



VieFUND
C O R P O R A T I O N

Web Client Access Guide



VieFUND
CORPORATION

Web Client Access Guide

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VieFUND Web Client Access Guide

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Advisors set up Web Access for new clients

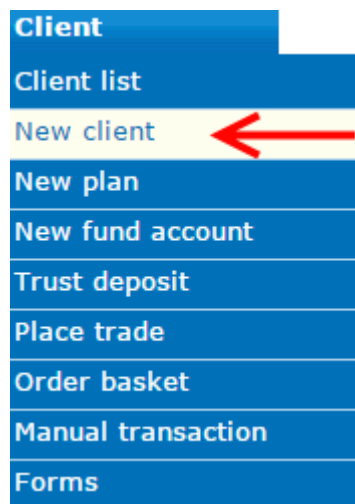
Non-existing clients cannot register for Web Client Access by themselves from MyPortfolio. Representatives need to help their clients registering for one while adding new client into the database.

For the path, start with the “Client” tab:



Click on “Client”

Click on “New Client”



On the new pop-up windows:

1. Click on “Administrative” tab
2. Select Assigned advisor by clicking on the field on the right
3. Change WebClient status to “Registered”
4. Type in User ID and Password for the client’s MyPortfolio account

Advisors set up Web Access for existing clients

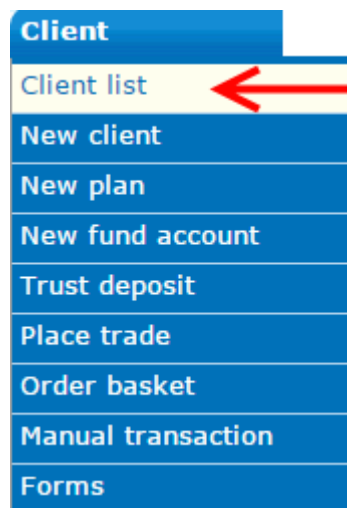
Existing clients without Web Access can ask their representatives to create one for them.

For the path, start with “Client” tab:



Go to “Client” tab

Click on “Client list”



On the right box:

Search for an existing client by First Name, Last Name, Phone Number, etc.

Click on the client’s name to select the client from search results

On the left box:

Client Info Plans Fund Accounts GIC/GIA Cash Others Summary

Lam Vincent 1 File ID: 9723 Last trade on:

System ID : 137	Address : 12 Fountainhead	
Status : Active	City : Toronto	
Title : Mr	Province : ON	
Language : English	Postal code : M3J 1K6	
Sex : Male	Country : CAN	
First name : Vincent	Tax code : ON	
Last name : Lam	Home phone : 999-999-9999	
Salutation :	Business phone :	
Date of birth : 07/13/1990	Age : 24	Ext :
SIN : 999-999-999	Cell phone :	Fax :
Marital status : Married	Dependants : 0	Email address : mh_leo@hotmail.com
Assigned advisor : 3216 Chu Leo and Lafreniere Mark		

Financial Compliance Identification Questionnaire Spouse & Employment Banking Company **Administrative** 2 Others

Estate flag : No	Client information locked : No
Referral authorization : No	Spouse information locked : No
Limited trade authorization : No	Banking information locked : No
POA : No	Financial information locked : No
Last portfolio review date :	Frozen client : No
Review date :	Client rating : Medium
Privacy : No action taken	Statement delivery method : Mail
Do not call list - National : No	MyPortfolio Web Client access 3 : Registered
Accountant :	Returned mail : No
Lawyer :	

Dealer : No

[Edit client](#) [Delete client](#) [Audit trail](#) [Reminder](#) [Attachment/Notes](#) [Family](#) [Forms](#) [Reports](#) [Add to favourite](#)

1. Click on “Client Info” tab
2. Click on “Administrative” sub-tab
3. Click on “MyPortfolio Web Client access” link

On the new pop-up window:

MyPortfolio / WebClient

Registration status **Registered** 1

User ID vincentl

Show password text

Password

Password option Never expired

3 → **OK** Cancel

1. Change the Registration status to “Registered”
2. Type in User ID and Password for the client’s MyPortfolio
3. Click on “OK”

Existing clients register for Web Access

Existing clients without Web Access can register for one on MyPortfolio web page. MyPortfolio web page can be accessed by entering “/myportfolio” at the end of the dealership’s VieFund URL (For example: <http://67.55.26.45/myportfolio/>).

There are a few steps:

Step 1 - For clients

First, the client needs to go through registration process on MyPortfolio

Click on “Register Now” (or “Enregistrer Maintenant”)

YOUR INVESTMENT DEALER *My Portfolio*

Welcome / Bienvenue

User ID / ID utilisateur

Password / Mot de passe

Change Password / Modifier mot de passe

To become a member please [Register Now](#)
Pour devenir membre s'il vous plaît vous [Enregistrer Maintenant](#)

Adobe® Acrobat® Reader™ 9.0 or higher required!
La version 9.0 (ou une version supérieure) du lecteur PDF Adobe® est requise!

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On the new pop-up window,

My Portfolio Registration Request

Email Address

Confirm Email Address

1 LogIn ID

First Name

Last Name

Date of Birth (mm/dd/yyyy)

2 Phone Number

By choosing this option, I agree to accept my statements to be delivered electronically.
Notification will be sent to the provided email when my statement is ready

3

My Portfolio lets you have access to:

- ✓ Your investment accounts and transactions
- ✓ Your statements
- ✓ Instant communication from/to your advisor

1. Fill in personal information: Login ID, Email address, First and Last name, etc.
***Note:** for Phone number, the clients should enter their home phone numbers.
2. Choice for electronic statements by clicking the square box on the left of it
3. Click on “Submit”
***Note:** the registration request will only be submitted if this information is the same with the information stored in the dealership’s database.

Step 2 - For advisors

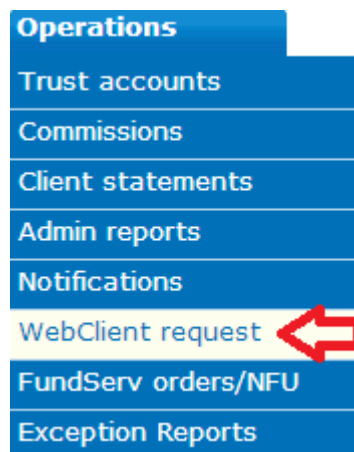
After the clients submit the registration, a Web Client request is sent to the system. Then, representatives need to process it.

For the path, start with “Operation” tab:



Click on “Operations”

Click on “WebClient request”



Once clicked on “WebClient request”,

Client Inquiry **Operations** Compliance Trend Analysis Admin

Trust accounts Commissions Client statements Notifications

First name Phone number Status Pending 1

Last name Email address

Records per page 10 Total records: 3 Page 1 / 1

	Request date	Client name	Phone number	Email address	Processed date	Processed by
<input type="radio"/>	05/03/2013 09:43	Lafreniere Liam	613-828-3498	markl@rogers.blackberry.net	05/03/2013 09:45	Lafreniere Mark
<input type="radio"/>	05/03/2013 09:43	Lafreniere Liam	613-828-3498	markl@rogers.blackberry.net	05/03/2013 09:45	Lafreniere Mark
<input checked="" type="radio"/>	05/03/2013 09:43	Lafreniere Liam	613-828-3498	markl@rogers.blackberry.net	05/03/2013 09:45	Lafreniere Mark

2

3

Process selected >

1. Search for pending request by clicking on Status drop box and select “Pending”.
Then, click on “Search”.
2. Select a request by clicking on the radio button on the left of it
3. Click on “Process selected”

***Note:** The number of Webclient request always matches with the number of rep codes associated with the particular client. When one of the requests is approved, every other request for the same client will be automatically approved, as well.

Once clicked on “Process selected”, on the new pop-up window:

Lafreniere Liam File ID: 88449922

Request Date **05/03/2013 09:43**

Date of Birth **07/25/1974**

Phone Number **613-828-3498**

Electronic Statement **Yes**

Registration Status Registered 1

Email Address

Login ID

Temporary Password 2

Client will be forced to change Temporary Password at first login

Email client Login ID and Password 3

4

1. Click on Registration Status and select “Registered”
2. Click on “Generate” to create a temporary password or type in a password manually
(The client will need to change this password at first login)
3. Select the option to email the client Login ID and password by clicking on the square box on the left of it
4. Click on “OK”

An email will be sent to the client, enclosing Login ID and temporary password.

Step 3 - For clients

After receiving the temporary password from representatives, the clients can now try to log in. If the clients type in the temporary password without checking “Change password” option, a warning message will appear:

The screenshot shows a login page for an investment dealer. At the top left, it says "YOUR INVESTMENT DEALER" with a world map background. At the top right, it says "My Portfolio" and "Welcome / Bienvenue". Below this, there are input fields for "User ID / ID utilisateur" (containing "liam12345") and "Password / Mot de passe". To the right of these fields are buttons for "ENGLISH" and "FRANÇAIS". Below the password field is a checkbox labeled "Change Password / Modifier mot de passe". A red arrow points to a red oval containing the text "Password must be changed at this login". Below this oval, there are links for "Register Now" and "Enregistrer Maintenant". At the bottom left, there is a logo for "VieFUND CORPORATION" and a "Get ADOBE® READER®" button. At the bottom right, there is a message: "Adobe® Acrobat® Reader™ 9.0 or higher required! La version 9.0 (ou une version supérieure) du lecteur PDF Adobe® est requise!".

A few procedures need to be done by the clients:

YOUR INVESTMENT DEALER

My Portfolio

Welcome / Bienvenue

User ID / ID utilisateur: liam12345

Password / Mot de passe: [6 dots]

Change Password / Modifier mot de passe

Password / Mot de passe: [6 dots]

Confirm password / Confirmez mot de passe: [6 dots]

Password must be changed at this login

To become a member please [Register Now](#)
 Pour devenir membre s'il vous plaît vous [Enregistrer Maintenant](#)

Get ADOBE® READER®

Adobe® Acrobat® Reader™ 9.0 or higher required!
 La version 9.0 (ou une version supérieure) du lecteur PDF Adobe® est requise!

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1. Type in the temporary password
2. Select “Change password” option by clicking on the square box on the left of it
3. Type in new password into the second last field
 Type in new password again into the last field to confirm

Web Access for new users from other platforms

If the clients come from other platforms, their old accounts are imported with some changes to comply with Viefund security standards:

- The Login ID needs to be at least 4 characters.
- The password needs to be 6 characters.

If these conditions above are not met, the system will automatically put 123..... at the end of Login ID and password. For example: if the old password is “abc”, the new password would be “abc123”.

Troubleshooting

Maximum login trial exceeded

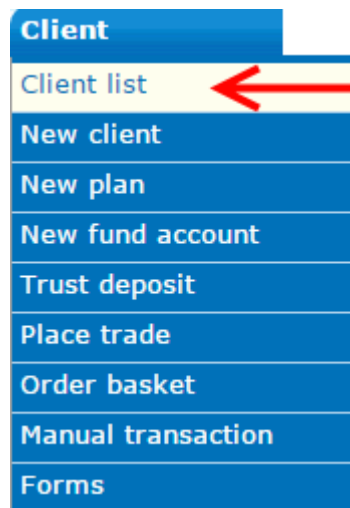
When a client fails to put in correct Login ID and password too many times in a short period, the system will display “Maximum login trial exceeded” message.

To fix this, the representative needs to reset the client’s Web Client account.

For the path, go to “Client List” tab,



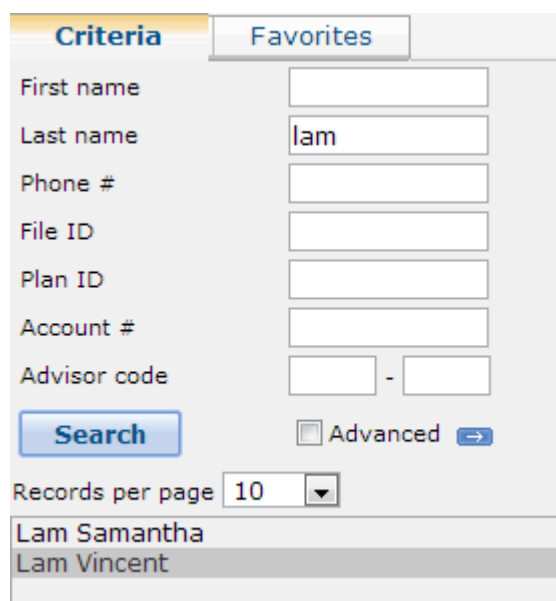
Click on “Client List”



On the right box:

Search for an existing client by First Name, Last Name, Phone Number, etc.

Click on the client’s name to select the client from search results



On the left box:

Client Info	Plans	Fund Accounts	GIC/GIA	Cash	Others	Summary					
Lam Vincent File ID: 9723		Last trade on:									
System ID : 137	Status : Active	Language : English	Address : 12 Fountainhead								
Title : Mr	Sex : Male		City : Toronto								
First name : Vincent			Province : ON	Postal code : M3J 1K6							
Last name : Lam			Country : CAN	Tax code : ON							
Salutation :			Home phone : 999-999-9999	Ext :							
Date of birth : 07/13/1990	Age : 24		Business phone :								
SIN : 999-999-999			Cell phone :	Fax :							
Marital status : Married	Dependants : 0		Email address : mh_leo@hotmail.com								
Assigned advisor : 3216 Chu Leo and Lafreniere Mark											
Financial	Compliance	Identification	Questionnaire	Spouse & Employment	Banking	Company	Administrative	Others			
Estate flag : No	Referral authorization : No	Limited trade authorization : No	POA : No	Last portfolio review date :	Review date :	Client information locked : No	Spouse information locked : No	Banking information locked : No	Financial information locked : No	Frozen client : No	Client rating : Medium
Privacy : No action taken	Do not call list - National : No	Accountant :	Lawyer :	Dealer : No	Statement delivery method : Mail	MyPortfolio Web Client access : Registered	Returned mail : No				
+ Edit client + Delete client + Audit trail + Reminder + Attachment/Notes + Family +							+ Forms + Reports + Add to favourite +				

1. Click on “Client Info” tab
2. Click on “Administrative” tab
3. Click on “MyPortfolio Web Client access” link

On the new pop-up window,

MyPortfolio / WebClient

Registration status: **Suspended** 1

User ID: vincentl

Show password text

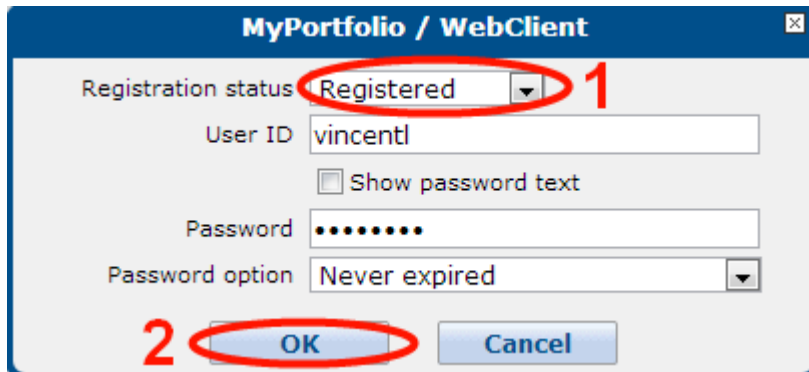
Password: ••••••••

Password option: Never expired

2

1. Change registration status to “Suspended”
***Note:** Changing this status to “Pending”, “Declined”, or “Not Registered” could work as well. However, choosing “Not Registered” option will erase previous User ID and password. In this case, representatives will need to retype the User ID and password.
2. Click on “OK”

Repeat the same process and click on “MyPortfolio Web Client access” link again:



1. This time, change the registration status to “Registered”
2. Click on “OK”

The request is processed but still can't access Web Client

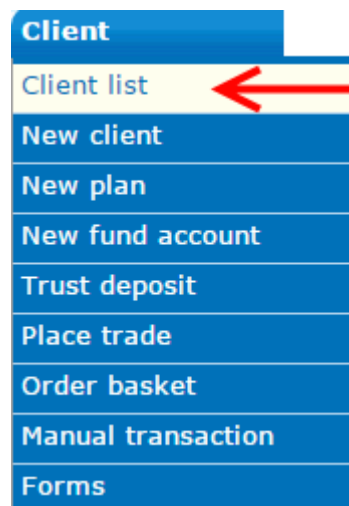
Representatives should check their clients' Web Client status.

For the path, go to “Client” tab:



Click on “Client” tab

Click on “Client list”



On the right box:

Search for an existing client by First Name, Last Name, Phone Number, etc.

Click on the client's name to select the client from search results

Criteria Favorites

First name

Last name

Phone #

File ID

Plan ID

Account #

Advisor code -

Advanced

Records per page ▼

Lam Samantha
Lam Vincent

On the left box:

Client Info Plans Fund Accounts GIC/GIA Cash Others Summary

Lam Vincent 1 File ID: 9723 Last trade on:

System ID : 137
Status : Active Language : English
Title : Mr Sex : Male
First name : Vincent
Last name : Lam
Salutation :
Date of birth : 07/13/1990 Age : 24
SIN : 999-999-999
Marital status : Married Dependants : 0

Address : 12 Fountainhead
City : Toronto
Province : ON Postal code : M3J 1K6
Country : CAN Tax code : ON
Home phone : 999-999-9999
Business phone : Ext :
Cell phone : Fax :
Email address : mh_leo@hotmail.com
Assigned advisor : 3216 Chu Leo and Lafreniere Mark

Financial Compliance Identification Questionnaire Spouse & Employment Banking Company Administrative Others

Estate flag : No
Referral authorization : No
Limited trade authorization : No
POA : No
Last portfolio review date :
Review date :
Privacy : No action taken
Do not call list - National : No Dealer : No
Accountant :
Lawyer :

Client information locked : No
Spouse information locked : No
Banking information locked : No
Financial information locked : No
Frozen client : No
Client rating : Medium
Statement delivery method : Mail
MyPortfolio Web Client access : Registered
Returned mail : No

[Edit client](#) [Delete client](#) [Audit trail](#) [Reminder](#) [Attachment/Notes](#) [Family](#) [Forms](#) [Reports](#) [Add to favourite](#)

1. Click on “Client Info” tab
2. Click on “Administrative” tab
3. Click on “MyPortfolio Web Client access” link

On the new pop-up window,

MyPortfolio / WebClient

Registration status: Registered

User ID: vincentl

Show password text

Password:

Password option: Never expired

OK Cancel

1. Make sure that the registration status is “Registered”:
2. Click on “OK”

Client’s registration doesn’t go through

It is important for the client to fill in the personal information identically to those previously entered into the system. Some notable points:

- The client can choose their Login IDs. Pay close attention to capital letters
- First and Last name: it doesn’t matter if they are in capital letters or not
- Email address: pay attention to domain part. E.g. @hotmail.com vs. @hotmail.ca
- Phone number: the number format will be changed automatically to 999-999-9999, doesn’t matter how the client enters it.
- In case the client’s home phone, business phone, and cellphone have been saved in the database, the client needs to use home phone number for registration in MyPortfolio