

Creating and Modifying an Investor FAQ

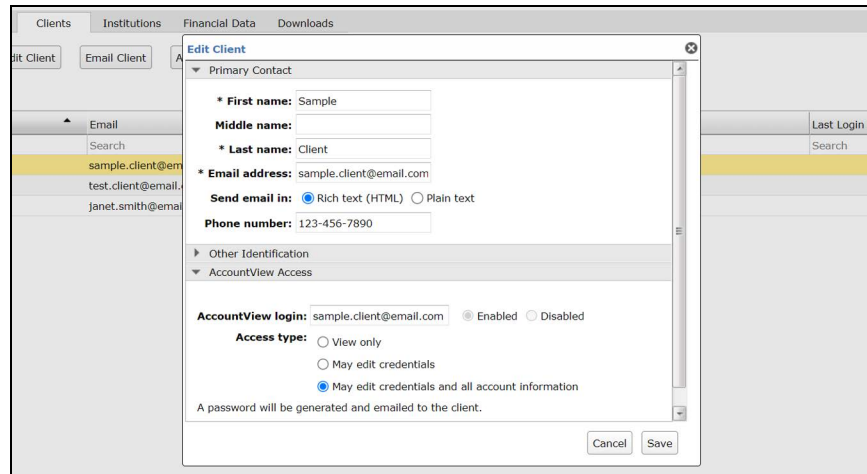
Overview

Advisors can use AccountView to manage their clients' access to the aggregation service. This document addresses the following common questions about creating and modifying an investor:

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How do I enable my client to add their held away accounts independently?

If you have created a client record by adding only the required fields, such as first and last name, then you will be able to assign accounts to this client record. However, you have not completed the process of inviting your client to add their held away accounts until you've added their email address and created a unique login.



Why is the login name I'm suggesting for my client not accepted?

Logins must be unique across the platform. Sometimes common names have already been claimed. We recommend using the client's email address as a login to ensure the login is unique.

What systems are in place to promote my client's security?

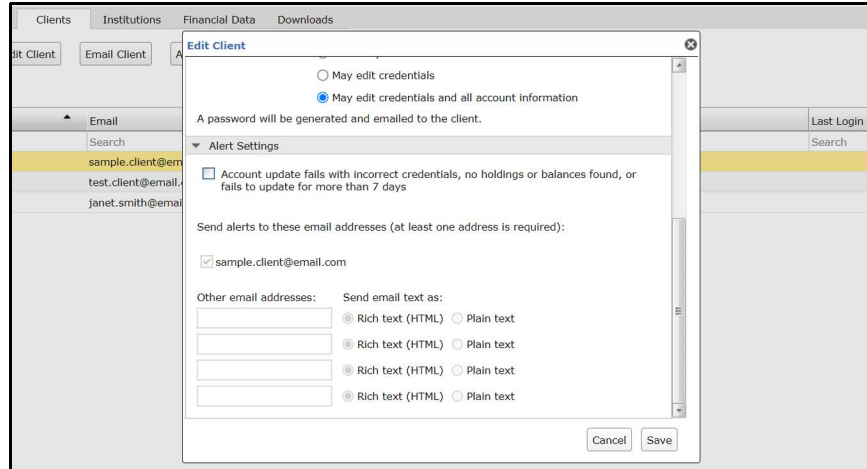
When setting up a new client, by default, a password will be randomly generated and emailed to the client. This password is a one-time password, so the client will be required to reset their password upon first log-in. If your client forgets their password, you can randomly generate a new password for them that will be emailed to the email address on record.

If I sign my client up for alerts, what notifications will they receive?

Clients will receive alerts via email whenever an account update fails due to incorrect credentials, when there are no holdings or balances found, and/or when the account fails to update for more than seven days. By default, your client will not receive email alerts, but this can be modified under **Alert Settings**.

How many different email addresses can be set up to receive alerts?

Sometimes, clients have multiple email addresses, such as personal and work. Other times, there are multiple clients involved in a single account, such as with spouses. In these cases and more, you can add up to four additional email addresses in addition to what is on file. Additionally, you'll have the option send the email as either rich text (HTML) or plain text separately for each email address.



How can I update an existing client's name or email address?

From the **Clients** tab, check the box for this client. Click **Edit Client** and modify the information by typing into the appropriate fields. Click **Save**. You'll have an option to send an email to the client informing them of the update.

What can I do if an investor is no longer my client?

From the **Clients** tab, check the box for this client. Click **More Actions > Delete Clients**. Be aware that this action will permanently remove all of this client's financial data. If you are certain, then click **Delete Clients and Accounts**.

