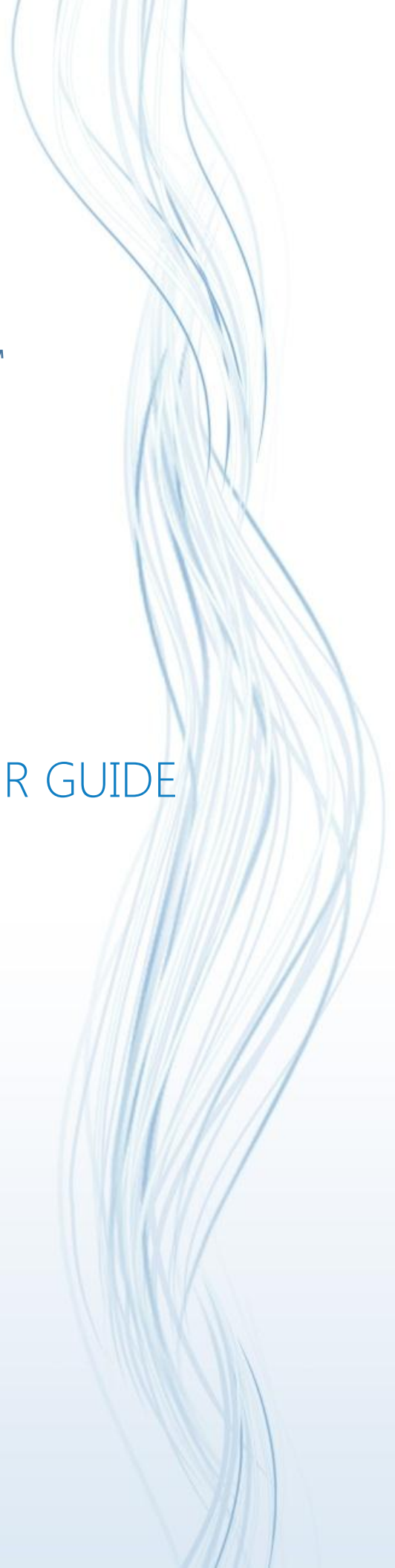


Advisor **View**[™]

CLIENT PORTAL USER GUIDE



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INTRODUCTION TO THE CLIENT PORTAL

Sign in to the client portal to view performance data on your portfolio. Your advisor can configure and share any number of reports that you can access at your convenience using only an Internet connection and web browser. The client portal doesn't replace the printed performance report and in-person meeting with your advisor, but it can enhance the traditional performance review process and create better communication between you and your advisory firm.

When you sign in, you begin on the dashboard. The dashboard shows at-a-glance reporting information about your portfolio as well as any announcements or new documents that have been posted for you.

XYZ Financial Services

Welcome, Demo Client 5 | Powered by [Tamarac](#) | [Help](#) | [Logout](#)
Data as of Tuesday, September 30 2008

Home Accounts Reports Documents Setup

Viewing data for: All Accounts Search accounts Change

Announcements

A new document [C:\Documents and Settings\brembe\Desktop>Welcome Tips.docx](#) (Tips to help you get started) has been posted.
Posted by System on 8/06/2010 [Delete](#)

Performance reports will be ready by 8/15
Posted by Demo User 4 on 8/06/2010 [Delete](#)

A new document [tam u dates.docx](#) (Upcoming Seminar Dates) has been posted.
Posted by System on 8/02/2010 [Delete](#)

+ Add Report

Performance by Security

Security Type	9/23/08 Value	8/31/08 Value	Last 7 days Value	Inception to Date Return
Equity	15,212,705	16,466,826	15,212,705	10.9%
Mutual Fund	14,272,903	16,880,957	14,272,903	95.4%
Cash and Equivalents	1,042,417	1,036,978	1,042,417	-40.4%
Total	30,528,026	34,384,762	30,528,026	22.1%

Asset Allocation

Holdings

Description	Quantity	Current Value	Accounts
Franklin Income Advantage (FRIA)	40,094	2,756,884	3

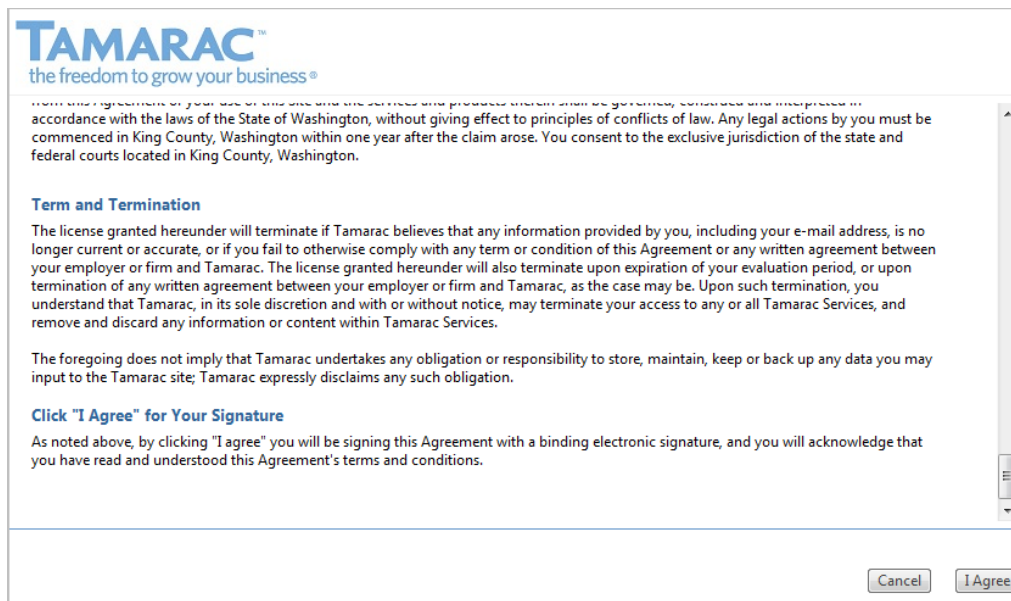
You can customize the layout of the dashboard reports to suit your liking. You can arrange the reports on your dashboard, minimize or remove reports, or add additional reports.

Some common dashboard reports types include overall asset allocation, account holdings, and account performance over time. Once you view the high-level dashboard version of any report, you can open a full version that provides more detailed information. These full reports can be opened directly from the dashboard or by navigating to the **Reports** page.

Sector	Quarter to Date Performance			Historical Performance					
	9/23/08 Value	8/31/08 Value	Last 7 days Value	6/30/08 to 9/30/08		12/31/07 to 9/30/08		Inception to Date	
				Return	Benchmark	Return	Benchmark	Return	Benchmark
Services	2,700,407	3,047,947	2,700,407	2.3%	-	-12.1%	-	-0.7%	-
Goods	4,014,555	4,103,663	4,014,555	-1.5%	-	-11.3%	-	-1.5%	-
Conglomerates	166,192	187,174	166,192	-3.2%	-	-28.9%	-	-8.1%	-
General Electric Company (GE)	166,192	187,174	166,192	-3.2%	-	-28.9%	-	-8.0%	-
Healthcare & Pharmaceutical	1,251,776	1,288,023	1,251,776	2.4%	-	-7.3%	-	12.9%	-
Abbot Laboratories (ABT)	188,051	184,580	188,051	8.7%	-	5.5%	-	5.5%	-
Bristol-Myers Squibb Co (BMY)	70,586	74,349	70,586	1.7%	-	-21.1%	-	-5.4%	-
Johnson & Johnson (JNJ)	407,878	421,524	407,878	7.7%	-	3.9%	-	29.5%	-
Lilly Eli & Company (LLY)	380,474	388,128	380,474	-3.7%	-	-15.1%	-	-21.3%	-
Merck & Co Inc (MRK)	7,688	8,918	7,688	-16.3%	-	-45.7%	-	-37.3%	-
Pfizer Incorporated (PFE)	17,110	18,155	17,110	5.6%	-	-18.9%	-	-51.3%	-
Vanguard Health Care Fd (VGHGX)	179,990	192,371	179,990	-1.0%	-	-3.8%	-	-3.8%	-
Technology	4,335,682	5,005,948	4,335,682	-19.6%	-	-32.3%	-	25.6%	-
Financial	667,711	597,510	667,711	36.9%	-	-7.9%	-	-24.1%	-

Signing in to the Client Portal for the First Time

When you access your client portal for the first time, you will be asked to accept the terms of use from Tamarac, the company that developed the client portal as well as your advisor's rebalancing and trading software. Read the terms of the agreement, and then click **I Agree**.



After clicking **I Agree**, you are required to change your password before you can continue to the dashboard.

USING THE DASHBOARD

The dashboard is your portal to the information shared with you by your advisor. You can view reports that display your data in real time, view announcements from your advisor, view and post documents, and view above the performance of the accounts in your household.

Dashboard Elements

Your advisor shares the client dashboard with you. It contains four main elements:

- NAVIGATION
- VIEW OPTIONS
- ANNOUNCEMENTS
- DASHBOARD REPORTS

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Data as of Tuesday, September 30 2008

Home Accounts Reports Documents Setup

Viewing data for: All Accounts

Announcements

Quarterly reports will be mailed on 8/6/2010
Posted by Demo User 1 on 8/04/2010 [Delete](#)

A new document [Welcome.docx](#) (Getting started tips) has been posted.
Posted by System on 8/04/2010 [Delete](#)

A new document [tam u dates.docx](#) (Upcoming Seminar Dates) has been posted.
Posted by System on 8/02/2010 [Delete](#)

Description	Quantity	Current Value	Accounts
Franklin Income Advantage (FRIA)	40,094	2,756,884	3
Google Inc (GOOG)	3,214	1,287,271	1
Fidelity Select Chemical (FSCHE)	12,387	851,722	3

Navigation

The menu bar provides access to all the content shared with you by your advisor.

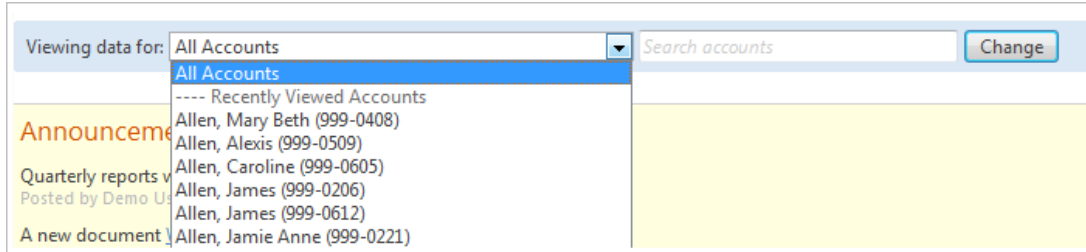
Home Accounts Reports Documents Setup

- **HOME.** Provides quick access to the dashboard.
- **ACCOUNTS.** Displays the individual accounts that are part of your household.
- **REPORTS.** Quickly access all available reports.
- **DOCUMENTS.** Access all the documents posted to you by your advisor as well as the documents that you have posted to your advisor.
- **SETUP.** Change your password and access other configuration options.

View Option for Accounts

This view area (highlighted in **light blue**) is available for the Dashboard, Reports, and Documents pages and enables you to filter the information displayed using the **Viewing data for** list.

On the Dashboard and Reports areas, you can view data for all accounts in your household or select a specific account from the **Viewing data for** list. On the Documents page, you can view all documents or select from the list of pre-defined filters. You can also use the **Search accounts** box to find accounts in your household.

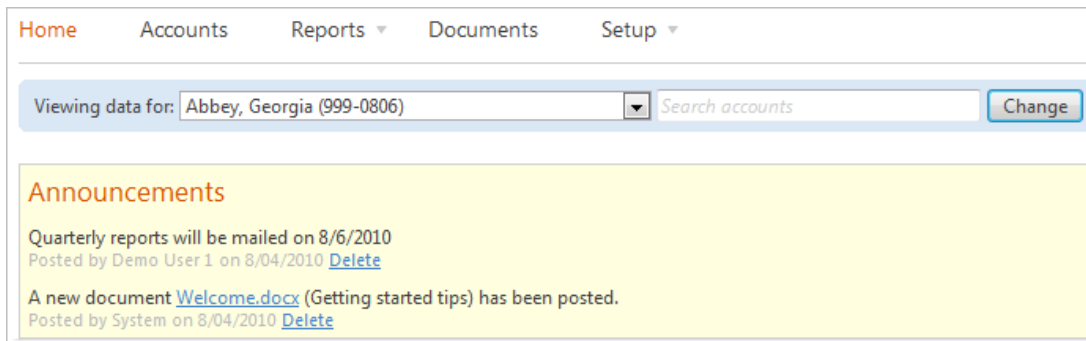


Dashboard Reports

The main part of the dashboard is the collection of reports shared with you by your advisor. You can customize the layout of the reports on your dashboard in either a one- or two-column display. The reports on your dashboard provide an at-a-glance view of the reports available on the Reports page.

Announcements

The Announcements area is available on the dashboard. This section displays any announcements or new documents posted by your advisor. You can delete an announcement by clicking the **Delete** link for each associated post. If the announcement is of a new document posted by your advisor, you can open the document directly by clicking the document link. If you delete the announcement for a new document, the document will not be deleted and will still be available on the Documents page.



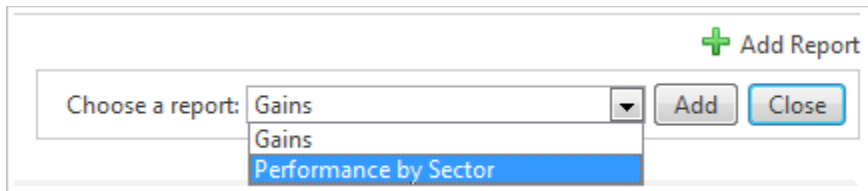
Customizing the Dashboard

You can customize the layout of your dashboard to ensure that the information shared with you by your advisor displays in the way you like it. You can determine which of the shared reports you want to display and where on the dashboard they are located, either in a single- or two-column format.

Adding Reports

To add a report to your dashboard, follow these steps:

1. On the Dashboard, click **Add Report**.
2. In the **Choose a report** list, select the report that you want to display, and then click **Add**. The report is added.



3. Click **Close**.

Viewing Full Reports

The reports that display on the dashboard provide an at-a-glance view of the full reports available on the Reports page. To access the full reports, click the **Reports** menu or open them by clicking the magnifying glass button on the dashboard.

Description	Quantity	Current Value	Accounts
Franklin Income Advantage (FRIAX)	40,094	2,756,884	3

Removing Reports

You can remove any of the reports that appear on your dashboard. Removing reports from your dashboard view does not delete the report from the client portal.

To remove a report from your dashboard, follow these steps:

1. Click the close button in the upper-right corner of the report you want to remove.

Description	Quantity	Current Value	Accounts
Franklin Income Advantage (FRIAX)	40,094	2,756,884	3

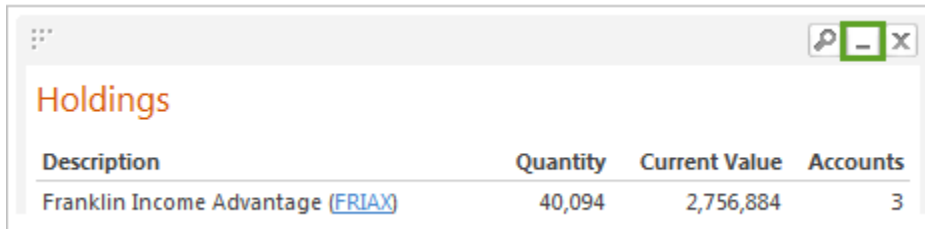
2. On the confirmation message, click **Remove**. The report no longer appears on your dashboard. You can add the report back to your dashboard at any time by following the instructions in [Adding Reports](#).

Minimizing Reports

If you do not want to view a report each time you access your dashboard, but also do not want to remove it completely, you can simply minimize the report. To view the report at any time, you can maximize it.

To minimize a report, follow these steps:

1. Click the minimize button in the upper right corner of the report you want to minimize.



A screenshot of a report window titled "Holdings". The window has a search icon, a minimize button (highlighted with a green box), and a close button in the top right corner. The report content is as follows:

Description	Quantity	Current Value	Accounts
Franklin Income Advantage (FRIAX)	40,094	2,756,884	3

When minimized, the report displays as follows:



A screenshot of the "Holdings" report window in its minimized state. Only the title bar and the "Holdings" title are visible. The window controls (search, maximize, close) are visible in the top right corner.

2. To maximize the report again and view it on the dashboard, click the maximize button.



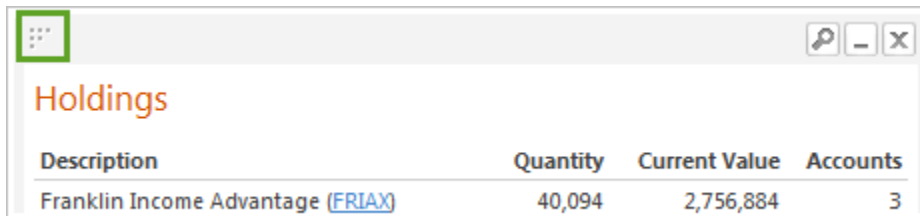
A screenshot of the "Holdings" report window in its maximized state. The window is wider, and the maximize button in the top right corner is highlighted with a green box. The report content is the same as in the previous screenshot.

Changing the Layout

You can change the layout of the reports displayed on your dashboard. For those reports you have selected for your dashboard, you can use the drag-and-drop method to arrange the reports on the page.

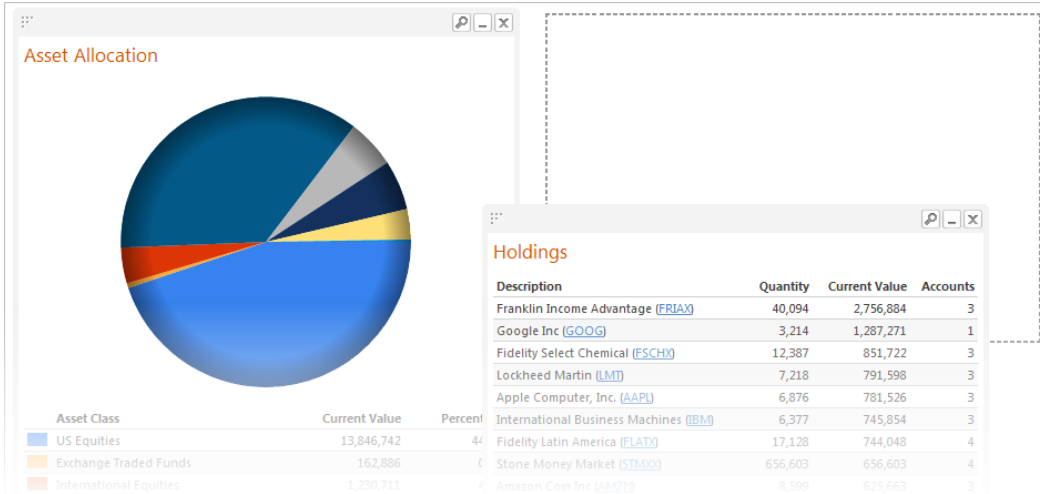
To change the layout of your dashboard, follow these steps:

1. For the report you want to move, left-click the move handle on the left corner of the top bar.

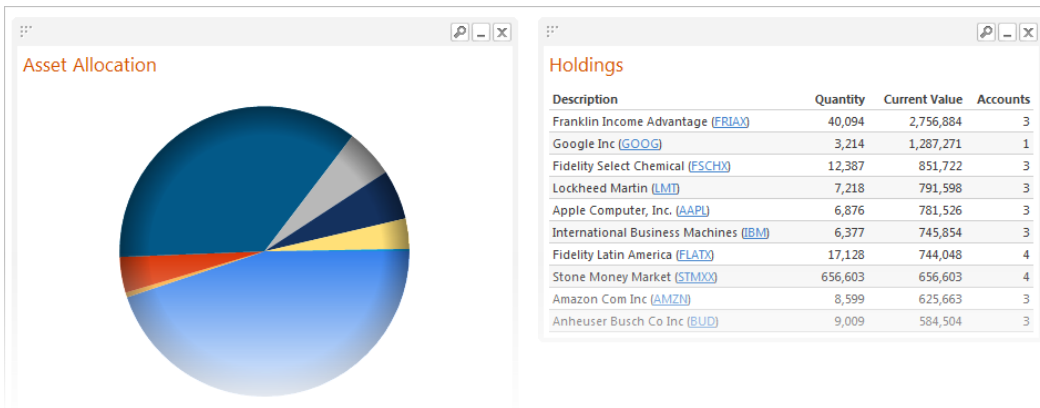


A screenshot of the "Holdings" report window. The move handle icon (a grid of dots) in the top left corner of the title bar is highlighted with a green box. The report content is the same as in the previous screenshots.

2. Drag the report to the desired location. A dashed line highlights the new location.

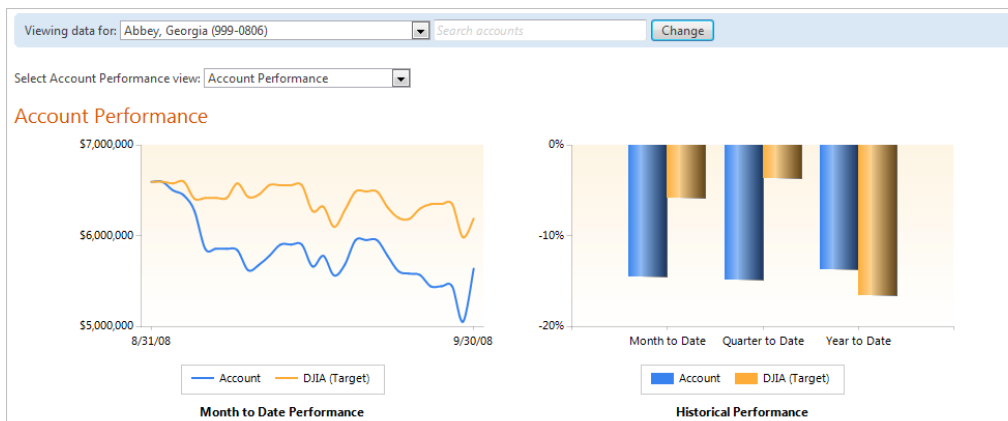


3. Drop the report by releasing the mouse button. The report snaps into place.



VIEWING REPORTS

The Reports view enables you to view the full reports shared with you by your advisor. Reports are point-in-time snapshots of your portfolio holdings and performance as of the last upload day, which typically occurs each weekday morning.

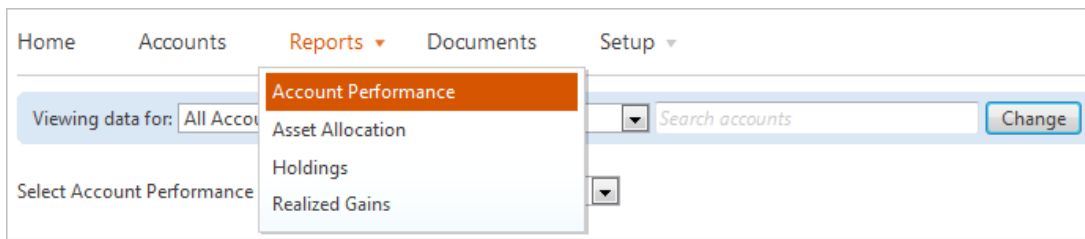


Viewing a Report

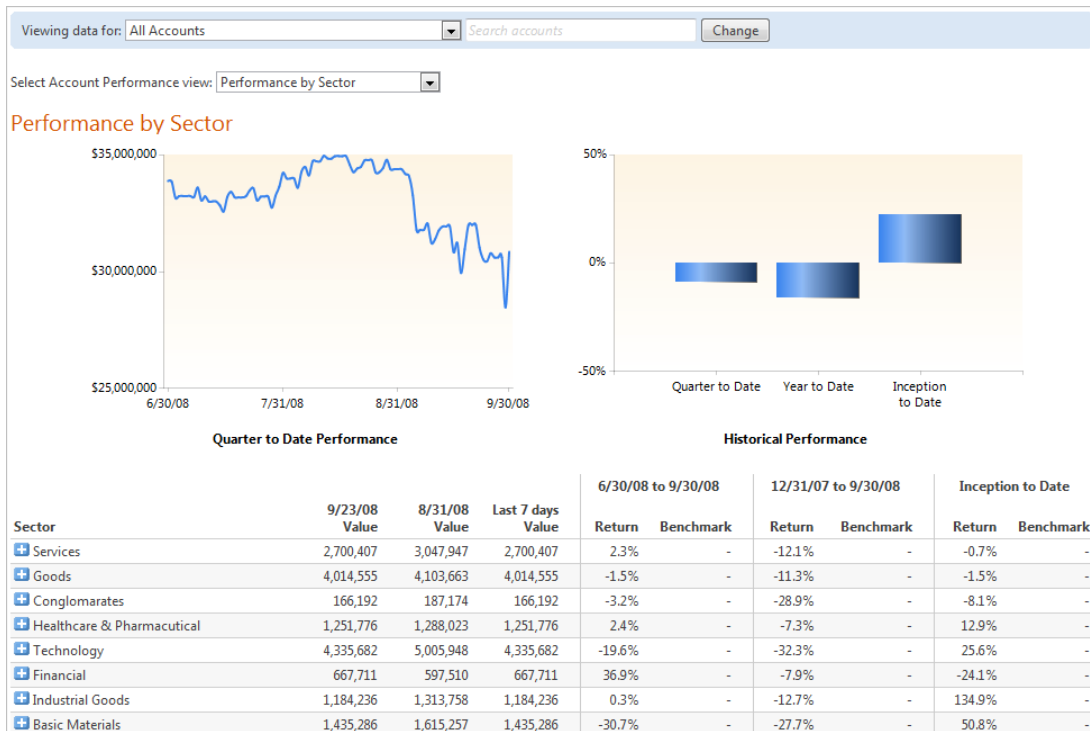
The **Reports** menu enables you to select from the reports that have been shared with you by your advisor. By default, the report displays data for all accounts in your household. You can sort the data in the report or view the report for any single account in your household.

To view a report, follow these steps:

1. On the **Reports** menu, click the report you want to view.



The report displays on your screen.



View a Report for a Specific Account

By default, the selected report displays data for all accounts in your household. You have the option to view the report for a specific account in your household.

To view data for a specific account, in the **Viewing data for** list, select the account for which you want to view the report, and then click **Change**.

Home Accounts **Reports** Documents Setup

Viewing data for: Abbey, Georgia (999-0806) Search accounts Change

Select Account Performance view: Abbey, Georgia (999-0806)

Abbey, Michael & Georgia (999-0807)

Abbey, Michael (999-0803)

Account Performance

The report changes to display only data for the selected account.

View Report by a Different View

If your advisor has shared more than one version of a report, you can use the **Select report name view** list to change the report view for the selected report.

To view data for a different view, in the **Select report name view** list, select the view you want to use for the report, and then click **Change**. If no other views are available, no other views will appear in the list.

Viewing data for: All Accounts Search accounts Change

Select Account Performance view: Performance by Sector

Performance by Sector

Performance by Security

Performance by Sector

The report changes to display data according to the selected report view.

WORKING WITH DOCUMENTS

The Documents view enables your advisor to post documents to you such as review documents or newsletters. You can even post documents back to your advisor. For example, let's say your advisor posts a review document to you that requires your signature. You can open the document, sign it, and post it back to the client portal for your advisor.

View: All Labels Documents posted by or posted to me Filter

Expand all Collapse all Post Document Search documents Search Clear

1-4 of 4 documents

File Name	Description	Size	Posted By	Post Date
Annex address.txt		0.5 KB	Demo User 5	8/10/2010 3:14 PM
1-9 Rev 8 07 09.pdf	Test file	391.6 KB	Me	8/04/2010 4:25 PM
Labels: None File type: PDF Document Posted by Me on 8/04/2010 at 4:25 PM. Last modified on 8/11/2010 at 9:32 AM Update				
tam u dates.docx	Upcoming Seminar Dates	13.7 KB	Demo User 1	8/02/2010 2:57 PM
WelcomeTips.docx	A few tips to get you started.	9.7 KB	Demo User 2	8/07/2010 10:48 AM

On the Documents page, you can sort, filter, and search for the specific documents you need. When you post documents to the portal, your advisor is automatically notified by email.

Viewing Documents

You can view documents in two ways. New documents posted by your advisor will often be accompanied by an announcement that appears on your dashboard. You can click the document link on the announcement to open the document.

Home Accounts Reports Documents Setup

Viewing data for: Abbey, Georgia (999-0806) Search accounts Change

Announcements

Quarterly reports will be mailed on 8/6/2010
 Posted by Demo User 1 on 8/04/2010 [Delete](#)

A new document [Welcome.docx](#) (Getting started tips) has been posted.
 Posted by System on 8/04/2010 [Delete](#)

You can also open documents directly from the Documents page. Each document is opened on your computer by clicking the file name link. The Documents page includes an icon for each document that represents the document type. For example, a Microsoft Word document is accompanied by a Word icon.

File Name	Description	Size	Posted By	Post Date
WelcomeTips.docx	A few tips to get you started.	9.7 KB	Demo User 2	8/07/2010 10:48 AM
tam u dates.docx	Upcoming Seminar Dates	13.7 KB	Demo User 1	8/02/2010 2:57 PM

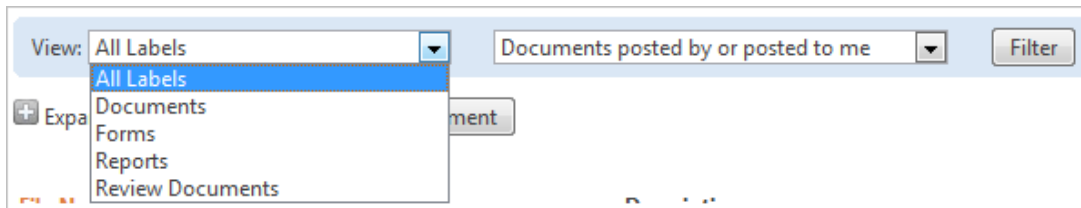
You can expand any document in the view to get more information about the file, such as the labels applied, file type, and so on.

Filtering and Searching the Documents View

There are two key ways in the Documents view to locate a specific document or type of document. You can filter the view and you can search for a document.

View Filter

The first way to filter a view is by using labels. A label is a way to categorize documents by type or function. Your advisor can create the labels and apply more than one label to any given document. By default, documents with all labels display, but you can use the **View** list to select the label, and then click **Filter** to display only the documents that are posted with the specified label.



For example, your advisor may create a label called *Review Documents* that enables you to separate review-specific files from general documents.

Sorting the View

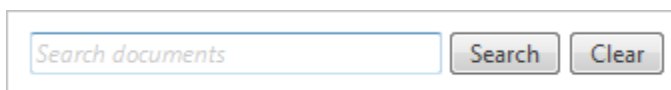
You can sort the displayed list of files using the column headers. By default, the view is sorted in ascending order by file name. Click a column header to sort the view by that column. To reverse the sort order, click the column header again.

File Name	Description	Size	Posted By	Post Date
Welcome Tips.docx	A few tips to get you started.	9.7 KB	Demo User 2	8/07/2010 10:48 AM
tam u dates.docx	Upcoming Seminar Dates	13.7	Demo User 1	8/02/2010 2:57 PM

Search

You can search the list of displayed documents according to the terms entered in the **Search documents** box. The search capability provides full text search for words in either the **File Name** or the **Description** column. If you have a view filter applied, the search terms will only apply to the documents in the filter criteria.

For example, if you have a filter set to display only reports and you try to search for a review document, the search will not locate the document because of the filter. In most cases, it is best to clear all filters on the Documents page before searching for a document.



When you are finished with your search or to change the criteria of the view filters or the search terms, click **Clear**.

Posting and Updating Documents

You can post and update documents in the client portal that you want your advisor to see. When you post or update a document, your advisor receives an email notification and a link to view the document.

Posting a Document

To post a document, simply select a file from your computer and enter a description. While the description is optional, it is important to provide some context as to the document's purpose. Your advisor may see a large number of documents posted by their clients and it is important to provide a good description for the document you are posting. You can only post one document at a time. Once you post a document, you will not be able to delete it.

To post a document, follow these steps:

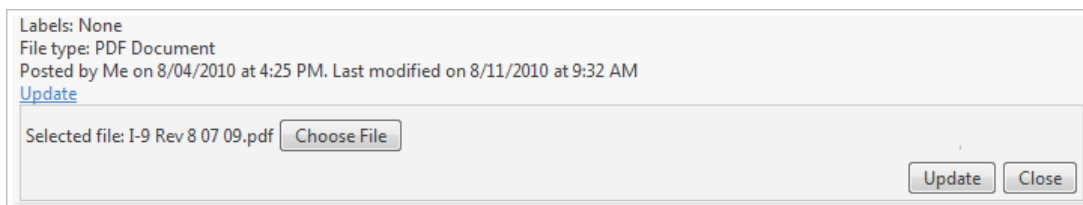
1. On the Documents page, click **Post Document**. The file upload area will expand.
2. In the expanded file upload area, perform the following actions:
 - a. Click **Choose File** and select the file you want to post.
 - b. In the **File description** box, type a description of the file.
3. Click **Post**.

Updating a Document

If you posted a document to your advisor, you can update the file description or upload a newer version of the file.

To update a document, follow these steps:

1. For the document you want to update, click the + to expand the document details, and then click the **Update** link located beneath the file information.
2. In the expanded file upload area, click **Choose File**. Double-click the file in the dialog that appears, and then click **Update**.



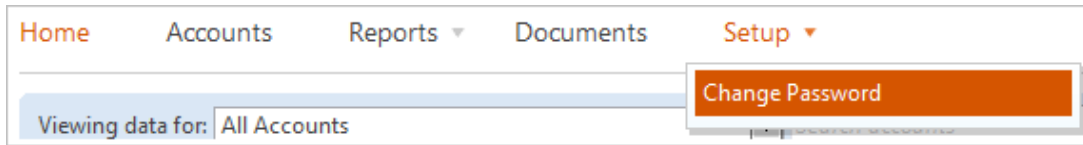
3. When you receive a confirmation message that the document has posted, click **Close**. When you post or update a document, your advisor is automatically notified by email.

CHANGING YOUR PASSWORD

Your advisor will provide you with an initial password to sign in to your client portal. It is recommended that you change your client portal password periodically. Ensure that your password is at least six characters and is something you can easily remember.

To change your portal password, follow these steps:

1. On the **Setup** menu, click **Change Password**.



2. Type your existing password, and then enter and confirm your new password.
3. When finished, click **Set Password**. When your password is set, you are redirected to your dashboard.