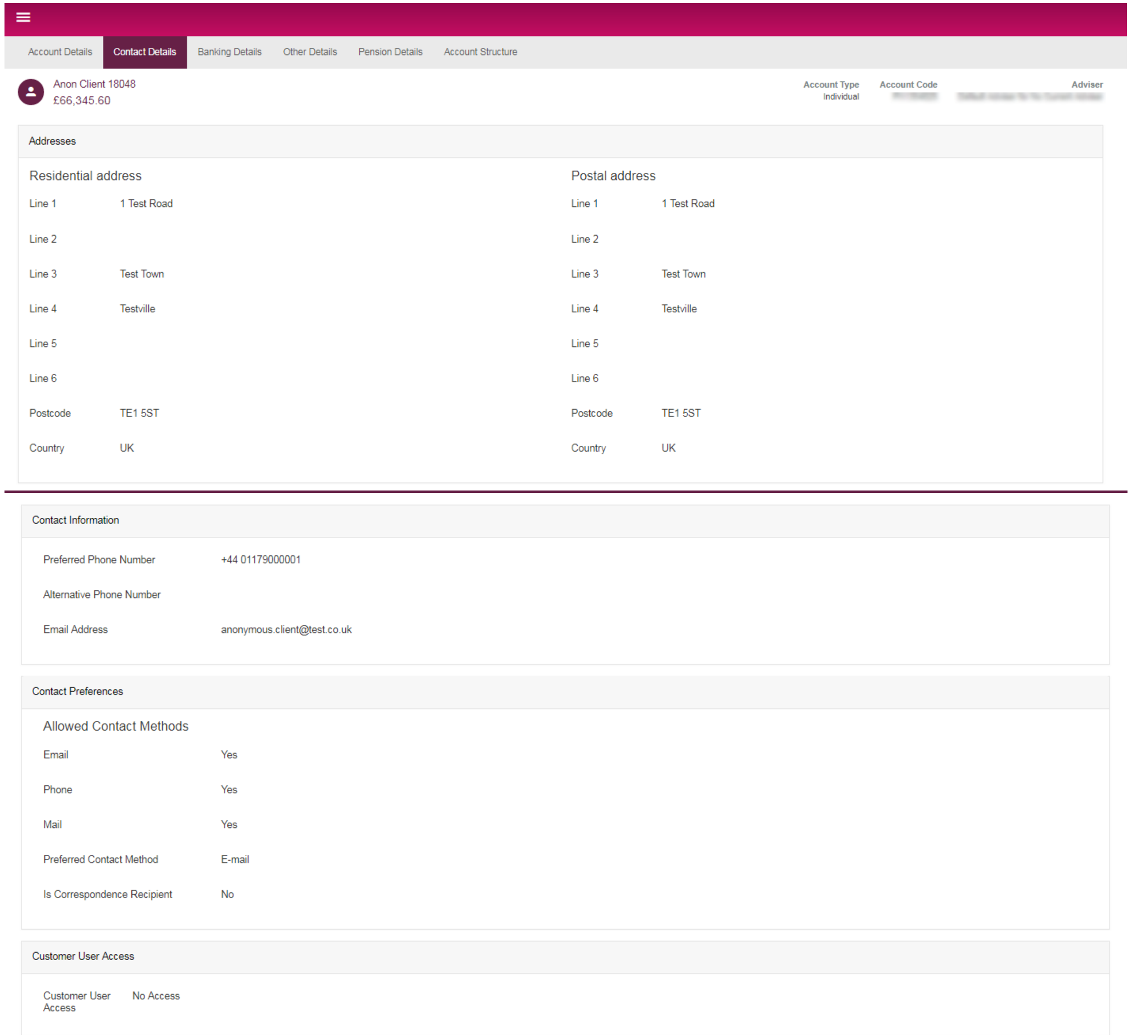
Customer Account view – Account Holders

The 'Account Holders' section lets you access customer details like: product breakdowns, contact details, banking details and more.



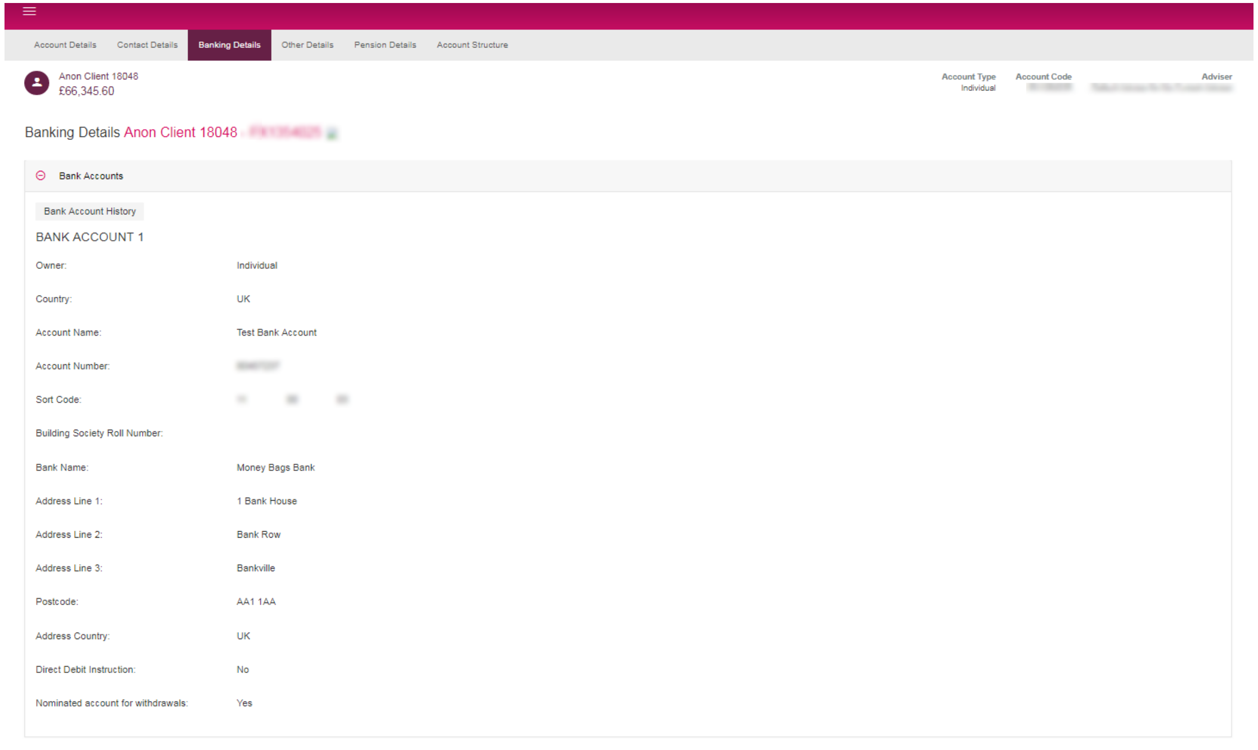
This initial page confirms some account and product details along with interested parties registered on the account.

Customer Account view – Account Holders – Contact Details



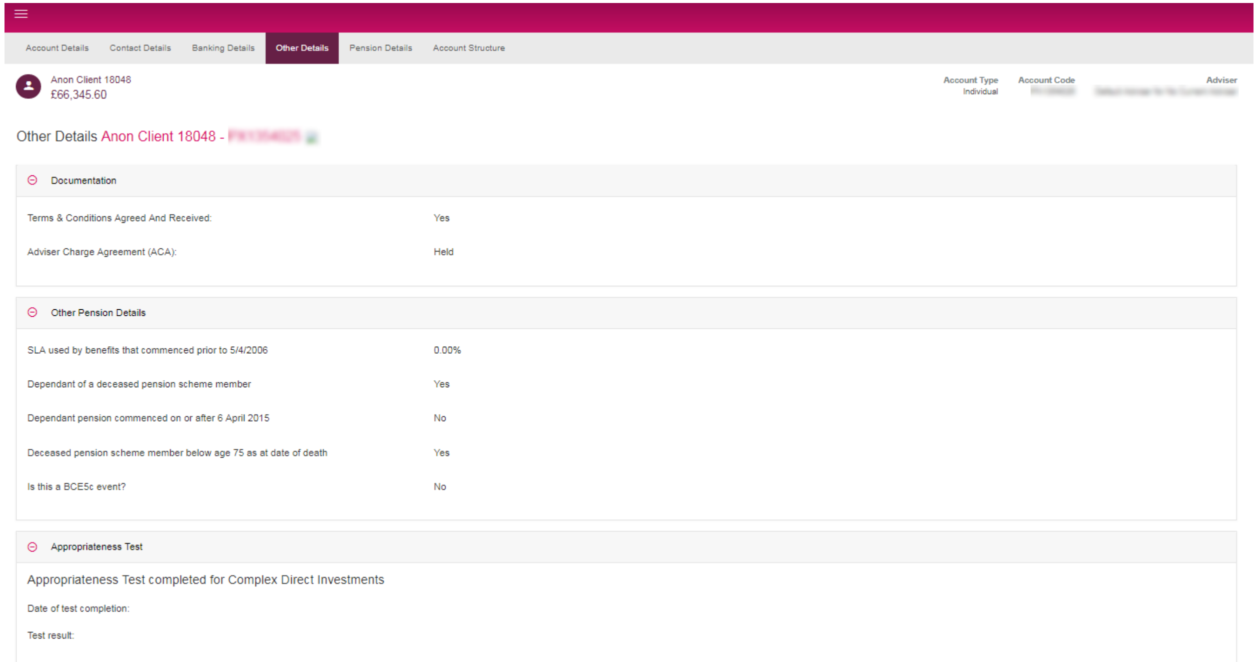
The ‘Contact Details’ tab confirms the registered contact details for the customer.

Customer Account View – Account Holders – Banking Details



The 'Banking Details' tab confirms the registered bank account details for the customer.

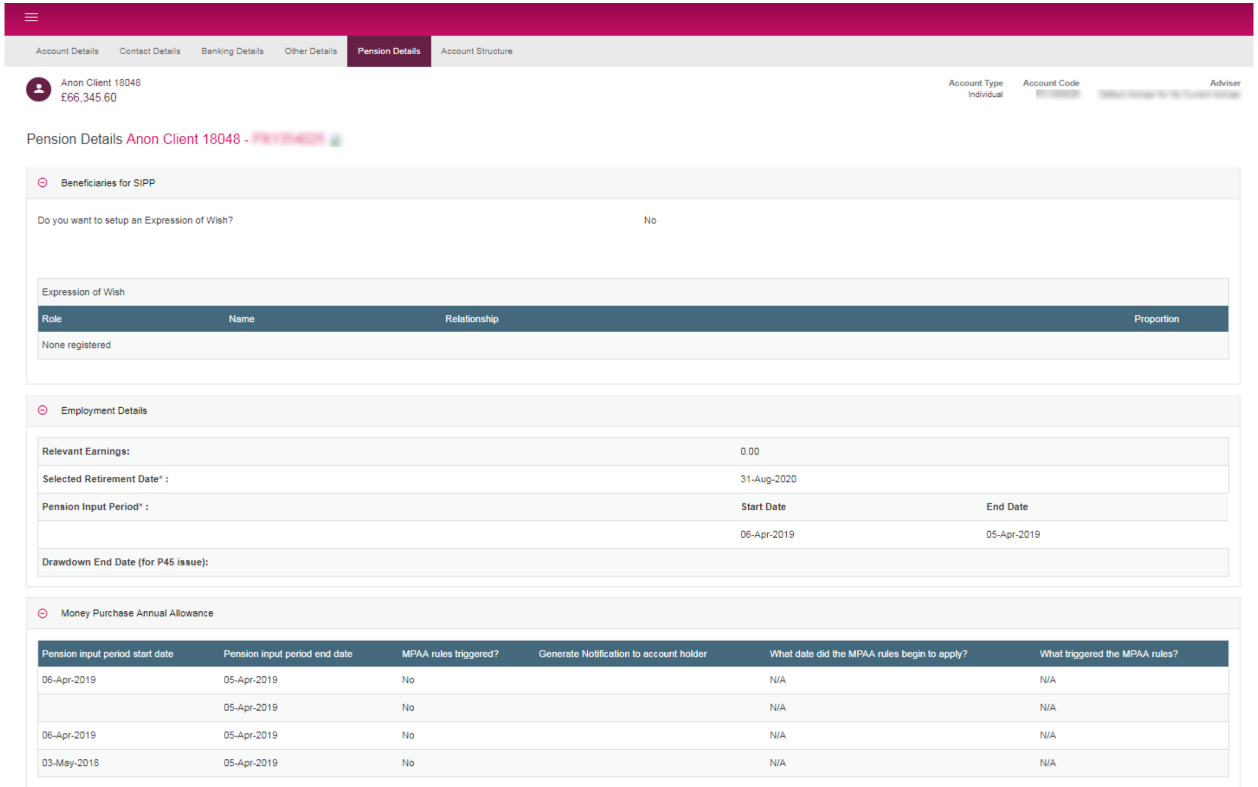
Customer Account View – Account Holders – Other Details



The ‘Other Details’ tab lets you view miscellaneous information including regulatory information.

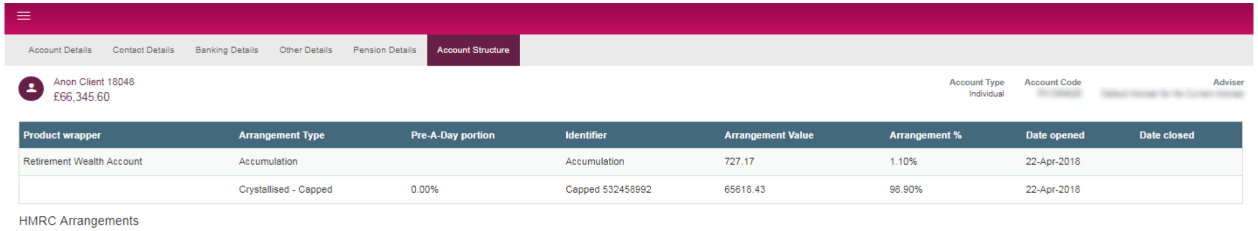
Customer Account View – Account Holders – Pension Details

Please note that any Expression of Wish details submitted before May 2018 are not available to view online.



The 'Pension Details' tab lets you view information on dependants/beneficiaries for the pension along with other pension specific information like Pension Input Periods (PIPs) and Money Purchase Annual Allowance (MPAA) trigger information.

Customer Account View – Account Holders – Account Structure


Account Details Contact Details Banking Details Other Details Pension Details Account Structure

Anon Client 18048
£66,345.60

Account Type Individual | Account Code | Adviser

Product wrapper	Arrangement Type	Pre-A-Day portion	Identifier	Arrangement Value	Arrangement %	Date opened	Date closed
Retirement Wealth Account	Accumulation		Accumulation	727.17	1.10%	22-Apr-2018	
	Crystallised - Capped	0.00%	Capped 532458992	65618.43	98.90%	22-Apr-2018	

HMRC Arrangements

The ‘Account Structure’ tab confirms the breakdown of any accumulation, flexi-access drawdown and capped drawdown arrangements held by the customer.

Customer Account View – Reports & Documents

If you'd like to check for key documents produced for your customer's account you can check this under the 'Reports & Documents' section once you're in a customer's account. The documents available online are:

- **Illustrations**
- **Portfolio Valuation**
- **Client transaction listing**
- **Contract Notes**

Under 'Document' (1) it will state the type of document.

Under 'Date Added' (2), it will state the date it was generated.

Under 'Report status' (3), it will state 'Complete' with a hyperlink you can use to open the document. The library will only display complete documents.

Under the search tool (4) you can search for a particular document by 'Document', 'Status' and 'Type'.