Using the Client Web Portal

Morningstar Office Cloud

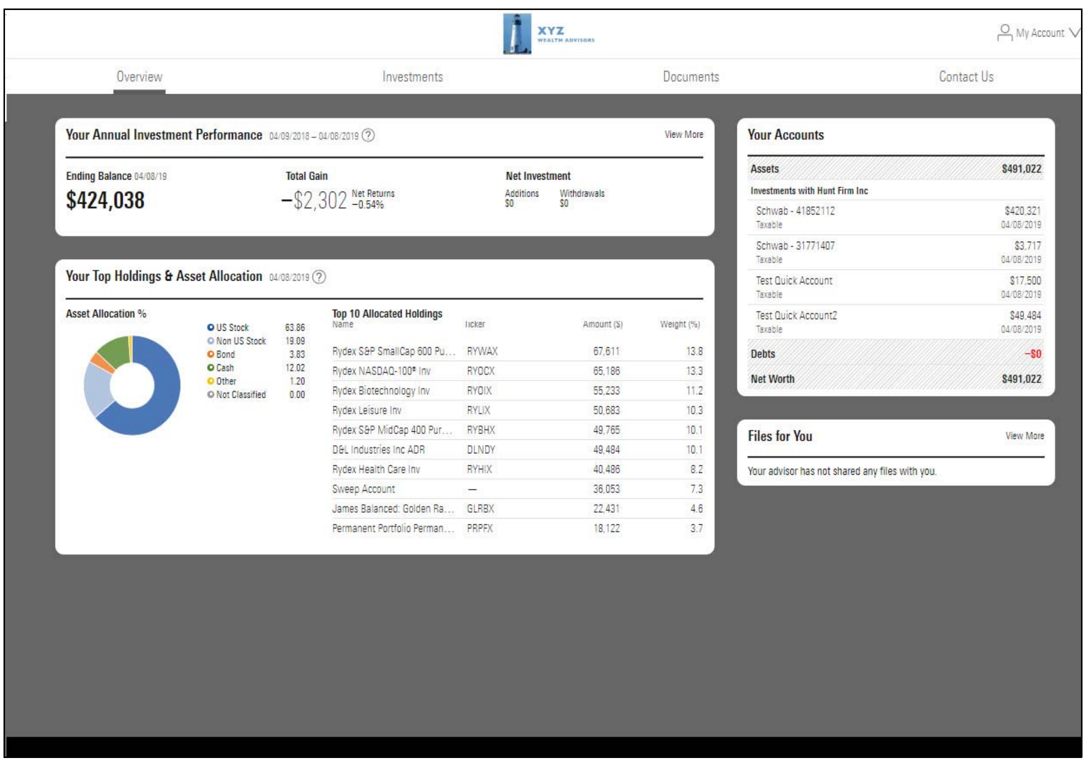
Contents

Using the Client Web Portal

Overview

The Client Web Portal (CWP) is a secure web site your clients can log into using their email and a custom password. In addition to providing real-time visibility into clients' accounts and portfolios, the CWP acts as a two-way communication vehicle, allowing you to upload reports and receive documentation from your clients, securely.

The following topics are covered:



Logging on to the Client Web Portal

Overview

The Client Web Portal is available on any device, using any browser. This section describes how to log on to the CWP.

How do I sign in to the CWP?

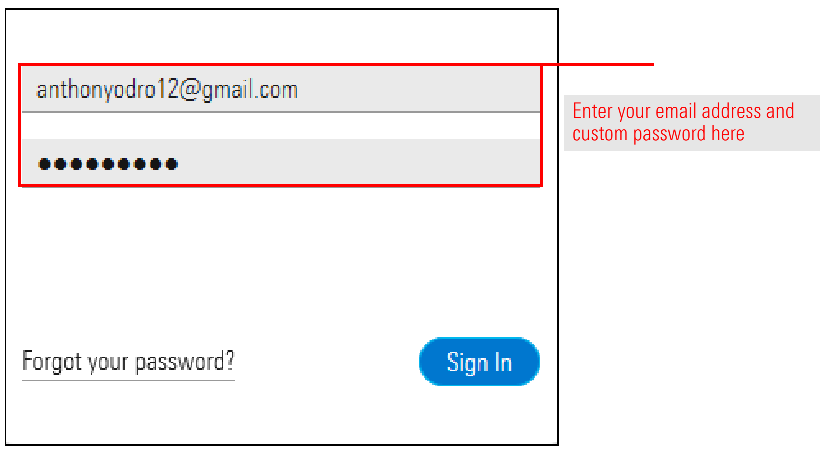
To sign in to the advisor view of the CWP, log in using your Morningstar Office Cloud log in credentials. Once inside, take an under the hood look at all of your enabled clients CWPs

The first time your clients sigh in, they receive email instructions on how to register for the CWP.

☞ Note: Click here for instructions on how your clients can register.

To sign in, do the following to log in to the CWP:

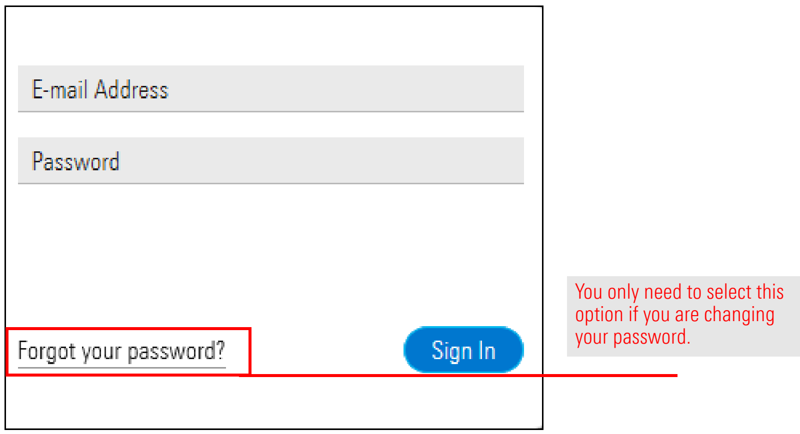
1. In any browser, launch fp.morningstar.com. The Login screen opens.
2. In the Sign In screen, enter your **email address** and **custom password**.



3. Click **Sign In.**

What should I do if my client forgets their password?

If your client forgets their password, he or she will need to change it. To change a password, click the **Forgot your password?** link within the Login screen. From there, the system will prompt you on how to create a new password.



Using the Overview page

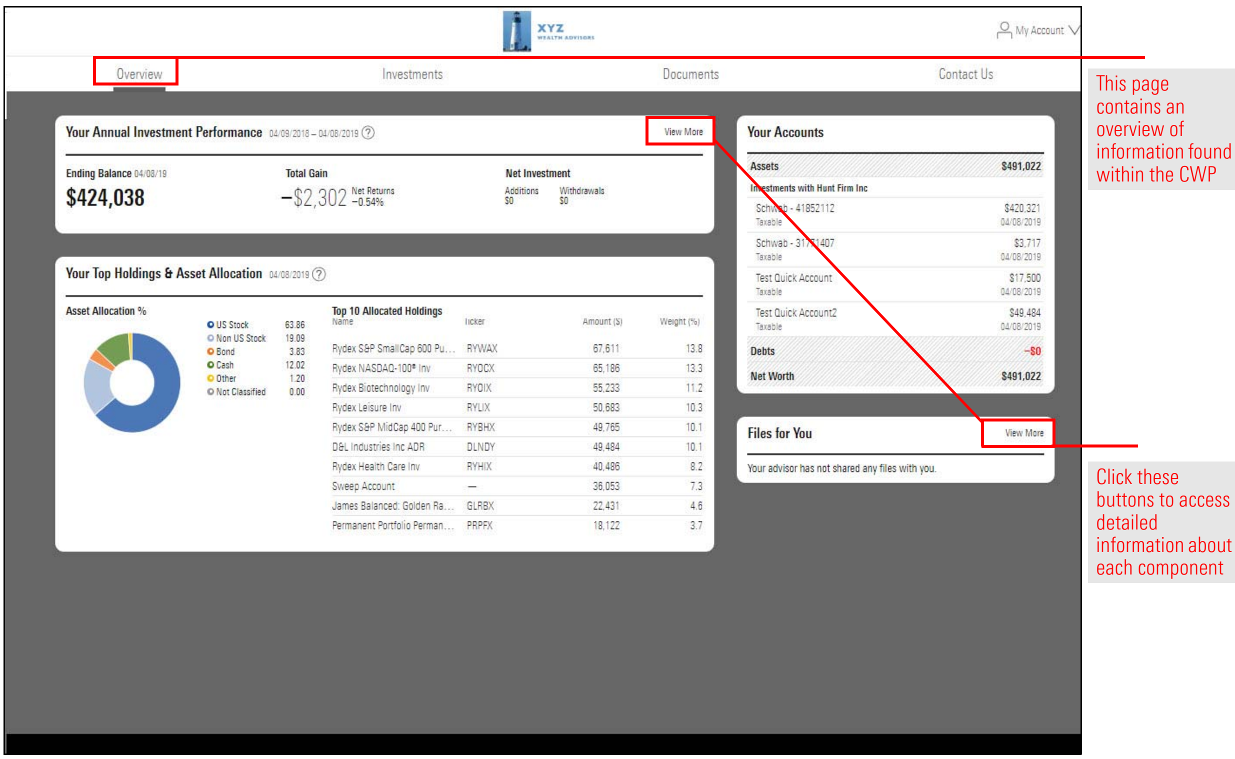
Overview

This section describes the data available within the Overview section.

What data is displayed within the Overview page?

After logging in, you are brought to the Overview page. This page acts as your clients' dashboard, providing high-level information at a glance.

To view additional information, click the **View More** icon within the upper right corner of each component.



The table below describes each component within the Overview page:

This component …	**Contains this information …**

Your Annual Investment Performance	Investment information including the following:
	▸ Ending Balance
	▸ Total Gain, and
	▸ New Investment, including:
	    ▸ Additions, and
	    ▸ Withdrawals.

Your Top Holdings & Asset Allocation	Asset Allocation pie chart and Top 10 Allocated Holdings.
Your Accounts	Account balances for each underlying account within your clients' portfolio.
Files for you	Links to folders and documents most recently posted by you.

Using the Investments page

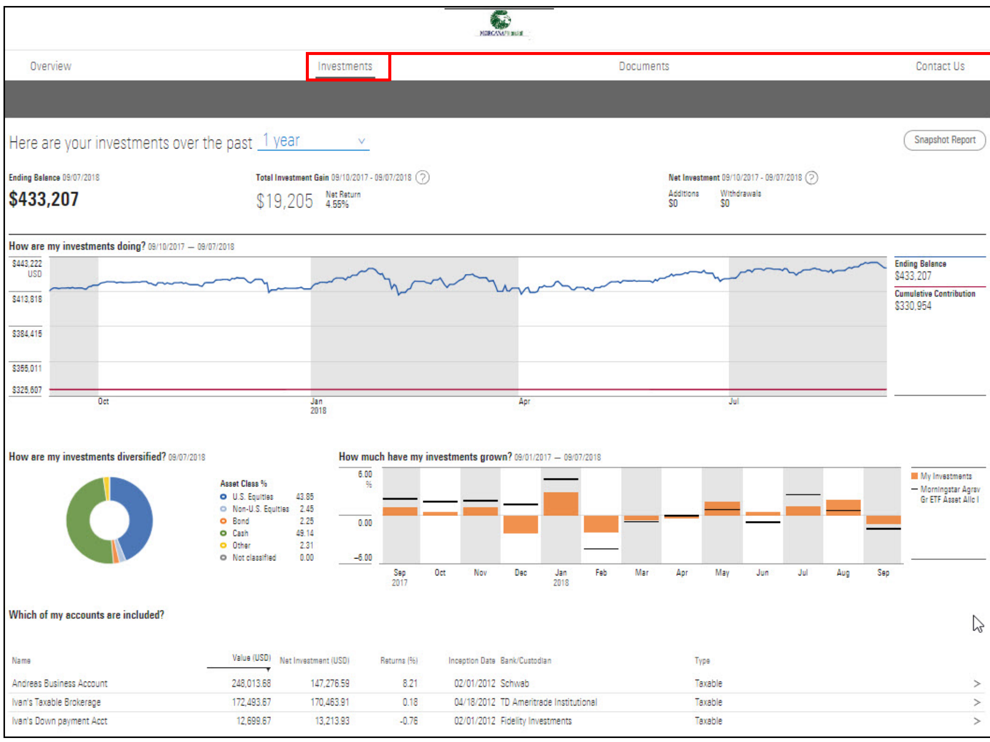
Overview

This section describes the data found within the Investments page.

What data is displayed within the Investments page?

The Investments page provides data related to the investments within your clients' portfolio.

The top section includes data points and graphs showing how investments are performing. The bottom section includes limited details about the account constituting your portfolios.



This page contains information about the investments within a portfolio

From the Investments page, your clients have to ability to select their time frame for data. Choose from the following options:

- Since Inception
- 1-year
- 3-year
- 5-year
- 10-year, and
- YTD.

☞ Note: You will see only as much data as is available. For example, if you select the 10-year time frame, your account has been open for only 5 years, your will see 5-years worth of data.

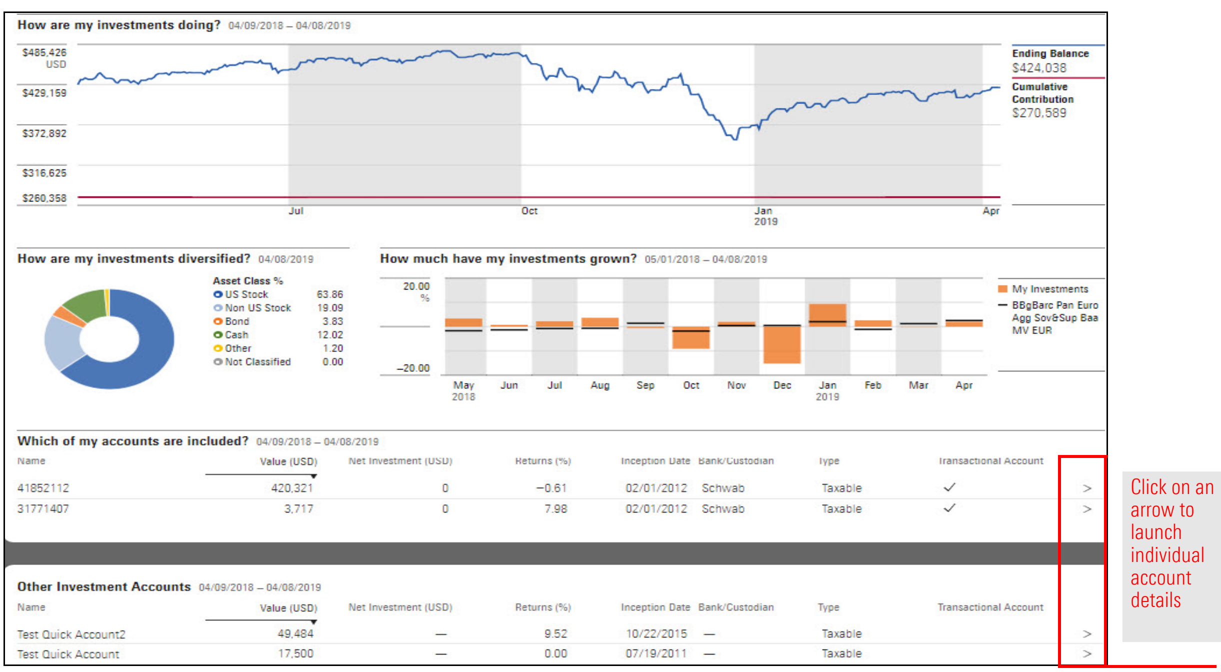
Below the header, figures for Ending Balance, Total Investment Gains, and Net Investment are displayed at the portfolio level.

The start date for these data points is controlled by the time frame you chose. The following table provides the end date and definition for each data point:

This data point …	Uses this end date …	With this definition …
Ending Balance	End of previous day	Ending balance of the entire portfolio as of close of business the previous day.
Total Investment Gain	Previous Month End	The overall increase or decrease in a portfolio's market value including or excluding management fees.
Net Investment	Previous Month End	The total of all additions minus withdrawals made to a portfolio between the start and end dates.

The following table describes the charts and table included in this page:

This component ...	Provides this information ...
How are my investments doing?	This line chart shows how the value of your portfolio has changed over the time period you have chosen. It also includes a cumulative contributions line. Click anywhere on the line to see an exact figure for a specific month.
How are my investments diversified?	This donut chart shows what percentage of your investments fit into each asset class.
How much have my investments grown?	This bar chart shows how your investments have performed.
Which accounts are included?	This table includes the accounts comprising your portfolio, along with limited details about each account. Click on the icon next to each account to open the Account Details page for transactional accounts only, Each Account Details page contains the same content as the Investments page, however a list of holdings replace the list of accounts at the bottom of the page. Click on any holding to launch the Morningstar page.
Other Investment Accounts	Quick accounts that you are not managing, such as a 401(k) account or other held-away assets.



Using the Documents page

Overview

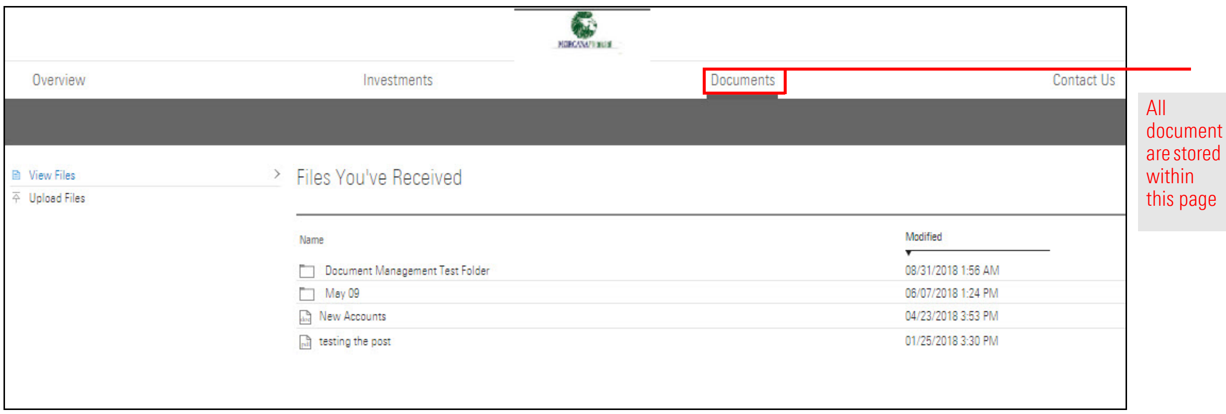
This section describes content available within the Documents page.

What content is displayed within the Documents page?

The Documents page provides access to paperless statements and documentation, and allows clients to securely upload documents to you. cThe Documents page is broken into two sub-pages:

- Upload Files, and
- View Files.

The View Files page includes all documentation, including documents and statements published from Morningstar Office Cloud, and any documentation uploaded by clients.

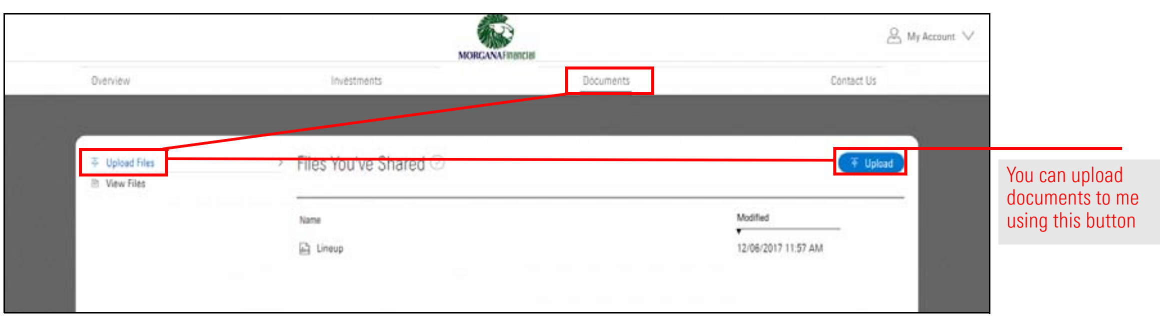


How do clients upload documentation?

Clients can share sensitive documentation with you, securely. To upload files to the CWP, instruct your clients to do the following:

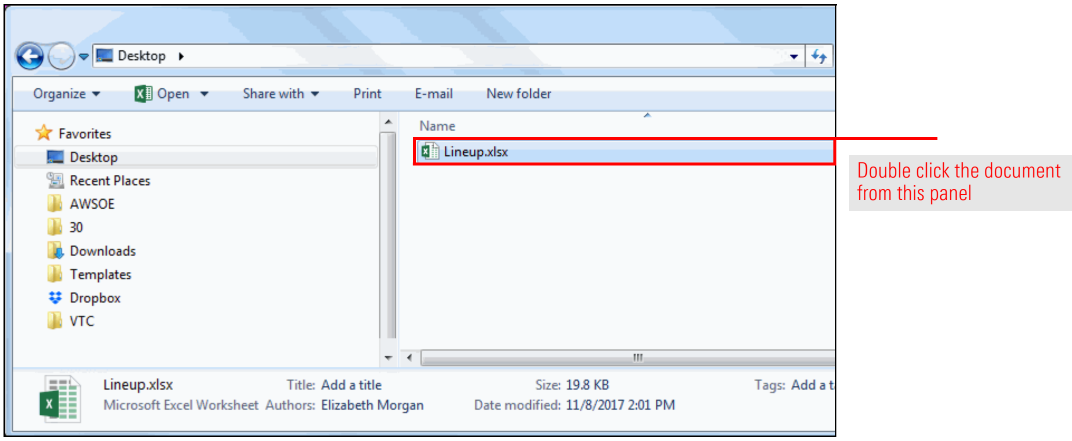
☞ Note: the **Upload** button is unavailable within the Advisor view of the CWP>

4. From the CWP landing page, click **Documents**.
5. Select **Upload Files.**
6. Click **Upload**. .



☞ Note: The first time a document is uploaded, the Upload button appears in the center of the page.

7. Navigate to the **document** you want to upload, and **double-click** to select it.



8. Once uploaded, the document will immediately be available within the **View File**

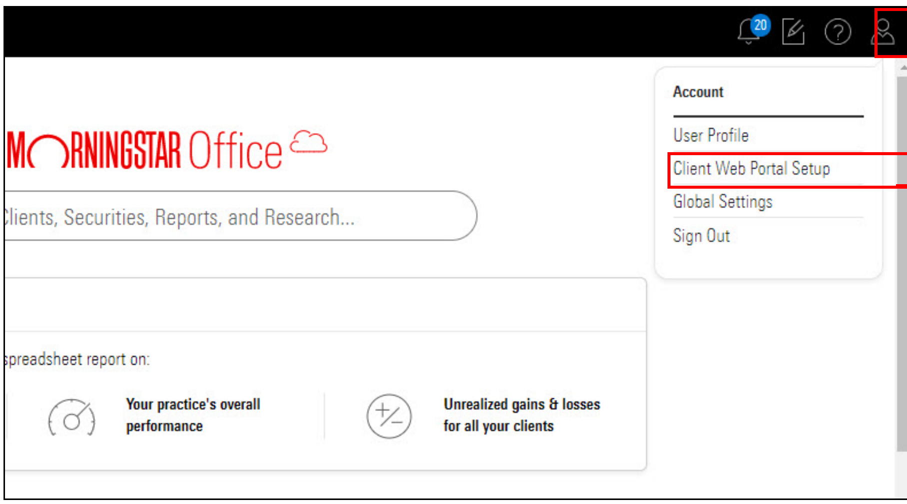
Setting up the Client Web Portal

Overview

This section describes how to set up the Client Web Portal. Once you enable settings, they will apply to all of your clients portals, meaning you cannot create settings for a specific client or subset of clients.

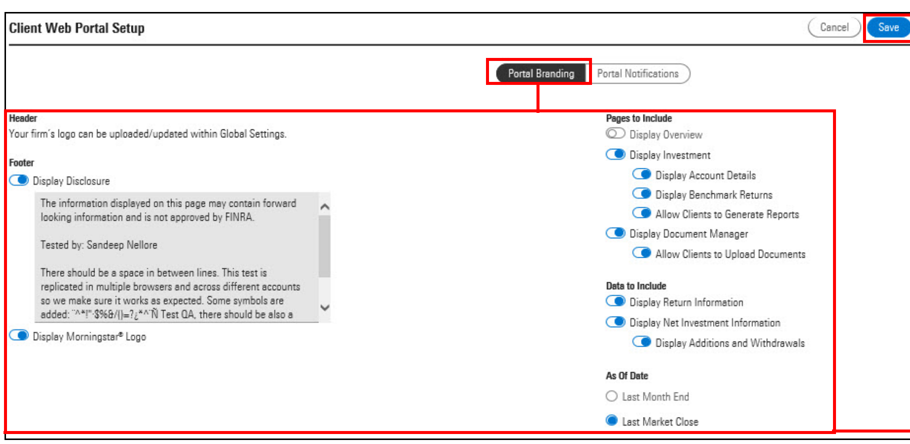
How do I access the Client Set Up Window?

To access the Client Web Portal Setup window, from the Header, click the Account Icon. Then select Client Web Portal Setup. The Client Web Portal Set up window opens.



How do I create my Portal's Branding?

The Portal Branding area of the Client Web Portal Set up window determines they type of information displayed within your clients portal.



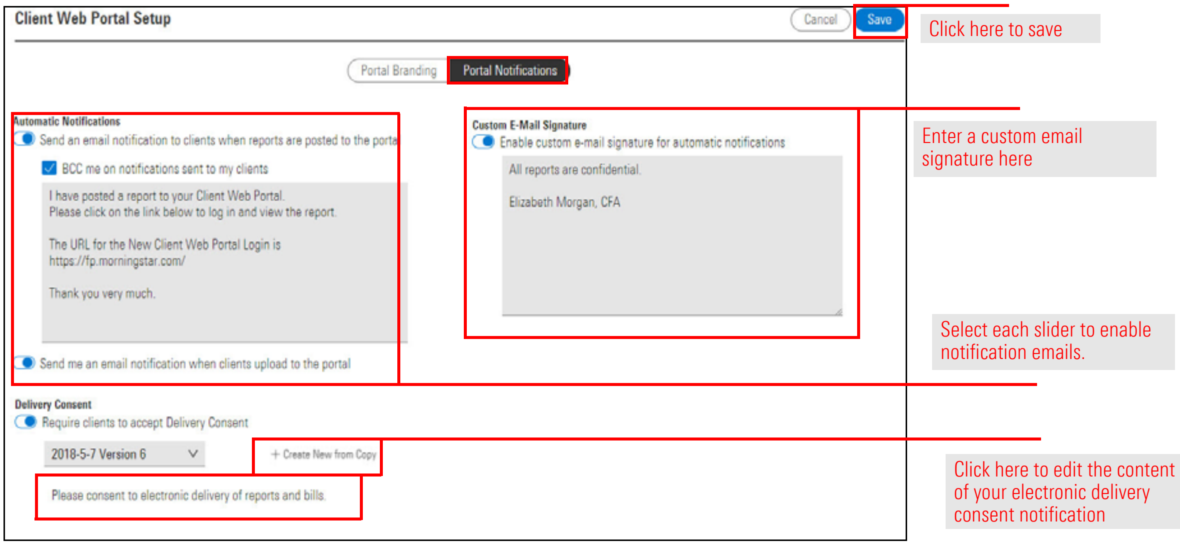
The table below describes each setting option.

<table>
<tr><th>Setting</th><th>Options</th></tr>
<tr><td>Header</td><td>Alerts you that you can add your firms logo using Global Settings.</td></tr>
<tr><td>Footer</td><td>Select from the following options:
► Display Disclosure, once enabled, type disclosure text.
► Display Morningstar Logo.</td></tr>
<tr><td>Pages to Include</td><td>Select the sliders for Display Overview and Display Investment to display both the Overview and Investments page of the CWP.
☞ Note: You must select Display Investments in order for Investments information to display on the Overview tab.
Once selected, customize the Investments page by selecting from the following options;
► Display Account Details, this enables the account details page for each transactional account within a clients portfolio.
► Display Benchmark Returns, this enables the benchmark comparison withing in the bar chart.
► Allow Clients to Generate Reports, this enables a button that generates the Snapshot report.
Select the slider for Display Document Manager to enable the Documents page of the CWP. Once enabled, select the slider for Allow Clients to Upload Documents if you choose to allow your clients to upload documents to you.
☞ Note: You must select Display Document Manager in order for documents to display on the Overview tab.</td></tr>
<tr><td>Data to Include</td><td>Select from the following options:
► Display Return Information, this enables performance information to be included in CWP data points and charts
► Display Net Investment Information, this enables the Net Investment data point to display. Once select, Select Display Additions and Withdrawals to include those data points.
► Display Net Worth Information</td></tr>
<tr><td>As of Date</td><td>Select from the following options
► Last Month End
► Last Market Close</td></tr>
</table>

What settings do I create within Portal Notifications?

The Portal Notification area of the Client Web Portal Setup window controls the auto-generated notifications your clients receive when documents are posted to the CWP.

You can also create a custom signature and electronic delivery consent notification.



The table below describes each setting option:

Setting	**Options**
Automatic Notifications	Select the slider to disable the following automatic notifications, including the following; ▸ E-mail for posted reports. You can also customize the content that your clients receive. ▸ Blind copy (BCC) e-mail notifications sent to your client. ▸ Email notifications when your client uploads documentation to you.
Delivery Consent	Select the slider to require your clients to consent to the electronic delivery of reports and documentation. Click Create New from Copy to update the content of your consent. ☞ Note: Each time you edit electronic delivery consent, your clients will be prompted to read and re-accept electronic delivery consent.
Custom E-mail Consent	Select the slider to enable a custom email signature for all automatic notification. Once enabled, type your custom email signature into the text box.

Managing CWP tasks in Office Cloud

Overview

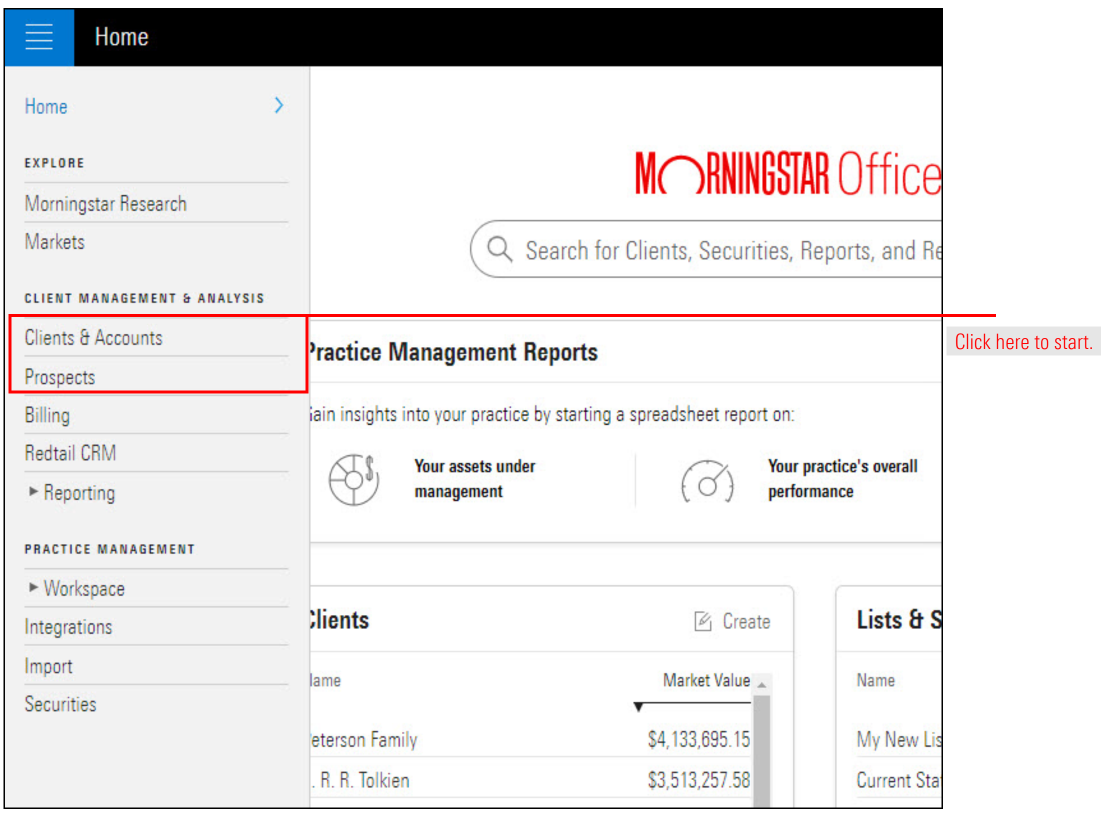
Now that you've enable the functionality you want to include in the CWP, invite your clients to activate their portal. Once activated, publish and receive reports and other documentation for your activated clients. This section describes the following;

- Inviting Clients to the CWP
- Posting reports for a single client
- Posting reports for multiple clients at once, and
- Launching the CWP from inside Office Cloud.

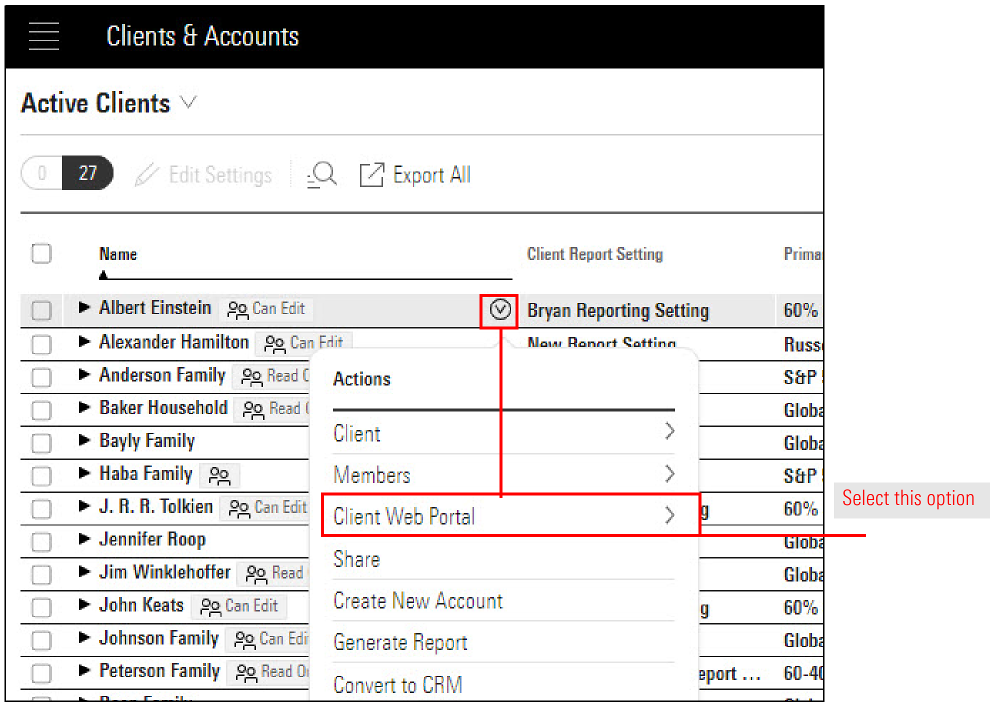
How do I invite clients to the CWP

You must invite clients and prospects to the CWP individually. To invite clients and prospects to the CWP, do the following:

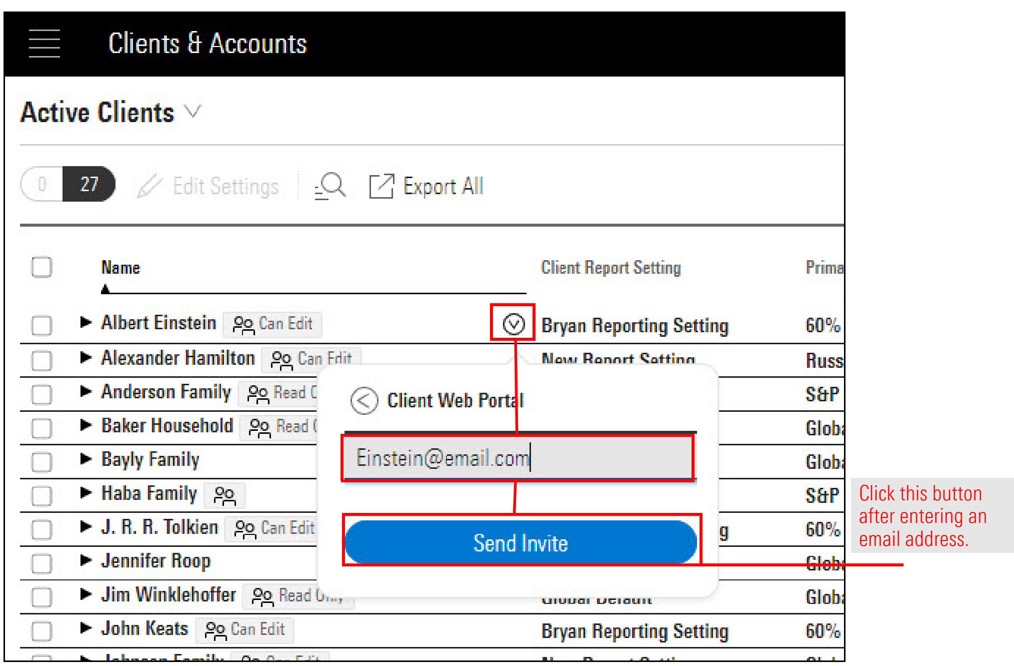
1. From the **Menu**, click either **Clients & Accounts** or **Prospects**. The Clients grid opens.



2. Hover the cursor in the row of the **client** you want to enable the Client Web Portal for, then select the **Actions** icon. The Actions menu opens.
3. Select **Client Web Portal.** The Client Web Portal box opens.



4. Type your **client's email address** into the text box, the select **Send Invite**. Your client will receive an email instructing them how to register for the CWP.

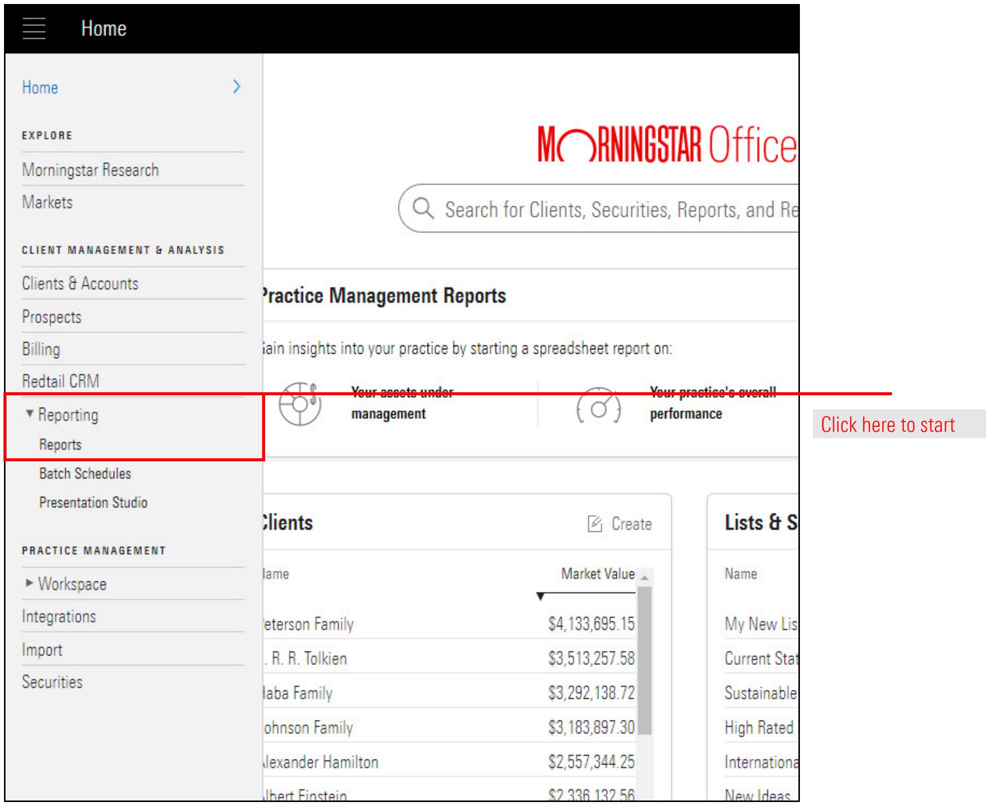


How do I publish reports for a single client to the CWP?

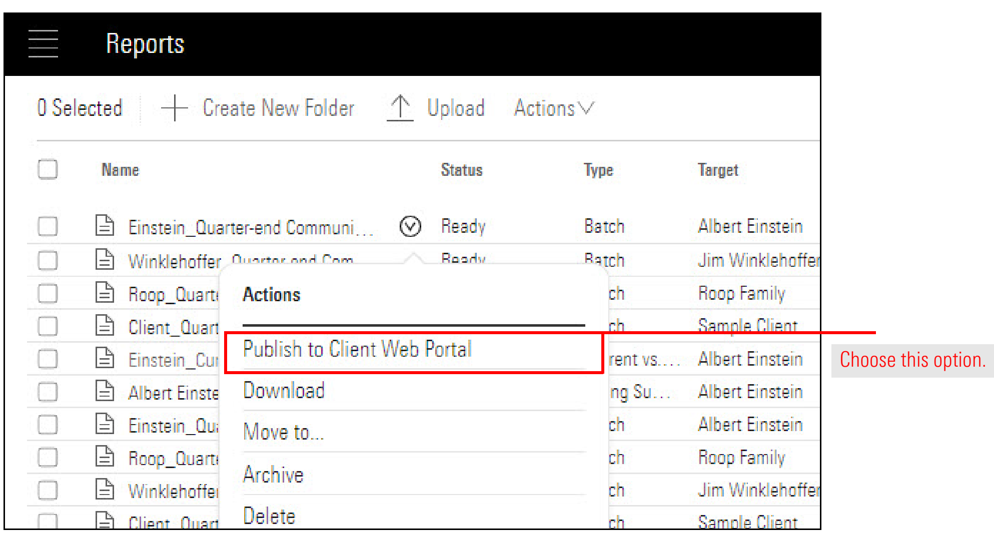
Reports generated within Morningstar Office Cloud are housed within the Reports page. From the Reports page, you have the option to publish reports to a single client or multiple clients at once.

To publish a single report to the CWP, do the following.

1. From the **Menu**, click **Reporting > Reports**. The Reports page opens.



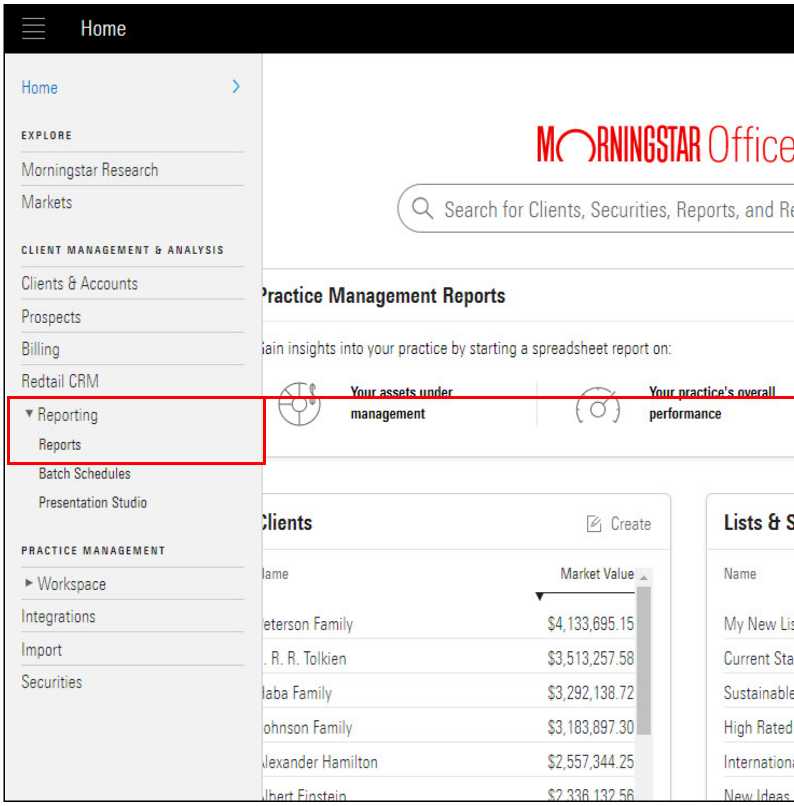
2. Hover the cursor within the **cell of the report** you want to publish, then select the **Actions** icon. The Actions menu opens.
3. Select **Publish to Client Web Portal.**



How do I publish multiple reports for multiple clients at once to the CWP?

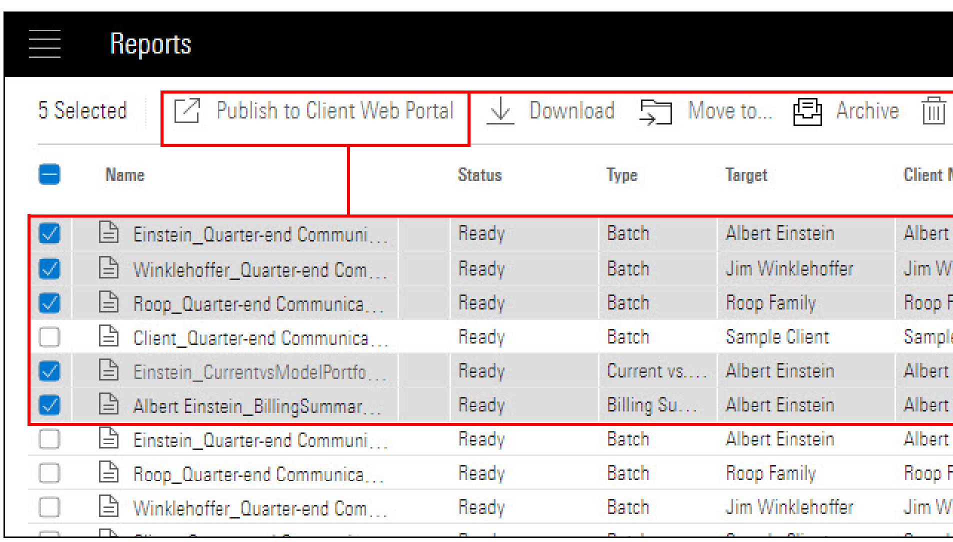
To publish multiple reports at once, do the following.

1. From the **Menu**, select **Reporting > Reports**. The Reports page opens.



Click here to start

2. Select the **checkbox** next to each **report** you want to publish, then select the Actions icon at the top of the screen,
3. Select **Publish to Client Web Portal**.

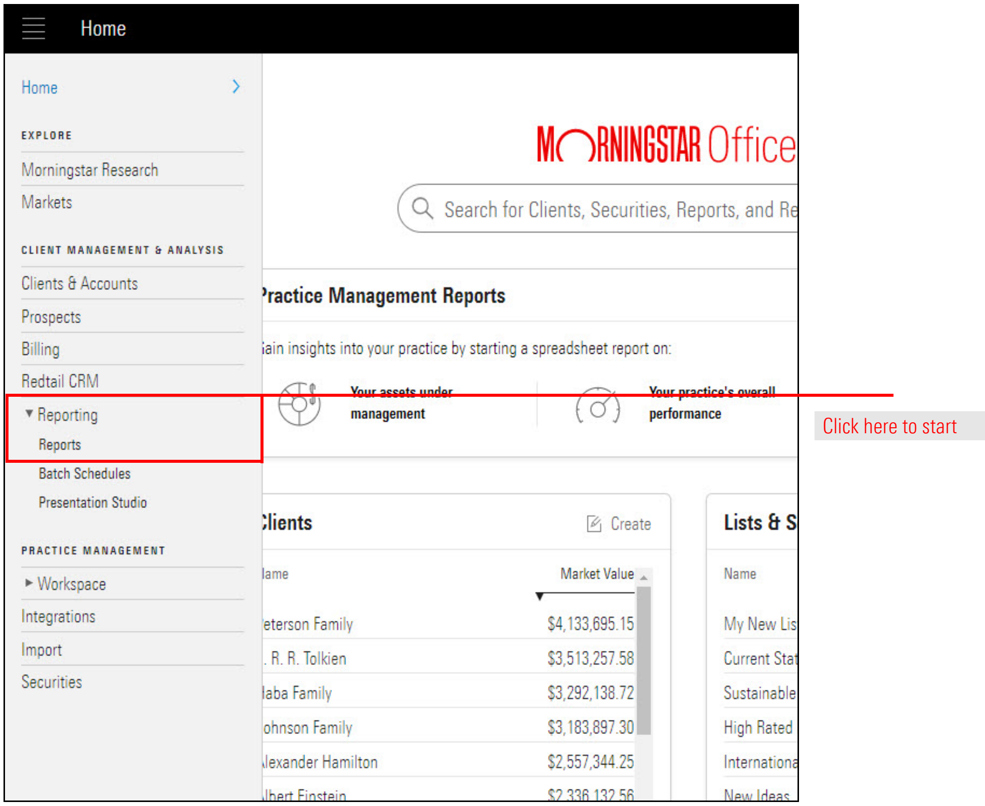


After selecting the reports you want to upload, select this option

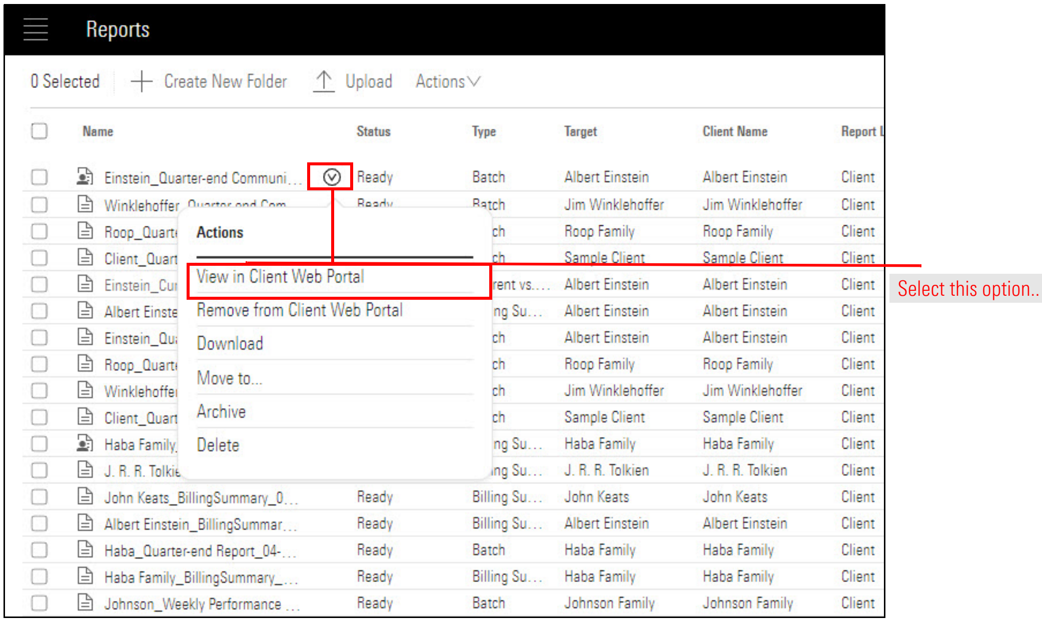
How do I launch the CWP from inside Office Cloud?

Now that you've posted reports to the CWP, you may want to see how the reports appear on your clients' portals. To launch the advisor view of the CWP from inside Office Cloud, do the following:

1. From the **Menu**, select **Reporting > Reports**. The Reports page opens.



2. Select the **checkbox** next to a **published report** you want to view within the CWP, then select the **Actions** menu. A drop-down menu appears.
3. From the **Actions** menu, select **View in Client Web Portal.** The advisor-view of the CWP launches in new browser.



To view reports you posted, click on the **Documents** tab within the CWP.