Upgrading to Morningstar Office Cloud

User Manual

Morningstar Office

Contents

Upgrading to Morningstar Office Cloud

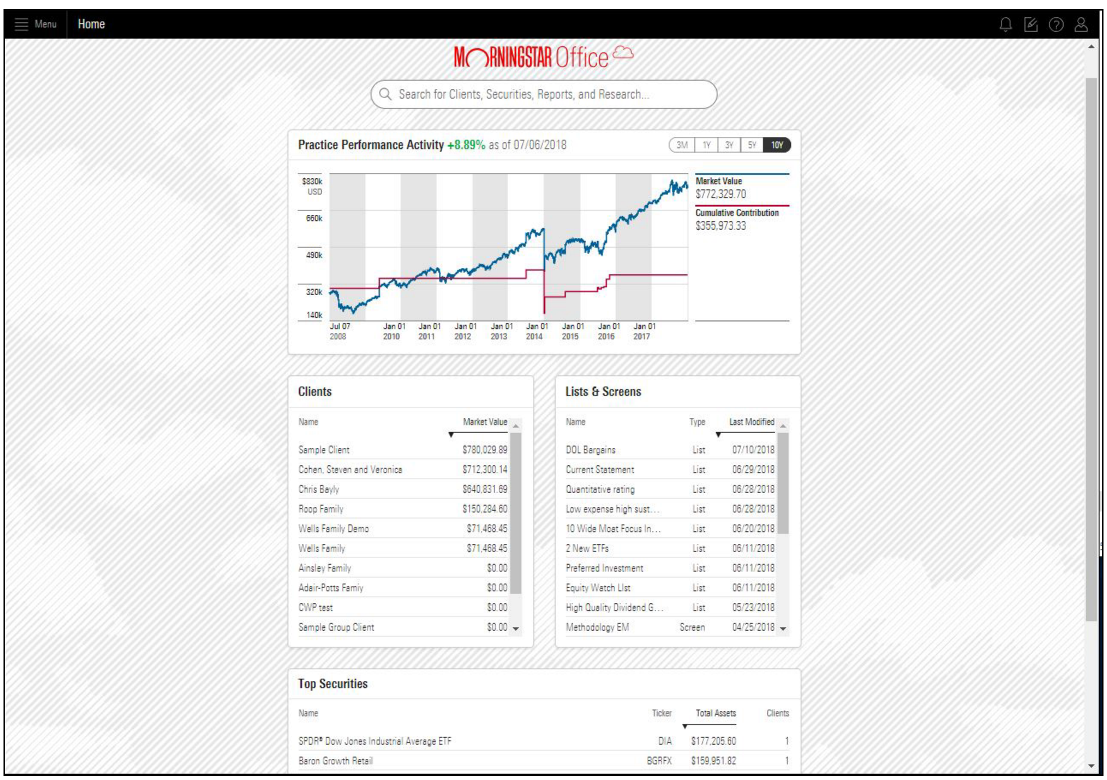
Overview

Welcome to Morningstar Office[SM] Cloud — a new platform designed to help you work faster and more efficiently. This manual is created to help you start using the platform.

In the final section you will find instructions for accessing Morningstar Office Academy, an expansive library of manuals and videos to help you learn the platform at your own pace. You can also sign up for a live hands-on workshop experience in a city near you.

The following topics are covered:

- Preparing to Upgrade to Morningstar Office Cloud (page 5)
- Navigating within Morningstar Office Cloud (page 10)
- Earning Morningstar Office Cloud Certifications (page 19)



Preparing to Upgrade to Morningstar Office Cloud

Overview

As you start using Morningstar Office Cloud, this section helps you start the transition to the new platform by answering such questions as:

- How does Morningstar Office Cloud differ from the desktop version? (page 5)
- What is a workbook? (page 6)
- What tools created in Office desktop can I see in Office Cloud today? (page 7)

How does Morningstar Office Cloud differ from the desktop version?

Morningstar Office Cloud brings ease of use to your practice, including:

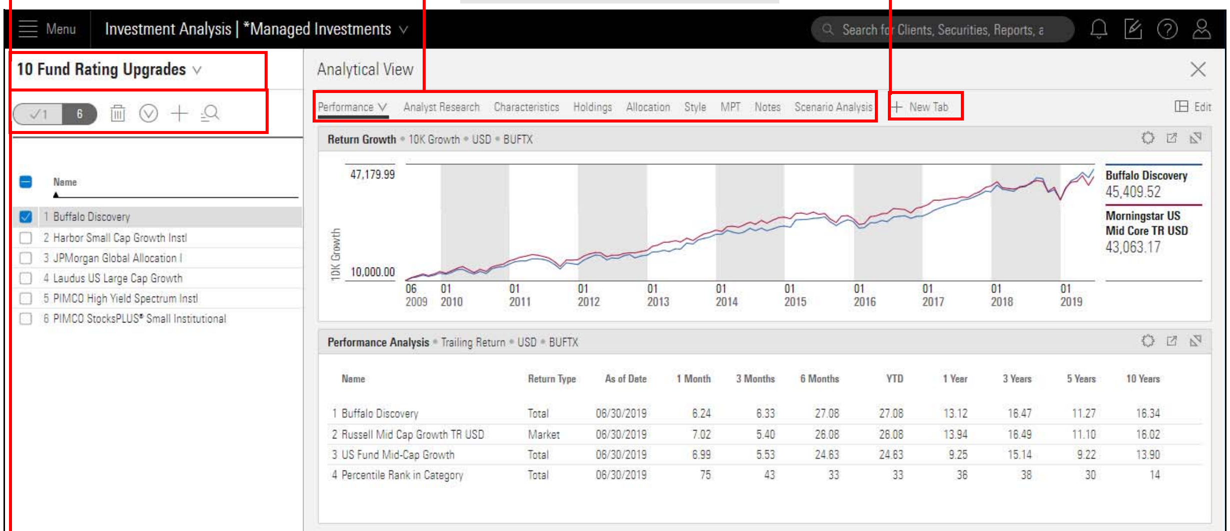
Difference	Description
Mobility	Can be used across multiple platforms, including: ▸ Mac, ▸ PC, and ▸ Tablet.
Simplicity	Two distinct points of entry, including: ▸ A ubiquitous Create icon allows you to create most objects to be used throughout the program, and ▸ A single menu to find the different objects you create.
Fewer reports/more interactivity	Reduced the number of standard reports and added interactive workbooks allowing you to analyze lists, screens, model portfolios, client accounts and other detailed data on demand.

What is a workbook?

Workbooks are the primary means with which you will interact with content in Morningstar Office Cloud. A workbook is a series of tabs, tabs contain components, and components are charts, tables and research tools. You will find this construction similar to an Excel workbook. Components can be customized using the Component settings icon, exported to Microsoft® Excel®, and expanded to fit the full screen. You can also rearrange, add, and remove components from any tab.

☞ Note: The component setting options differ, depending on the component you choose.

The collection of tabs in a workbook is an empty shell until you input your data, such as lists and screens, clients and accounts, or model portfolios. Start with a pre-built workbook template, such as Managed Investments. Once data is added, use the workbook to analyze investments and portfolio objects.



What tools created in Office desktop can I see in Office Cloud today?

Morningstar Office Cloud is built on the same platform as Morningstar Office desktop. Therefore, you do not need to convert your data to begin using Office Cloud. All of your clients and their accounts are available the very first time you log in.

However, functionality for certain Morningstar Office Cloud tools has been enhanced. Due to these enhancements, such as the ability to create custom time periods for data points and combining universes in a single search, these tools must be recreated within Office Cloud. The table below helps you to identify which tools already created in Office desktop are available within Office Cloud today, and which tools you must recreate within Office Cloud.

This tool created in Office desktop…	Is available in Office Cloud…	And requires this action…
Clients & Accounts	Yes	Client & Accounts are automatically available within the Clients & Portfolios workbook. Custodial importing is not available within Office Cloud, but you can continue to import custodian files through Office desktop. If you are a current Back Office Services customer, your custodial import process remains the same. If you are interested in adding the service, contact your Customer Success Manager.
Prospects	Yes	Prospects are automatically available within the Prospects workbook. Once signed, they can easily be converted to the Clients & Portfolios workbook.
Data Management Reports	Yes	Traditional data management reports found in Office desktop have been replaced with the data issues banner located on the bottom of the Home page. Use this page to track new accounts added to your practice and review reconciliation errors. ☞ Note: The data issues page is for reference only. You cannot resolve reconciliation errors within Office Cloud. If you are a BOS subscriber, the team is aware of the reconciliation error and will resolve it. Once resolved, the data issue will fall off the report. If you do your own Import and reconciliation, you must resolve the reconciliation error within Office desktop.
Lists	Yes	Lists created in Office desktop are available in Office Cloud as read-only files and will display within an Investment workbook. To edit the list within Office Cloud, you must first save the list in Office Cloud with a new name. ☞ Note: Lists created in Office Cloud are not available within Office desktop.

This tool created in Office desktop…	Is available in Office Cloud…	And requires this action…
Searches	No	Searching for investments by a set of criteria has been enhanced in Office Cloud. Searches are called screens and allow you to do the following: ▸ Edit the criteria you add ▸ Include criteria across multiple investment types, and ▸ Allow for missing values, and much more. Screens must be built within Office Cloud and results display within an Investment workbook. ☞ Note: Screens created in Office Cloud are not available within Office desktop.
Model Portfolios	Yes	Analyze investments constituting static model portfolios created in Office desktop within the Model Portfolios workbook. Or, assign model portfolios to clients and accounts, use them with select components within the Clients & Portfolios workbook, and assign them to select reports. ☞ Note: Variable models created in Office desktop are not available in Office Cloud. Models created in Office Cloud are available within the Static Models page within Office desktop.
Custom Benchmarks	Yes	Assign simple custom benchmarks created in Office desktop to clients and accounts, or use them with select components within the Clients and Portfolios workbook, and assign them to select reports. ☞ Note: Staged Benchmarks created in Office desktop are not available in Office Cloud. Benchmarks created in Office Cloud are available within Office desktop.
Archived Reports	No	Reports created within Office desktop are not archived in Office Cloud. Also, reports created in Office Cloud do not surface in Office desktop.
Batch Schedules and Templates	No	In Office desktop, Batch Schedules and Batch Templates are created and maintained separately. Office Cloud contains just one tool, the Batch Schedule, which contains all vital information to automate client reporting.
Report Studio	No	In Office Cloud, custom reports are created in Presentation Studio - a standalone tool that resides on your desktop. Once created, you can publish custom templates to multiple logins within your firm.
Alerts	No	Alerts must be created and triggered for a list or single investment within Office Cloud.
Management Fees	Yes	Management fees created in Office Desktop are available in Office Cloud within the Billing page.
Integrations	Yes	If your firm integrated Redtail CRM with Office desktop, Redtail is automatically integrated with Office Cloud.
Tasks	No	Tasks are no longer available in Office Cloud.

This tool created in Office desktop…	**Is available in Office Cloud…**	**And requires this action…**
Notes	No	Notes must be entered in Office Cloud. Archived notes will remain within Office desktop
Custom Securities	Yes	User-defined securities imported or created in Office desktop are available within the Securities page.

Navigating within Morningstar Office Cloud

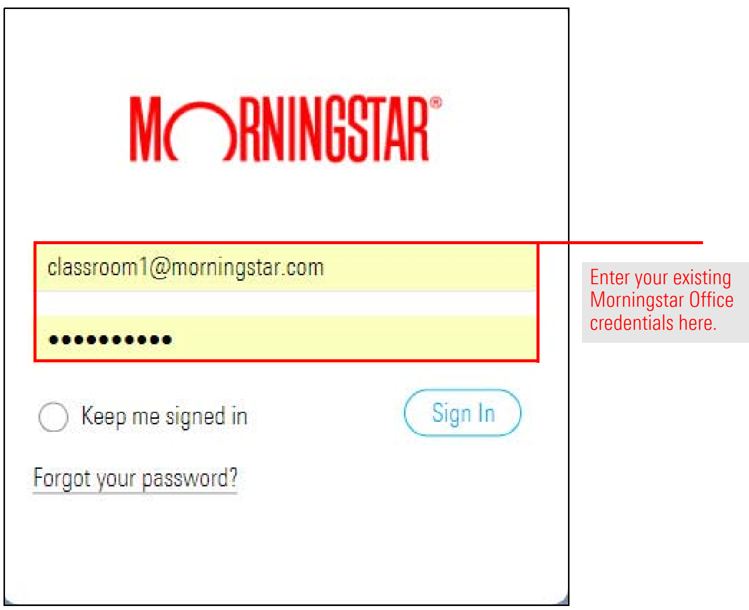
Overview

This section describes how to navigate your way around Morningstar Office Cloud. The following topics are covered:

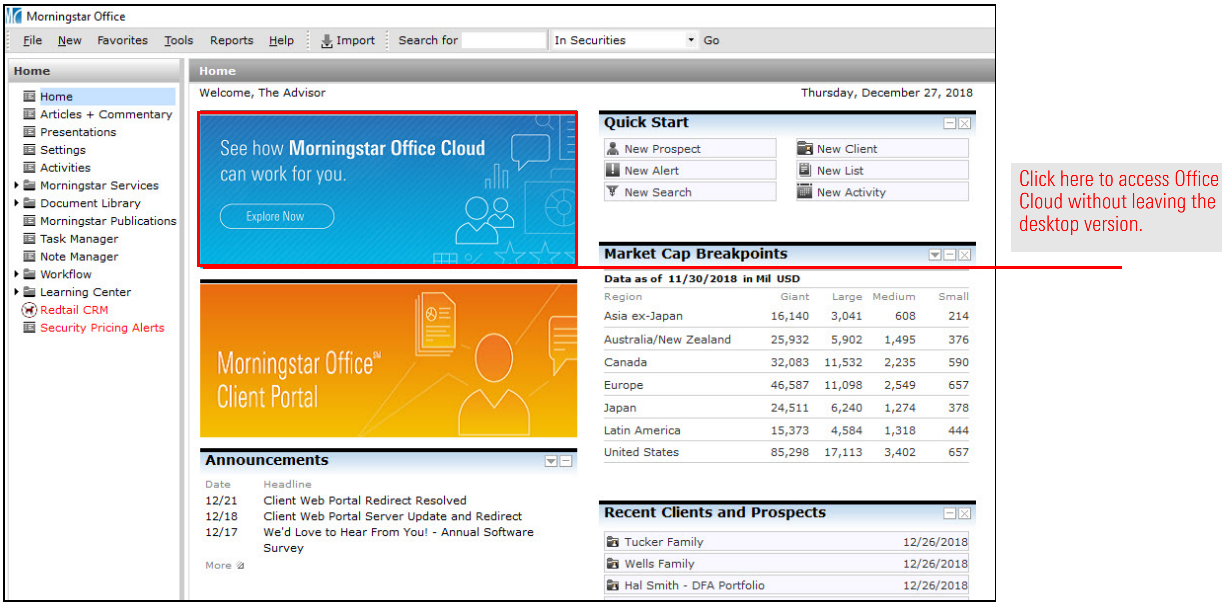
- Logging into Office Cloud (page 10)
- Navigating the Home page (page 11)
- Locating different areas within Office Cloud, and (page 15)
- Creating Global Settings in Office Cloud. (page 17)

How do I log in to Office Cloud?

To access Morningstar Office Cloud, type office.morningstar.com into your browser. Bookmark this page to easily return to it later. From here, log in using your existing Morningstar Office credentials.

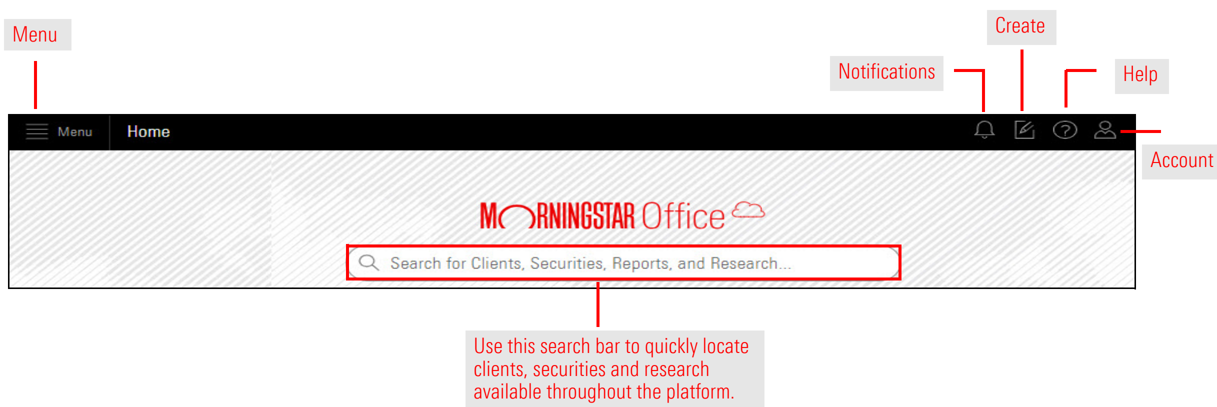


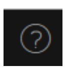
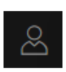
You can also access Morningstar Office Cloud directly from Office desktop.



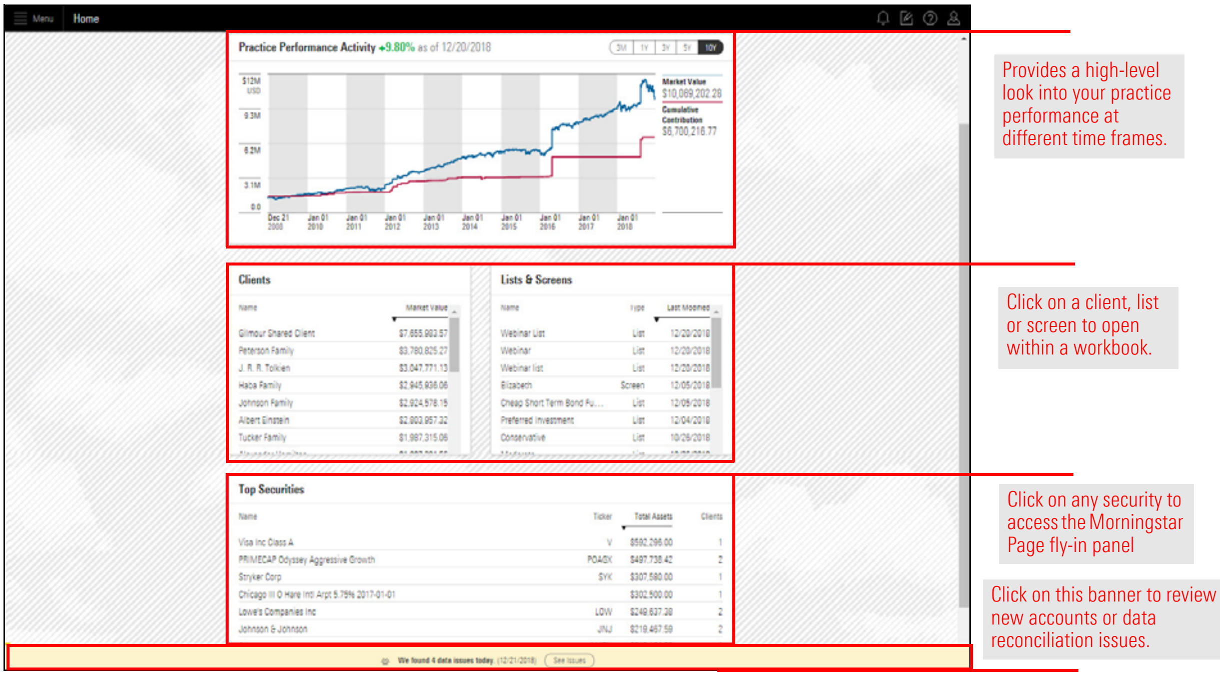
How do I navigate the Home page?

After logging in, start with a quick orientation to the Home page. Let's start with icons located within the header and the Search bar.



Element	Name	Description
	Menu	This icon gives you access to every part of Morningstar Office Cloud.
	Notifications icon	This icon indicates when a notification is waiting for you to read it, such as a triggered alert, or a subscription you follow in Morningstar Research with new content available.
	Create icon	From this icon you can create the following content: ► Clients ► Prospects ► Accounts ► Model Portfolios ► Custom Benchmarks ► Lists ► Screens ► Workbooks ► Notes ► Batch Schedules
	Help icon	Access a variety of documentation, videos, and Walk-Thrus from this icon.
	Account icon	From this icon, you can access the following: ► User Profile ► Client Web Portal Set up ► Global Settings box ► Sign out box

Within the body of the home page, you find four widgets, each one provides a lens into a different area of your practice. The banner at the bottom of the screen alerts you to new accounts and any data maintenance issues you may encounter.



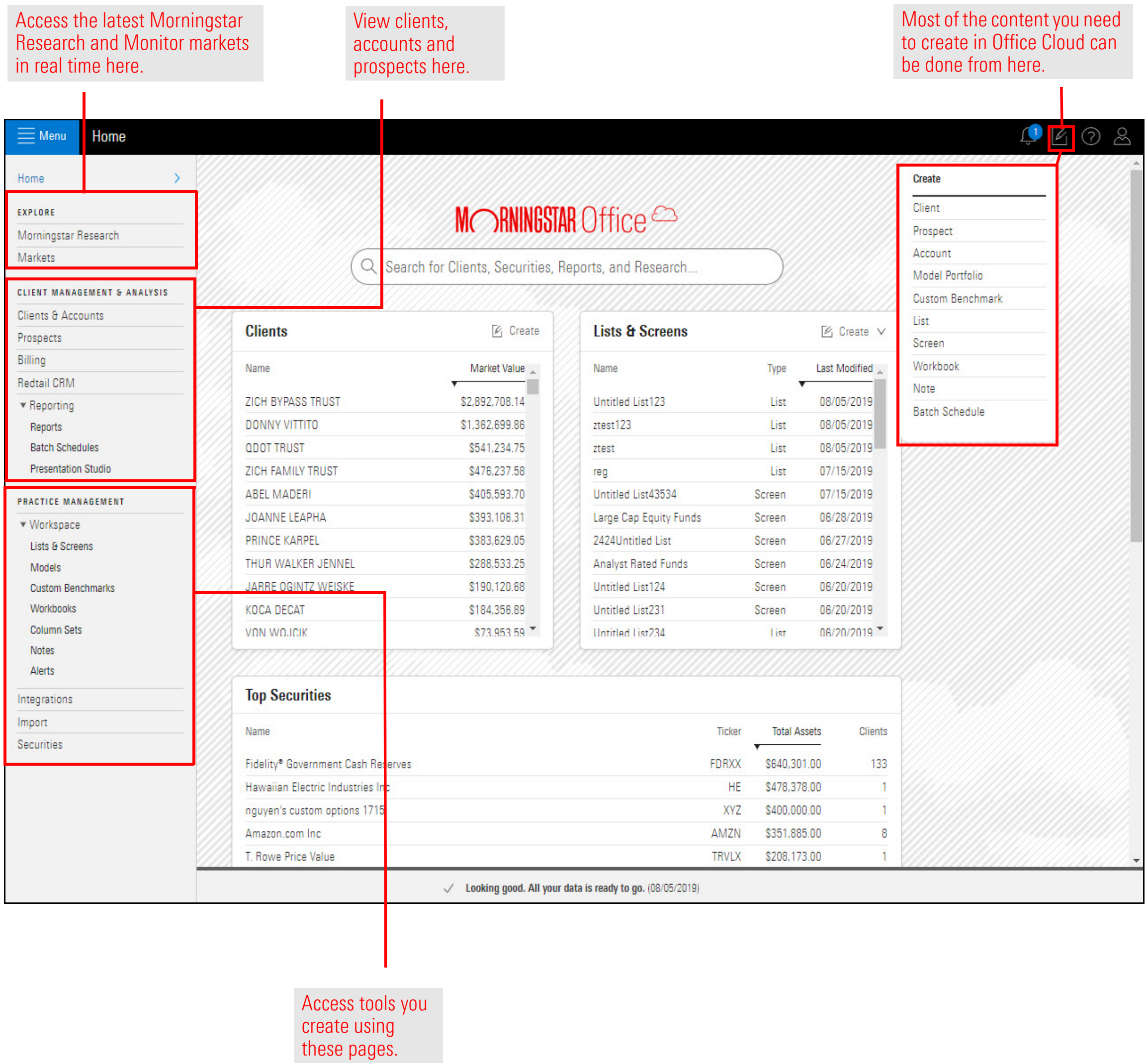
This widget…	Contains this information…
Practice Performance Activity	Interactive performance graph showing performance at the practice level for 3m, 1y, 5y, 10y. ☞ Note: Only accounts containing transactions are calculated. This includes both open and closed transactional accounts. Quick accounts do not contain transactions.
Clients	Quick access to all clients within your firm. Clients are listed by market value, high to low. When you click on a client name, the client's record opens within the Clients & Portfolios workbook.
Lists & Screens	Quick access to all lists and screens you have created. Lists and screens are listed in order they were last touched (or modified). When you click the name of a list or screen, the securities comprising the list or screen open in an Investment workbook.

This widget…	**Contains this information…**
Top Securities	Displays total assets and number of clients attached to the top 10 securities within your firm. Click any security to launch its Morningstar report.
Data Issues	Alerts you to new accounts or data issues within your practice. If no new accounts or data are present, the banner is gray. When new accounts or data issues are present, the banner turns yellow. Click on the See Issues button to launch the page and review.

Where do I locate content in Office Cloud?

As described above, Office Cloud has the following points of entry for content:

- Create icon - where you create most content, such as lists, screens, accounts, and so on. In some instances, you can create these items directly from a specific platform area, such as creating a Model Portfolio from the Model Portfolios workbook.
- Menu - where you find the content you've created. The menu also takes you to other areas, such as Morningstar Research and utilities, such as Alerts, Billing and Notes.



The table below describes which tools reside under each grouping:

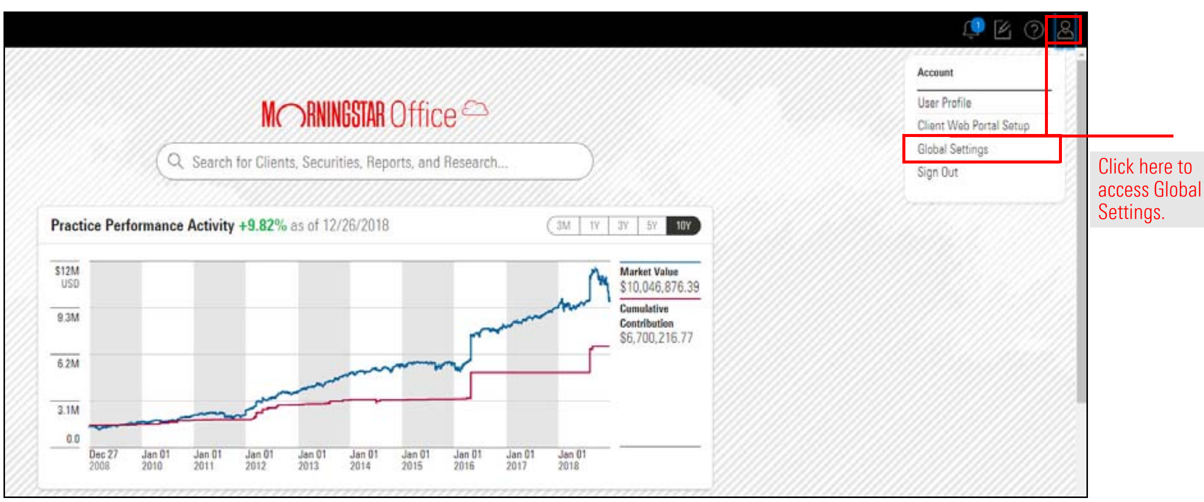
This grouping …	**Contains these tools …**	**For this purpose …**
Explore	► Morningstar Research Portal ► Markets Monitoring Workbook	Access the latest Morningstar Analyst Research and monitor markets in real time.

Client Management & Analysis	► Clients & Accounts Workbook
	► Prospect workbook
	► Billing
	► Redtail CRM
	► Reporting, including
	    ► Report Management
	    ► Batch Reporting
	    ► Presentation Studio
		Conduct and access all of your client/prospect tasks in one convenient location.

Practice Management	► Lists & Screens ► Models ► Custom Benchmarks ► Column Sets ► Notes ► Alerts ► Integrations ► Import ► Securities	Conduct and access all of your investment tasks in one convenient location.

Where do I access Global Settings in Office Cloud?

Global Settings apply to your entire practice. Some settings, such as Client and Account, Billing, and Reporting settings can be changed for individual clients and accounts, or one-off reports. Many global settings, such as assistant set up, fee methodology, and return type carry over from settings created in Office desktop.



Once selected, the Global Settings window opens. Settings are grouped into different pages, located on the left side of the screen.

The following table describes setting options within each page:

This page ...	**Contains these settings ...**
General	▸ Country
Data Format	▸ Decimal ▸ Decimal Separator ▸ Thousands separator ▸ Negative indicator ▸ Date Format ▸ Time Zone ▸ Numbering system
Calculation	▸ Currency ▸ Custom peer group ranking ▸ Return Annualized by Default ▸ Extended performance
Impersonation	▸ Assistant First Name ▸ Assistant Last Name ▸ Assistant E-mail Address
Client Accounts	▸ Primary Benchmark ▸ Secondary Benchmark ▸ Tertiary Benchmark ▸ Show liquidated holdings ▸ Use Morningstar Price ▸ Capital Inflow Limit for TWR Calculation (%)

This page ...	**Contains these settings ...**
Billing	► Default Management Fee ► Include Margin Balance in Management Fee Calculation ► Use Absolute Values of Short Positions in Management Fee Calculation ► Default Disclosure ► Disclosure Creation
Reporting	► Reporting Currency ► Return Type ► Fee Type ► Display Accrued Interest ► Include Inception to Date Return on Performance Reports ► Cover Page Inclusion ► Cover Page Logo ► Footer Logo ► Default Disclosure ► Disclosure Creation

Earning Morningstar Office Cloud Certifications

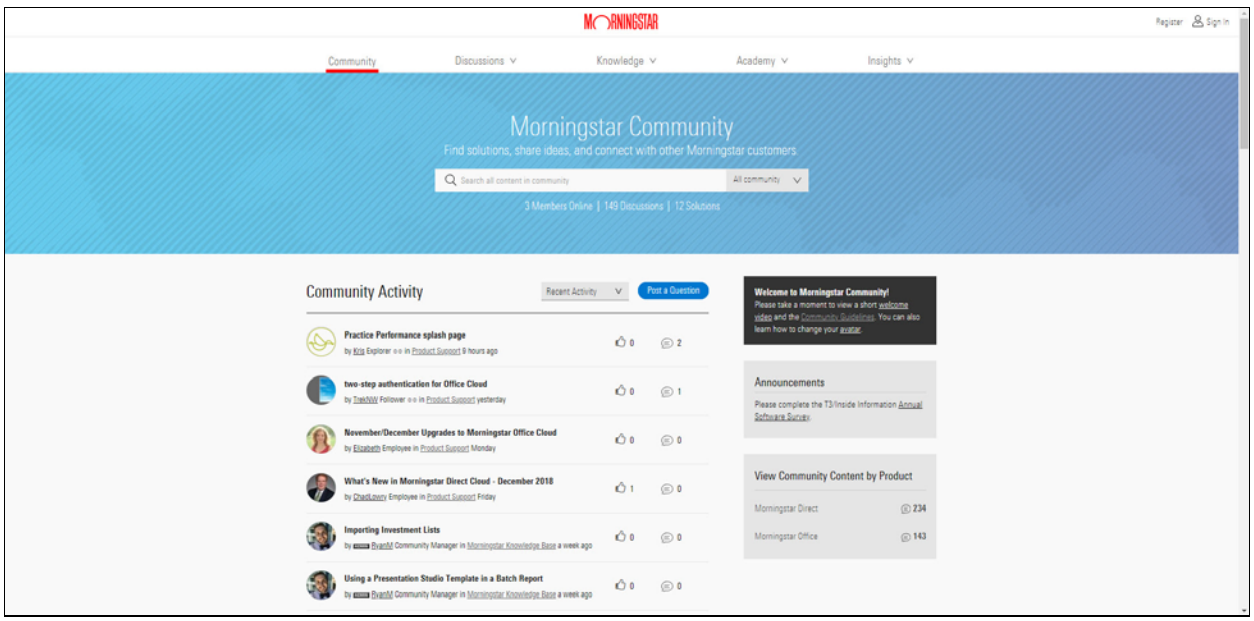
Overview

Now that you know the basics of the platform, you are ready to learn more about the different areas of Morningstar Office Cloud. The best way to start is to visit Morningstar Office Cloud Academy within the Morningstar Community. Here you will find a series of manuals and videos, along with a certification test designed to reinforce your knowledge of the platform. In this section, the following topics are covered:

- What is the purpose of Morningstar Community? (page 19)
- How do I sign up for Morningstar Community? and (page 20)
- How do I access Academy after I register? (page 21)

What is the purpose of Morningstar Community?

The mission of this online community is to provide a peer-to-peer and direct support channel. It is a central location for education and thought leadership on best practices, where we also ideate with customers directly on how to improve and extend the product platform.



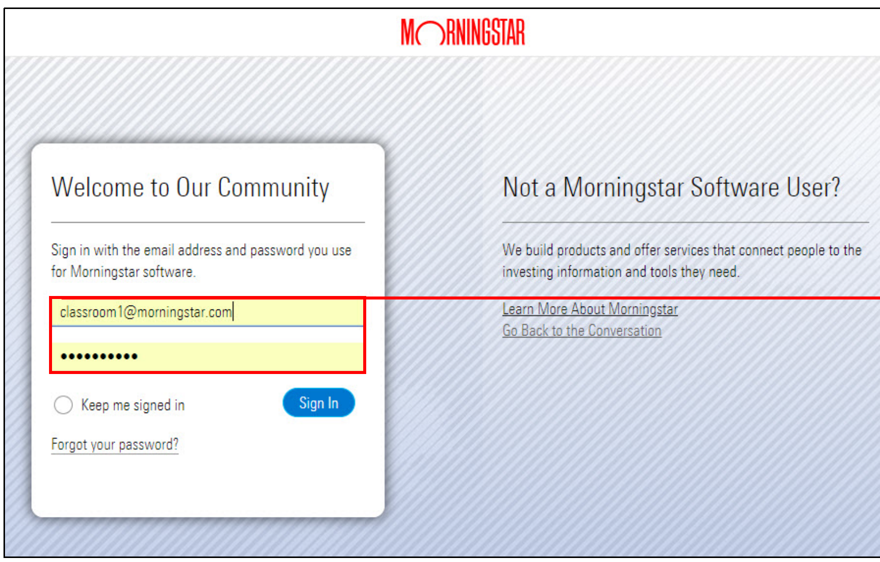
How do I sign up for Morningstar Community?

In order to participate in the Morningstar Community, you must first register using your Morningstar Office credentials. To register for the Morningstar Community, do the following:

1. Type community.morningstar.com into your browser.
2. On the top-right side of the screen, click **Register.** The Registration page opens.

Click here to start.

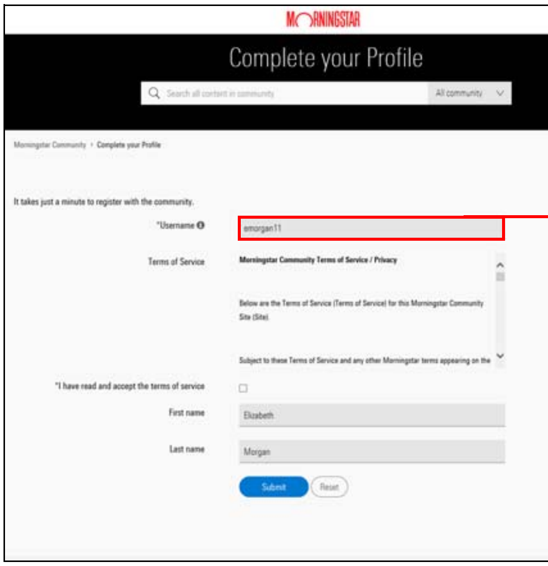
3. In the Welcome to Our Community box, type the **E-mail** and **Password** you use to log into Morningstar Office.



Type your Morningstar Office credential here.

4. Click **Sign-in**. The Complete your Profile page opens.
5. In the **User Name** field, select the **user name** you would like to use when posting to the community.
6. In the **First Name** field, type your **first name**.

7. In the **Last Name** field, type your **last name**.



Type your user name here.

8. Click **Submit**.

How do I access Academy after I register?

Once registered, you can access the Morningstar Office Cloud Academy from the **Help** icon within Office Cloud.

Click here to access the Academy.

The help icon offers you direct access to the **Academy** page within the Morningstar Community. Here, you will find a series of manuals and videos to help you master the new platform. After completing the exercise manuals, test your knowledge and earn certification badges.

The Content Library offer the following three sections:

- Certification 1 - Getting Started
- Certification 2 - Administration
- Certification 3 - Morningstar Methodology.

In addition, you will find a schedule of live events around the country, and recorded videos of monthly release webinars.