Adviser Portal (AOL) Guide

HOW TO GUIDE FOR USERS

Contents

AOL Overview

Adviser Online Portal (AOL) is GROW's online portal that has been designed to provide Dealer Group Managers, Practice Managers, Advisers and Support Staff access to:

- Centralised platform for accessing and managing day to day activities
- Dashboard views providing a snapshot of key metrics
- Client views providing detail of linked relationships
- Ability to generate, analyse and download data via reporting
- Ability to update user management and access
- Access to product information, help and fund resources and forms

This is to support the needs of the fund by offering a role-based system that caters to the specific requirements of each user.

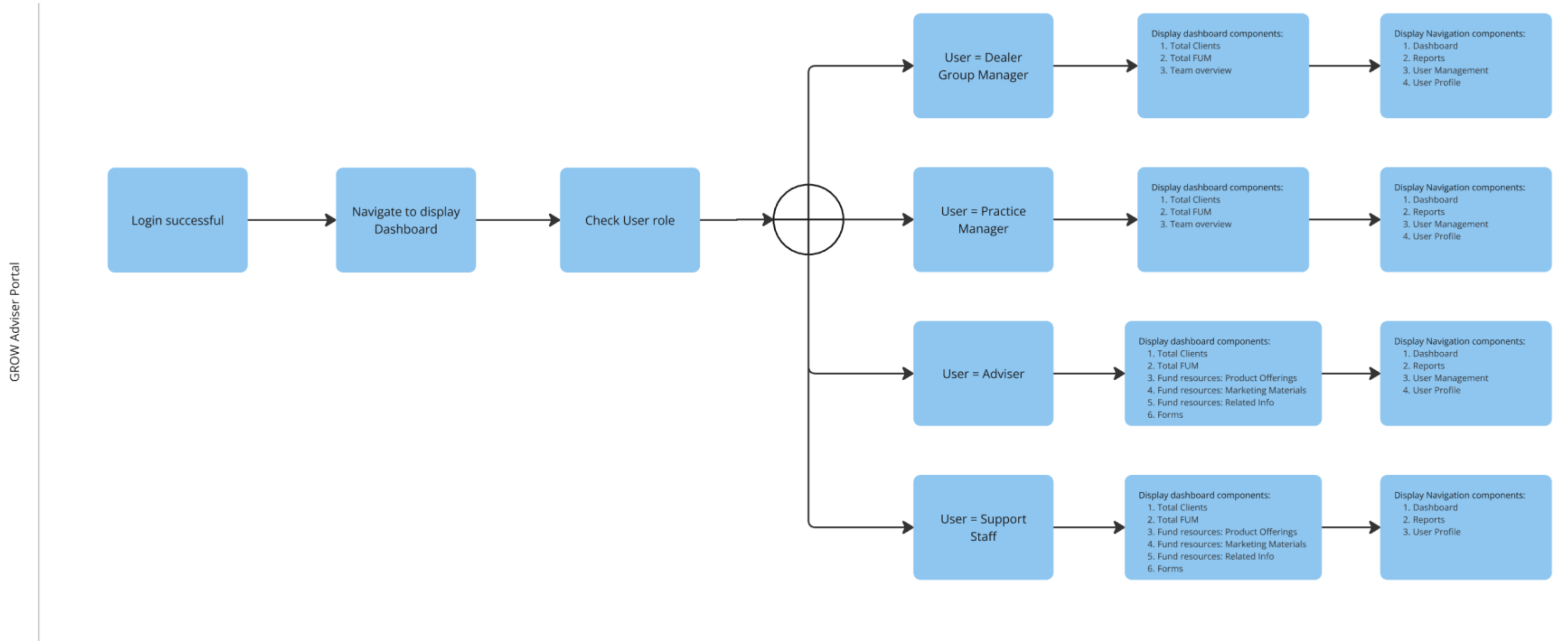
The Registration process for AOL would have the following order:

1. Dealer Group Manager
2. Practice Manager
3. Adviser
4. Staff

Dealer Group Manager

In order to visualize the journey the intended user is going to experience, User Journey Diagrams have been compiled. These user journeys will demonstrate the flow, decisions and outcomes for the Dealer Group Manager, Practice Manager, Adviser and Support Staff as a part of the process.

User Journey Map - Dealer Group Manager



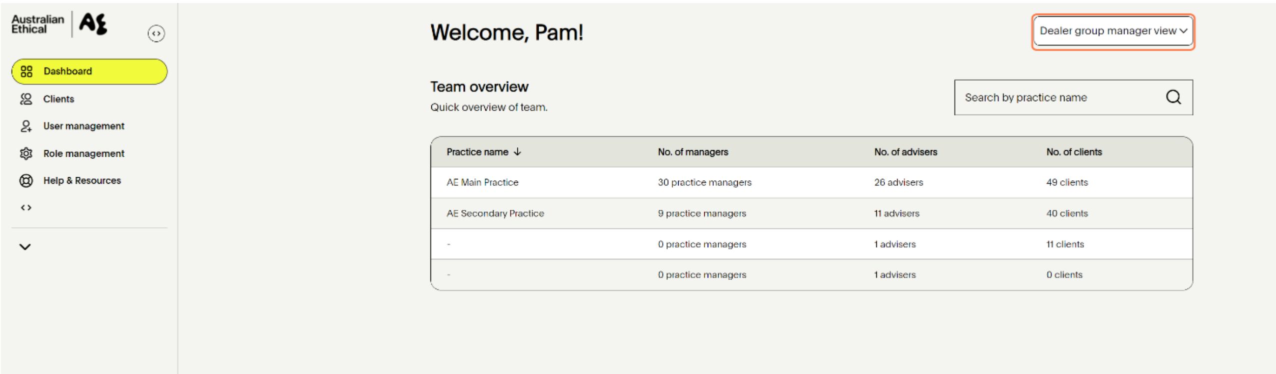
When a dealer group manager has successfully completed the registration process on the adviser online portal, they will gain access to a suite of features designed to support their daily workload and activities.

Step No.	Step	Infrastructure
1	Dealer Group Manager Dashboard	Adviser Online Portal/DLTA
2	User Management	Adviser Online Portal/DLTA
3	Help & Resources page	Adviser Online Portal/DLTA
4	Account settings page	Adviser Online Portal/DLTA

Registration - Dealer Group Manager

To be able to view the online portal the dealer group manager will need:

- Completed Recipient Created Tax Invoice
- Valid email address and mobile phone number
- Successful registration into Adviser Online Portal

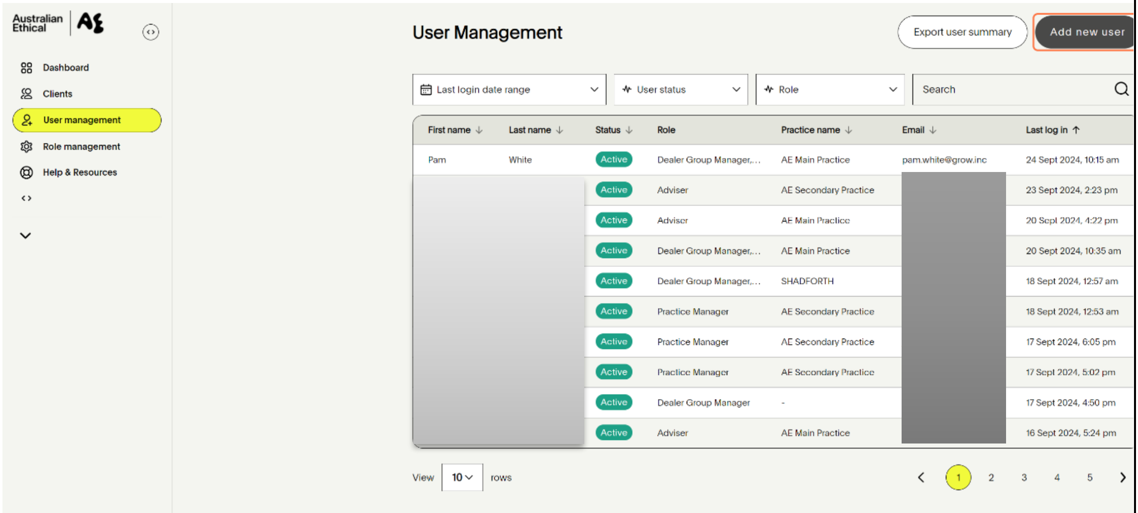
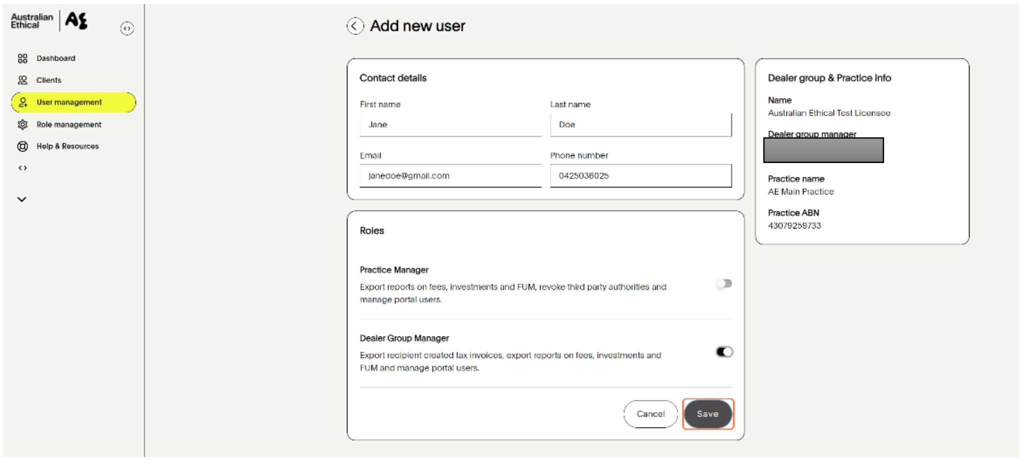
Ref	Step / Function	Screenshot
Dealer Group Dashboard	As a Dealer Group Manager, you will be able to view the following: Team overview of: • Number of practices • Number of practice managers • Number of advisers • Number of clients	

Australian Ethical

<table>
<tr>
<td>User Management

In the main navigation menu click on User management

+ Add new user</td>
<td>As a Dealer Group Manager, you will be able to create/assign/unassign/deactivate Dealer Group Managers and/or Practice Managers.

Once a new Dealer Group Manager or Practice Manager is created, they will receive a welcome email and registration email to complete the registration process.</td>
<td>
</td>
</tr>
<tr>
<td>Adding a Dealer Group Manager</td>
<td>1. In the main navigation menu click on User management
2. + Add new user.
3. Fill-out contact details.
4. Choose Dealer Group Manager as the user.
5. Click on Save
6. New users added will receive email correspondence to complete registration.</td>
<td>
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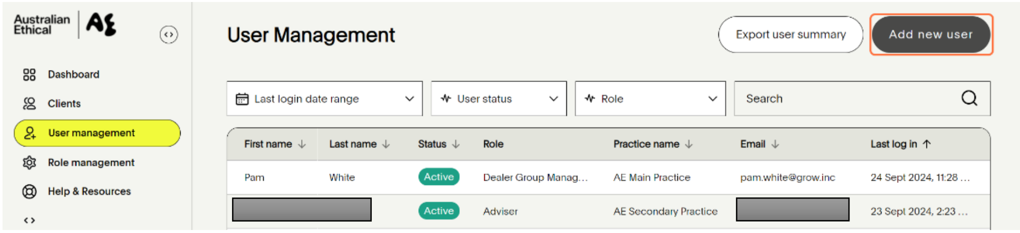
<table>
<tr>
<td rowspan="2">Adding a Practice Manager</td>
<td>1. In the main navigation menu click on User management + Add new user</td>
<td>
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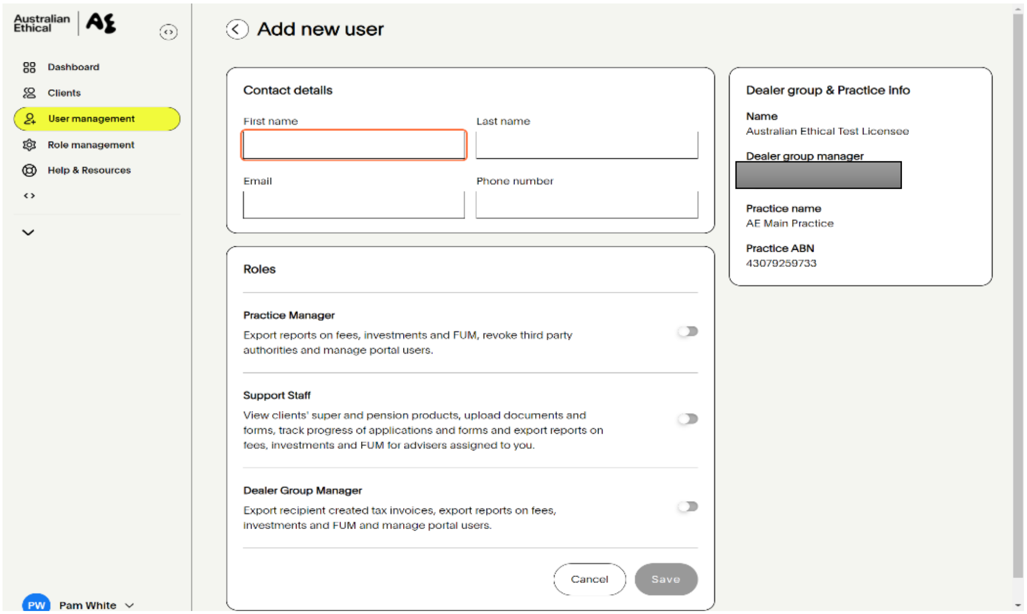
<tr>
<td>2. Enter new Practice Manager contact details.</td>
<td>
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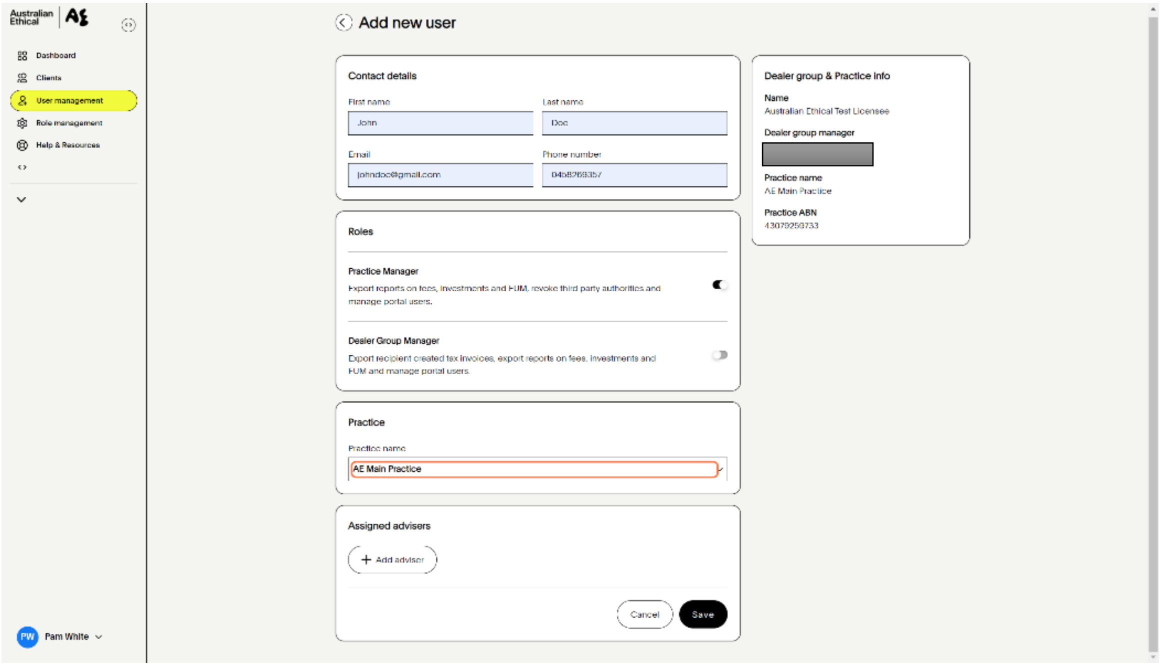
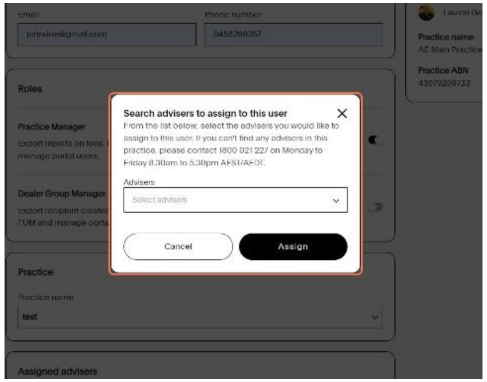
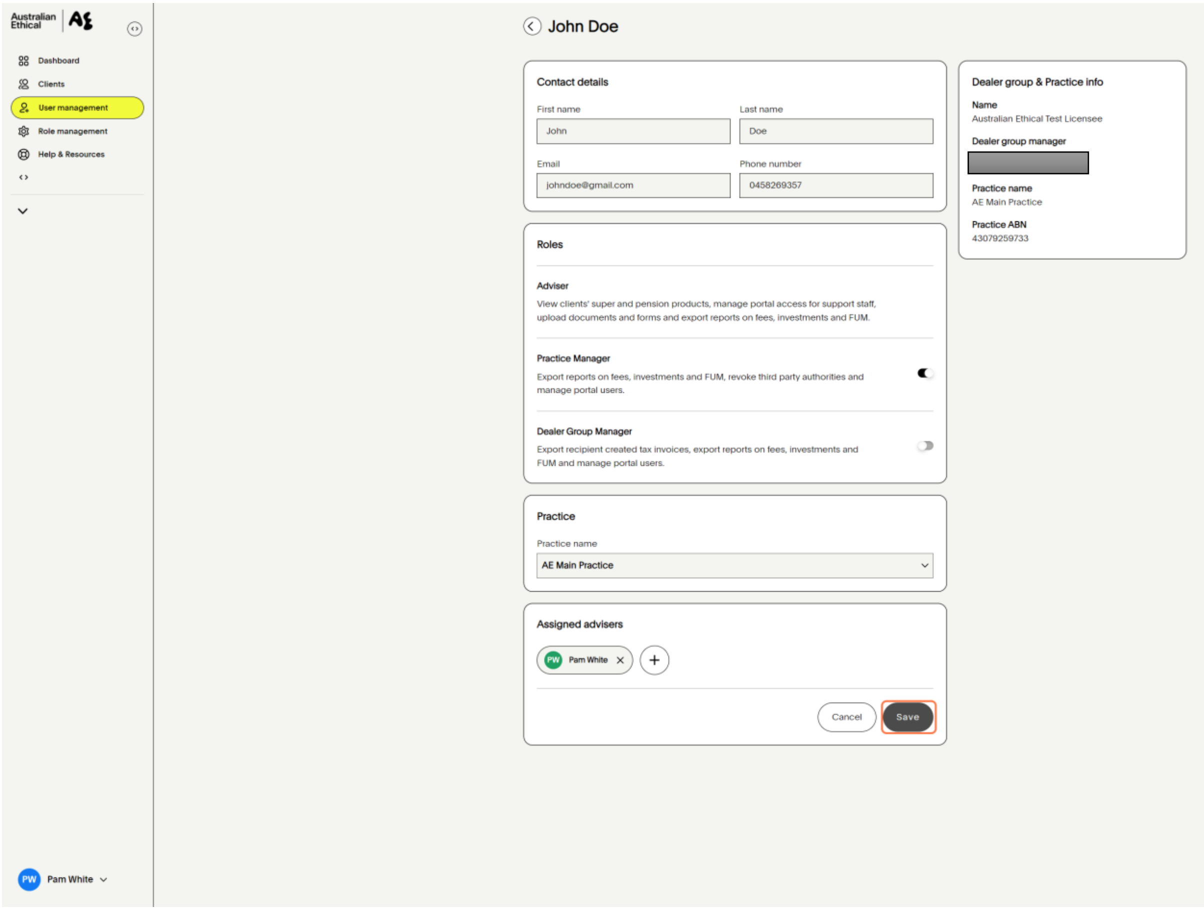
	3. Assign the practice name associated to new Practice Manager	

	4. Add an adviser to the new Practice Manager	
	5. Assign an adviser to the new Practice Manager	

	6. Click Save to add new users.	

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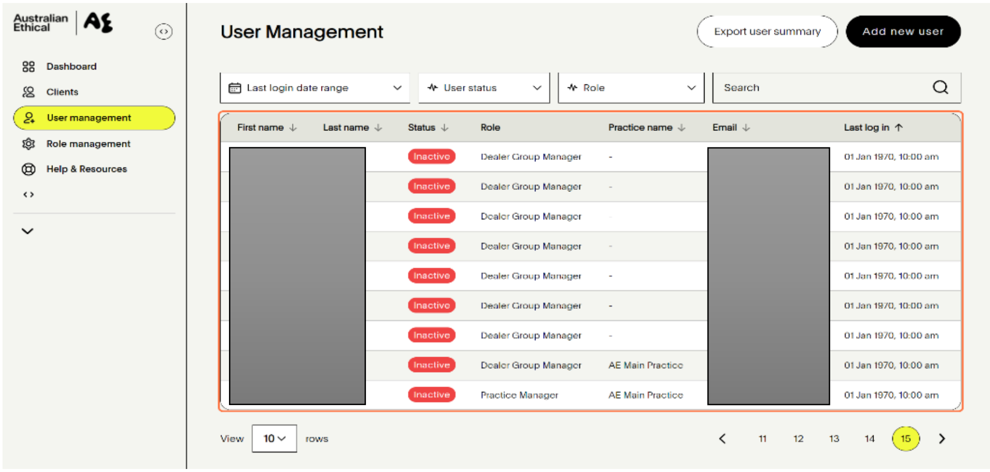
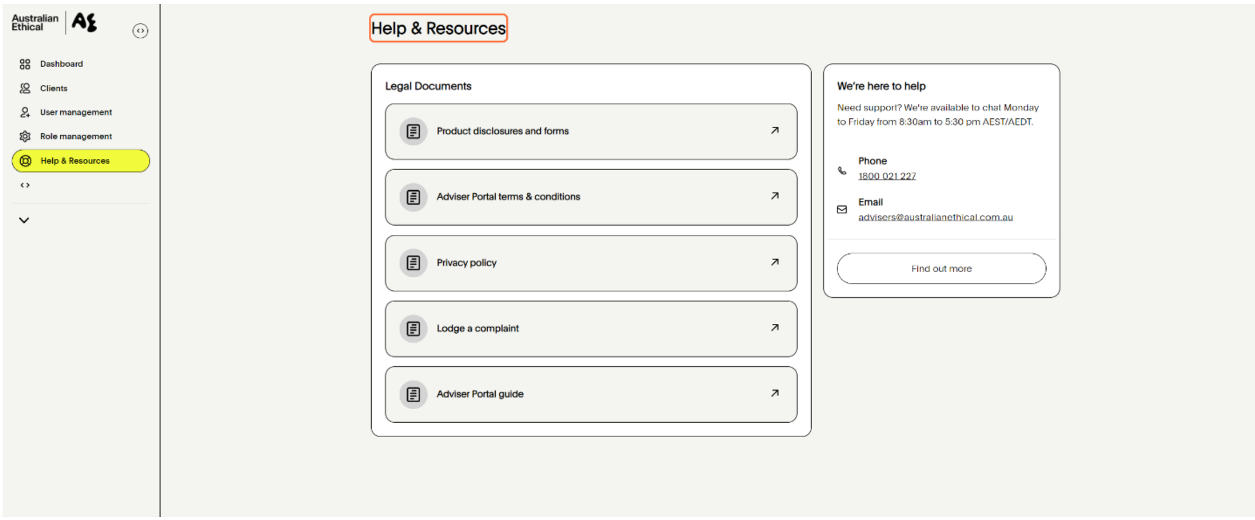
<td></td>
<td>7. New users are added and will receive email correspondence to complete registration.</td>
<td>
</td>
</tr>
<tr>
<td>Help and Resources</td>
<td>As a Dealer Group Manager, you will be able to view the following:
Privacy Policy
Disclaimers
Terms & Conditions
Ability to request for help and support via phone or email.</td>
<td>
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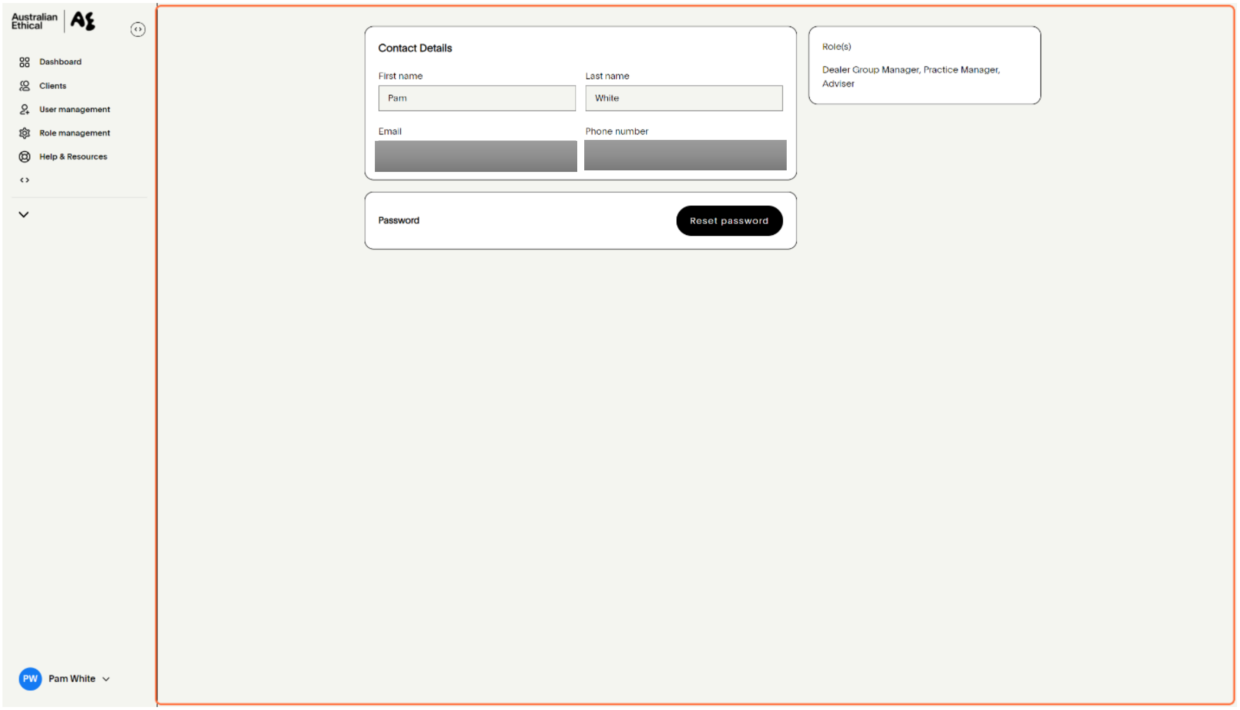
<table>
<tr>
<td>Account Settings</td>
<td>As a Dealer Group Manager, you will be able to complete the following task:
Reset Password</td>
<td>
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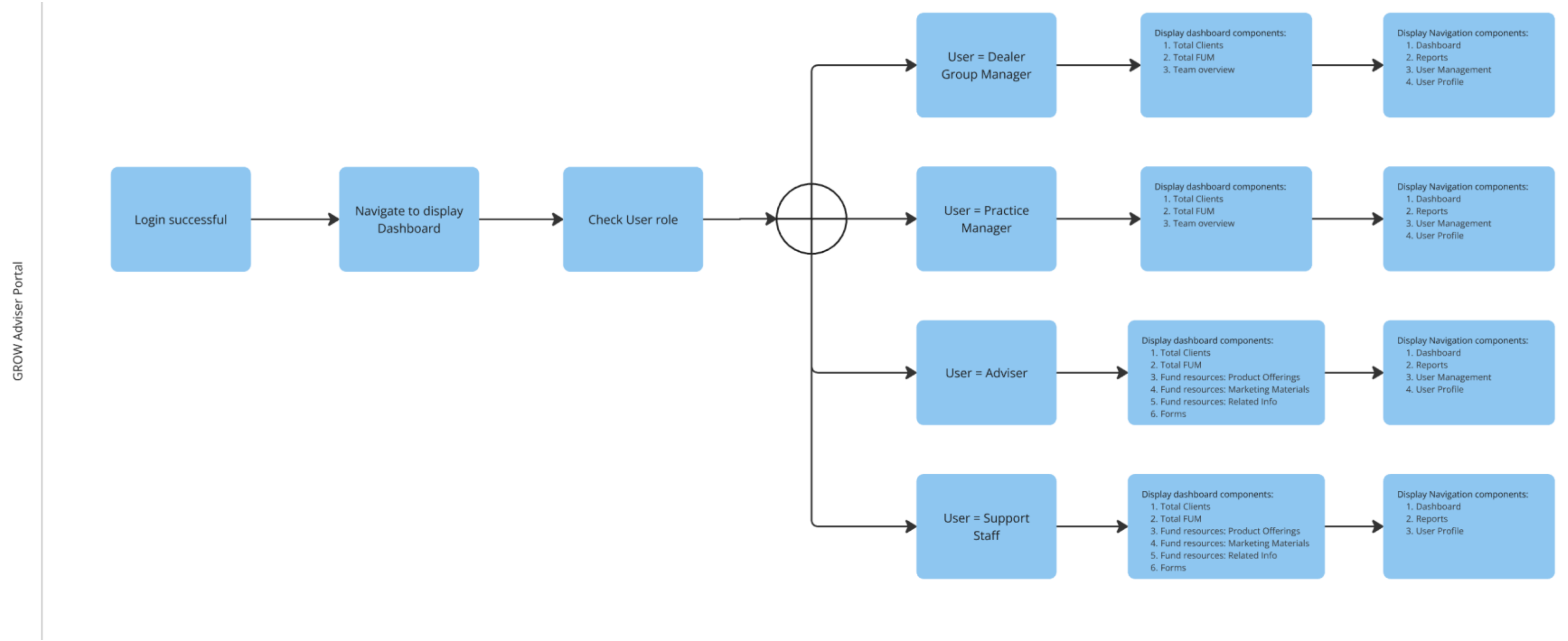
Practice Manager

In order to visualize the journey the intended user is going to experience, User Journey Diagrams have been compiled. These user journeys will demonstrate the flow, decisions and outcomes for the Dealer Group Manager, Practice Manager, Adviser and Support Staff as a part of the process.

User Journey Map – Practice Manager



When a practice manager has successfully completed the registration process on the adviser online portal, they will gain access to a suite of features designed to support their daily workload and activities.

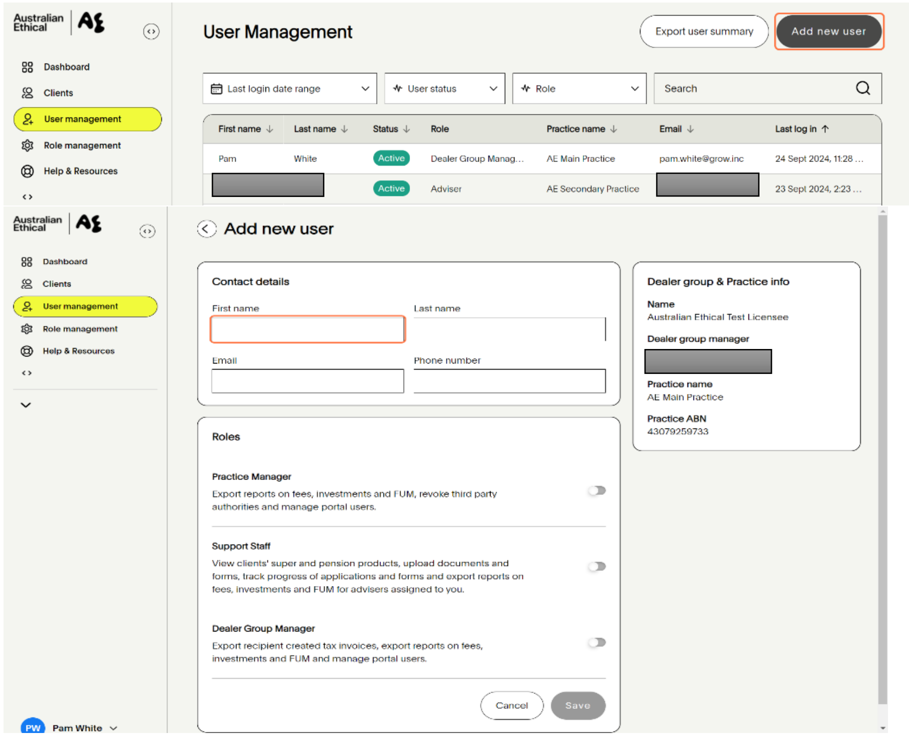
Step No.	Step	Infrastructure
1	Practice Manager Dashboard	Adviser Online Portal/DLTA
2	User Management	Adviser Online Portal/DLTA
3	Help & Resources page	Adviser Online Portal/DLTA
4	Account settings page	Adviser Online Portal/DLTA

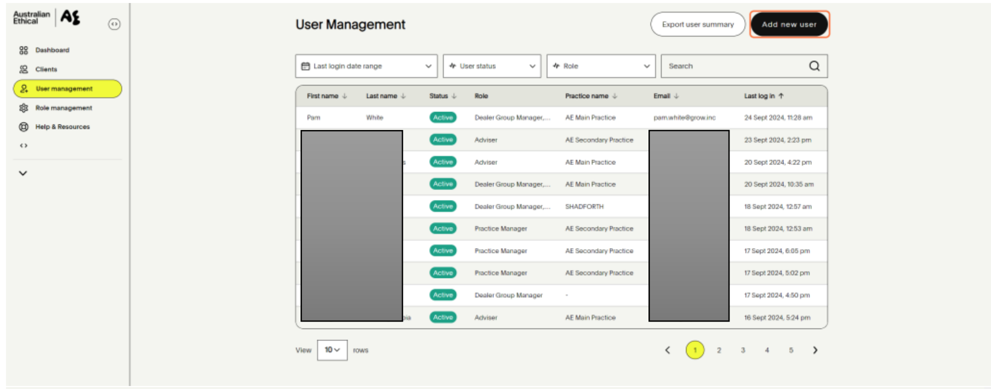
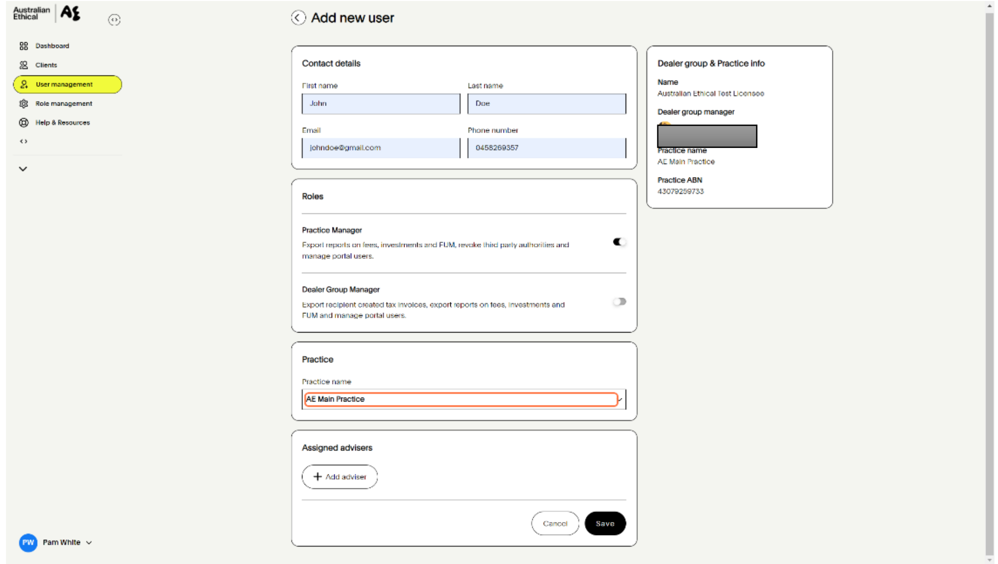
Registration - Practice Manager

To be able to view the online portal the practice manager will need:

- To be added as a user by a Dealer Group Manager
- Valid email address and mobile phone number
- Successful registration onto Adviser Online Portal

Ref	Step / Function	Screenshot
Practice Manager Dashboard	As a Practice Manager, you will be able to view the following: Team overview of: • Adviser names • Number of clients	

User Management	As a Practice Manager, you will be able to: • create/assign/unassign/deactivate Practice Managers and/or Support Staff. • assign/unassign Adviser. Once a new Practice Manager or Support Staff is created, they will receive a welcome email and registration email to complete the registration process.	
Adding a Practice Manager	1. In the main navigation menu click on User management + Add new user 2. Enter new Practice Manager contact details. 3. Add an adviser to the new Practice Manager 4. Assign an adviser to the new Practice Manager 5. Click Save to add new users. 6. New users are added and will receive email correspondence to complete registration.	

Practice Manager adds Support Staff	1. In the main navigation menu click on User management 2. + Add new user. 3. Enter new Support Staff contact details. 4. Add an adviser to the new Support Staff 5. Assign an adviser to the new Support Staff	 

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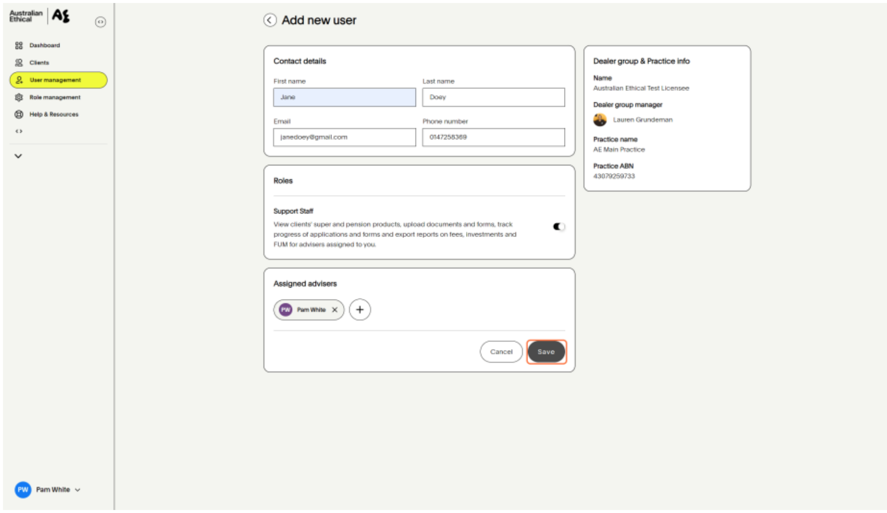
<td></td>
<td>
6. Click Save to add new users.

7. New users are added and will receive email correspondence to complete registration.
</td>
<td>


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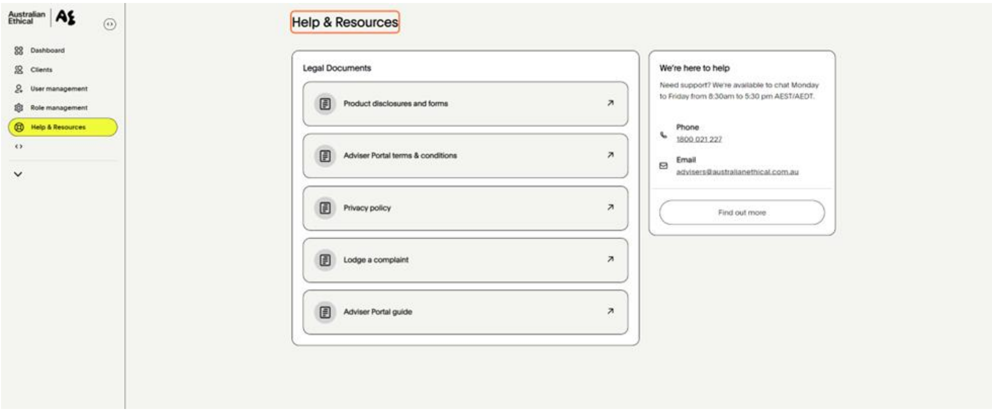
<td></td>
<td colspan="2">
Practice Manager deactivating Practice Manager

• Available post-go-live
</td>
</tr>
</table>

<table>
<tr>
<td>Help & Resources</td>
<td>As a Practice Manager, you will be able to view the following:

• Privacy Policy
• Disclaimers
• Terms & Conditions
• Request for help and support via phone or email.</td>
<td>
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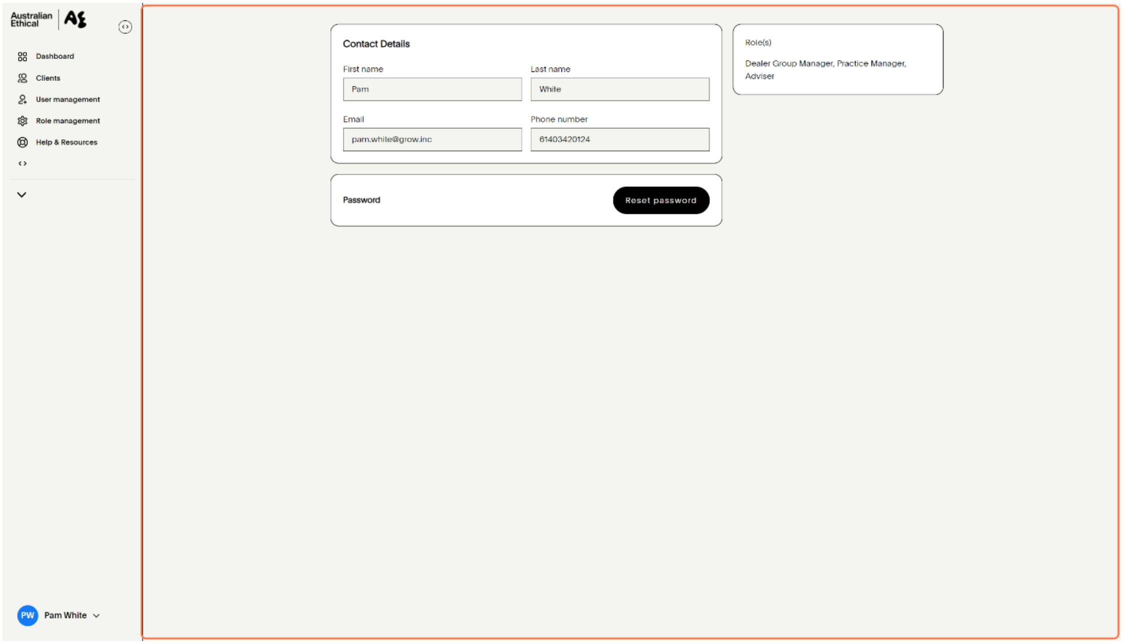
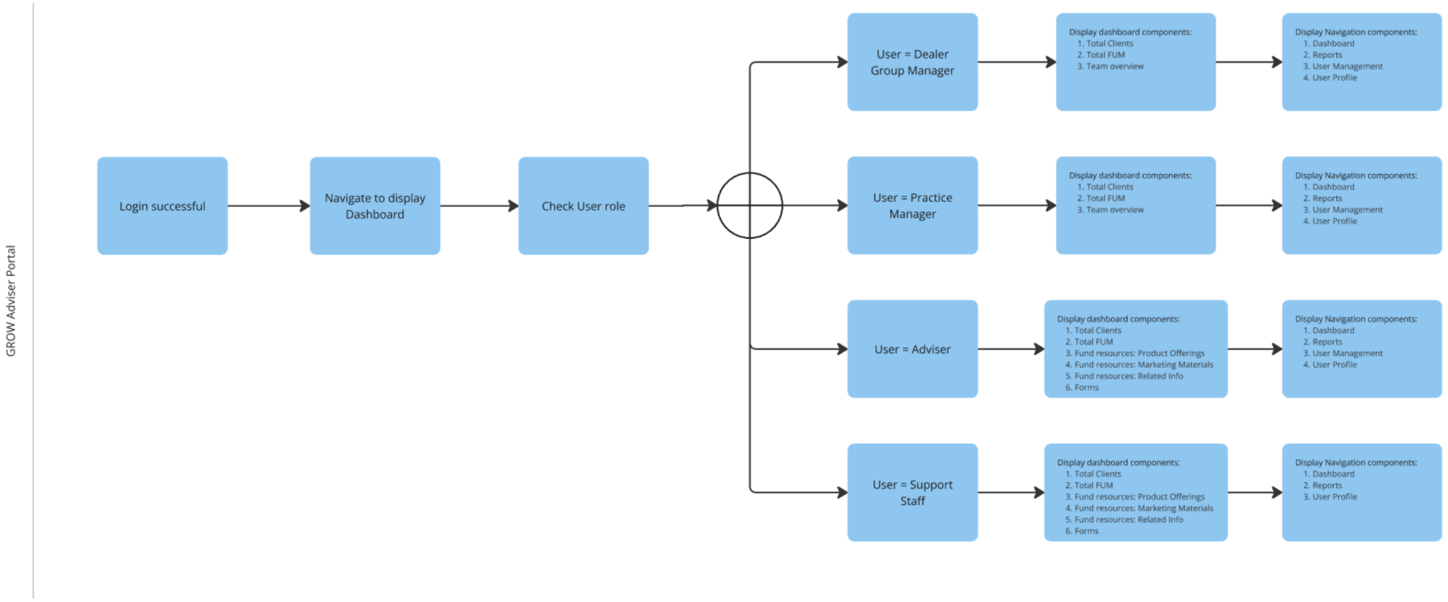
</table>

Account Settings	As a Practice Manager, you will be able to complete the following: • Reset Password	

Adviser

In order to visualize the journey the intended user is going to experience, User Journey Diagrams have been compiled. These user journeys will demonstrate the flow, decisions and outcomes for the Dealer Group Manager, Practice Manager, Adviser and Support Staff as a part of the process.



When an adviser has successfully completed the registration process on the adviser online portal, they will gain access to a suite of features designed to support their daily workload and activities.

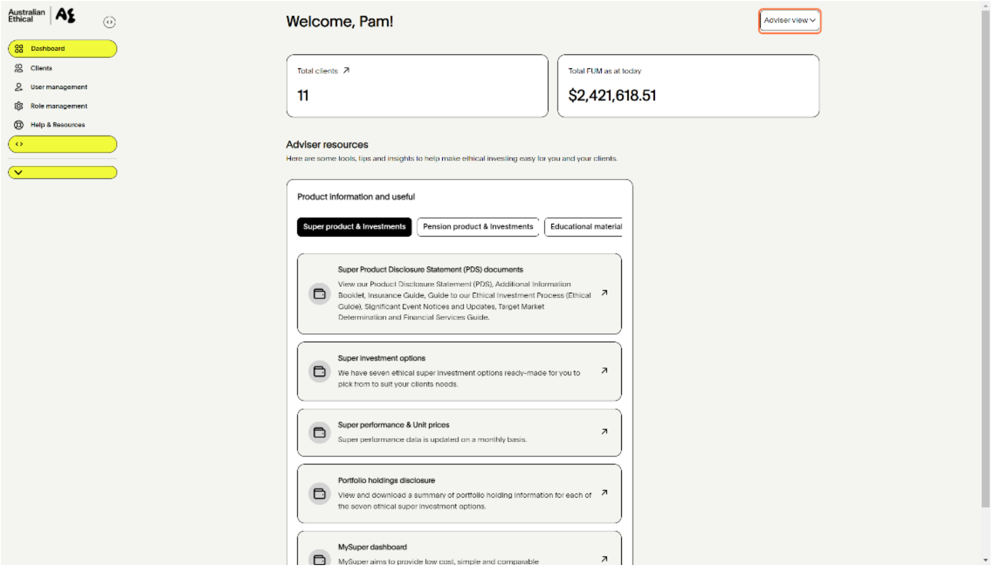
Step No.	Step	Infrastructure
1	Adviser Dashboard	Adviser Online Portal/DLTA
2	Clients page	Adviser Online Portal/DLTA
3	User Management	Adviser Online Portal/DLTA
4	Help & Resources page	Adviser Online Portal/DLTA
5	Account settings page	Adviser Online Portal/DLTA

Registration - Adviser

To be able to access the online portal the adviser will need:

- Adviser Portal registration form
- Valid email address and mobile phone number
- Successful registration onto Adviser Online Portal

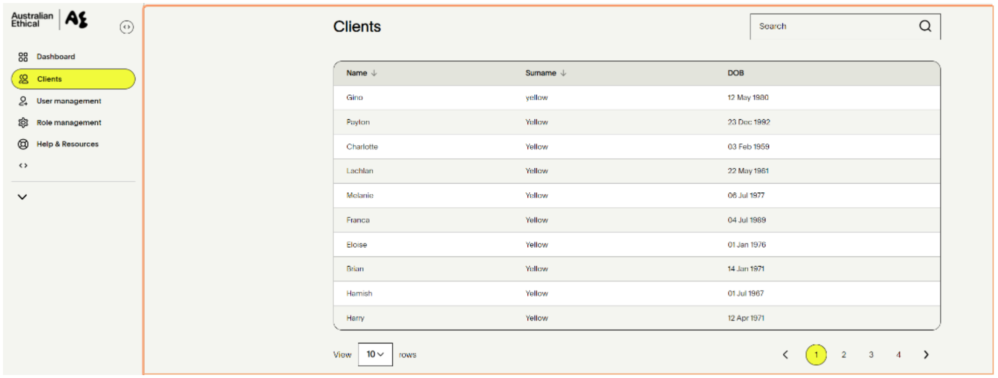
Ref	Step / Function	Description / Screenshot

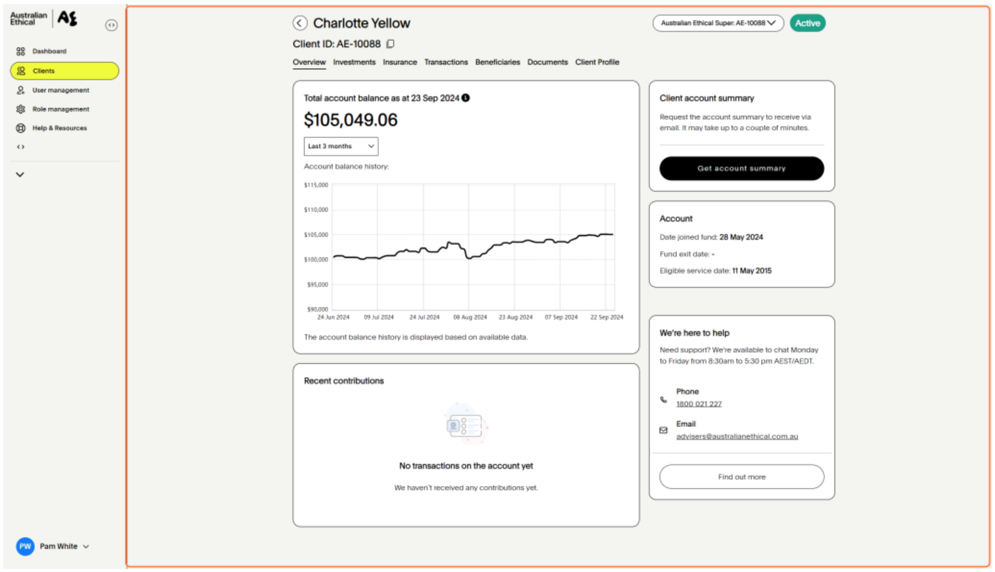
Adviser Dashboard	As an adviser, you will be able to view the following:
	
	• Total clients
	
	• Total FUM as at today
	
	• Adviser resources
	    ○ Super product & investments
	    ○ Pension product & investments
	    ○ Educational materials
	
	• Access to all relevant forms
		

<table>
<tr>
<td>Clients</td>
<td>As an Adviser, you will be able to view the following:

• Client details and different views of account information based on client holding more than 1 account.

Client has more than 1 account held.

Client has 1 account held</td>
<td>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</table>

<table>
<tr>
<td>User Management</td>
<td>
As an Adviser, you will be able to assign/unassign/deactivate Support Staff. Adviser can only assign/unassign support staff to themselves.
Once a new Support Staff is created, they will receive a welcome and registration email to complete the registration process.
Adviser assigns support staff

In the main navigation menu click on User management
+ Add new user.
Enter new Support Staff contact details.
Click Save to update support staff contact details.
Support staff contact details updated successfully.

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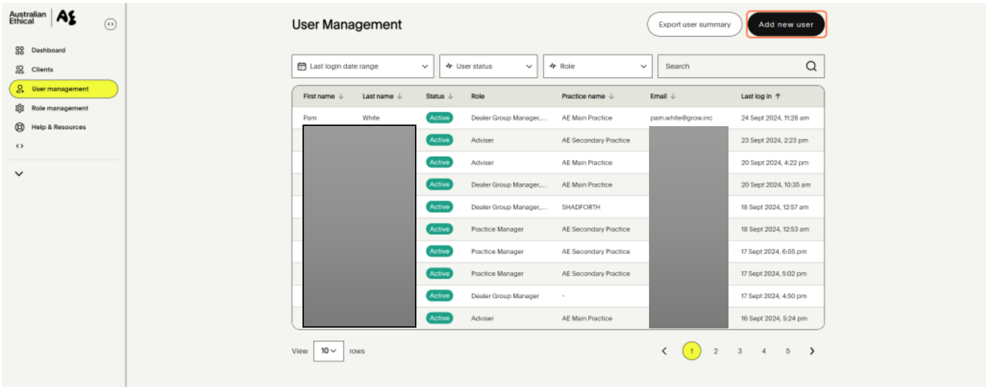
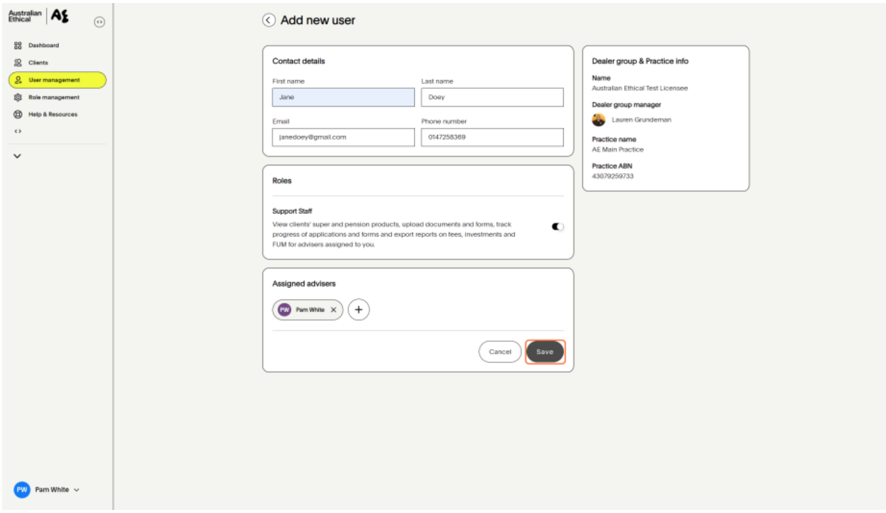
<td>




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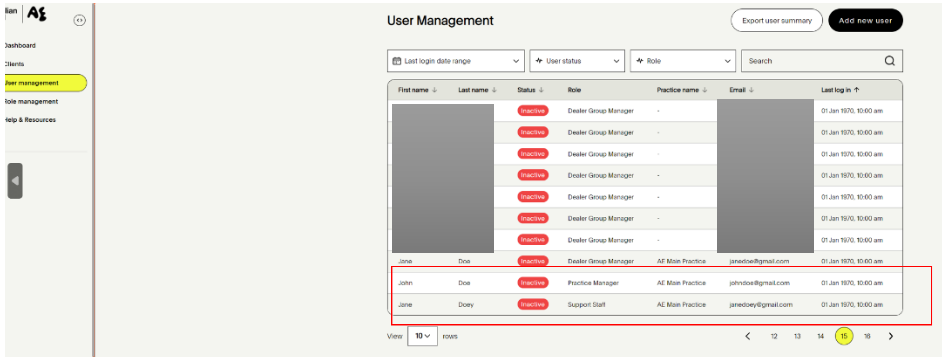
<table>
<tr>
<td>Note</td>
<td>The status will update when Users active their account</td>
<td></td>
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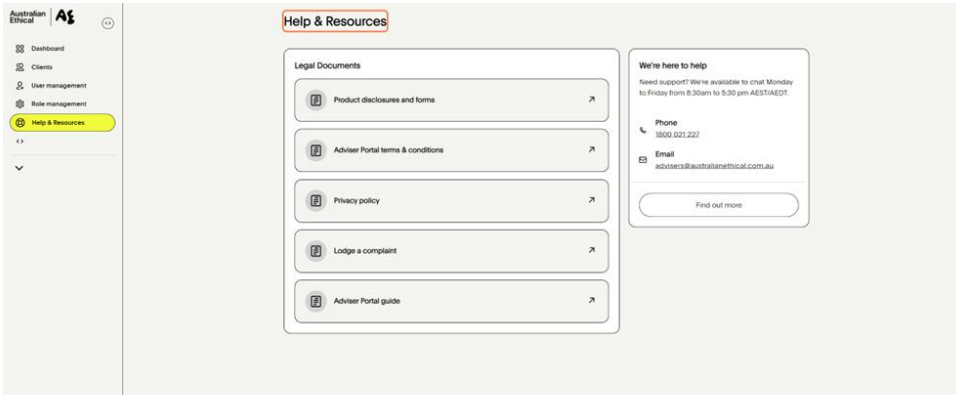
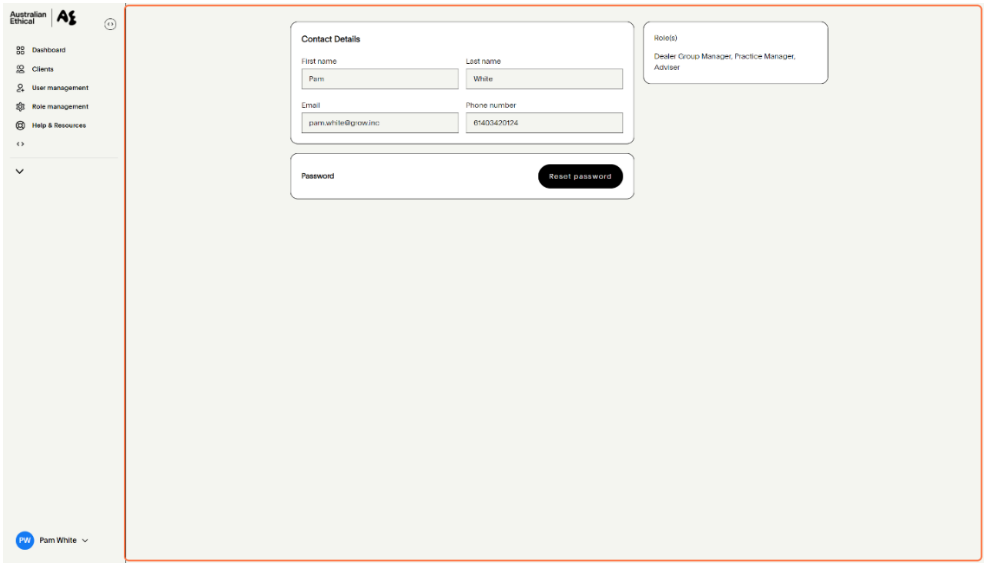
<td>Help & Resources</td>
<td>As an Adviser, you will be able to view the following:
Privacy Policy
Disclaimers
Terms & Conditions
Request for help and support via phone or email.</td>
<td></td>
</tr>
</table>

<table>
<tr>
<td>Account Settings</td>
<td>As an Adviser, you will be able to complete the following:

• Reset Password</td>
<td>
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</table>

Where support staff are required to assist the practice managers and/or advisers, the users can be added via the adviser online portal, they will gain access to features designed to support the daily workload and activities.

Step No.	Step	Infrastructure
1	Support Staff Dashboard	Adviser Online Portal/DLTA
2	Clients page	Adviser Online Portal/DLTA
3	Help & Resources page	Adviser Online Portal/DLTA
4	Account settings page	Adviser Online Portal/DLTA

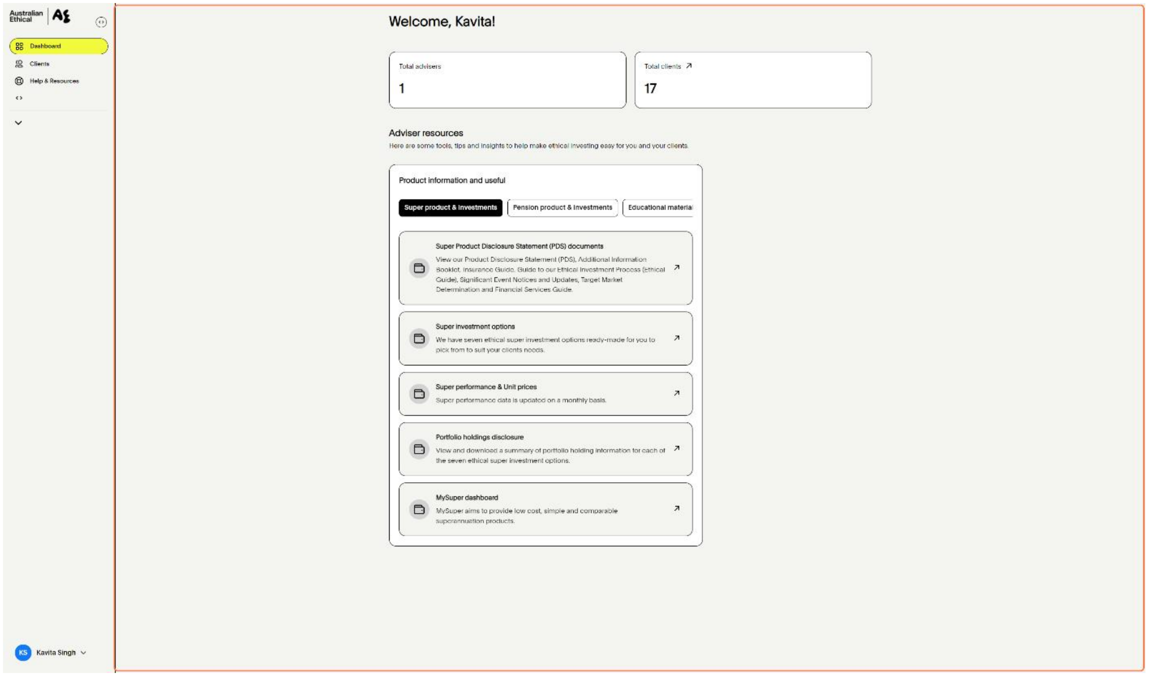
Support Staff

To be able to access the online portal the support staff will need:

- To be successfully added to user roles by a Practice Manager or Adviser

<table>
<tr><th>Ref</th><th>Step / Function</th><th>Description / Screenshot</th></tr>
<tr>
<td>Support Staff Dashboard</td>
<td>As Support Staff, you will be able to view the following:

Total advisers
Total clients
Access to the fund offerings and marketing products
Access to forms

</td>
<td>


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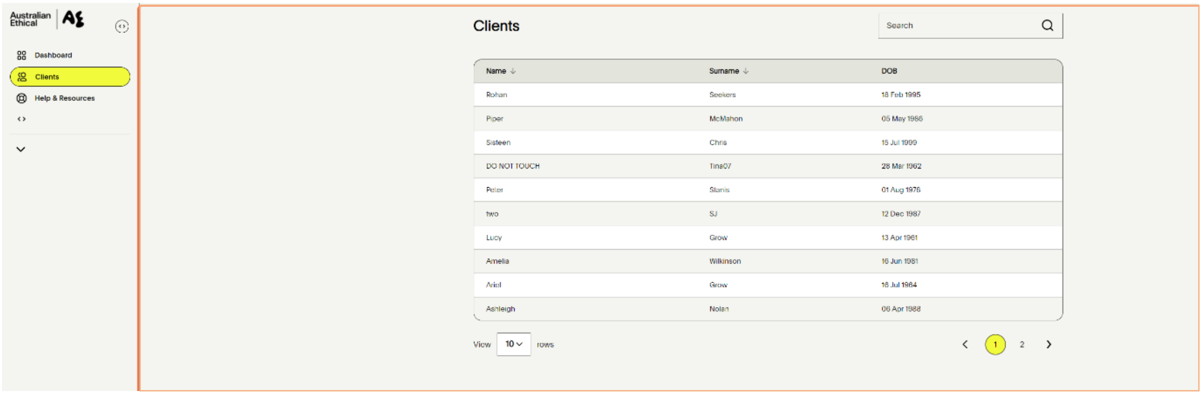
</table>

<table>
<tr>
<td>Clients</td>
<td>As Support Staff, you will be able to view member account details authorised to view</td>
<td>
</td>
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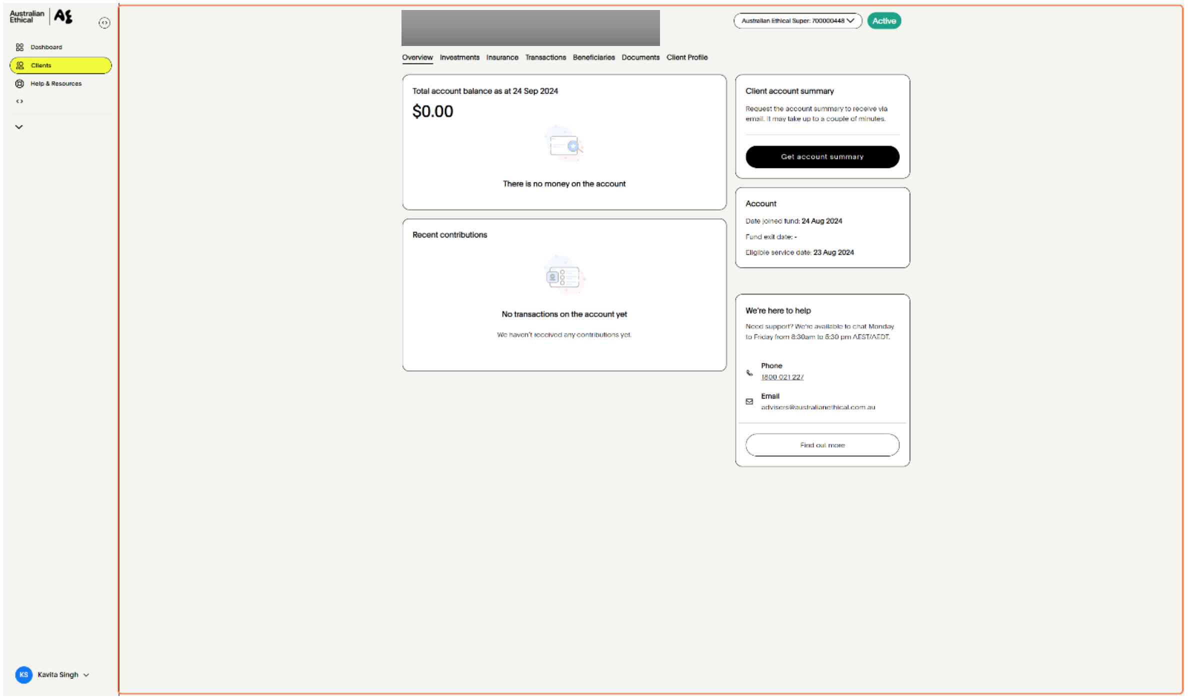
<table>
<tr>
<td></td>
<td>Client (Member view)</td>
<td>
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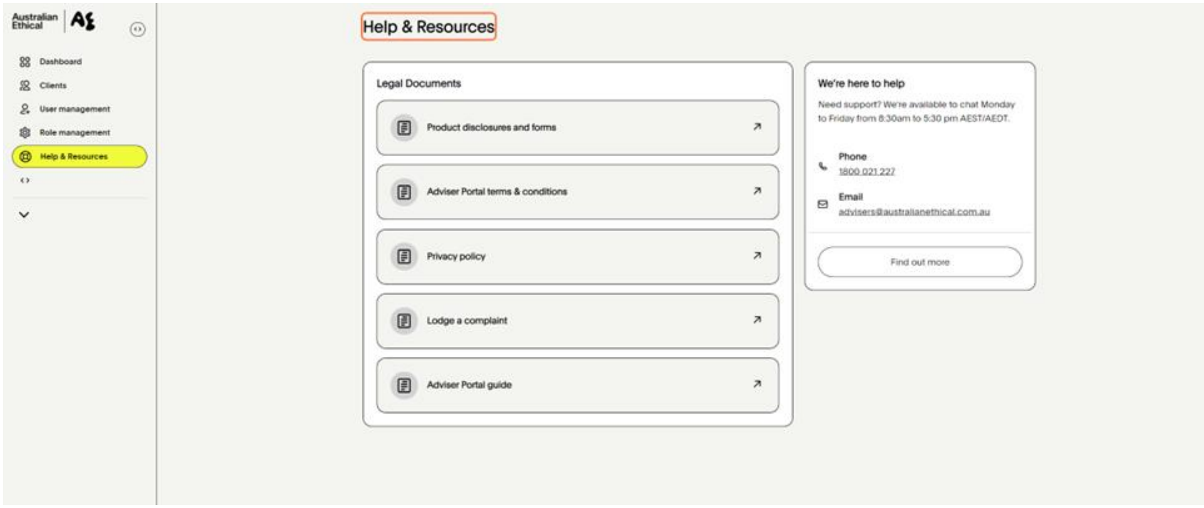
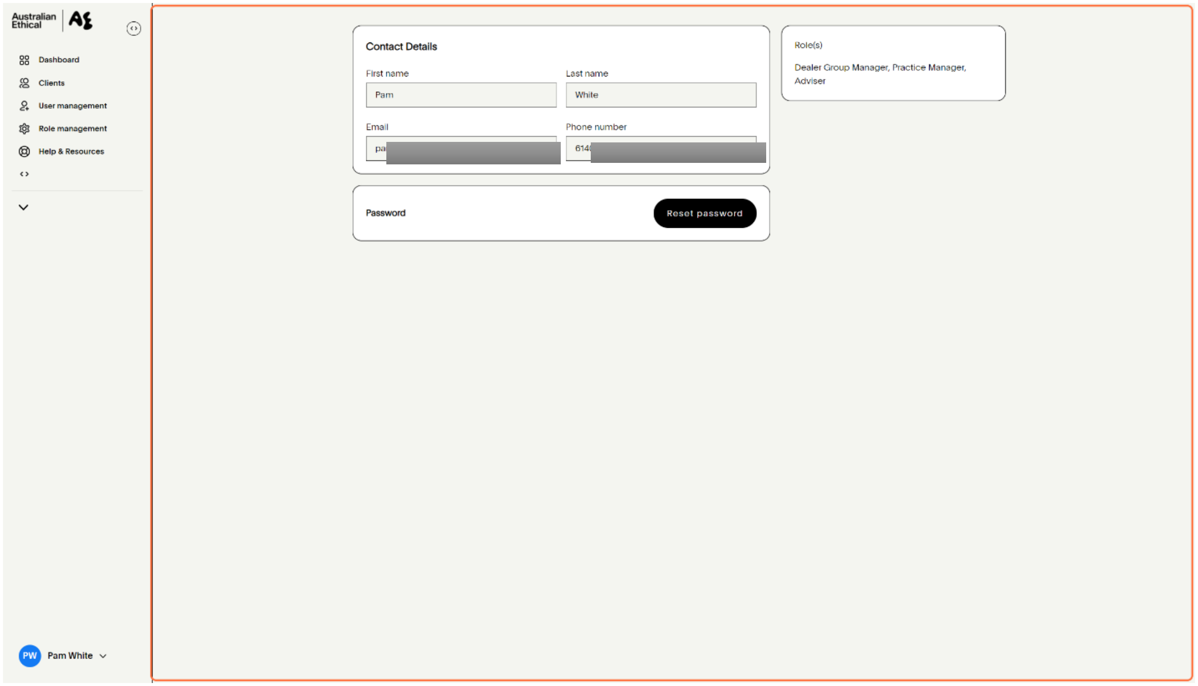
</table>

Help & Resources	As an Adviser, you will be able to view the following: • Privacy Policy • Disclaimers • Terms & Conditions Request for help and support via phone or email.	

Account Settings	As Support Staff you will be able to complete the following: • Reset Password	

Service Escalation

Contact Australian Ethical for any issues with the Adviser Portal Phone – 1800 021 227 8.30am to 5.30pm AEST/ AEDT Mon-Fri Email – advisers@australianethical.com.au