

Adviser Portal (AOL) Guide

HOW TO GUIDE FOR USERS

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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.

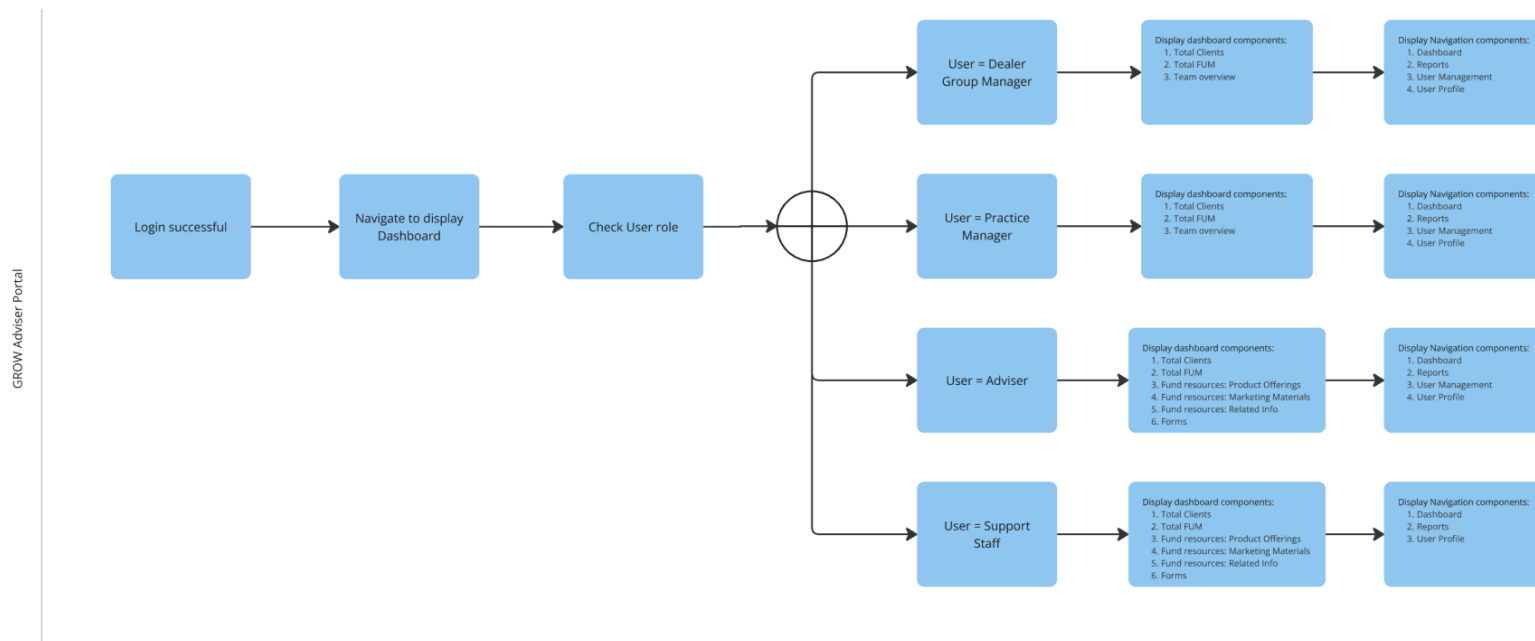
The Registration process for AOL would have the following order:

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	<p>As a Dealer Group Manager, you will be able to view the following:</p> <p>Team overview of:</p> <ul style="list-style-type: none"> • Number of practices • Number of practice managers • Number of advisers • Number of clients 	

User Management

In the main navigation menu click on User management

+ Add new user

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.

First name	Last name	Status	Role	Practice name	Email	Last log in
Pam	White	Active	Dealer Group Manager...	AE Main Practice	pam.white@grow.inc	24 Sept 2024, 10:15 am
		Active	Adviser	AE Secondary Practice		23 Sept 2024, 2:23 pm
		Active	Adviser	AE Main Practice		20 Sept 2024, 4:22 pm
		Active	Dealer Group Manager...	AE Main Practice		20 Sept 2024, 10:35 am
		Active	Dealer Group Manager...	SHADFORTH		18 Sept 2024, 12:57 am
		Active	Practice Manager	AE Secondary Practice		18 Sept 2024, 12:53 am
		Active	Practice Manager	AE Secondary Practice		17 Sept 2024, 6:05 pm
		Active	Practice Manager	AE Secondary Practice		17 Sept 2024, 5:02 pm
		Active	Dealer Group Manager	-		17 Sept 2024, 4:50 pm
		Active	Adviser	AE Main Practice		16 Sept 2024, 5:24 pm

Adding a Dealer Group Manager

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.

Contact details

First name: Jane, Last name: Doe, Email: janedoe@gmail.com, Phone number: 0425036025

Roles

Practice Manager: ☒ Export reports on fees, investments and FUM, revoke third party authorities and manage portal users.

Dealer Group Manager: ☐ Export recipient created tax invoices, export reports on fees, investments and FUM and manage portal users.

Dealer group & Practice info

Name: Australian Ethical Test Licensee

Dealer group manager: [Redacted]

Practice name: AE Main Practice

Practice ABN: 4307929733

Adding a
Practice
Manager

1. In the main navigation menu click on User management + Add new user
2. Enter new Practice Manager contact details.

Australian Ethical AE

Dashboard

Clients

User management

Role management

Help & Resources

User Management

Export user summary Add new user

Last login date range User status Role Search

First name	Last name	Status	Role	Practice name	Email	Last log in
Pam	White	Active	Dealer Group Manag...	AE Main Practice	pam.white@grow.inc	24 Sept 2024, 11:28 ...
		Active	Adviser	AE Secondary Practice		23 Sept 2024, 2:23 ...

Australian Ethical AE

Dashboard

Clients

User management

Role management

Help & Resources

Add new user

Contact details

First nameLast name

EmailPhone number

Roles

Practice Manager
Export reports on fees, investments and FUM, revoke third party authorities and manage portal users.

Support Staff
View clients' super and pension products, upload documents and forms, track progress of applications and forms and export reports on fees, investments and FUM for advisers assigned to you.

Dealer Group Manager
Export recipient created tax invoices, export reports on fees, investments and FUM and manage portal users.

CancelSave

Dealer group & Practice info

Name
Australian Ethical Test Licensee

Dealer group manager

Practice name
AE Main Practice

Practice ABN
43070259733

PW Pam White

3. Assign the practice name associated to new Practice Manager

Australian Ethical AE

- Dashboard
- Clients
- User management**
- Role management
- Help & Resources

PW Pam White

Add new user

Contact details

First name

John

Last name

Doc

Email

john.doc@gmail.com

Phone number

0468769330

Roles

Practice Manager

Export reports on fees, investments and HJM, revoke third party authorisations and manage portal users.

Dealer Group Manager

Export recipient created tax invoices, export reports on fees, investments and HJM and manage portal users.

Practice

Practice name

AE Main Practice

Assigned advisers

+ Add adviser

Cancel

Save

Dealer group & Practice info

Name

Australian Ethical Test Licensee

Dealer group manager

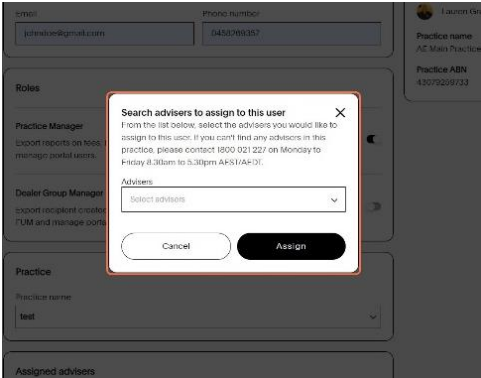
Practice name

AE Main Practice

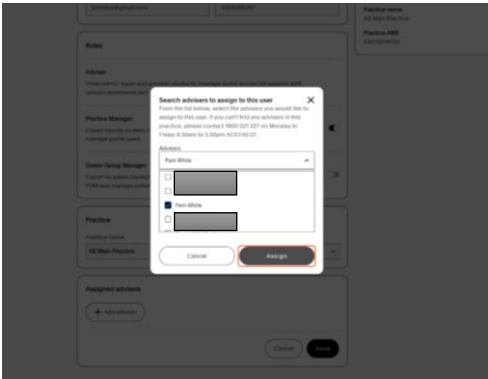
Practice ABN

13079209733

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.

Australian Ethical AE

- Dashboard
- Clients
- User management**
- Role management
- Help & Resources

John Doe

Contact details

First name

John

Last name

Doe

Email

johndoe@gmail.com

Phone number

0458269357

Dealer group & Practice info

Name

Australian Ethical Test Licensee

Dealer group manager

Practice name

AE Main Practice

Practice ABN

43079259733

Roles

Adviser

View clients' super and pension products, manage portal access for support staff, upload documents and forms and export reports on fees, investments and FUM.

Practice Manager

Export reports on fees, investments and FUM, revoke third party authorities and manage portal users.

Dealer Group Manager

Export recipient created tax invoices, export reports on fees, investments and FUM and manage portal users.

Practice

Practice name

AE Main Practice

Assigned advisers

PW Pam White X +

Cancel

Save

PW Pam White

7. New users are added and will receive email correspondence to complete registration.

Australian Ethical AE

Dashboard

Clients

User management

Role management

Help & Resources

User Management

Export user summary Add new user

Last login date range

User status

Role

Search

First name	Last name	Status	Role	Practice name	Email	Last log in
		Inactive	Dealer Group Manager	-		01 Jan 1970, 10:00 am
		Inactive	Dealer Group Manager	-		01 Jan 1970, 10:00 am
		Inactive	Dealer Group Manager	-		01 Jan 1970, 10:00 am
		Inactive	Dealer Group Manager	-		01 Jan 1970, 10:00 am
		Inactive	Dealer Group Manager	-		01 Jan 1970, 10:00 am
		Inactive	Dealer Group Manager	-		01 Jan 1970, 10:00 am
		Inactive	Dealer Group Manager	-		01 Jan 1970, 10:00 am
		Inactive	Dealer Group Manager	AE Main Practice		01 Jan 1970, 10:00 am
		Inactive	Practice Manager	AE Main Practice		01 Jan 1970, 10:00 am

View 10 rows

Help and Resources

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.

Australian Ethical AE

Dashboard

Clients

User management

Role management

Help & Resources

Help & Resources

Legal Documents

Product disclosures and forms

Adviser Portal terms & conditions

Privacy policy

Lodge a complaint

Adviser Portal guide

We're here to help

Need support? We're available to chat Monday to Friday from 8:30am to 5:30 pm AEST/AEDT.

Phone

1800 021 222

Email

advisors@australianethical.com.au

Find out more

Account Settings

As a Dealer Group Manager, you will be able to complete the following task:

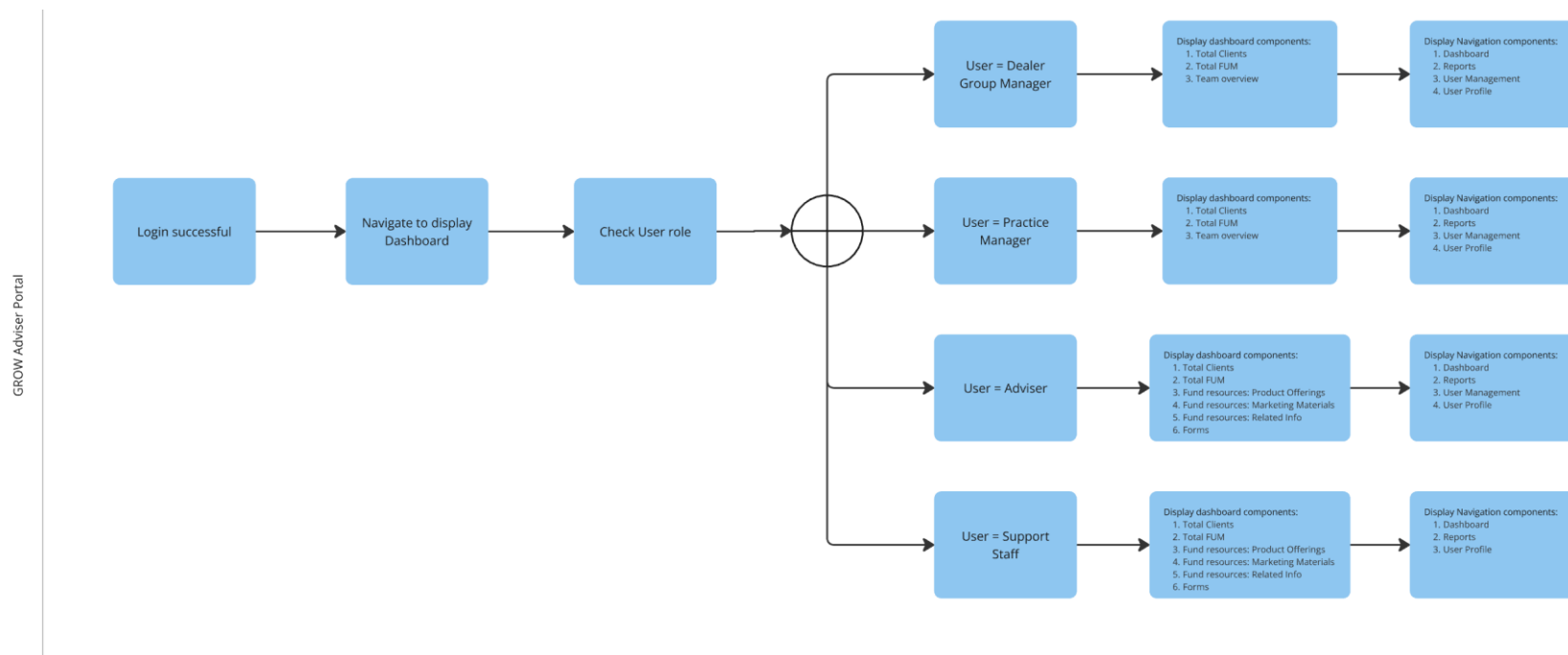
- Reset Password

The screenshot displays the Australian Ethical Account Settings interface. On the left is a sidebar with navigation links: Dashboard, Clients, User management, Role management, and Help & Resources. The main content area is titled 'Contact Details' and contains a form with fields for First name (Pam), Last name (White), Email, and Phone number. Below these fields is a 'Password' section with a 'Reset password' button. On the right side of the main area, there is a 'Role(s)' section listing 'Dealer Group Manager, Practice Manager, Adviser'. At the bottom left of the sidebar, a user profile for 'Pam White' is visible.

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



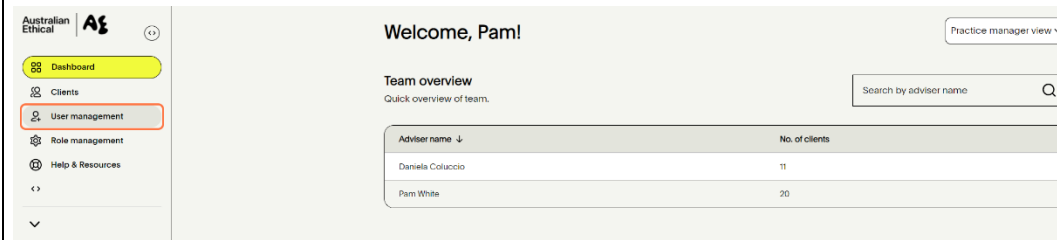
When a practice manager has successfully completed the registration process on the adviser online portal, they will gain access to a suite of features designed to support their daily workload and activities.

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:

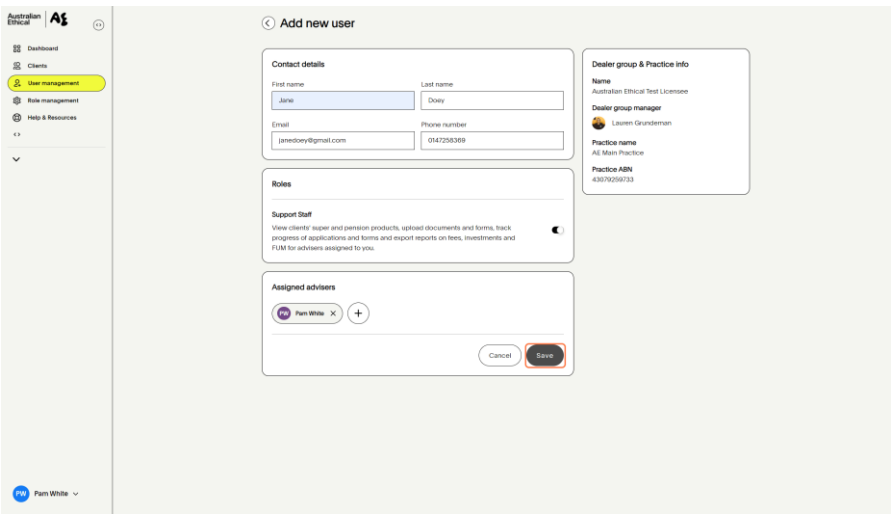
- To be added as a user by a Dealer Group Manager
- Valid email address and mobile phone number
- Successful registration onto Adviser Online Portal

Ref	Step / Function	Screenshot						
Practice Manager Dashboard	<p>As a Practice Manager, you will be able to view the following:</p> <p>Team overview of:</p> <ul style="list-style-type: none">• Adviser names• Number of clients	 <p>The screenshot displays the Australian Ethical Practice Manager interface. On the left, a sidebar contains navigation links: Dashboard (highlighted in yellow), Clients, User management (highlighted with a red box), Role management, and Help & Resources. The main content area shows a 'Welcome, Pam!' message and a 'Team overview' section with the subtitle 'Quick overview of team.' Below this is a table with two columns: 'Adviser name' and 'No. of clients'. The table lists two advisers: Daniela Coluccio with 11 clients and Pam White with 20 clients. A search bar labeled 'Search by adviser name' is located above the table. A 'Practice manager view' dropdown menu is visible in the top right corner.</p> <table><tr><th>Adviser name</th><th>No. of clients</th></tr><tr><td>Daniela Coluccio</td><td>11</td></tr><tr><td>Pam White</td><td>20</td></tr></table>	Adviser name	No. of clients	Daniela Coluccio	11	Pam White	20
Adviser name	No. of clients							
Daniela Coluccio	11							
Pam White	20							

17

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

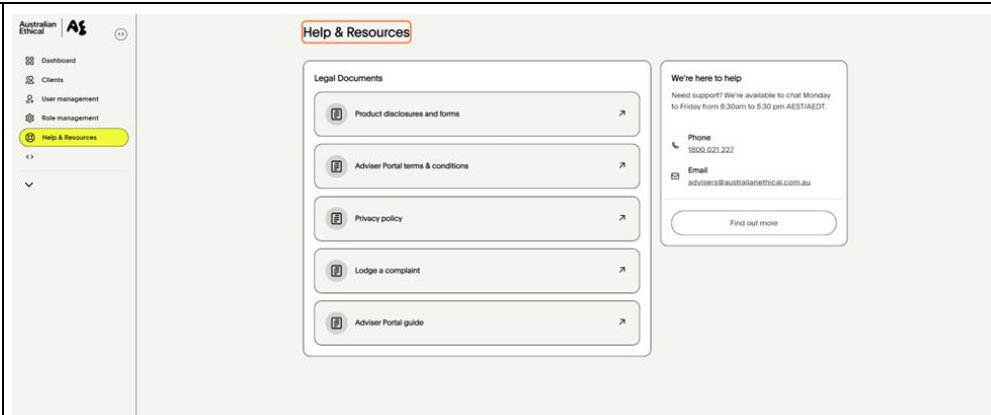
18

	<p>6. Click Save to add new users.</p> <p>7. New users are added and will receive email correspondence to complete registration.</p>	
	<p>Practice Manager deactivating Practice Manager</p> <ul style="list-style-type: none"> Available post-go-live 	

Help & Resources

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.



Account Settings

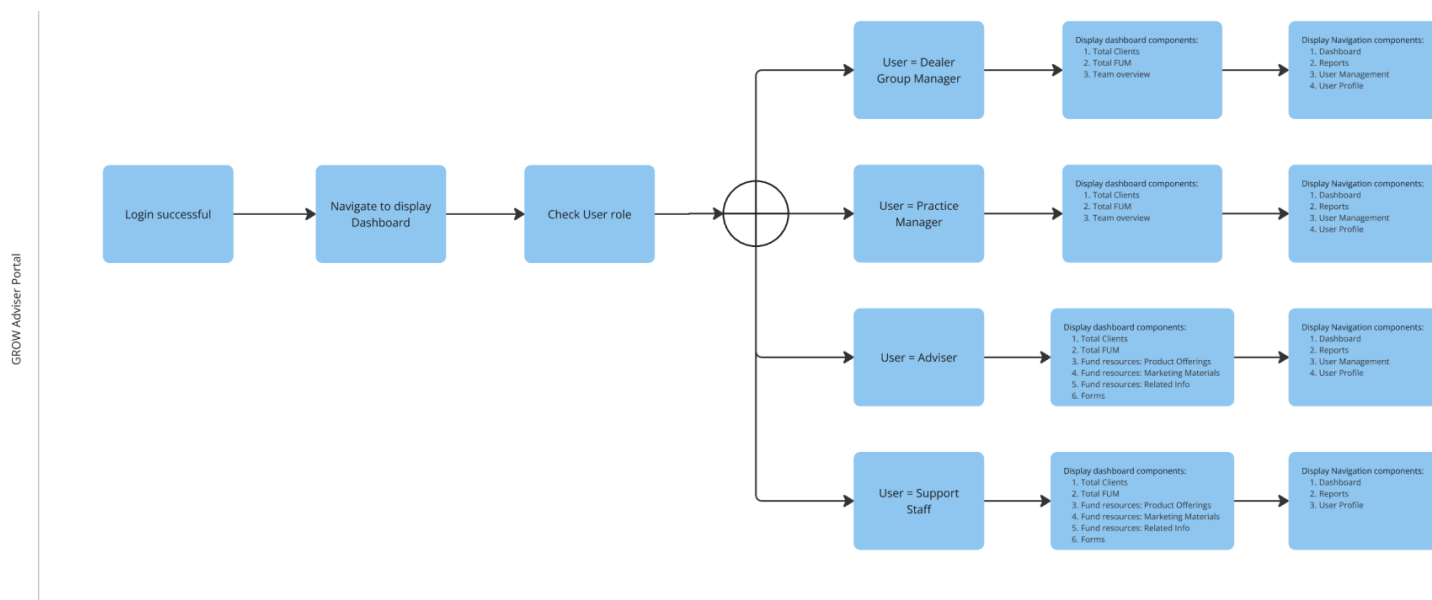
As a Practice Manager, you will be able to complete the following:

- Reset Password

The screenshot shows the 'Account Settings' page for a Practice Manager. The page has a light gray background with a white sidebar on the left. The sidebar contains the following links: Dashboard, Clients, User management, Role management, and Help & Resources. At the bottom of the sidebar, there is a user profile section with a blue circle containing 'PW' and the text 'Pam White'. The main content area is white and contains a 'Contact Details' form. The form has two columns: 'First name' (Pam) and 'Last name' (White). Below these are 'Email' (pam.white@grow.inc) and 'Phone number' (61403420124). At the bottom of the form is a 'Password' section with a 'Reset password' button. To the right of the form, there is a 'Role(s)' section listing 'Dealer Group Manager, Practice Manager, Adviser'.

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.



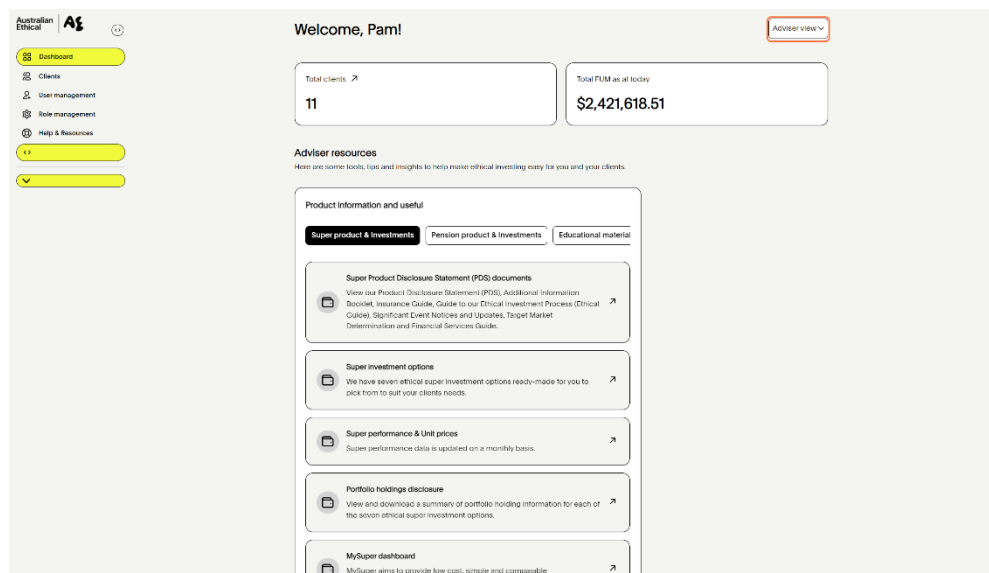
When an adviser has successfully completed the registration process on the adviser online portal, they will gain access to a suite of features designed to support their daily workload and activities.

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	<p>As an adviser, you will be able to view the following:</p> <ul style="list-style-type: none"> • Total clients • Total FUM as at today • Adviser resources <ul style="list-style-type: none"> ○ Super product & investments ○ Pension product & investments ○ Educational materials • Access to all relevant forms 	 <p>The screenshot displays the Australian Ethical Adviser Dashboard. On the left is a navigation menu with options: Dashboard, Clients, User management, Role management, and Help & Resources. The main content area is titled 'Welcome, Pam!' and includes a dropdown menu for 'Adviser view'. Below this, there are two summary boxes: 'Total clients' showing 11 and 'Total FUM as at today' showing \$2,421,618.51. A section titled 'Adviser resources' provides links to various documents and tools, categorized under 'Product information and useful', 'Super product & investments', 'Pension product & investments', and 'Educational material'. Specific resources listed include 'Super Product Disclosure Statement (PDS) documents', 'Super investment options', 'Super performance & unit prices', 'Portfolio holdings disclosure', and 'MySuper dashboard'.</p>

Clients

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

Australian
Ethical

AE

Dashboard

Clients

User management

Role management

Help & Resources

Search

Name	Surname	DOB
Gino	Yellow	12 May 1980
Payton	Yellow	23 Dec 1992
Charlotte	Yellow	03 Feb 1959
Lachlan	Yellow	22 May 1981
Melanie	Yellow	06 Jul 1977
Fianca	Yellow	04 Jul 1969
Eloise	Yellow	01 Jan 1976
Dylan	Yellow	14 Jun 1971
Hannah	Yellow	01 Jul 1957
Harry	Yellow	12 Apr 1971

View 10 rows

Australian
Ethical

AE

Dashboard

Clients

User management

Role management

Help & Resources

Charlotte Yellow

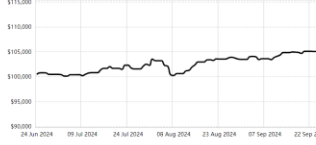
Client ID: AE-10088

Overview Investments Insurance Transactions Beneficiaries Documents Client Profile

Total account balance as at 23 Sep 2024

\$105,049.06

Last 3 months



The account balance history is displayed based on available data.

Recent contributions

No transactions on the account yet

We haven't received any contributions yet.

Client account summary

Request the account summary to receive via email. It may take up to a couple of minutes.

Get account summary

Account

Date joined fund: 28 May 2024

Fund exit date: -

Eligible service date: 11 May 2015

We're here to help

Need support? We're available to chat Monday to Friday from 8.30am to 5.30 pm AEST/AEDT.

Phone

1800 621 222

Email

advisers@australianethical.com.au

Find out more

Registration Office

Dashboard

Clients

User management

Role management

Help & Resources

Add new user

Contact details

First name

Last name

Jane

Doe

Email

Phone number

jane.doe@gmail.com

0147258369

Roles

Support Staff

View clients' super and pension products, upload documents and forms, track progress of applications and forms and export reports on fees, investments and FDRs for advisers assigned to you.

Assigned advisers

Pam White

Cancel

Save

Dealer group & Practice info

Name

Australian Ethical Test Licensee

Dealer group manager

Lisaren Grundeman

Practice name

All Main Practice

Practice ABN

43679259733

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Account Settings

As an Adviser, you will be able to complete the following:

- Reset Password

The screenshot displays the 'Account Settings' page for an Australian Ethical Adviser. The page features a sidebar with navigation links: Dashboard, Clients, User management, Role management, and Help & Resources. The main content area is titled 'Contact Details' and contains a form for updating personal information. The form includes fields for First name (Pam), Last name (White), Email (pam.white@grow.inc), and Phone number (61403420124). A 'Reset password' button is visible next to the Password field. The user's role is listed as 'Role(s): Dealer Group Manager, Practice Manager, Adviser'. The user's name 'Pam White' is displayed at the bottom left of the page.

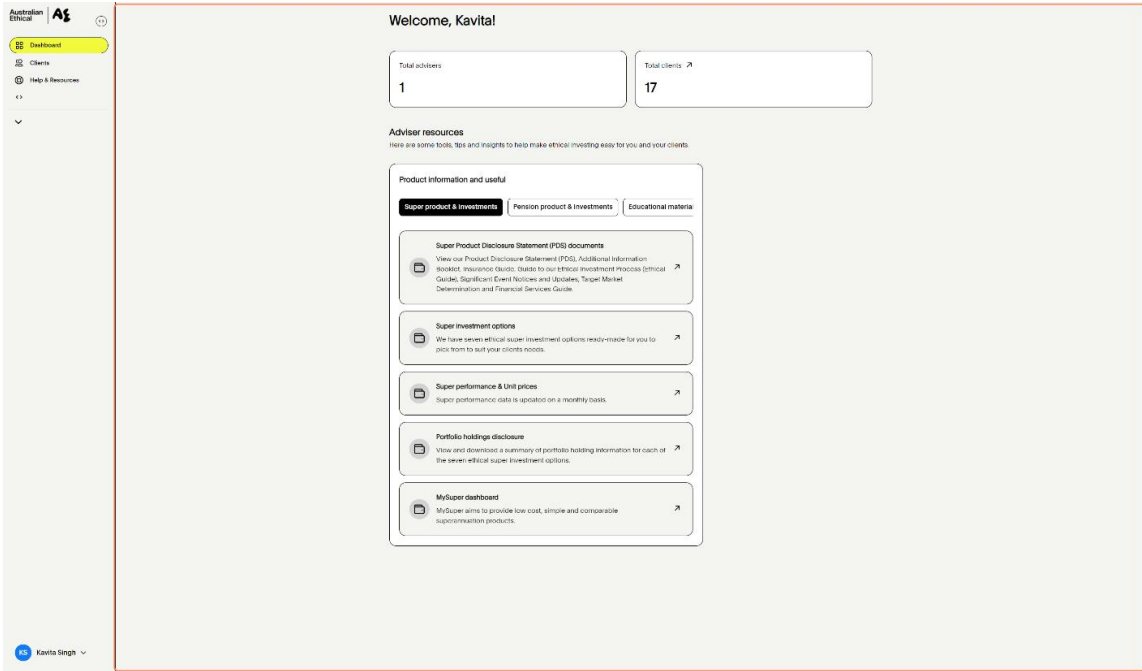
Where support staff are required to assist the practice managers and/or advisers, the users can be added via the adviser online portal, they will gain access to features designed to support the daily workload and activities.

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

Ref	Step / Function	Description / Screenshot
Support Staff Dashboard	<p>As Support Staff, you will be able to view the following:</p> <ul style="list-style-type: none"> Total advisers Total clients Access to the fund offerings and marketing products Access to forms 	 <p>The screenshot displays the Australian Ethical Support Staff Dashboard. On the left is a sidebar with navigation options: Dashboard (selected), Clients, Help & Resources, and a user profile for Kavita Singh. The main content area shows a welcome message, two summary boxes for 'Total advisers: 1' and 'Total clients: 17', and a section titled 'Adviser resources' with a list of links for product information, investment options, performance data, portfolio holdings, and a user dashboard.</p>

Clients

As Support Staff, you will be able to view member account details authorised to view

Australian Ethical

AE

Dashboard

Clients

Help & Resources

Clients

Search

Name	Surname	DOB
Rohan	Seekers	13 Feb 1995
Piper	McMahon	05 May 1995
Siddeen	Chris	15 Jul 1999
DO NOT TOUCH	TinaCZ	28 Mar 1992
Peter	Stanis	01 Aug 1976
two	SJ	12 Dec 1997
Lucy	Grow	13 Apr 1981
Amelia	Williamson	15 Jun 1981
Audi	Grow	15 Jul 1984
Amaleigh	Notan	06 Apr 1998

View 10 rows

<

1

2

>

Australian Ethical | **AE**

KS Kavita Singh

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.

The screenshot displays the 'Help & Resources' section of the Australian Ethical Adviser Portal. On the left, a sidebar menu lists navigation options: Dashboard, Clients, User management, Role management, and Help & Resources (which is highlighted in yellow). The main content area features a 'Help & Resources' header and a 'Legal Documents' section containing five links: Product disclosures and forms, Adviser Portal terms & conditions, Privacy policy, Lodge a complaint, and Adviser Portal guide. To the right, a 'We're here to help' box provides contact information: 'Need support? We're available to chat Monday to Friday from 8:30am to 5:30 pm AEST/AEDT.', Phone (1800.021.227), Email (advisers@australianethical.com.au), and a 'Find out more' button.

Account Settings

As Support Staff you will be able to complete the following:

- Reset Password

Australian Ethical

AE

11

Dashboard

Clients

User management

Role management

Help & Resources

< >

▼

First name

Pam

Last name

White

Email

p@

Phone number

614

Roles(s)

Dealer Group Manager, Practice Manager, Adviser

Reset password

PW

Pam White

▼

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