Infovisa Client Portal

User Guide

Infovisa®

Trusted focus.

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Welcome

Welcome to your website for viewing account balances and transactions, the Infovisa Client Portal.

We have worked with our software provider, Infovisa®, to combine the newest available technology with an innovative design, bringing you an intuitive web experience. The dynamic content shifts and adjusts to the screen size of your devices to provide you with the best viewing experience.

Some of the features include:

- Access from any device
- Interactive charts and graphs
- Online statements and downloadable reports
- Delayed equity prices

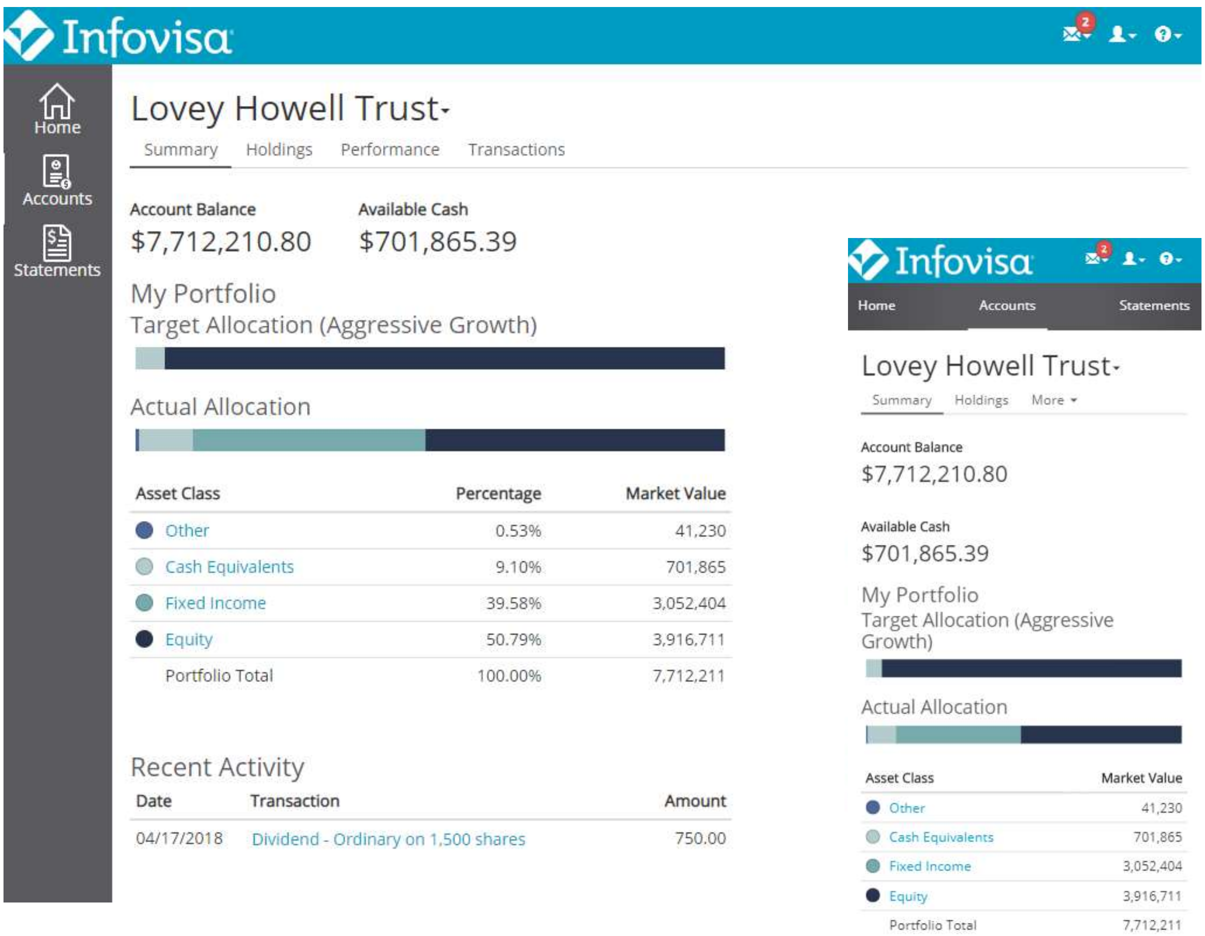
What's New?

What's new for this version of Infovisa Client Portal?

- Adds Tax Document functionality for ONESOURCE users.

Compatibility

Our new website is designed with a mobile-first approach to provide the same robust experience from a desktop or mobile phone, using any browser.



Compatible Browsers:

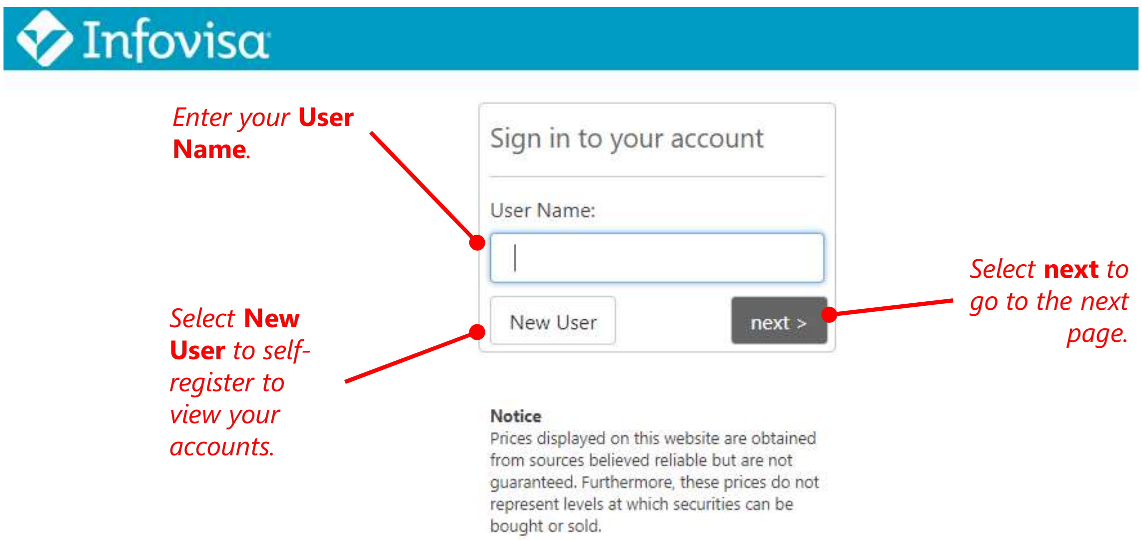
- *Chrome for PC**
- *Microsoft Edge**
- *Firefox**
- *Internet Explorer 11+ (Windows 8 or greater)*
- *Chrome for Android* devices*
- *Safari for Mac**
- *Safari for iOS (iPhone and iPad)**

**Latest two versions supported.*

Sign On

To access the Infovisa Client Portal, you must first sign on.

You may already have an existing **User Name**, or we may have recently provided a new one to you. Enter this User Name on the **Sign in to your account** page.



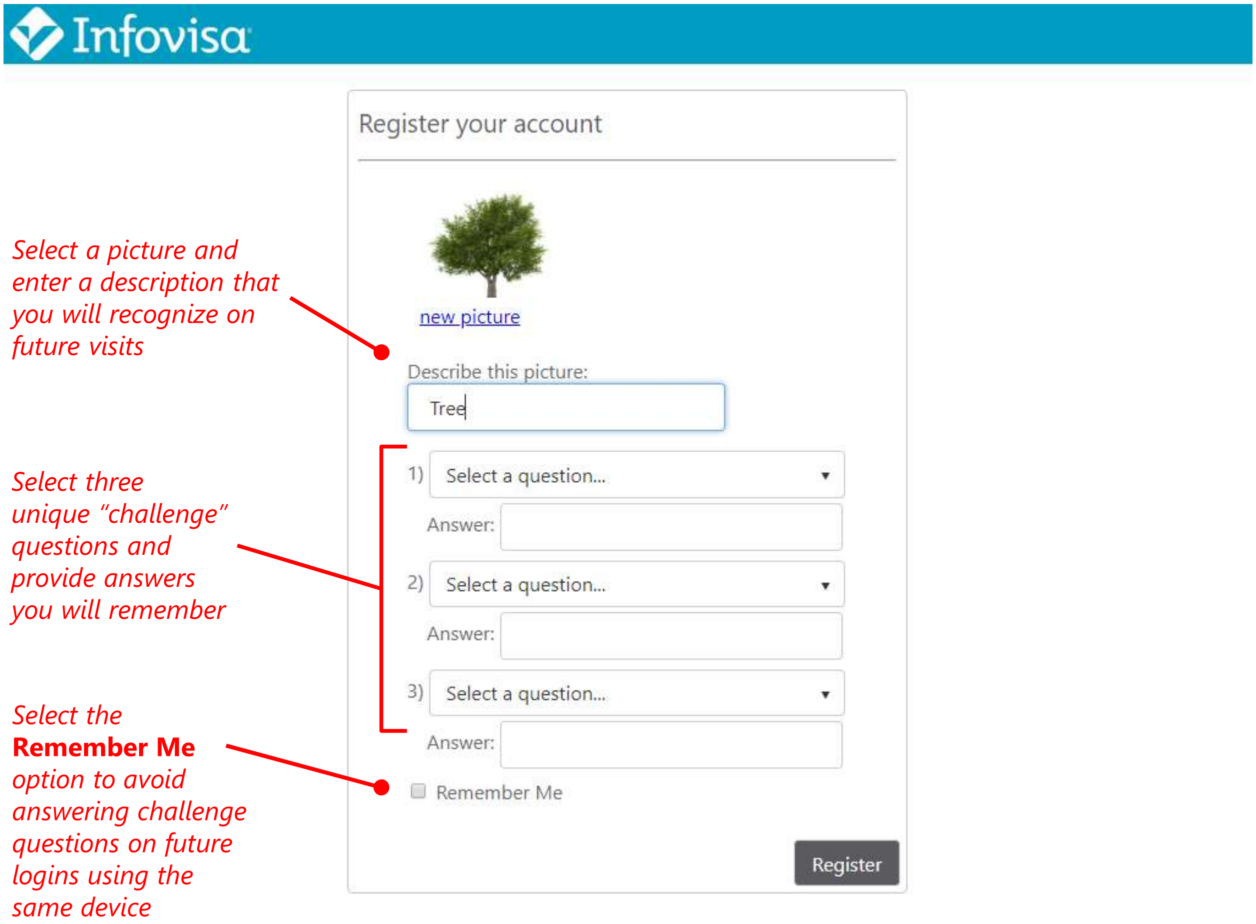
If you have used the website previously, you will use your existing User Name.

If you have not been provided a User Name, select the **New User** button to enroll. Skip to pages 11-12 for instructions on the self-registration process.

*TIP**:** Throughout this guide, the light bulb symbol calls attention to helpful tips … just like this one!*

Register Your Account

If you are a new user signing in for the first time, you must **register** your user account. Later in the process, you also have the option to register the device(s) used to access the site.

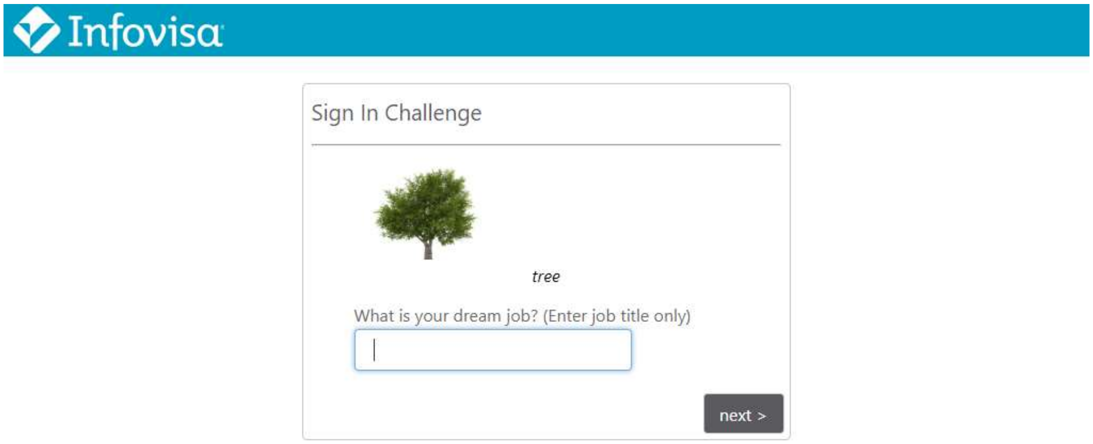


Select a picture and answer three challenge questions of your choice. These are used to confirm your identity for future sign on attempts. For increased security, choose questions no one except you could answer correctly.

> *TIP**:** Choose questions and answers that you can easily remember for future logins.*

Sign In Challenge

For your protection, one of the questions you select during registration will be presented on the **Sign In Challenge** screen if the Client Portal does not recognize the computer or device you are using when you sign on.

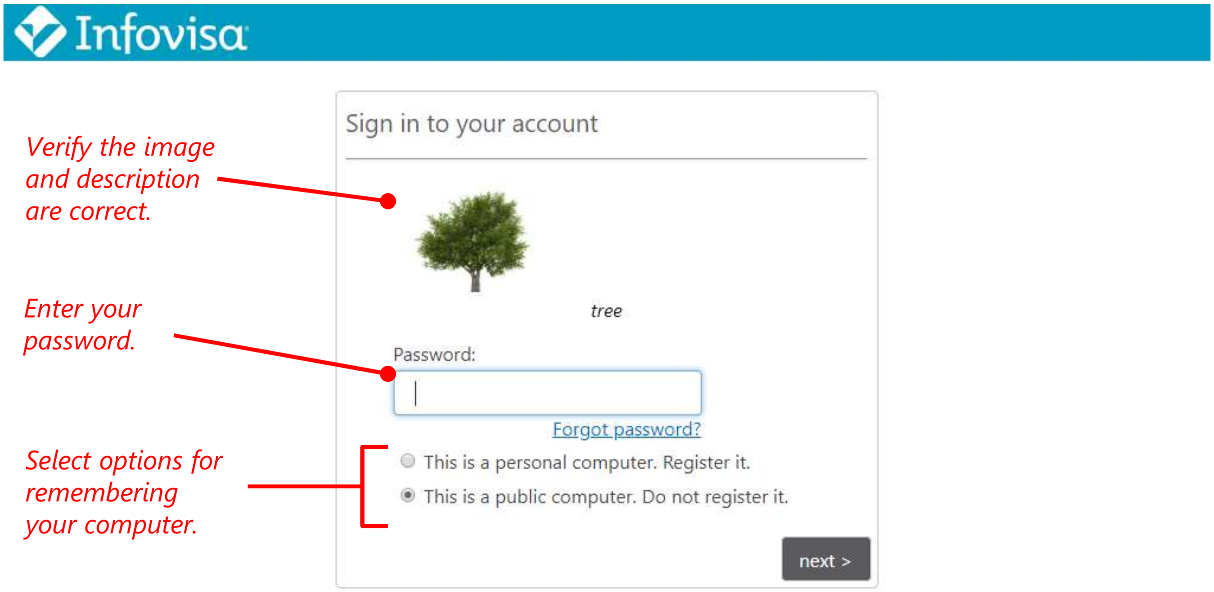


You are not prompted to answer a challenge question if you are using a device you have used previously, and if you selected the **Remember Me** option on the previous page.

If you do not recognize the question or image displayed, please contact us.

Enter Password

Once your account is registered, enter your **Password**.



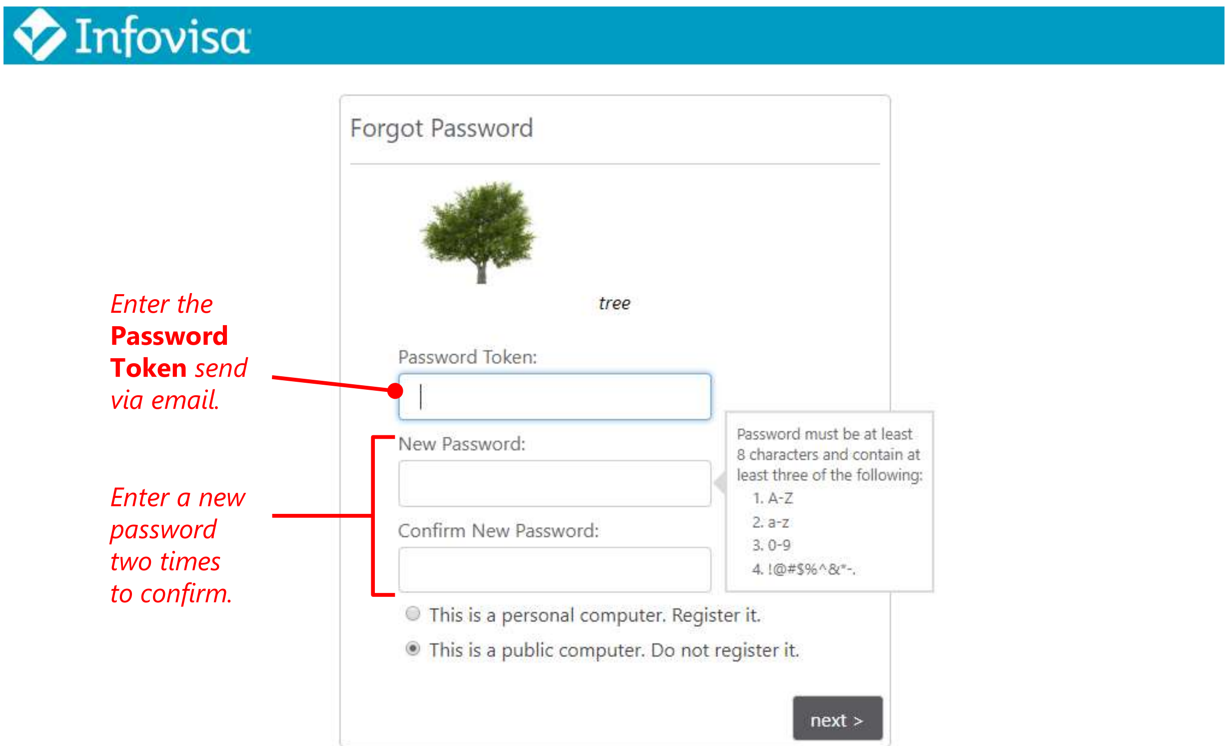
If you are using a temporary password provided for your first sign on, you will be prompted to change your password.

If you use this device to access the site often, you may want to register your device. Registering your computer or device prevents challenge questions when you sign in.

Do not register your device if you are accessing the website from a public computer or a device that is not your own.

Forgot Password

Clicking the **Forgot Password?** link on the Sign In page will send an automated email containing a string of numbers and letters, called a **Password Token**.



Copy and paste the Password Token from the email to the Forgot Password screen, then enter and confirm a new password.

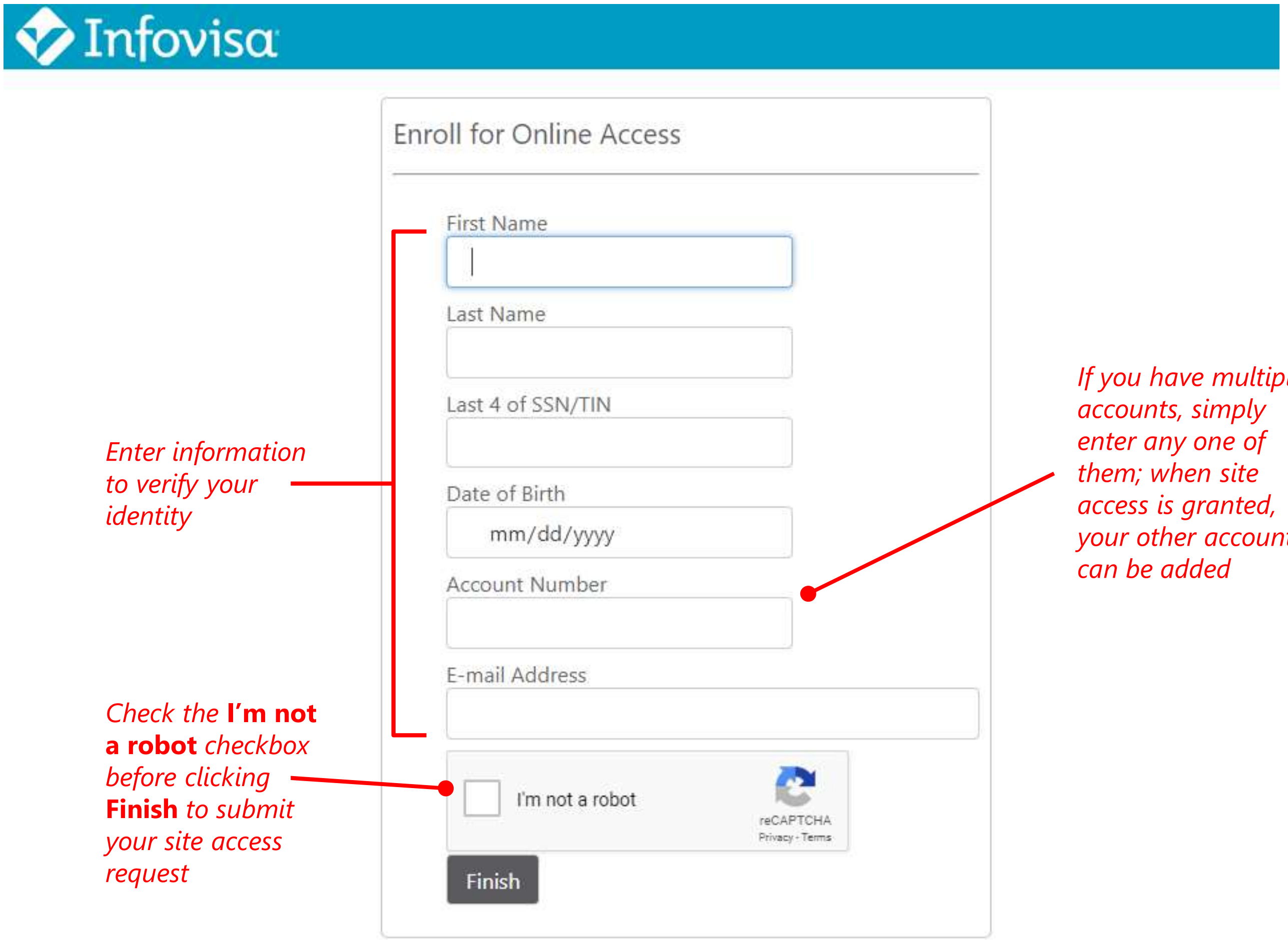
The password you choose must comply with the complexity rules displayed on the screen.

TIP: Spaces and periods (.) are not currently allowed for passwords.

Self Registration

The **New User** button on the Sign In page is for first-time users that are not yet set up for online access.

This button displays the **Enroll for Online Access** page, where you can self-register for online access. Here you will securely provide information that allows us to identify you.



Enter information to verify your identity

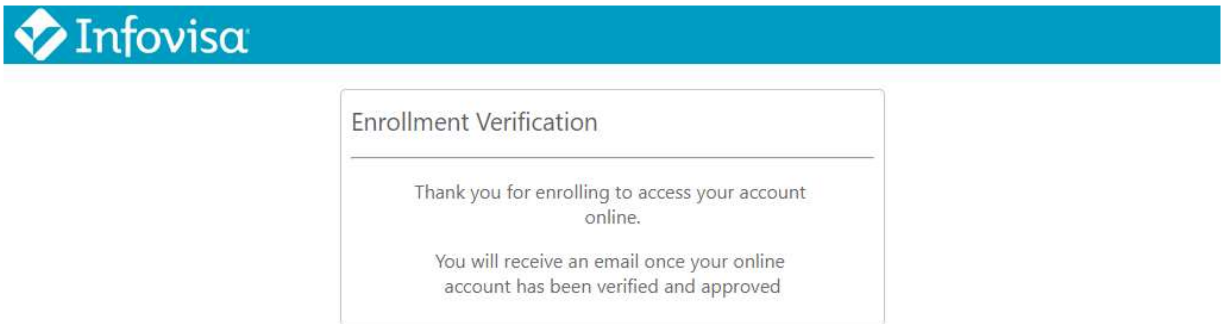
If you have multiple accounts, simply enter any one of them; when site access is granted, your other accounts can be added

*Check the **I'm not a robot** checkbox before clicking **Finish** to submit your site access request*

All fields on this page are required for self-registration.

Self Registration

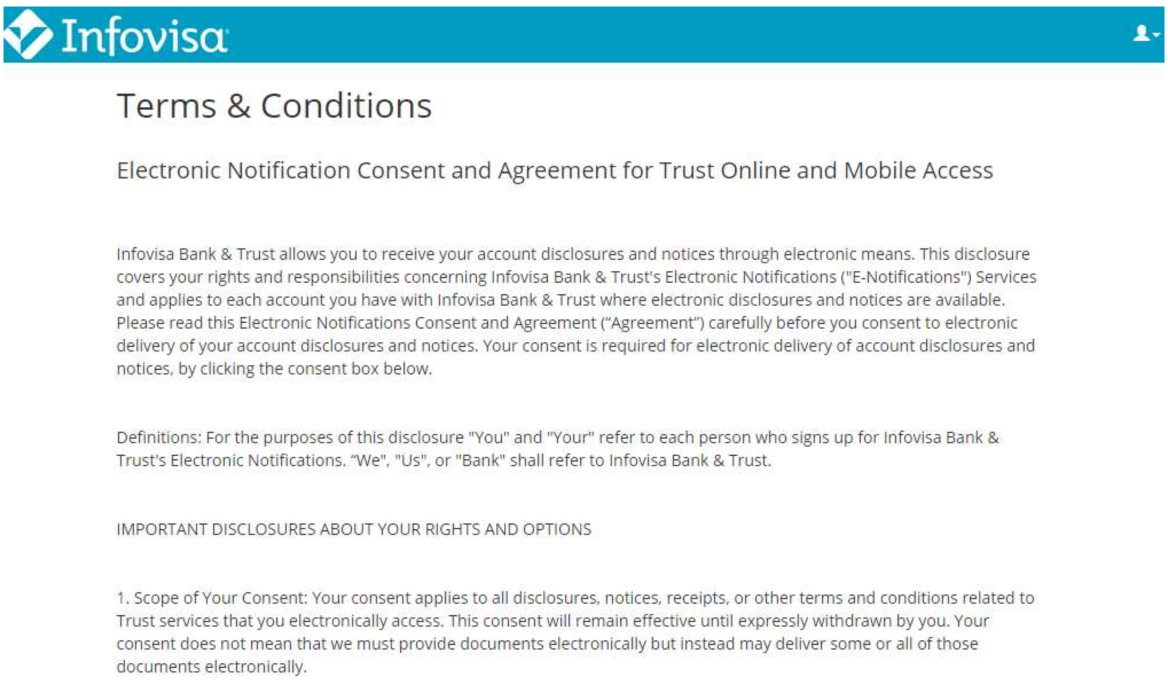
After registering as described on the previous page, you will receive a message and an email verifying your enrollment.



We will contact you again with your User Name and temporary password once the setup for your new online user account is complete.

Terms & Conditions

When you sign in for the first time, you are presented with the **Terms & Conditions** for using the site. These are legal provisions that pertain to proper use of the Infovisa Client Portal.


Infovisa

Terms & Conditions

Electronic Notification Consent and Agreement for Trust Online and Mobile Access

Infovisa Bank & Trust allows you to receive your account disclosures and notices through electronic means. This disclosure covers your rights and responsibilities concerning Infovisa Bank & Trust's Electronic Notifications ("E-Notifications") Services and applies to each account you have with Infovisa Bank & Trust where electronic disclosures and notices are available. Please read this Electronic Notifications Consent and Agreement ("Agreement") carefully before you consent to electronic delivery of your account disclosures and notices. Your consent is required for electronic delivery of account disclosures and notices, by clicking the consent box below.

Definitions: For the purposes of this disclosure "You" and "Your" refer to each person who signs up for Infovisa Bank & Trust's Electronic Notifications. "We", "Us", or "Bank" shall refer to Infovisa Bank & Trust.

IMPORTANT DISCLOSURES ABOUT YOUR RIGHTS AND OPTIONS

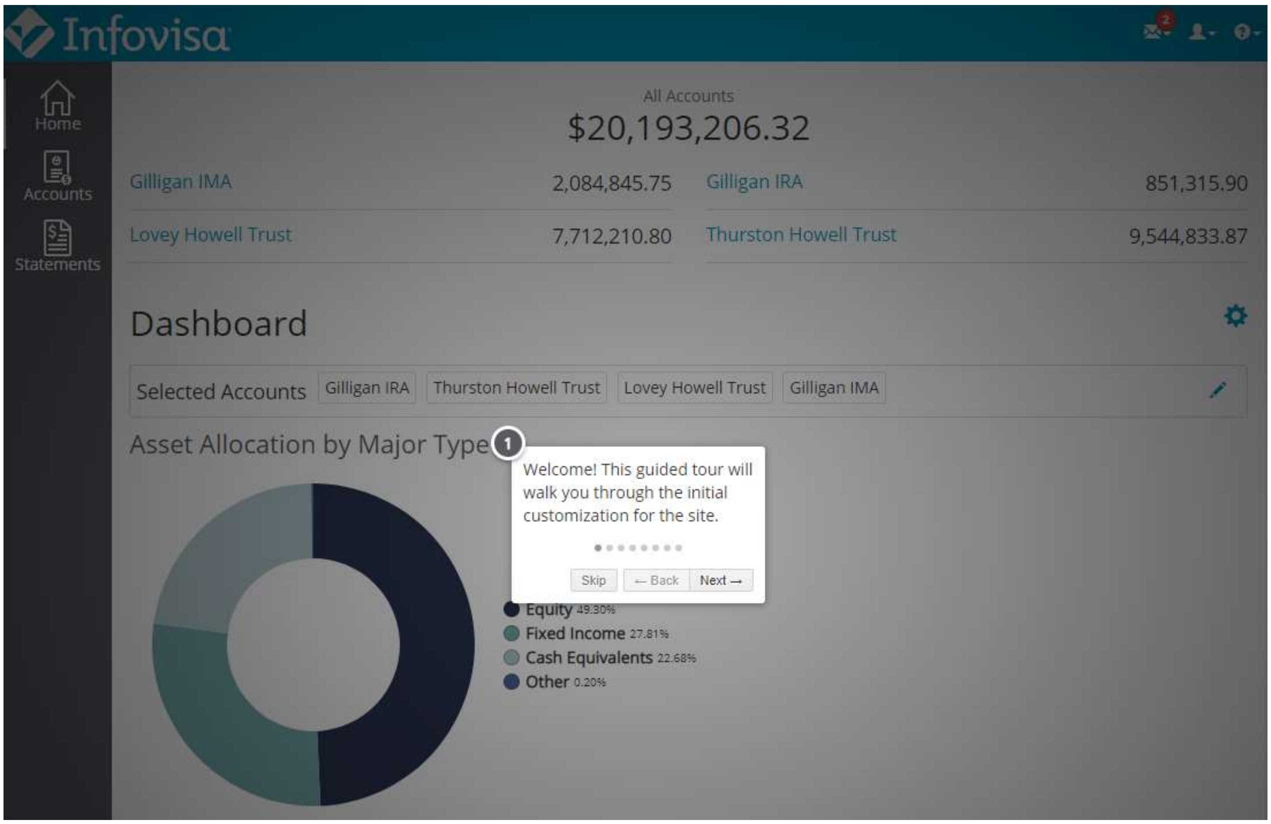
1. Scope of Your Consent: Your consent applies to all disclosures, notices, receipts, or other terms and conditions related to Trust services that you electronically access. This consent will remain effective until expressly withdrawn by you. Your consent does not mean that we must provide documents electronically but instead may deliver some or all of those documents electronically.

You must accept these terms to gain access to the website.

This screen is also presented at subsequent sign on attempts when we make updates or additions to the Terms & Conditions language.

Guided Tour

After accepting the terms, you are presented with a **Guided Tour** of the Home page. This tour helps familiarize you with some of the site features.



Click or tap the **Next** and **Back** buttons to cycle through the tour or the **Skip** button to end the tour.

> *TIP: You can access the tour at any time by selecting* **Help > Retake Tour**.

Menus

After the Guided Tour, the **Home** page is displayed. First, let's get familiar with navigating the new website.

The Client Portal provides four main menus for navigating:

Home

View account balance information and dashboards.

Accounts

View account reports including holdings.

Requests

Submit distribution requests for approval.

Statements

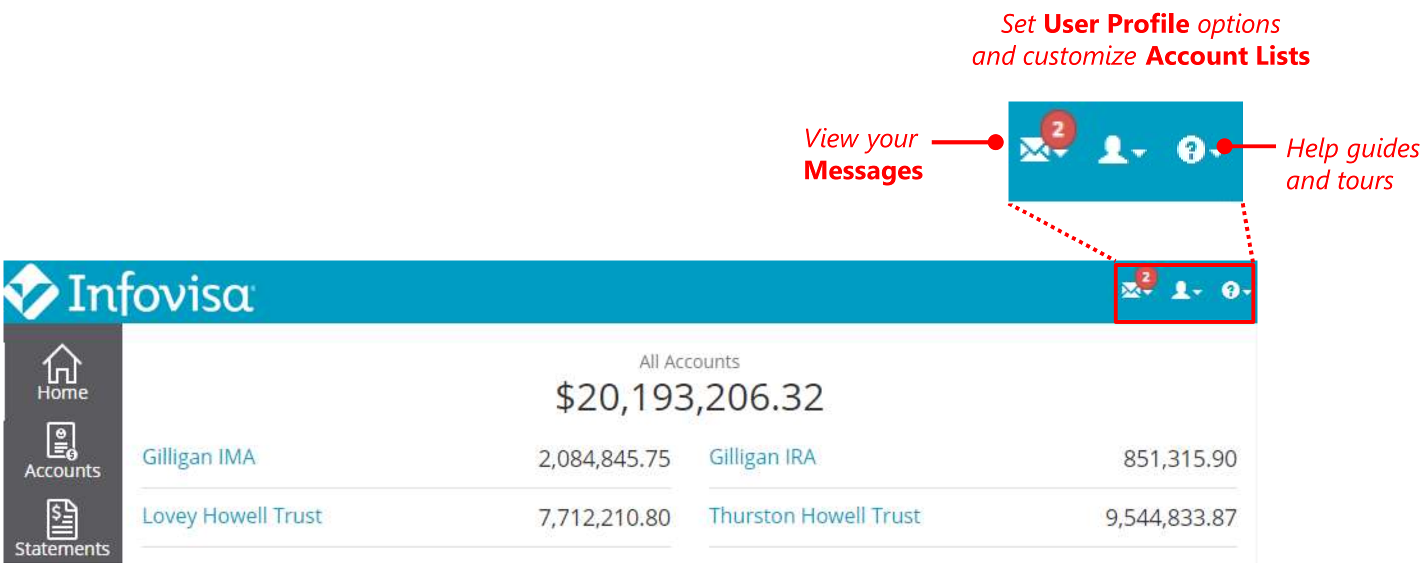
View online statements.

For wider screen widths such as a desktop or landscape tablet, the menu will appear on the left side of the screen.

For narrow widths, the menu shifts to the top of the screen.

Additional Navigation

In addition to the four main menus, there are three navigation icons in the top right corner of your screen.



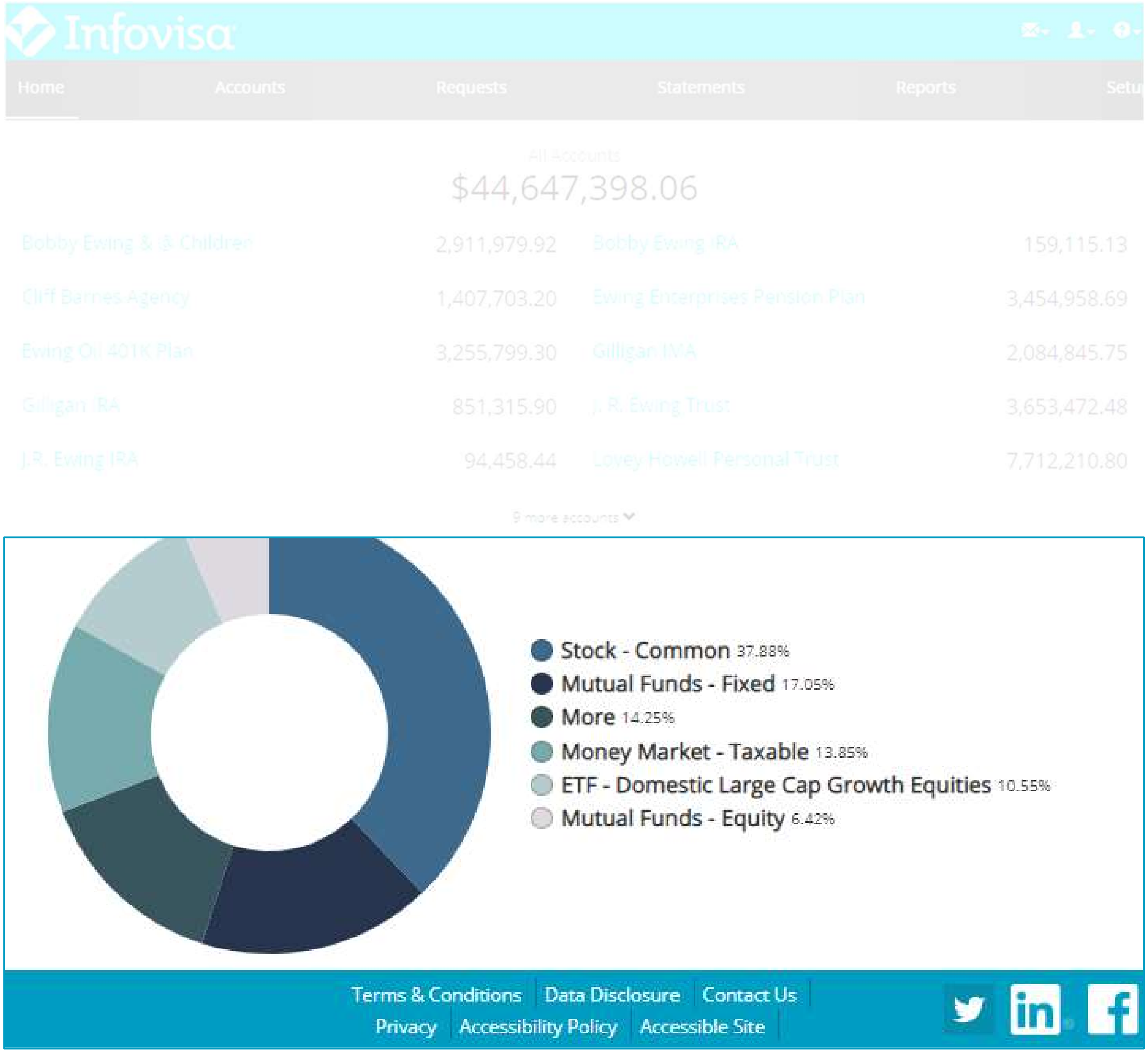
The **Message** icon contains messages we have sent to you. The red badge displays the number of unread messages.

The **User Profile** icon allows you to customize account lists, enroll in online statements, and configure the website with your options.

The **Help** icon provides access to this User Guide as well as guided tours.

Additional Navigation

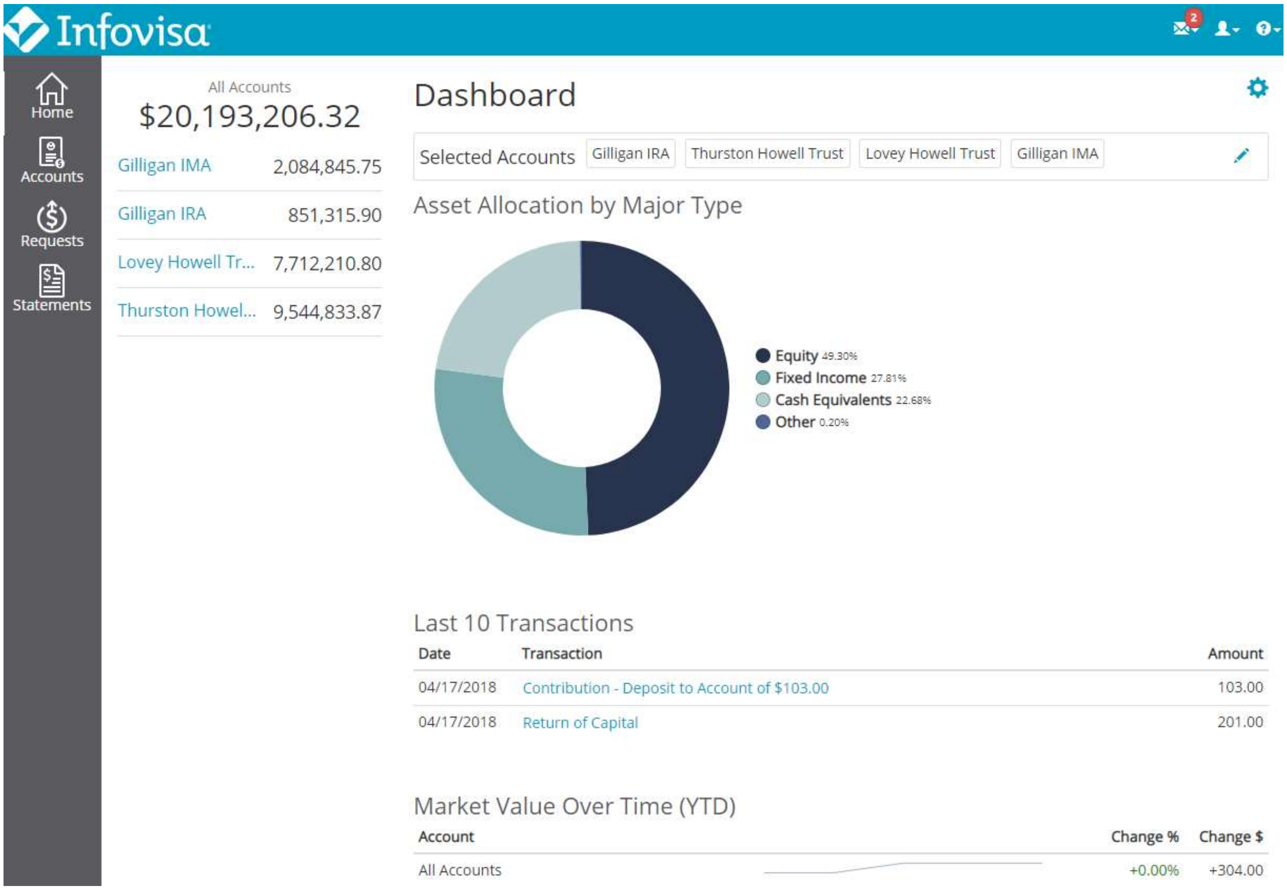
Using the footer links at the bottom of the site, you can navigate to our other policy pages including: Terms & Conditions, Privacy Policies, Accessibility Policies, the Accessible Site, as well as our social media pages.



Home

Next, let's talk about the **Home** page.

The Home page is your starting point for the Client Portal.



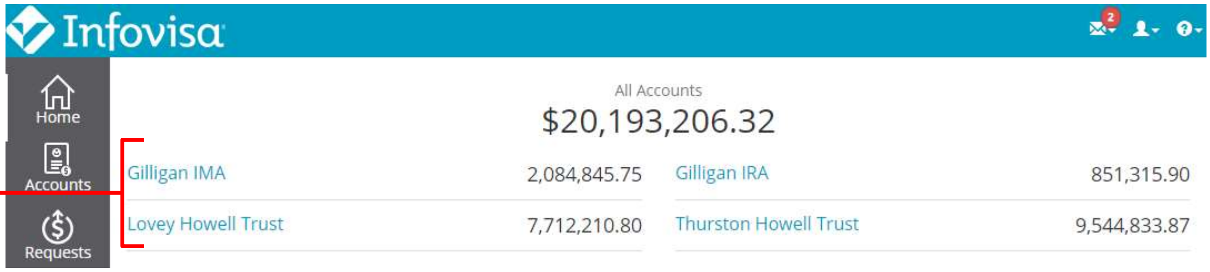
The Home page contains **Account Balances** for your accounts and customizable **Dashboard** pages with different **Snapshots** of information.

> *TIP: On smaller devices,* **Account Balances** *will display at the top of the page, followed by* **Dashboards***.*

Account Balances

The **Account Balances** section of the Home page contains current values for each of your accounts along with a total value for all accounts combined[1].

Select any account to view the **Account Summary**



Select the Account Name for any of the accounts in the Account Balances section to view the **Account Summary.**

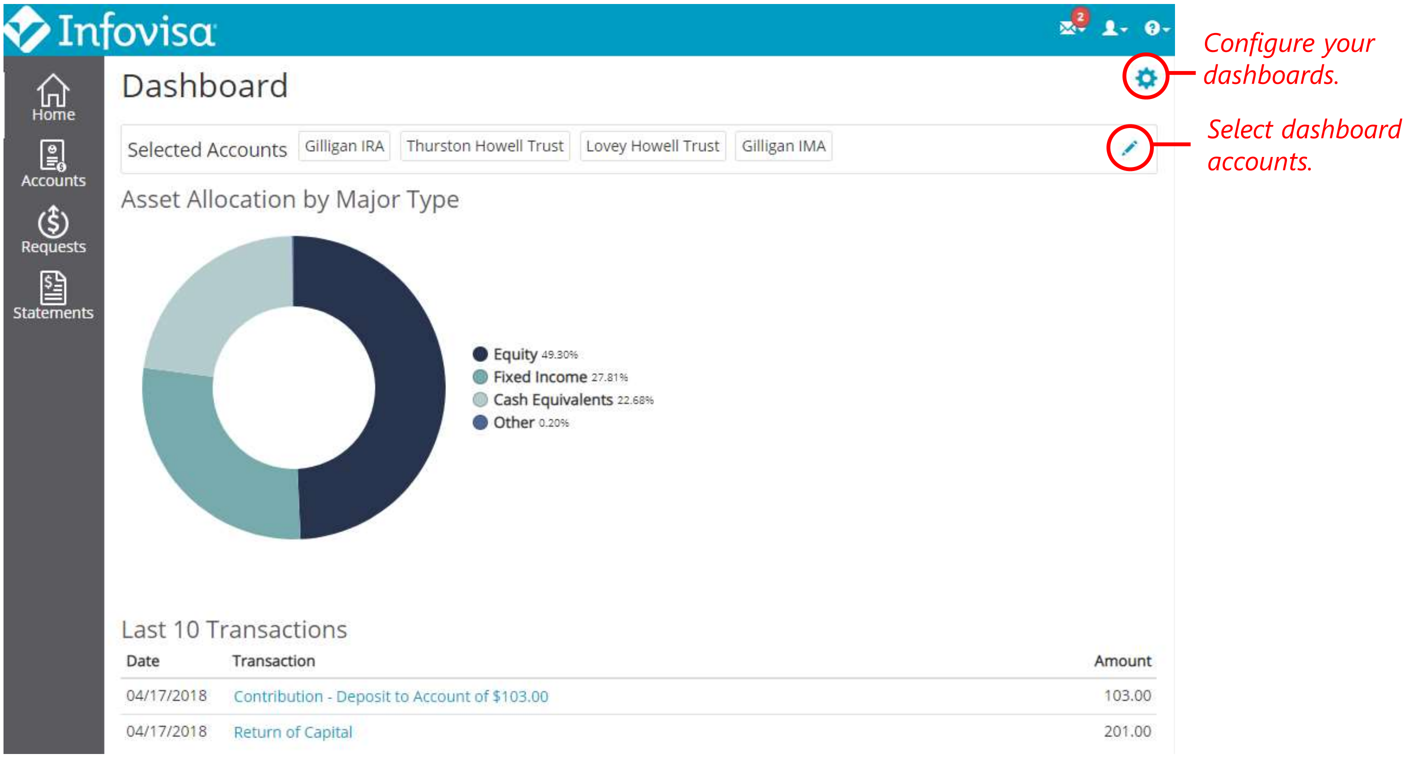
You can exclude accounts from the All Accounts balance within the Account List.

TIP: For more information on your ***Account List*** *and building* ***Account Groups****, see the Account List page.*

[1] If enabled, the Account Balances will use delayed equity prices. Dashboard snapshots do not use delayed equity prices.

Dashboards

The **Dashboards** section of the Home page displays customizable snapshots for your accounts.



Click or tap the cog icon to customize your dashboard page and create new pages.

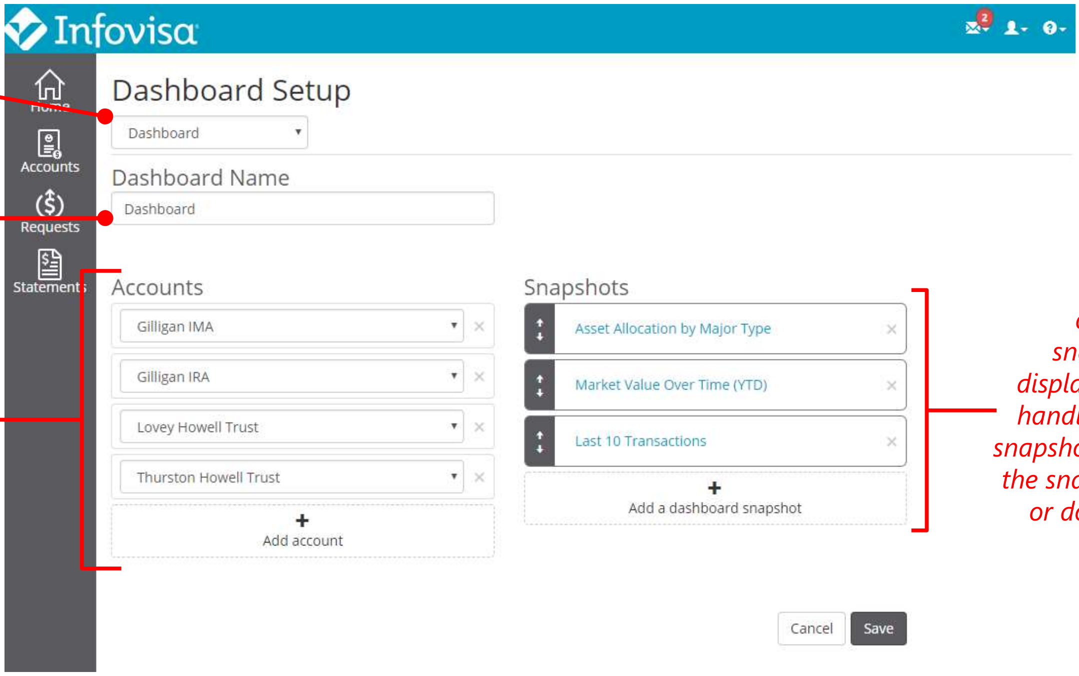
Click or tap the pencil icon to select the accounts to include on the dashboard page.

TIP: Hover over or touch any chart section to see additional information about that section.

Dashboard Setup

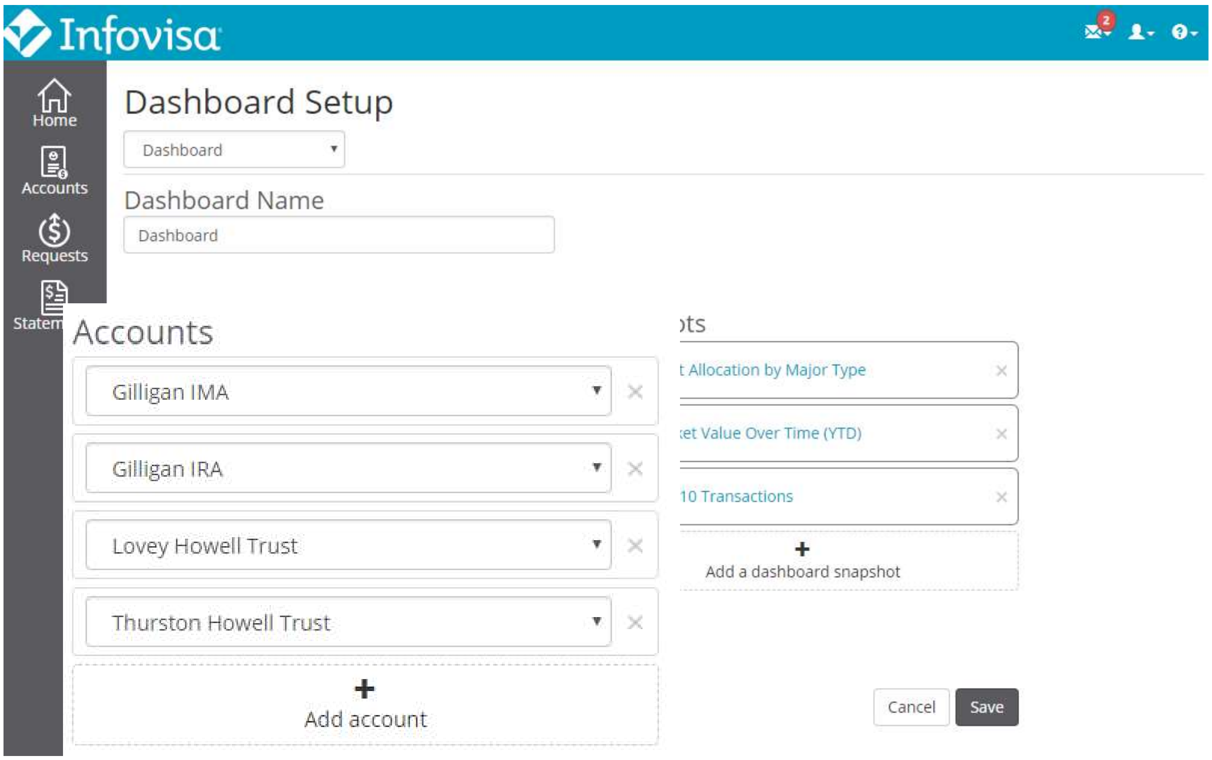
We have designed an initial Dashboard page for you to use for viewing your accounts. However, you can create new dashboard pages, edit your accounts, or edit the snapshots.

Select the cog icon on the Dashboard page to open **Dashboard Setup** where you can customize your dashboards.



Dashboard Accounts

Choose your dashboard accounts within the **Accounts** section of the Dashboard Setup page.

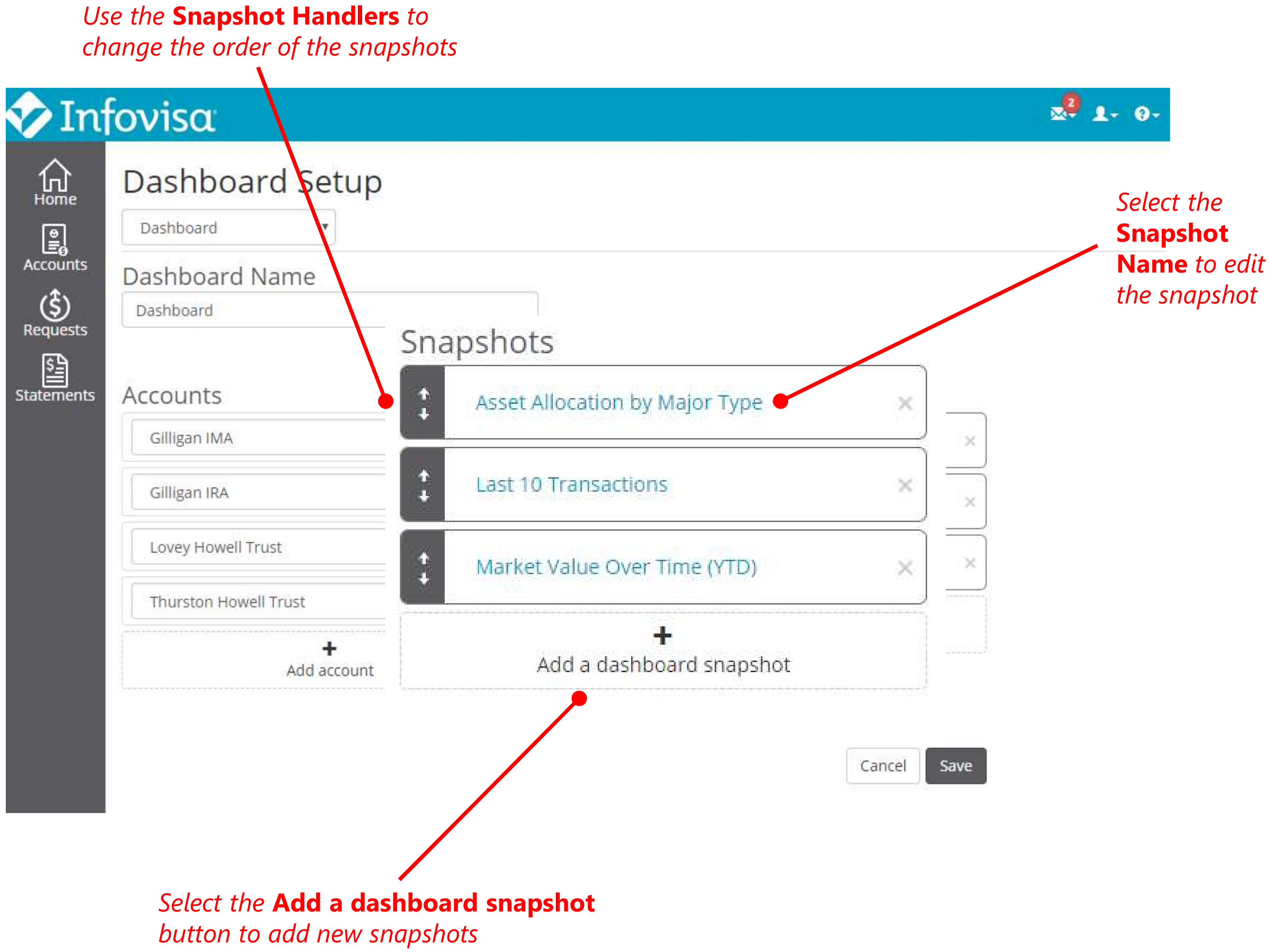


You may also add or remove accounts from your dashboard pages by clicking or tapping the pencil icon on the Home page.

TIP: When you add new accounts to your dashboard pages, they will automatically be listed in alphabetical order.

Dashboard Snapshots

Select your dashboard snapshots within the **Snapshots** section of the Dashboard Setup page.



You can have an unlimited number of snapshot combinations on your dashboard pages.

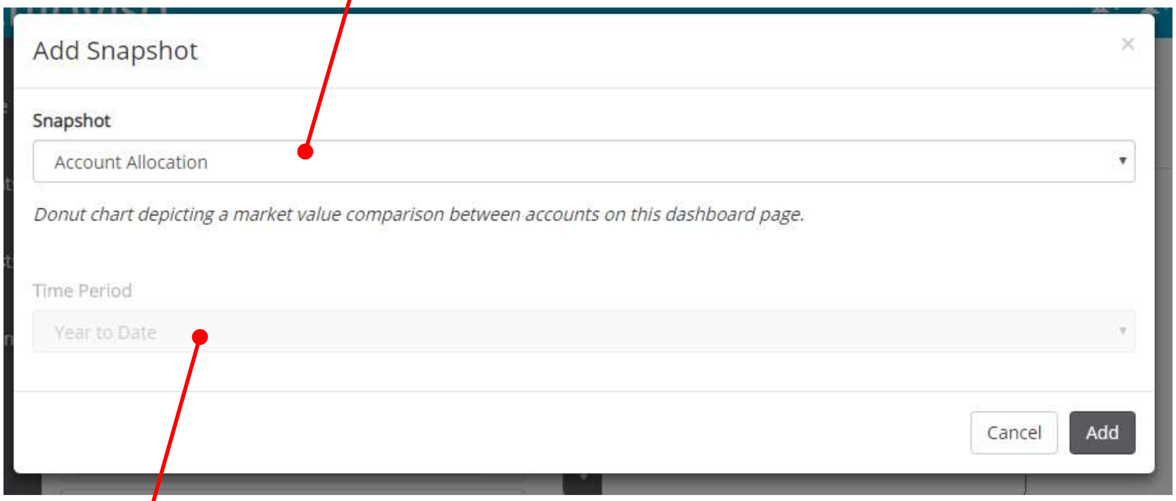
TIP: Create new Dashboard pages using the drop-down under the Dashboard Setup page title.

Add Snapshots

Use the **Add a Dashboard Snapshot** button from the Dashboard Setup page to add new snapshots to your dashboard, or select the name of any existing snapshot to edit it.

Either action will open the **Add Snapshot** dialog for maintaining your dashboard snapshots, including the time period (if available).

Select a ***Dashboard Snapshot*** *from the list*



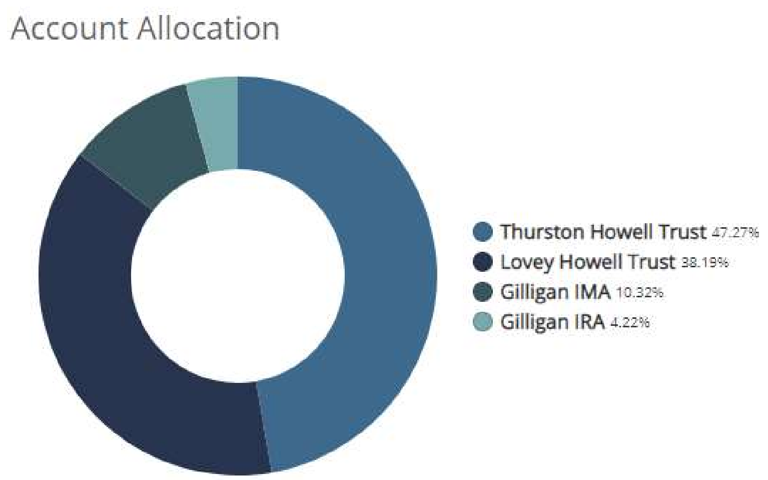
Select a ***Time Period*** *for snapshots spanning a date range*

The next several pages show the snapshots that you may include in your Dashboards. Unless otherwise noted, the snapshots show combined data for all accounts linked to the Dashboard.

Snapshots

Account Allocation

Chart comparison of relative values of accounts.



Data is always for the most recent date.

Account Value Over Time

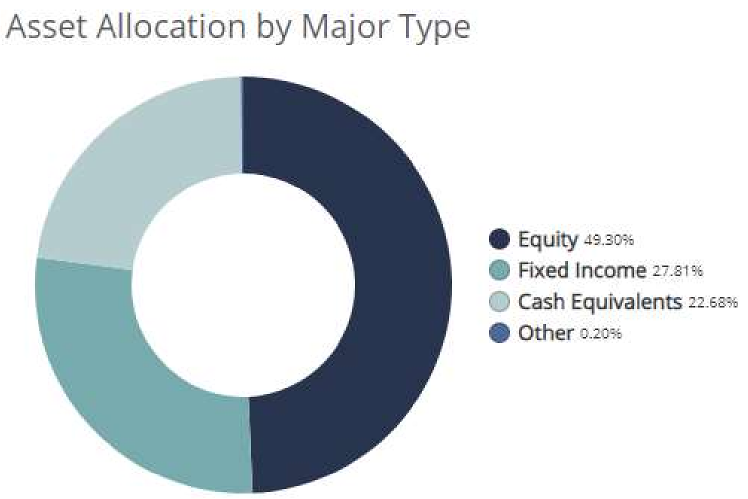
Chart comparison of account values over a time period.

Data is for a time period.

Snapshots

Asset Allocation by Major Type

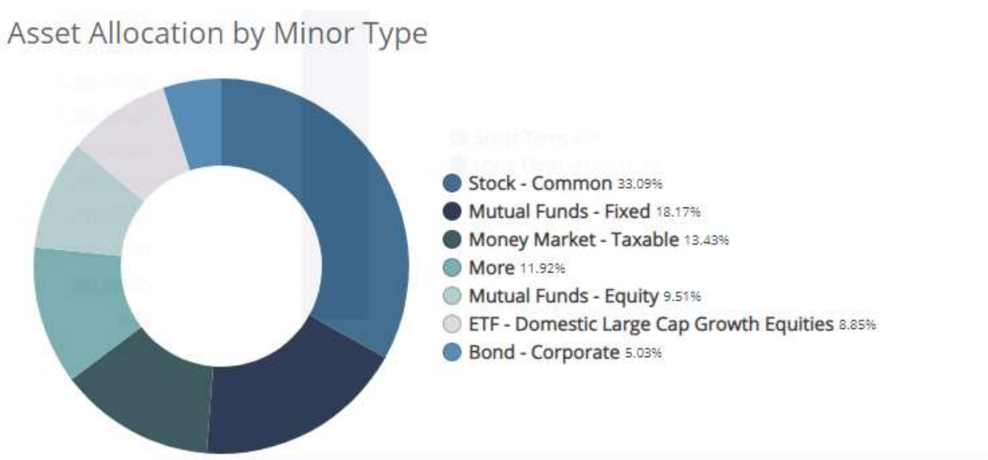
Chart comparison of holdings by Major Type. Major Types are sometimes called *asset classes* or *sectors.*



Data is always for the most recent date.

Asset Allocation by Minor Type

Chart comparison of holdings by Minor Type. As the name implies, minor types are more specific asset classifications than major types.



Data is always for the most recent date.

Snapshots

Capital Gain Summary

Chart comparison of realized short-term capital gains and realized long-term capital gains for the specified period.

Data is for a selected period.

Last 10 Transactions

Listing of the 10 most recent transactions.

Last 10 Transactions

Date	Transaction	Amount
07/03/2017	Purchased 1,000 par value @ $101.0000 for A F L A C Inc Aflac Inc Sr Nt dtd 05/15/2019	-1,170.00
06/19/2017	Contribution - Deposit to Account of $10,000,000.00	10,000,000.00
05/22/2017	Reinvest Dividend - Ordinary, received 2 shares @ 114.500000 on 1,517.28905 shares	0.00
05/22/2017	Deliver 100 shares	0.00
05/16/2017	Interest - US Treasury on 50,000 par value	2,250.00
05/16/2017	Interest - US Treasury on 100,000 par value	4,500.00

Data is for a time period.

Snapshots

Market Value Over Time

Table displaying account market value change during the specified time period. Information is shown for each individual account and for the group.

Market Value Over Time (YTD)

Account		Change %	Change $
All Accounts		+47.41%	+10,092,039.48
Bobby Ewing IRA		+3.06%	+4,198.67
Bobby Ewing Trust		+2.06%	+69,435.49
Lovey Howell Personal Trust		+0.14%	+11,403.81
Thurston Howell, III Personal Trust		+102.99%	+10,007,001.51

Data is for a time period.

Top 10 Holdings

Table displaying the 10 asset positions with the highest current market value.

Top 10 Holdings

Asset Name	Current Value
Fidelity Salem Street Trust Invt Grade Bd Fund	2,603,700.00
Fidelity Cash Reserves Fund #55	2,331,596.35
Fidelity Institutional Money Market Prime	2,311,743.59
Amazon.com Incorporated	2,014,041.00
Vanguard Large-cap Etf	1,442,210.00
Google Inc Class A	1,363,393.50

Data is always for the most recent date.

Snapshots

Top 10 Performing Assets

Table containing the ten positions for the dashboard accounts with the highest rate of returns.

Top 10 Performing Assets (YTD)

Asset Name	Rate of Return	Change In Value	Current Value
K Mart Corp Note 7.95% Due 02/01/23	32.85%	1,987.50	33,173.12
Fixed Income Pooled Fund	12.99%	-345.82	16,451.91
Chou Amer Mut Funds Chou Opportunity Fund	11.51%	0.00	1,443.00
Equity Pooled Fund	9.71%	7,367.15	85,519.38
Balanced Pool Asset	8.19%	24,987.41	708,146.03
Retained Balanced Pool Asset	7.35%	4,109.47	59,989.55

Data is for a time period. (only displayed for performance users)

Transaction Summary

Table containing summarized additions and subtractions and the resulting effect on total market value (MV). Additions include deposits of cash or assets and Subtractions are the inverse: withdrawals of cash or assets.

Transaction Summary (YTD)

Beginning MV	$21,292,712.19
Net Change	9,997,226.31
Additions	10,001,151.31
Subtractions	-3,925.00
Ending MV	$31,454,467.16
Total Return	$164,528.66

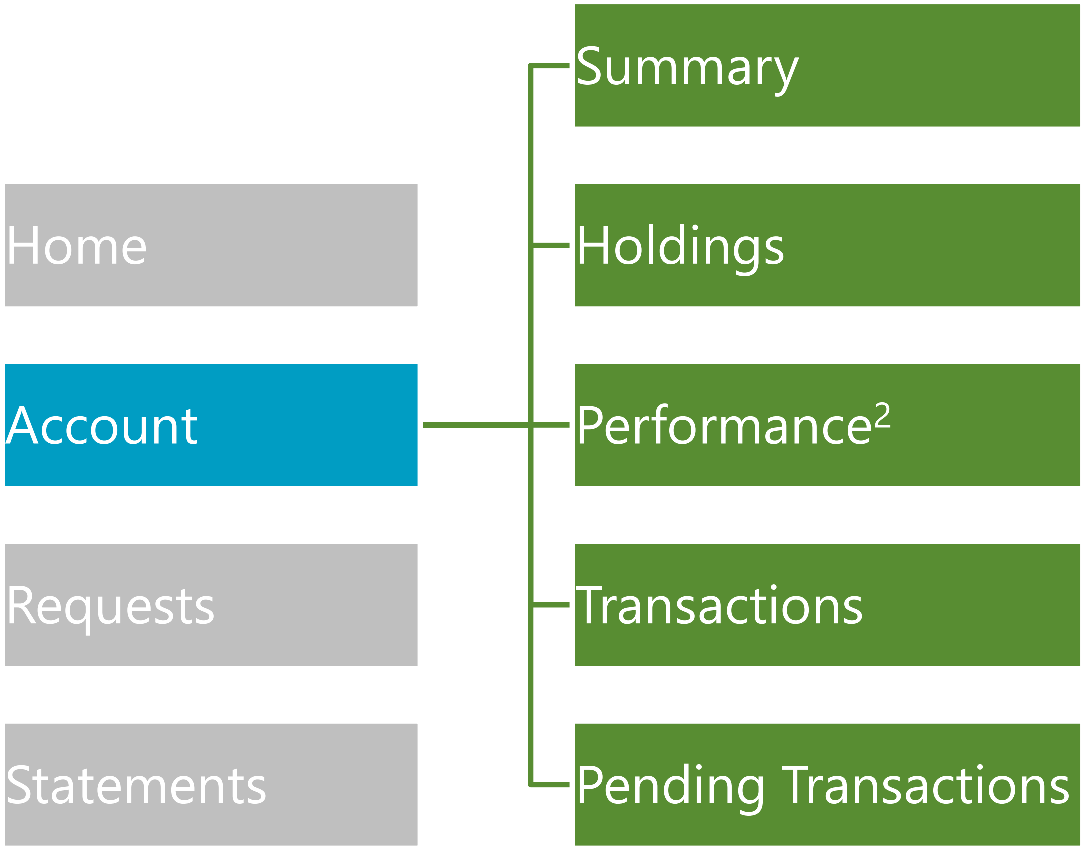
Data is for a time period.

*TIP: Select the **Save** button after completing Dashboard setup, then click or tap **Home** to view your changes.*

Account Pages

Select any account from the **Account Balances** section of the Home page or use the **Accounts** menu to view your individual account pages.

The Accounts page contains four tabs of report information for your accounts or **Account Groups**.



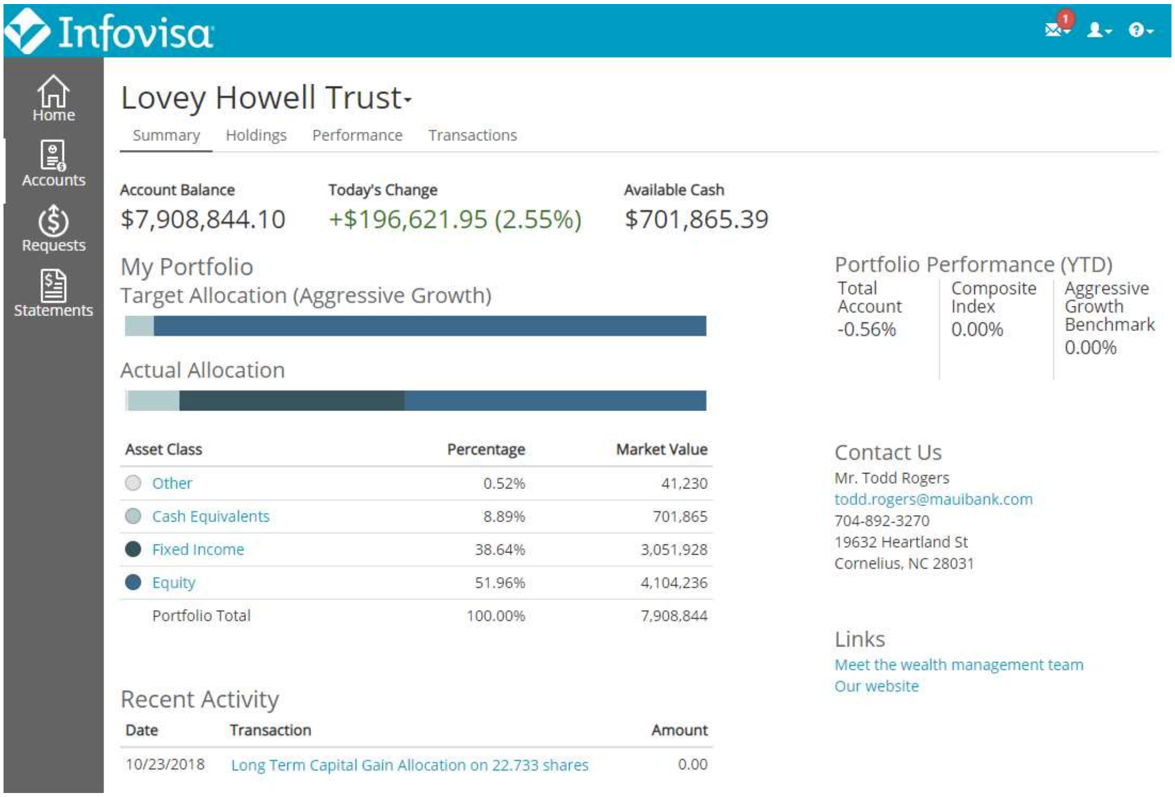
See the Account List page for instructions on building Account Groups.

[2] *Please check with your account contact to determine if performance information is available for your accounts.*

Account Summary

The first page, **Account Summary**, combines information from the other three account reports to provide you with a comprehensive overview, including:

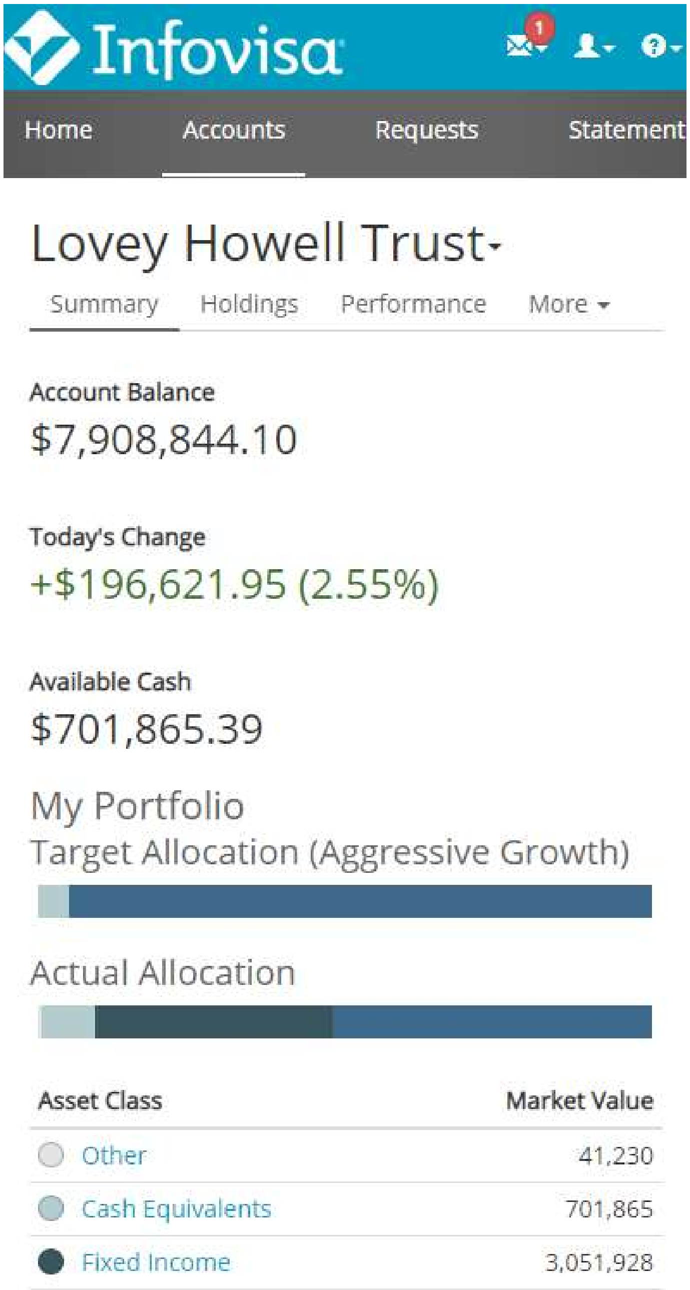
- Account Balances and Allocations
- Performance Returns
- Recent Activity
- Contact Information



*TIP: Account groups will display the **Included Accounts** above the **Contact Us** section on this page.*

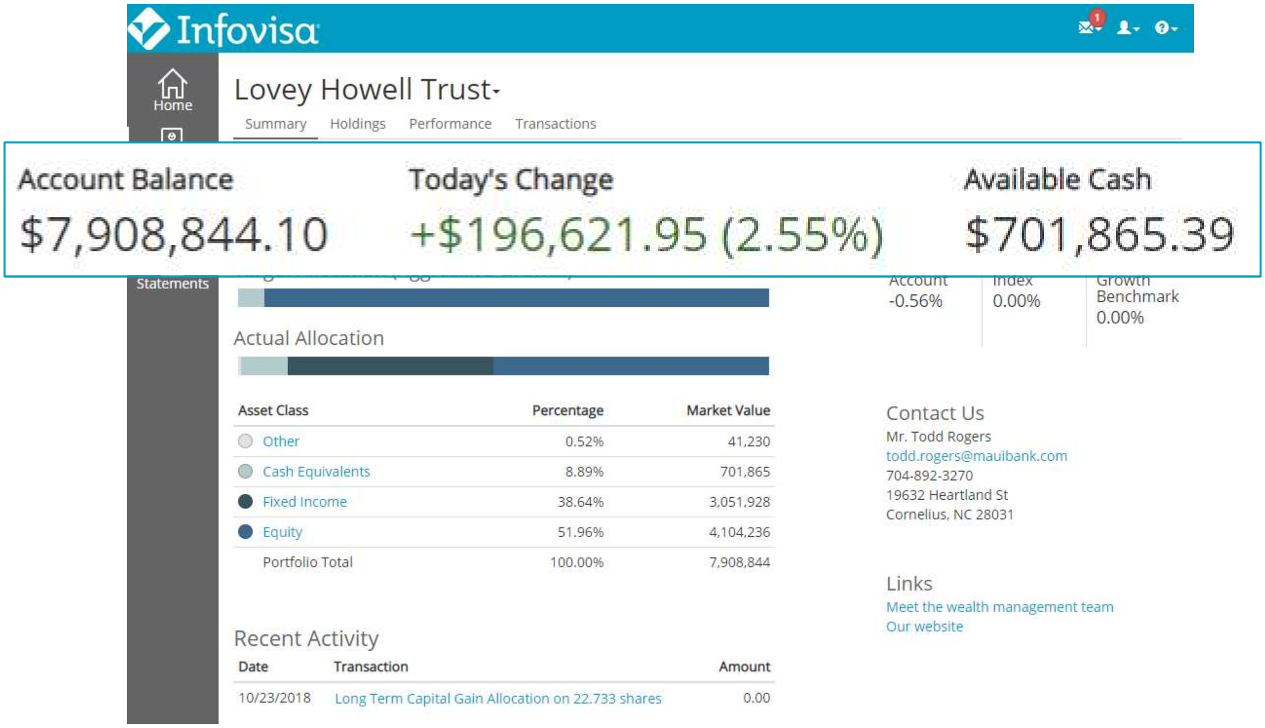
Account Summary

The mobile version of the Account Summary page displays the same information condensed to the width of your phone.



Account Balances

The first section of the Account Summary contains your **Account Balance, Today's Change,** and **Available Cash** amounts.



Your Account Balance is the most recent value of your account for all holdings, including cash.

Today's Change is the difference between the current Account Balance based on most recent prices and the previous close of business prices.

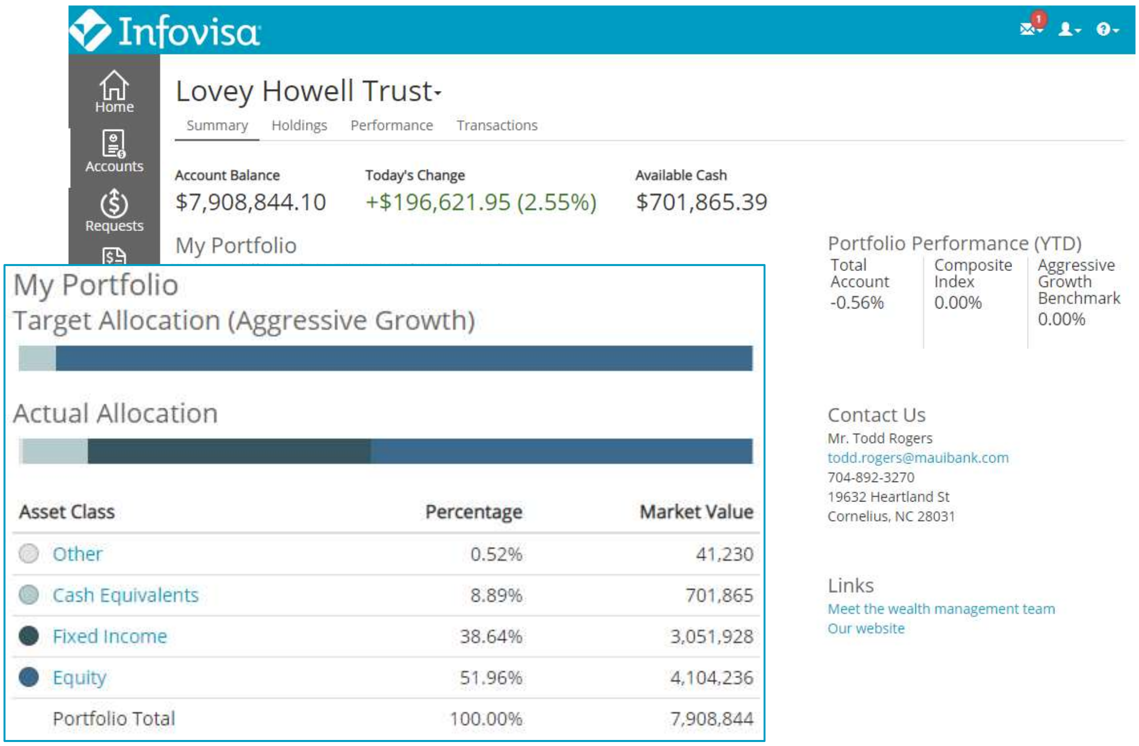
Your Available Cash[3] amount is a combination of cash plus any balances in money market funds.

If you are viewing a group of accounts, these values are combined for all accounts within the group.

[3] *The Available Cash displayed may not reflect the value available for distribution or trade requests.*

My Portfolio

The next section, **My Portfolio**, contains your current major asset class **Account Allocations** chart with corresponding table.

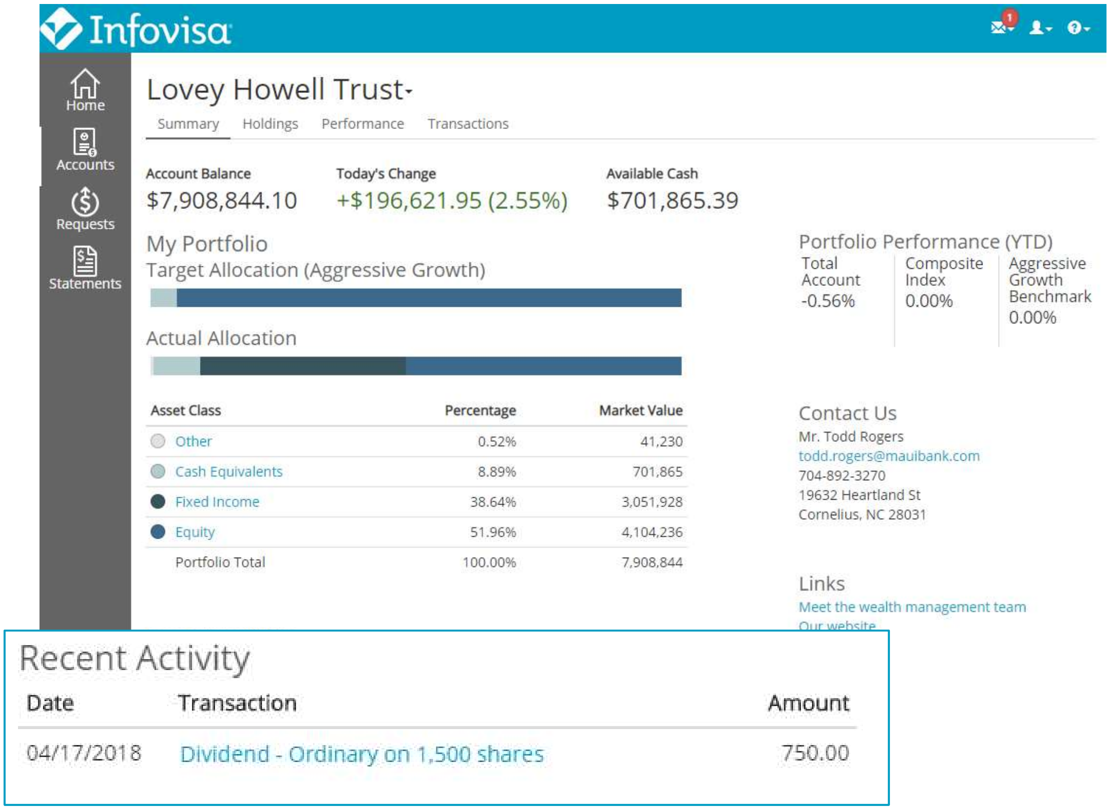


This section also contains a chart of **Target Allocations** based on the objectives or goals established for your accounts.

*TIP: Select an **Asset Class** within the table to view a filtered version of the **Holdings** report for that Asset Class.*

Recent Activity

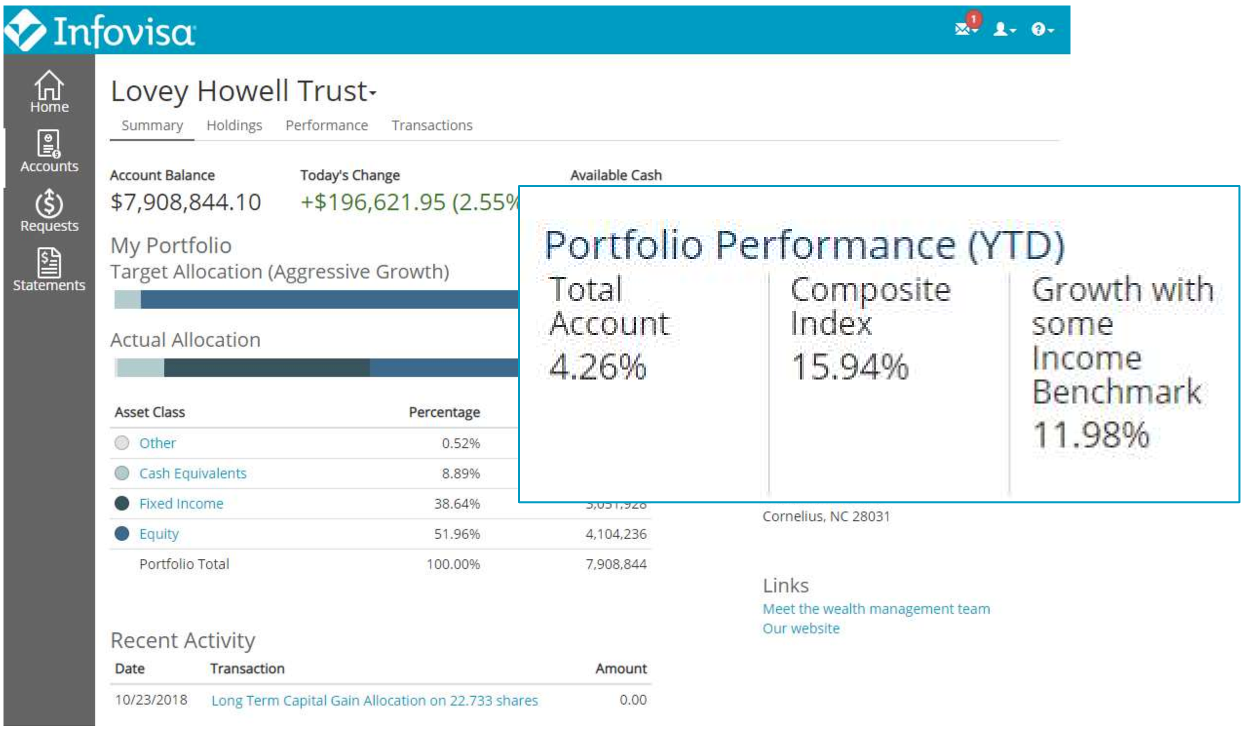
The **Recent Activity** section displays the last 15 transactions for your accounts, with the most recent transaction listed first.



Select the **Transaction Description** of any transaction to view **Transaction Details**.

Portfolio Performance

The **Portfolio Performance (YTD)** section at the top of the second column contains year-to-date Total Account performance returns[4].

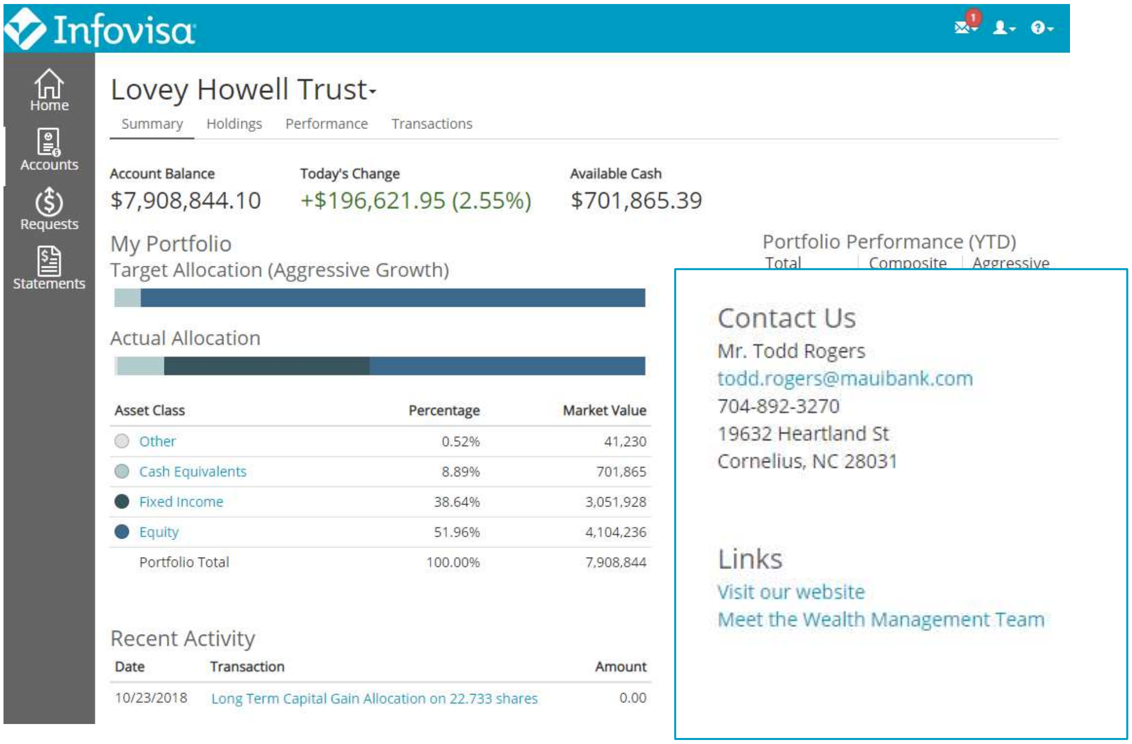


The section may also display **Composite Index** and/or **Benchmark Return** comparisons for your account.

[4] *Performance returns on this page are calculated using the Time-Weighted Rate of Return methodology based on Trade Date.*

Contact & Links

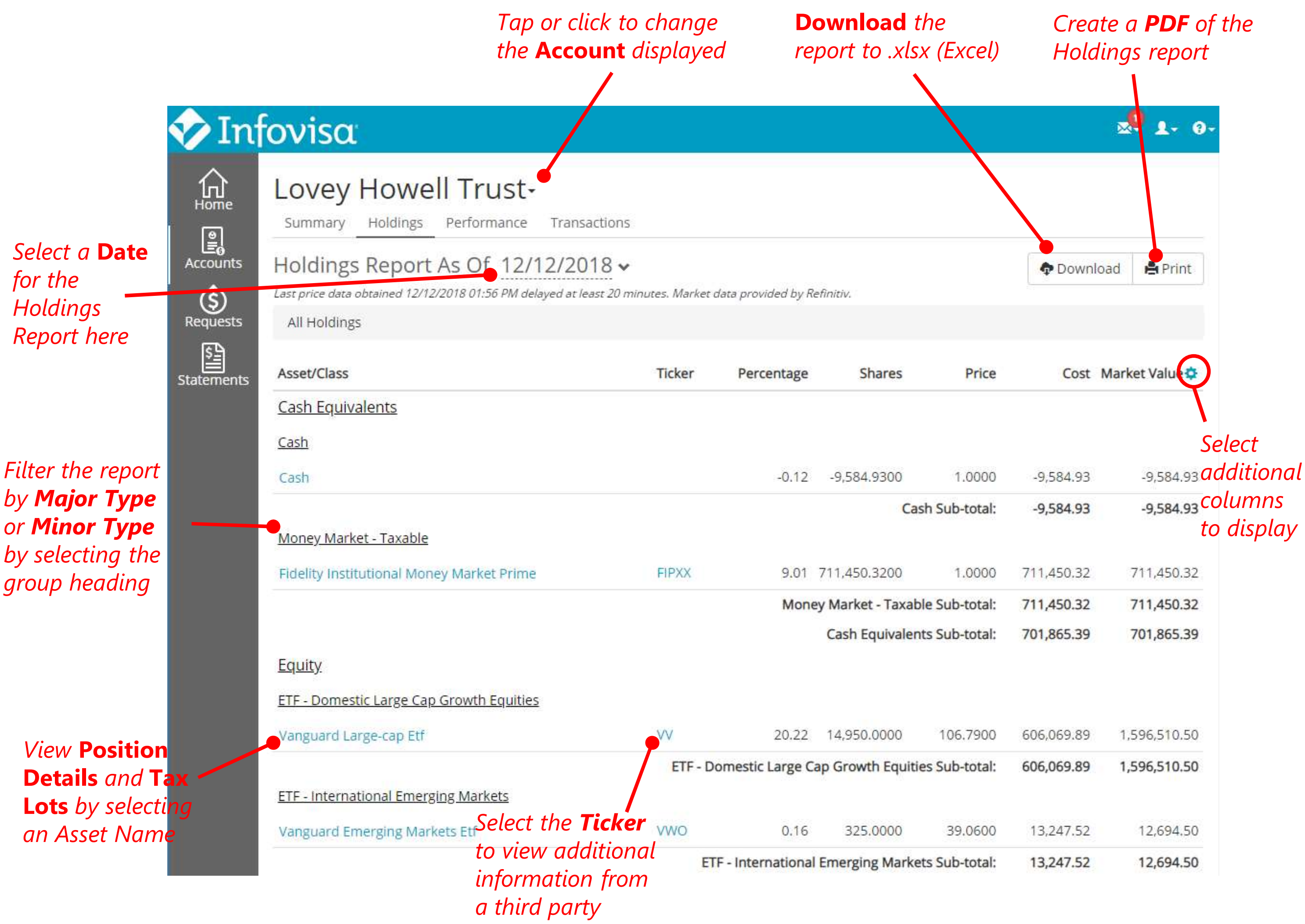
Finally, the Account Summary page contains **Contact Information** for your account contacts and a list of **Links** that we have customized for you.



Click or tap the tabs below the account name to navigate between account pages.

Holdings

The next account report, **Holdings**, displays account positions and values for the most recent date or any historical date[5].

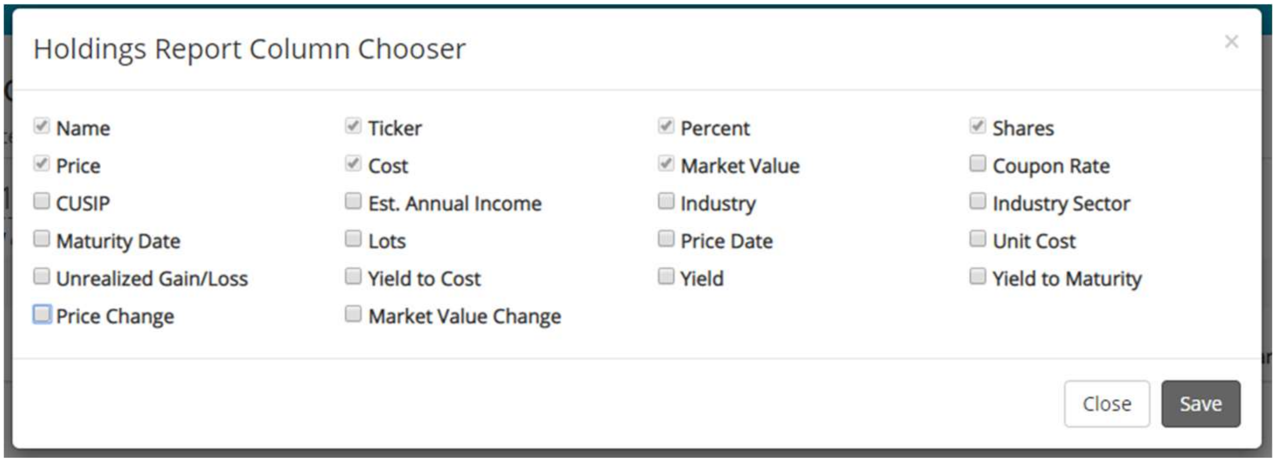


Print the report to PDF or download to XLSX (Excel) using the **Download** and **Print** buttons. The download feature includes individual tax lots but neither Price nor CUSIP.

[5] *Delayed prices are used when viewing the Account Holdings report for the current date only.*

Select Columns

On larger screen sizes such as desktops or laptops, you can choose additional columns for the Holdings report using the cog icon next to the last column header.



Additional columns are added to the right of the first seven locked columns on the Holdings report.

On tablets and phones, additional columns are hidden from view to fit the size of the device. Turn your device in a landscape orientation to view additional columns.[6]

[6] *Price Change and Market Value Change columns are only available with delayed pricing.*

Holdings Columns

On tablets and mobile devices, the columns displayed on the Holdings report vary depending on the width and orientation of the screen.

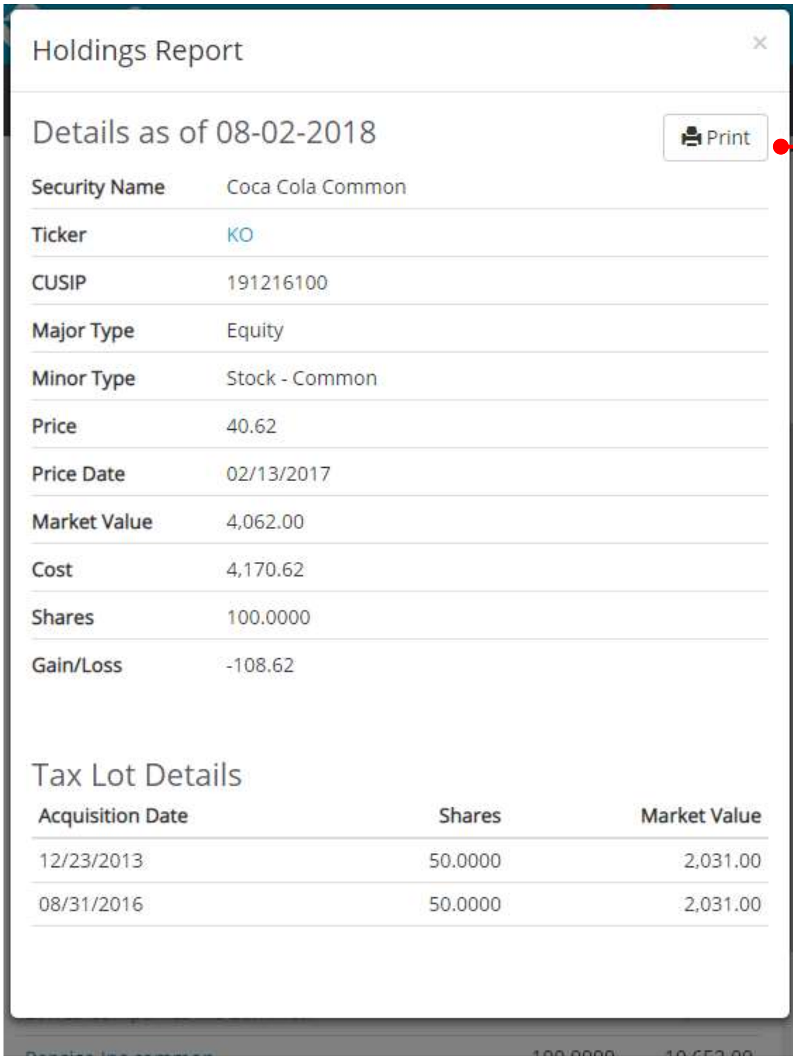
For example, a phone in portrait mode displays Asset/Class and Market Value.

The table below shows the display columns based on your device size and orientation.

Tablet Landscape • Asset/Class • Shares • Price • Cost • Market Value	**Phone Landscape** • Asset/Class • Shares • Price • Market Value
Tablet Portrait • Asset/Class • Shares • Price • Market Value	**Phone Portrait** • Asset/Class • Market Value

Holdings Details

Select the **Asset Name** on the Holdings Report for any position to view the **Holdings Details,** including **Tax Lots**.



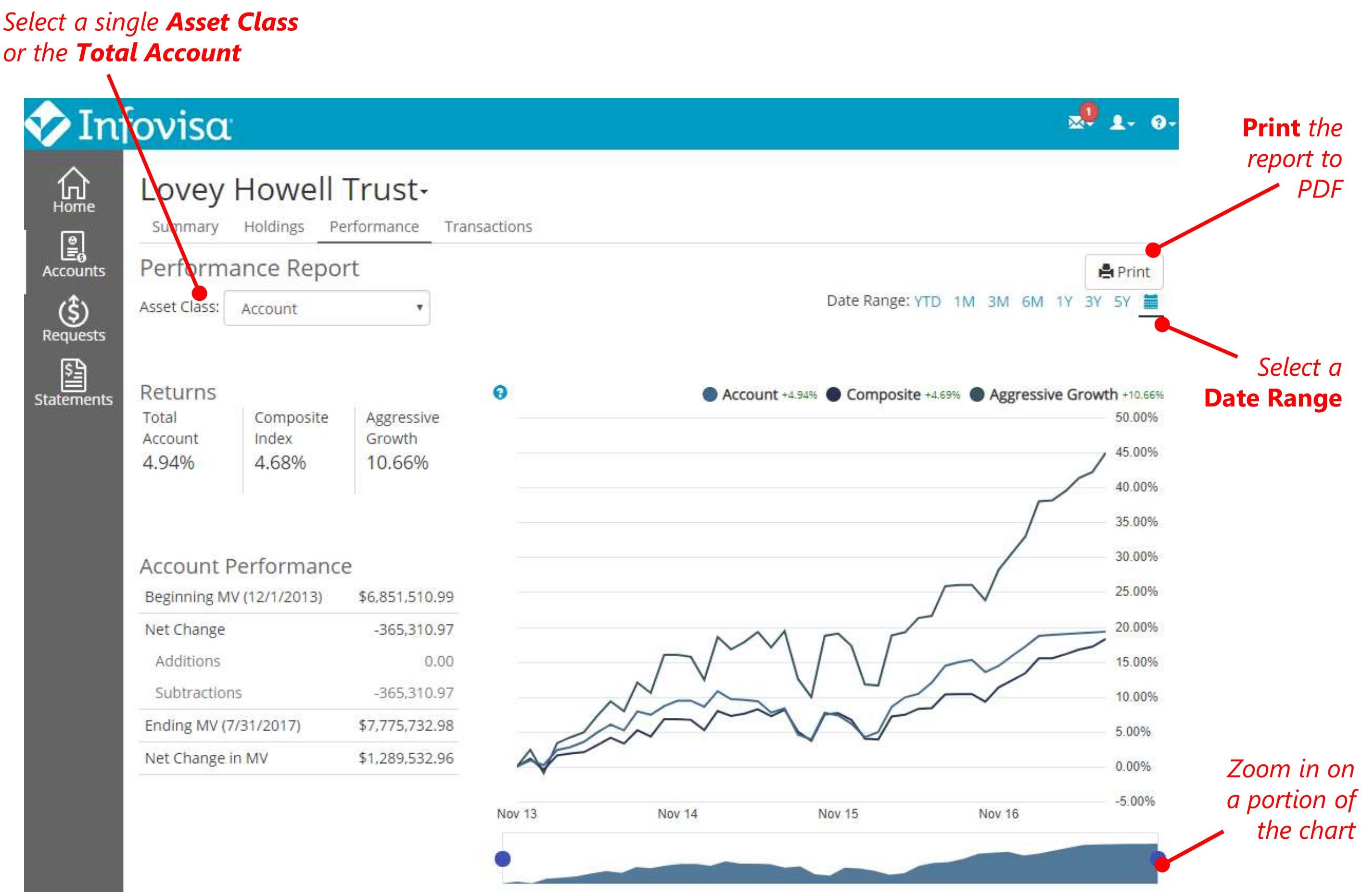
Print the Holdings detail information

Click or tap the **Print** button to export a PDF version of the Holdings Details.

> *TIP: Using **CTRL + Click** will send the PDF version of the report to a new browser tab.*

Performance

The third account report, **Performance***, displays total account return information for your account or account group as well as performance returns for each asset class.



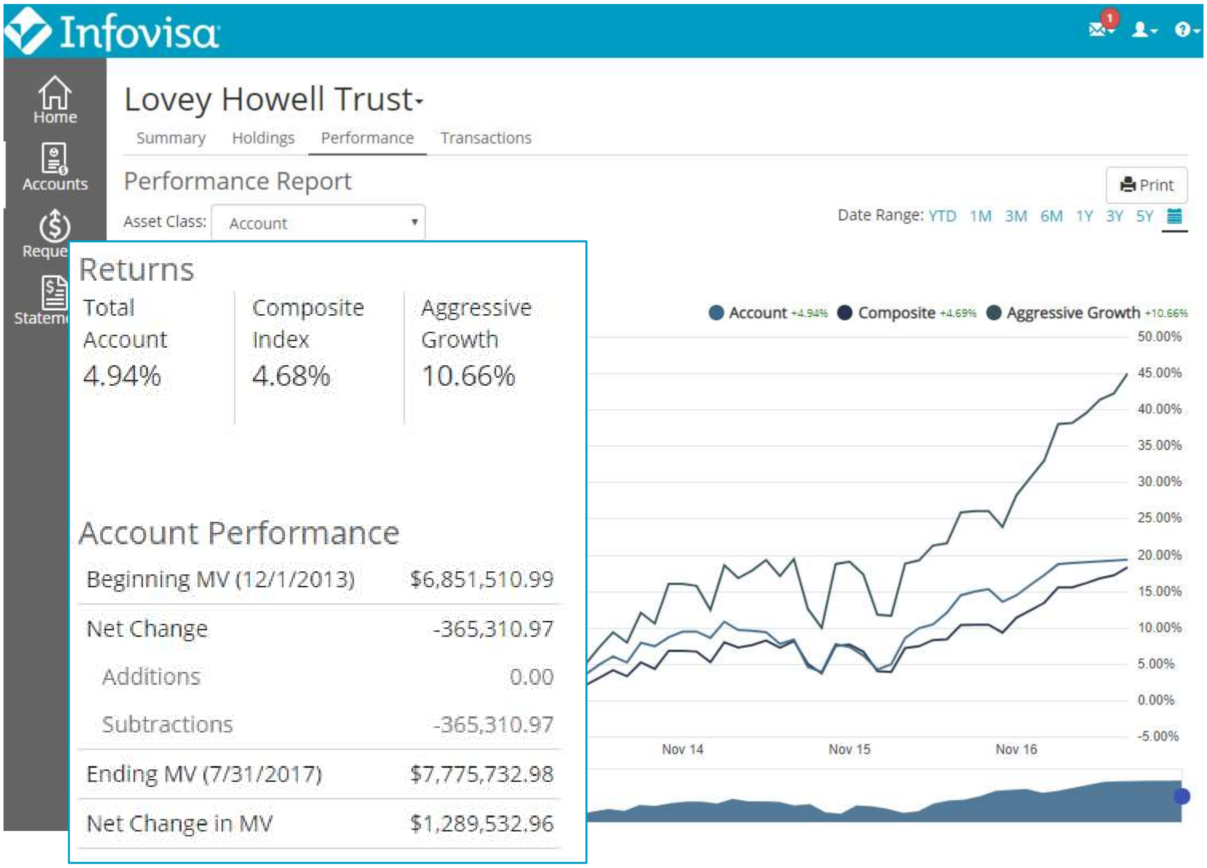
Use the **Asset Class** drop-down to switch between Total Account return information and individual asset classes.

Select the **Print** button to view a PDF version of the report.

** Please check with your account contact to determine if performance information is available for your accounts.*

Performance Returns

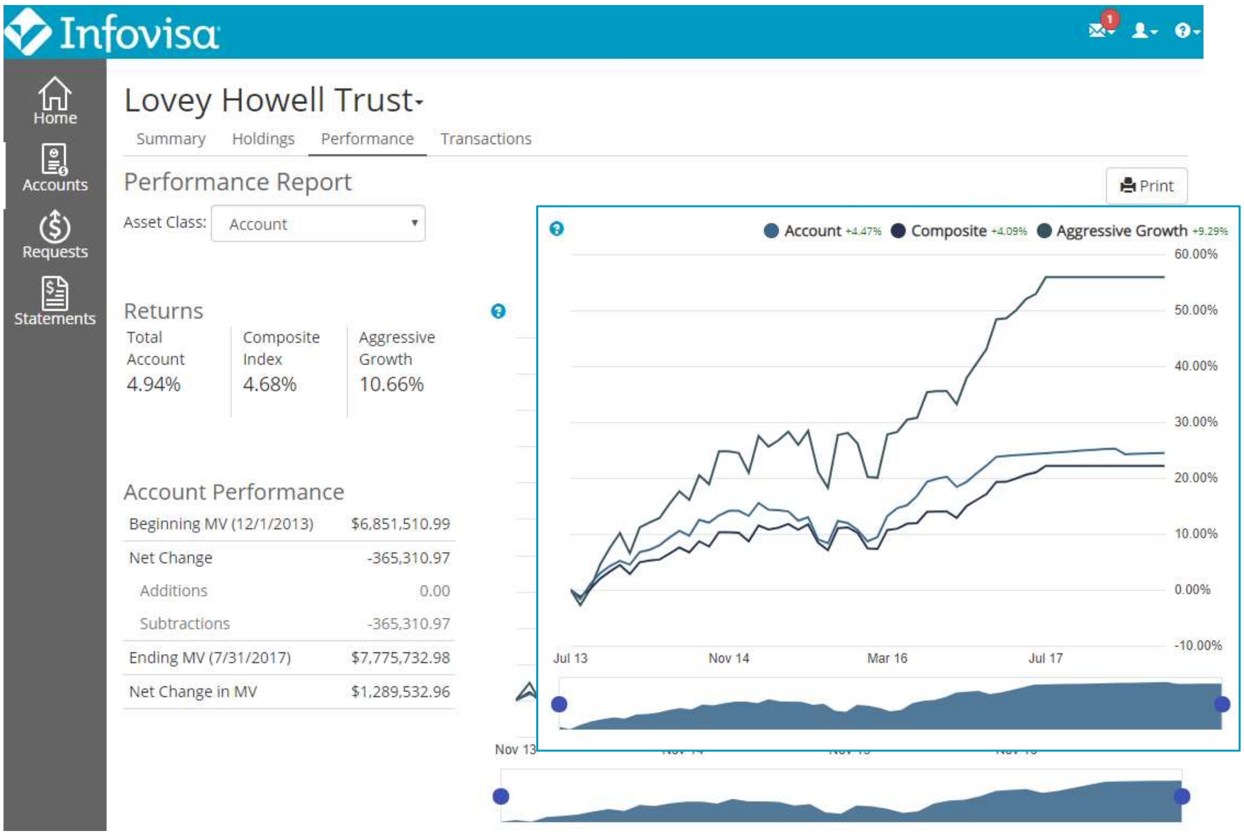
The first section of the Performance report contains the **Performance Return** data for the account or asset class. This section contains performance return percentages, inflows (additions), and outflows (subtractions) for the selected time period.[4]



[4] *Performance returns on this page are calculated using the Time-Weighted Rate of Return methodology based on Trade Date. Returns are annualized if the period is more than 12 months. Information on the report is displayed through the prior month-end.*

Performance Chart

The **Performance Chart** on the Performance report displays a cumulative line chart of your account returns for the time period based on an initial balance.



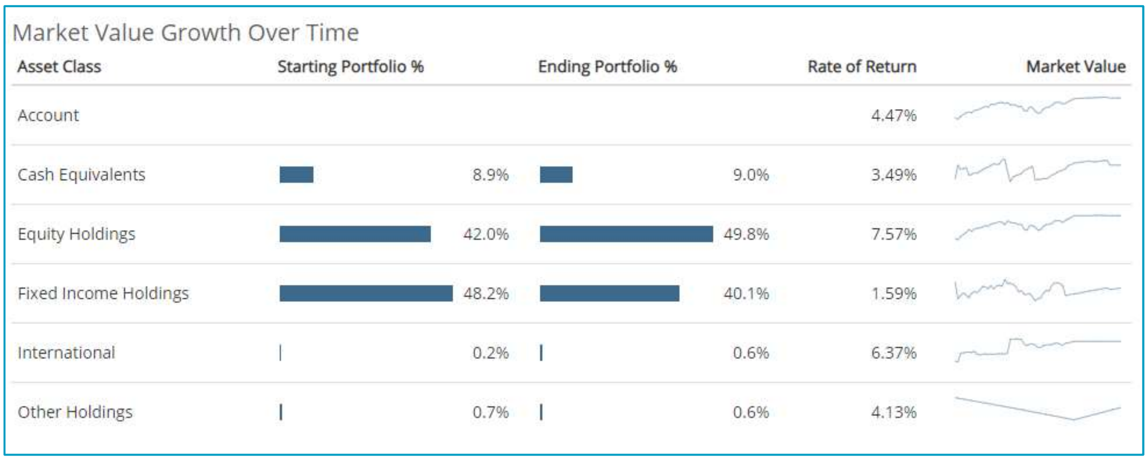
Hover over the interactive chart to zoom in on any month included in the specified date range.

TIP: Hover or touch the lines in the chart to see additional information about each return period.

Performance Charts

The bottom of the Performance report contains two additional charts and tables with performance information.

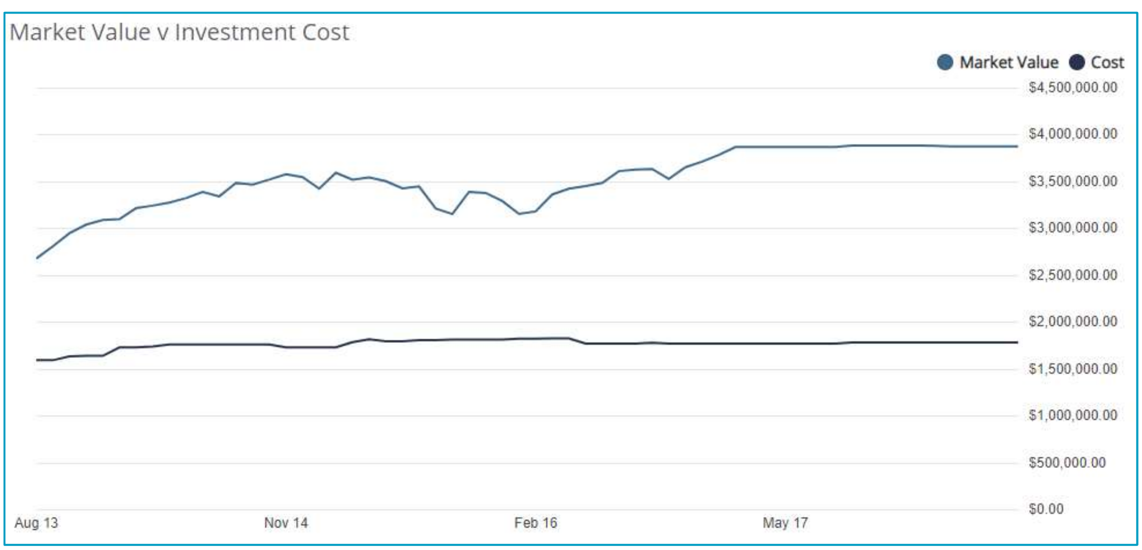
The total account returns page displays the **Market Value Growth Over Time** table with information for each asset class.



Market Value Growth Over Time

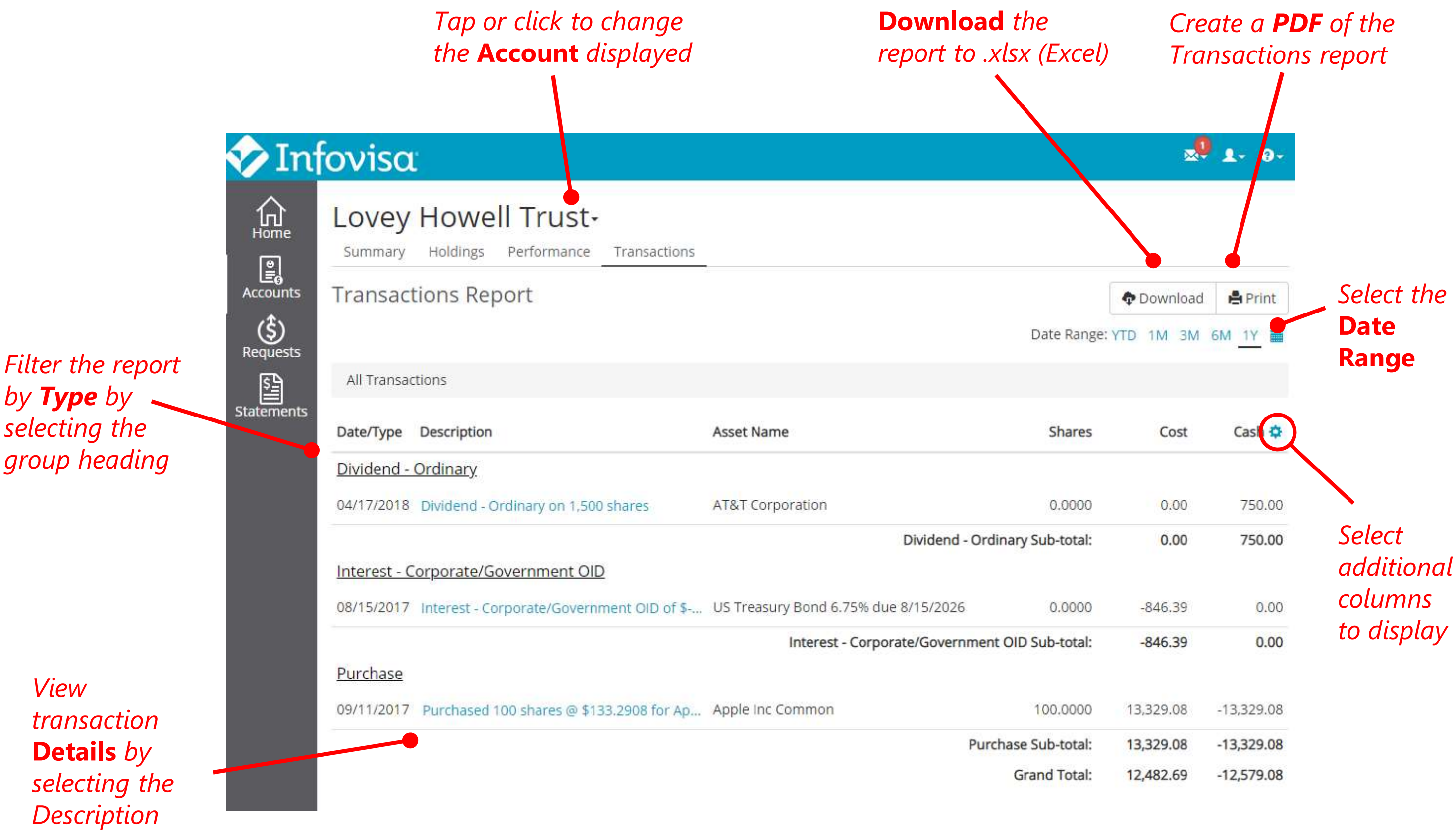
Asset Class	Starting Portfolio %	Ending Portfolio %	Rate of Return	Market Value
Account			4.47%	
Cash Equivalents	8.9%	9.0%	3.49%	
Equity Holdings	42.0%	49.8%	7.57%	
Fixed Income Holdings	48.2%	40.1%	1.59%	
International	0.2%	0.6%	6.37%	
Other Holdings	0.7%	0.6%	4.13%	

The individual asset class pages display the **Market Value versus Investment Cost** chart.



Transactions

The **Transactions report** displays transactions that posted to your accounts during the period.

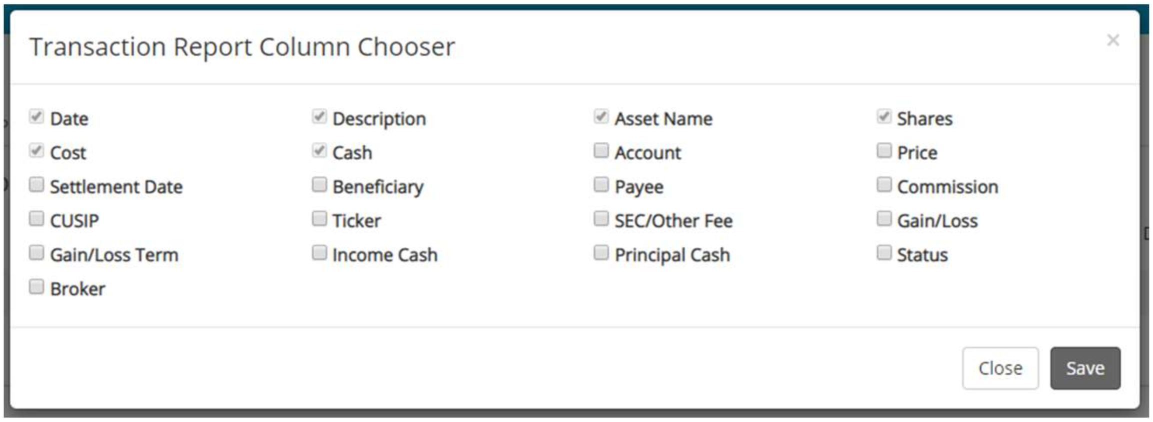


Print the report to PDF or download to XLSX (Excel) using the **Download** and **Print** buttons. The download file includes all available columns with the most recent transactions at the top.

*TIP: You can set the default range for the Transactions report in the **User Settings** menu.*

Select Columns

On larger screen sizes such as desktops or laptops, you can choose additional columns for the Transactions report using the cog icon next to the last column header.



Additional columns are added to the right of the first six locked columns on the Transactions report.

On tablets and phones, additional columns are hidden from view to fit the size of the device. Turn your device in a landscape orientation to display additional columns.

Transaction Columns

Similar to the Holdings report, on tablets and mobile devices, the displayed columns on the Transactions report vary depending on the width and orientation of the screen.

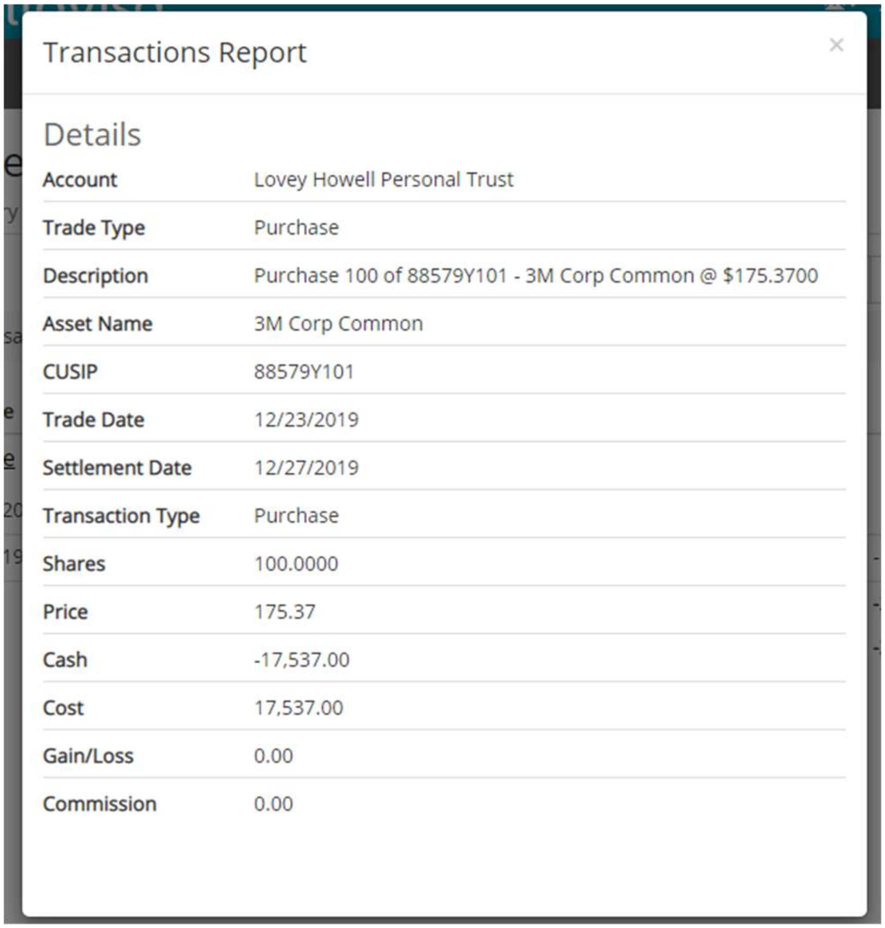
The table below shows the display columns based on your device size and orientation.

Tablet Landscape • Date • Description • Asset • Shares • Cost • Cash	**Phone Landscape** • Date • Description • Cost • Cash
Tablet Portrait • Date • Description • Shares • Cost • Cash	**Phone Portrait** • Date • Description • Cash

Transaction Details

Select the **Description** for any transaction within the Transactions Report or Pending Transactions Report to view the **Transaction Details.**

This information may also be accessed from the **Last 10 Transactions** snapshot on the Home page and the **Recent Activity** section of the Account Summary page.

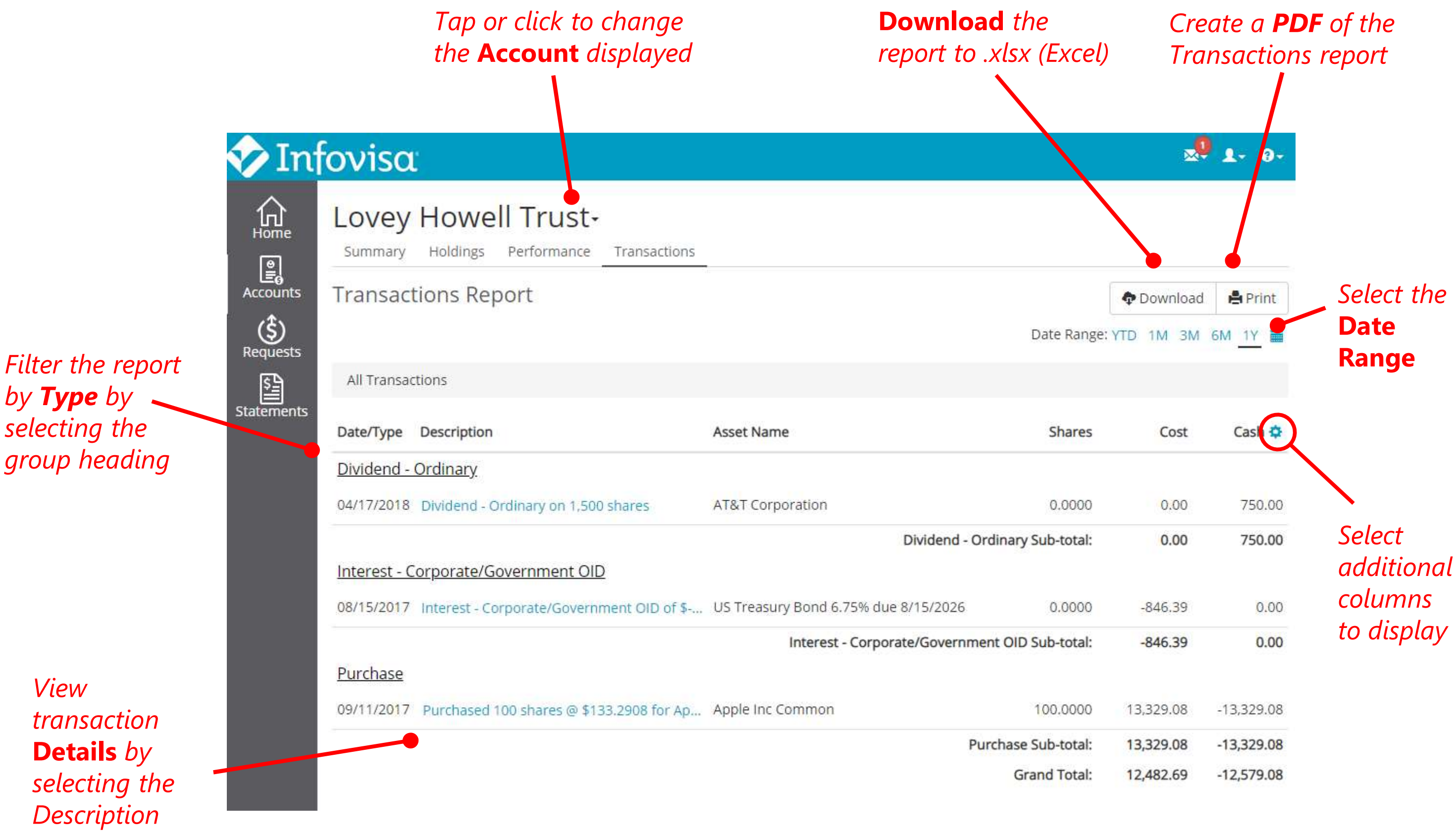

Transactions Report

Details

Account	Lovey Howell Personal Trust
Trade Type	Purchase
Description	Purchase 100 of 88579Y101 - 3M Corp Common @ $175.3700
Asset Name	3M Corp Common
CUSIP	88579Y101
Trade Date	12/23/2019
Settlement Date	12/27/2019
Transaction Type	Purchase
Shares	100.0000
Price	175.37
Cash	-17,537.00
Cost	17,537.00
Gain/Loss	0.00
Commission	0.00

Pending Transactions

The **Pending Transactions** report contains trades that are currently pending for your account(s).

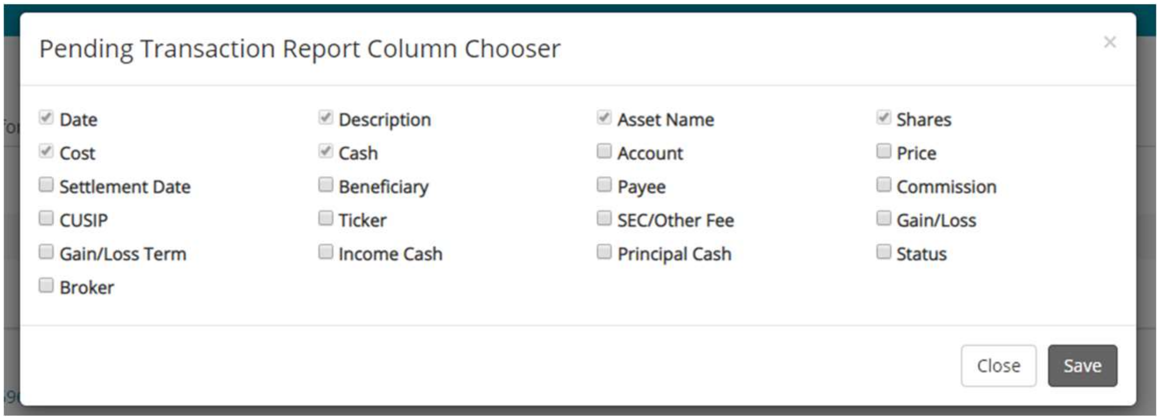


Print the report to PDF or download to XLSX (Excel) using the **Download** and **Print** buttons. The download file includes all available columns with the most recent transactions at the top.

TIP: Only confirmed buy and sell trades contain commission and fee information.

Select Columns

On larger screen sizes such as desktops or laptops, you can choose additional columns for the Pending Transactions report using the cog icon next to the last column header.



Additional columns are added to the right of the first six locked columns on the Pending Transactions report.

On tablets and phones, additional columns are hidden from view to fit the size of the device. Turn your device in a landscape orientation to display additional columns.

Pending Columns

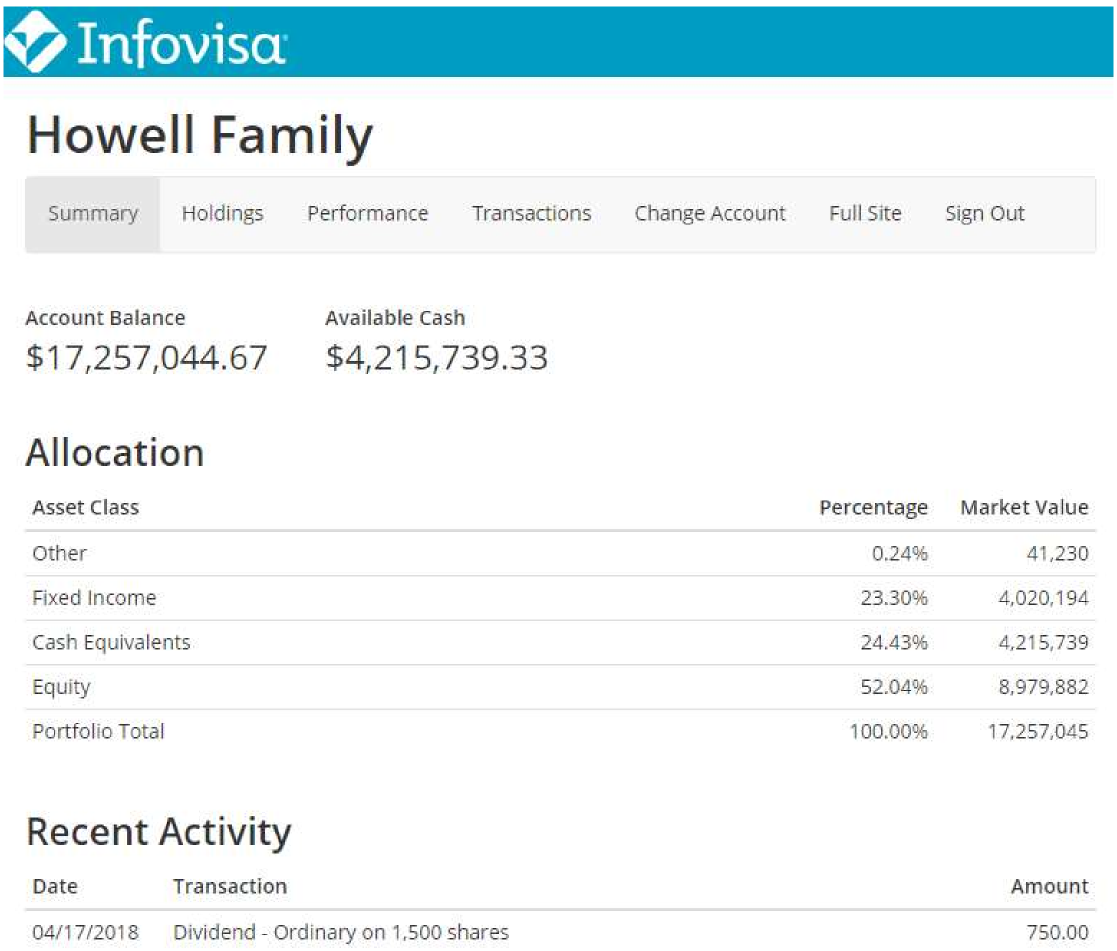
Similar to the Transactions report, the displayed columns on the Pending Transactions report vary depending on the width and orientation of the screen.

The table below shows the display columns based on your device size and orientation.

Tablet Landscape • Date/Type • Description • Asset • Shares • Cost • Cash	**Phone Landscape** • Date • Description • Cost • Cash
Tablet Portrait • Date • Description • Shares • Cost • Cash	**Phone Portrait** • Date • Description • Cash

Accessible Site

Use the **Accessible Site** link at the bottom of the page to view accessible versions of each account page including a menu option to **Change Accounts** or switch back to the **Full Site**.


Infovisa

Howell Family

Summary | Holdings | Performance | Transactions | Change Account | Full Site | Sign Out

Account Balance	Available Cash
$17,257,044.67	$4,215,739.33

Allocation

Asset Class	Percentage	Market Value
Other	0.24%	41,230
Fixed Income	23.30%	4,020,194
Cash Equivalents	24.43%	4,215,739
Equity	52.04%	8,979,882
Portfolio Total	100.00%	17,257,045

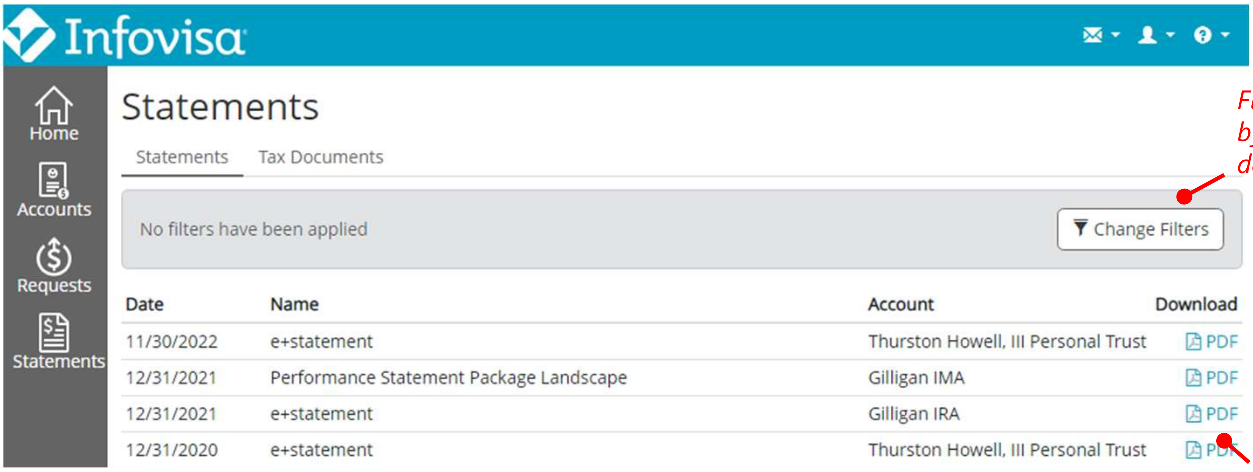
Recent Activity

Date	Transaction	Amount
04/17/2018	Dividend - Ordinary on 1,500 shares	750.00

*TIP: Select the **Full Site** menu option to toggle back to the full version of the website.*

Statements

Using the Infovisa Client Portal, you may also view your periodic statements online from the **Statements*** menu.



Filter statements by account or date range

*Select the **PDF** link to view the statement*

The Statements page sorts the statements with the most recent statements at the top of the page. Current year statements are included by default.

You can use the **Change Filters** button to view statements for other timeframes or filter by accounts.

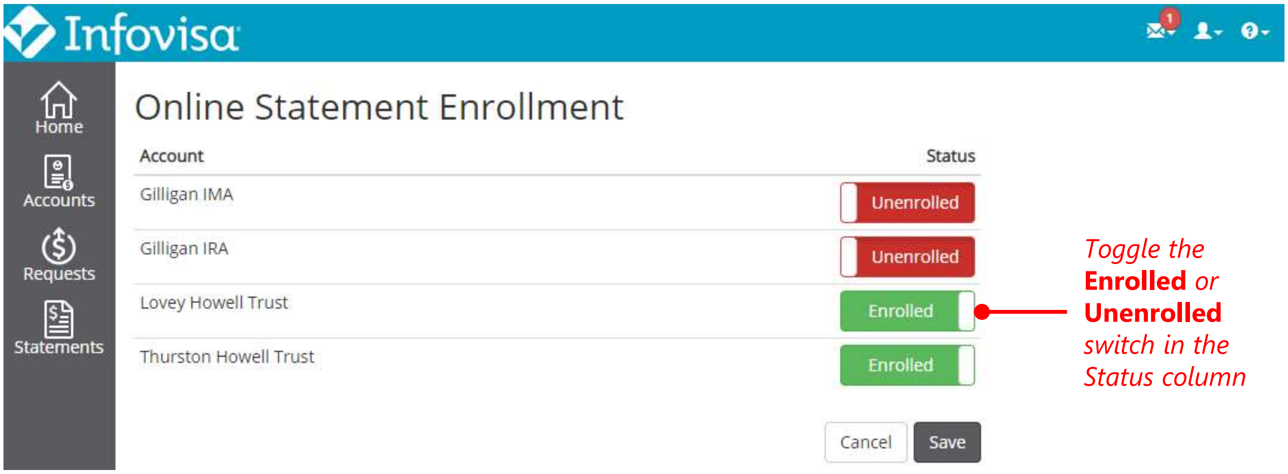
The **Download** column contains a **PDF** link to view, download, or print the online statement.

** Please check with your account contact to determine if online statements are available for your accounts.*

Statement Enrollment

Before you can view your statements online, you must first enroll your account(s). Start by selecting *User Profile > Online Statement Enrollment.*

The enrollment process allows you to choose the accounts to enroll for online statements and notifies us of your enrollment.



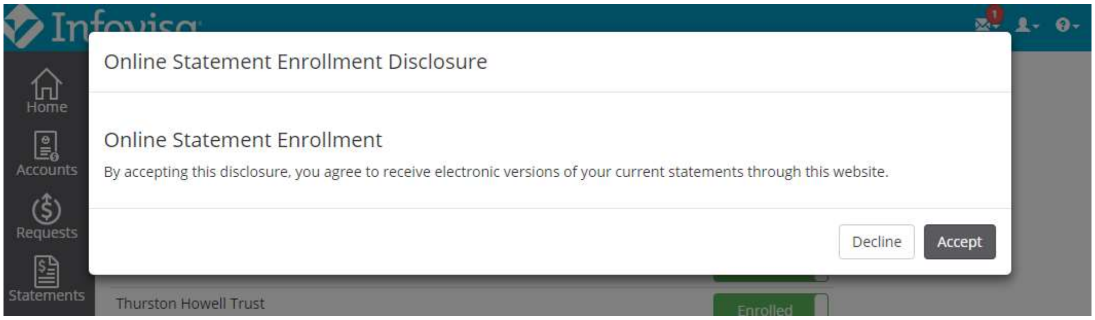
Step 1: Select the accounts to enroll for online statements using the toggle in the Status column, then click or tap **Save**.

Enrolled accounts are available for online statements.

Any **Unenrolled** accounts will not receive online statements.

Statement Disclosure

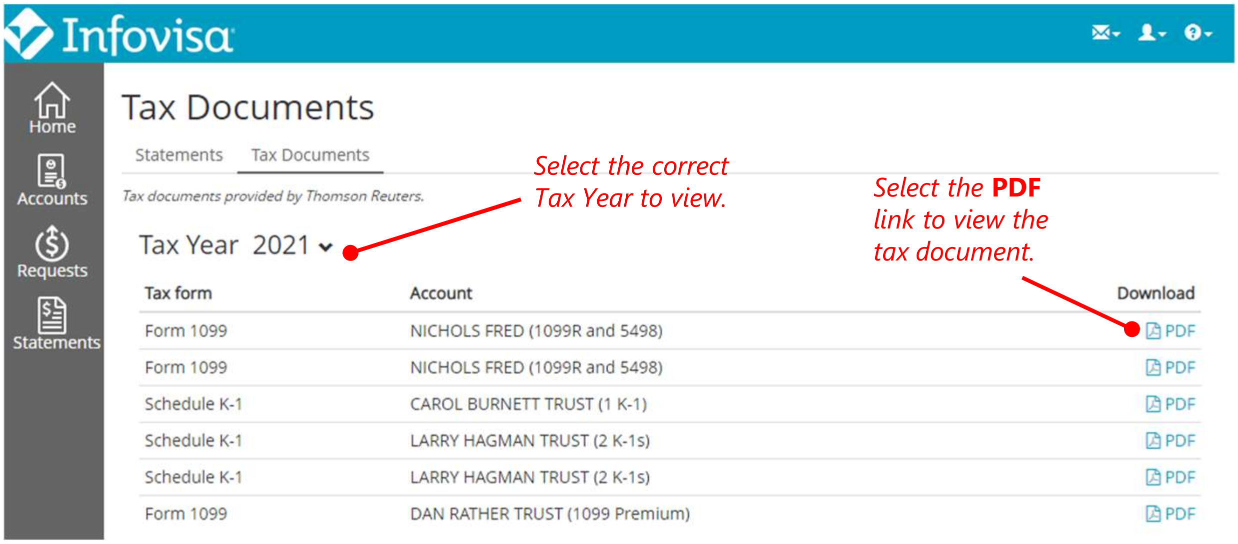
Step 2: You may need to accept the **Online Statement Enrollment Disclosure**. This acceptance acknowledges and confirms your instructions to deliver electronic statements, and allows us to act on those instructions.



You will receive an email notification when you successfully complete enrollment for online statements, and an additional email when your new statements are available online for viewing.

Tax Documents

If your financial institution uses a separate tax preparer such as Thomson Reuters ONESOURCE®, you may also be able to view your tax documents online.*



Tax Documents are located within the **Statements** menu option. The documents are only made available once your financial institution has published via the tax preparer.

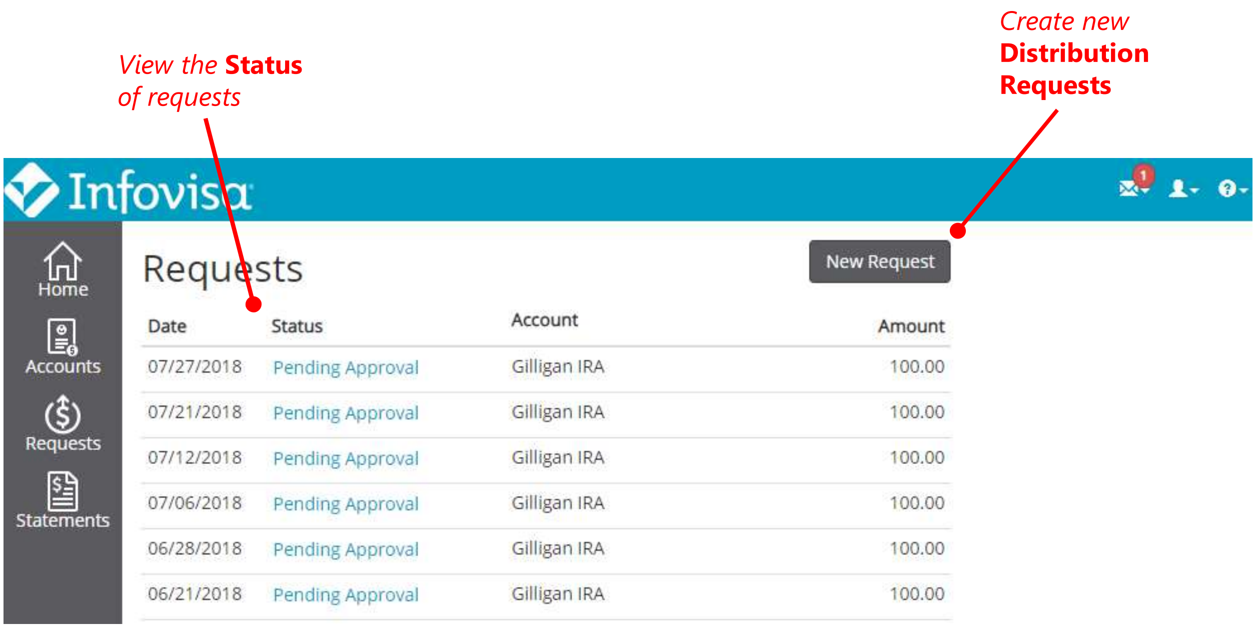
Use the **Tax Year** drop-down to change tax years.

The **Download** column contains a **PDF** link to view, download, or print the tax document.

Please check with your account contact to determine if online tax documents are available for your accounts.

Requests

Using the **Requests*** menu, you can request cash distributions from your accounts and monitor the status of existing requests.

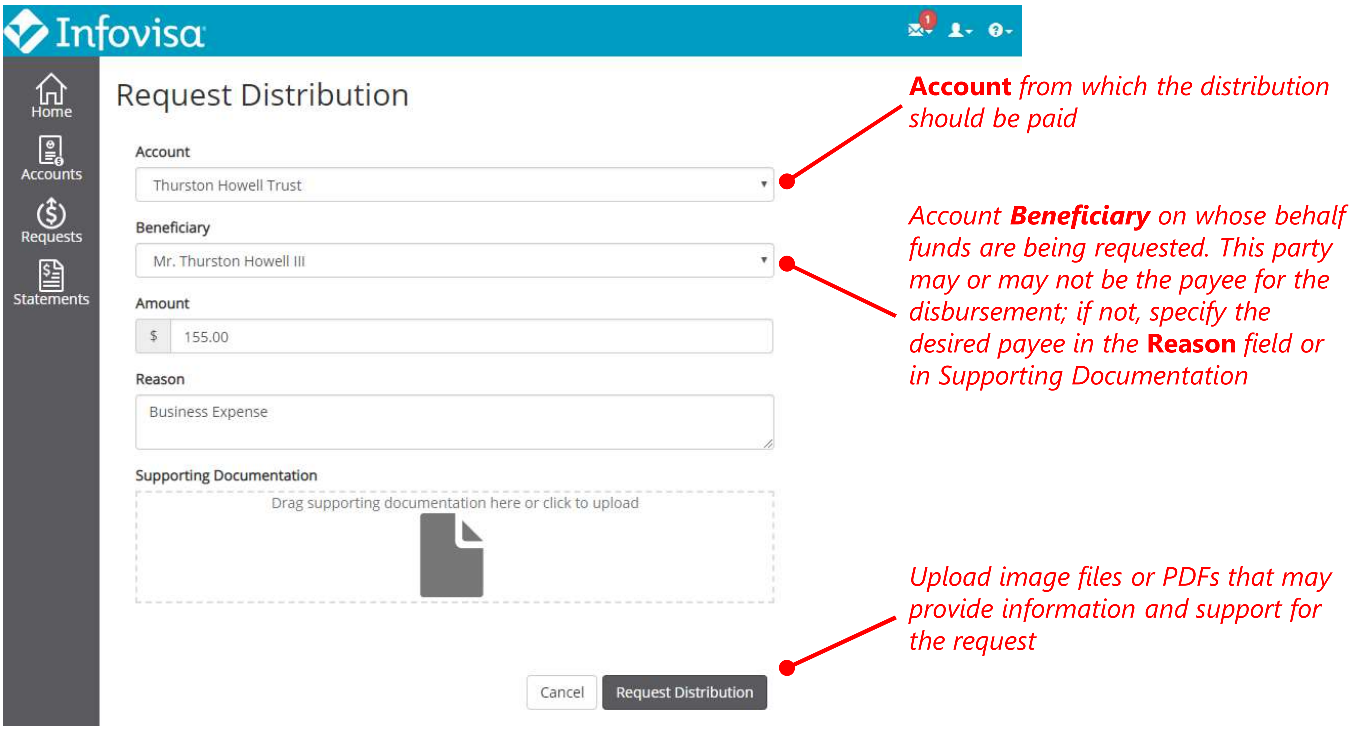


Click or tap the **New Request** button to create a new distribution request from your accounts.

** Please check with your account contact to determine if distribution requests are available for your accounts.*

New Requests

To request a cash distribution from your account(s), click or tap the **New Request** button on the Requests page. If this feature is activated for your accounts, the request form will display.



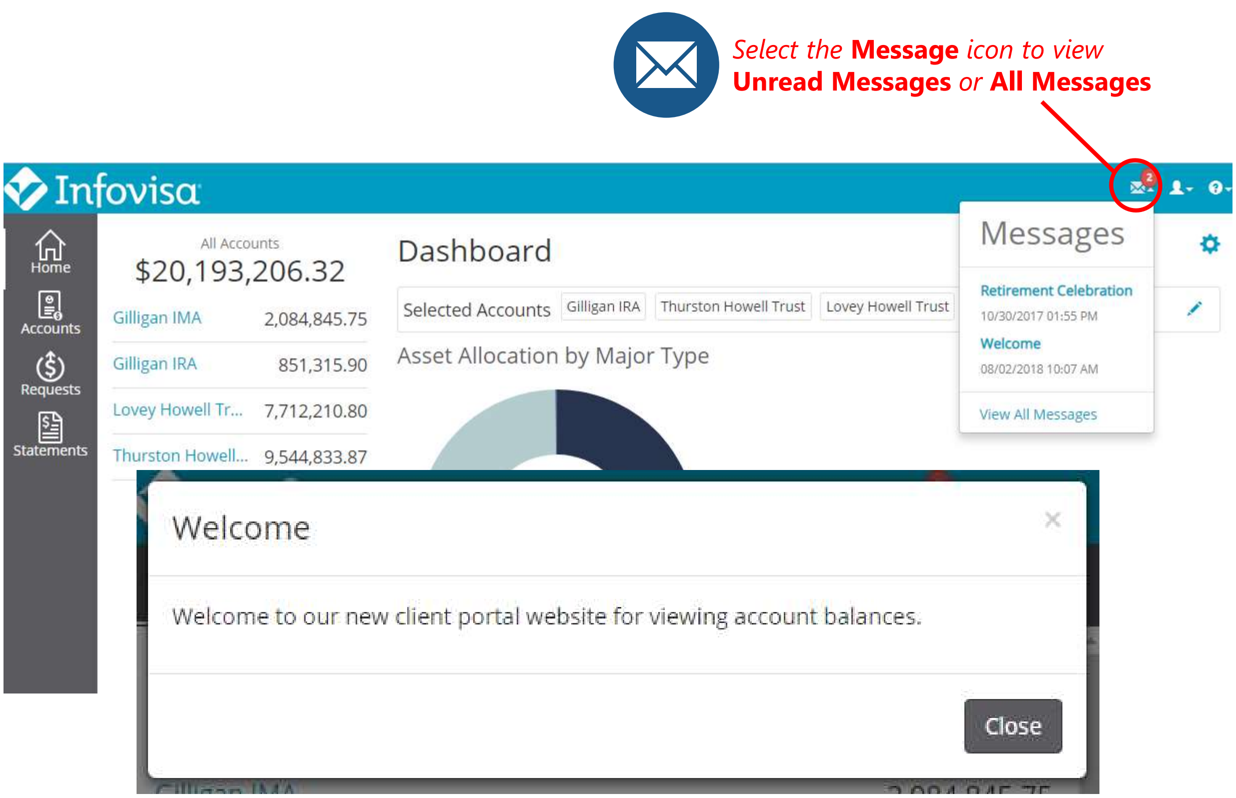
Complete the form and attach photos, invoices, or other supporting documentation where applicable, then select the **Request Distribution** button to submit the request to us for processing.

In some cases, it may be necessary to liquidate account assets to generate cash for a distribution. However, we cannot accept trade instructions from you using this form.

Messages

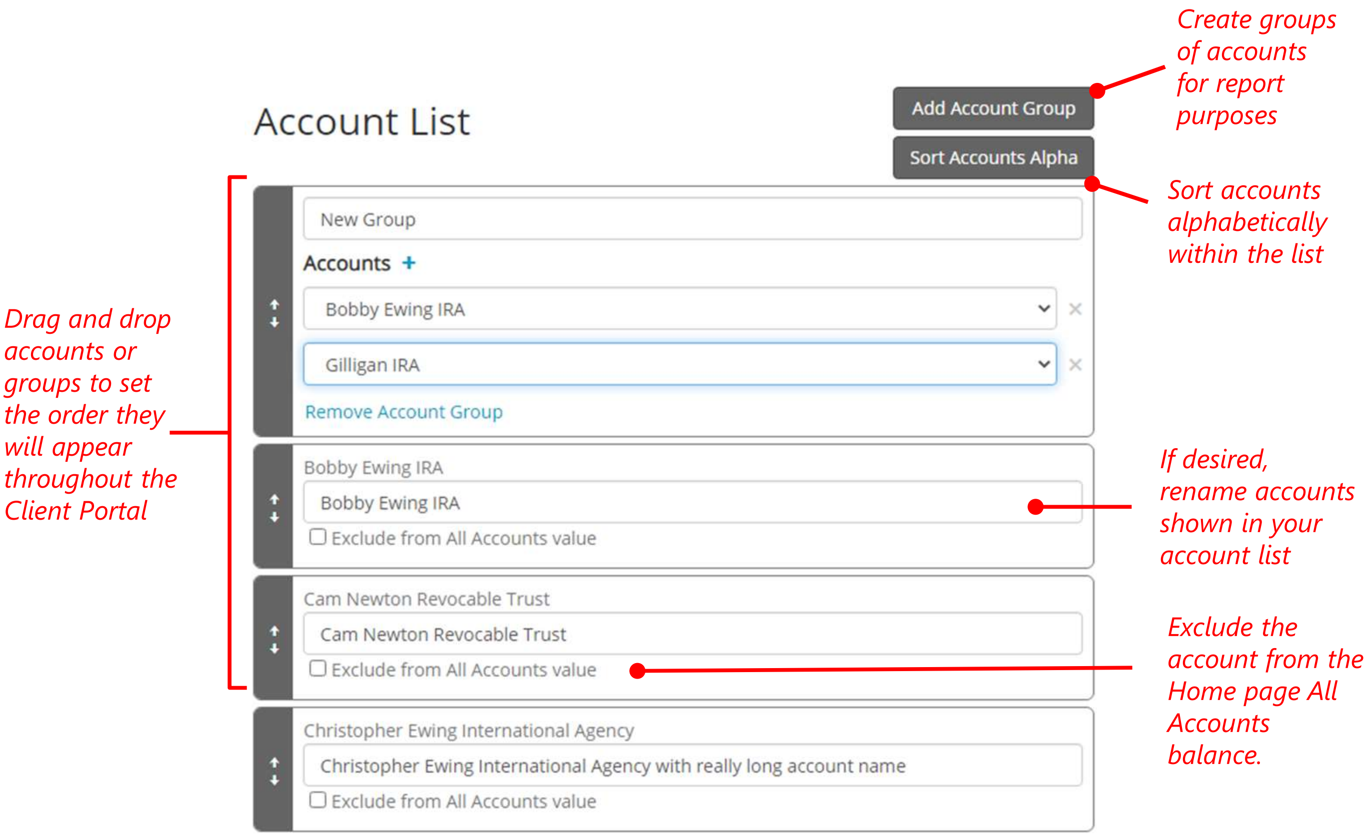
In addition to emails, we'll send you message notifications through the website. These messages can be viewed by clicking or tapping the **Messages** icon in the top right corner of the window.

The icon displays the number of unread messages. The topic of each new message will be shown in the pop up menu. You may also select the *View All Messages* menu item.



Customize Accounts

The **Account List** page in the User Profile Menu allows you to customize the names on your accounts so they are easy for you to identify. You can also set the order in which they appear and create account groups.

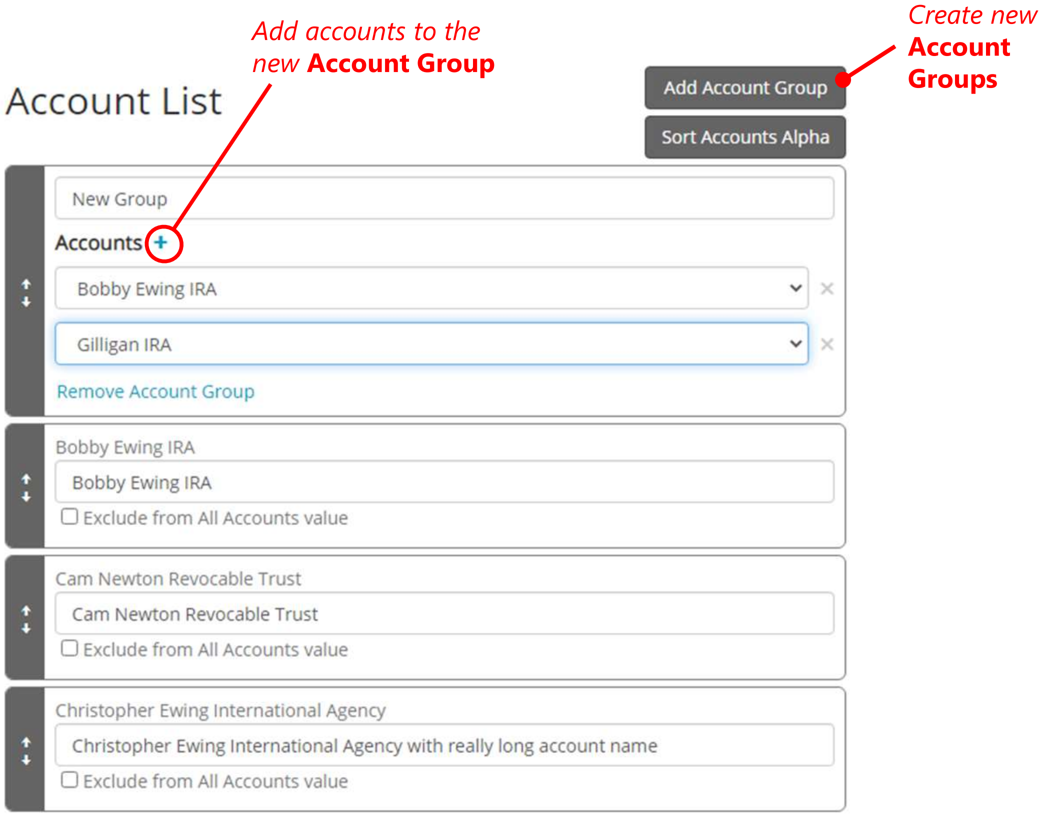


Drag and drop the accounts within the list to set their order.

TIP: Each account list item also displays the text of the full account name in case you would like to change back.

Create Account Groups

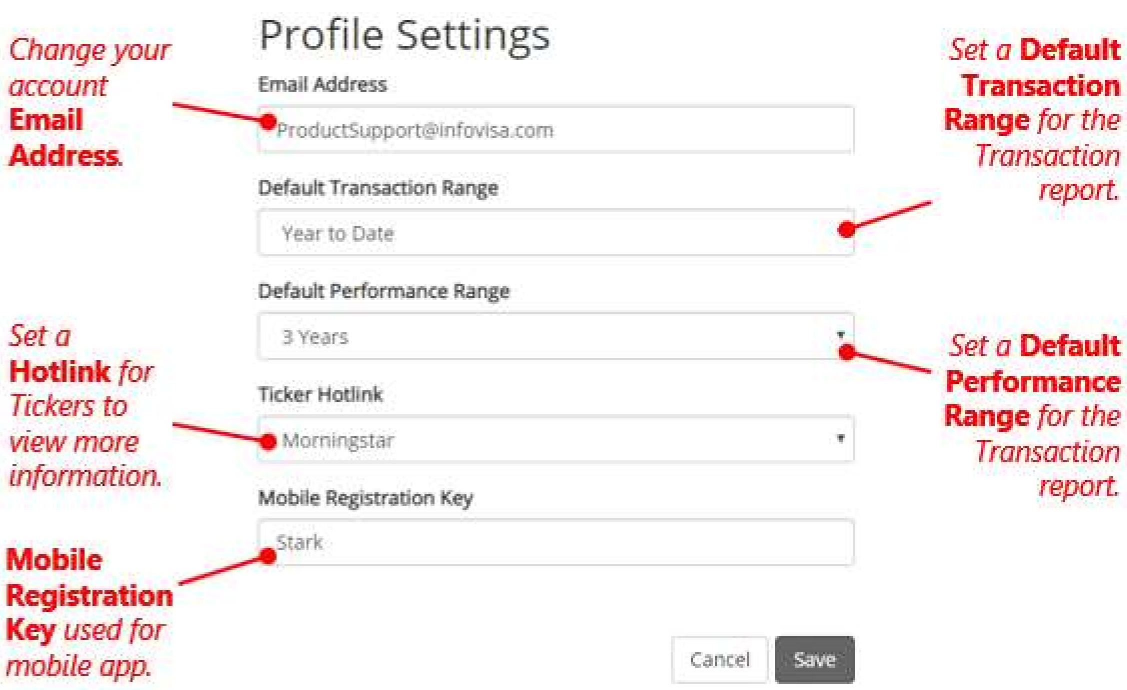
Select the **Add Account Group** button on the Account List page to build groups of your accounts for viewing and reporting purposes.



Account groups will consolidate the information displayed on the Summary, Holdings, Performance, and Transactions pages. Because an account can belong to multiple groups, you can view different combinations of accounts by building more than one group.

Profile Settings

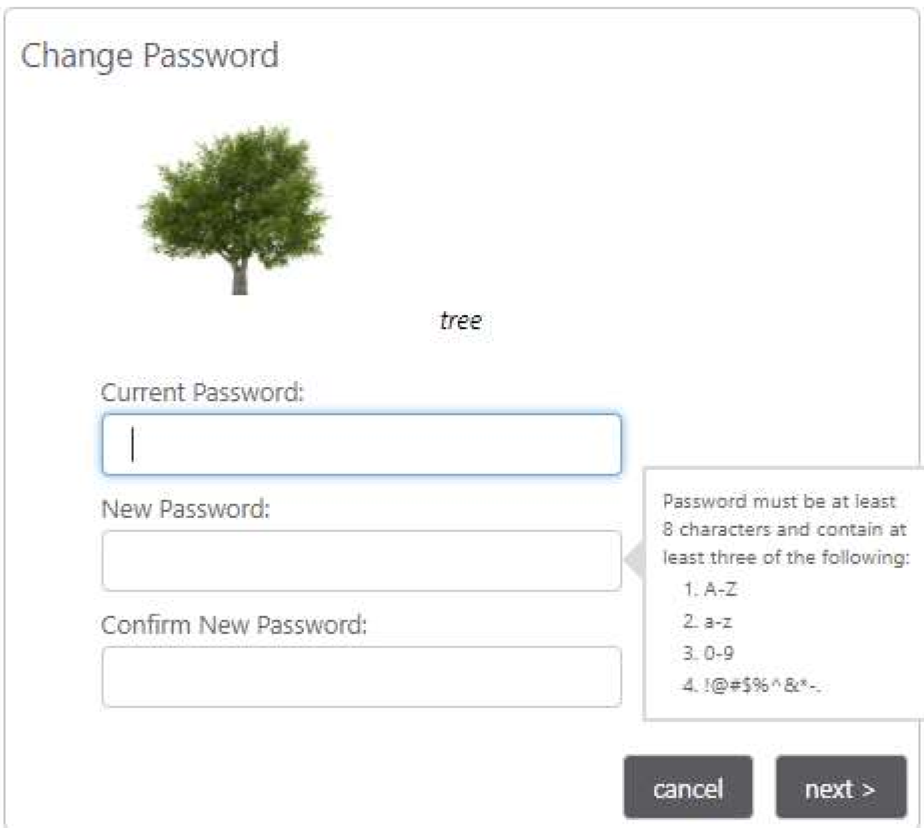
The **User Profile** option in the User menu allows you to set default date ranges for reports, change the email address associated with your user account, and specify an external website to use when you click or tap a ticker symbol.



TIP: Changing your email automatically sends an email notification to the old and new email address.

Change Password

It's prudent to occasionally change your passwords for different websites you access. Select the **Change Password** option in the User menu to change your Infovisa Client Portal password.

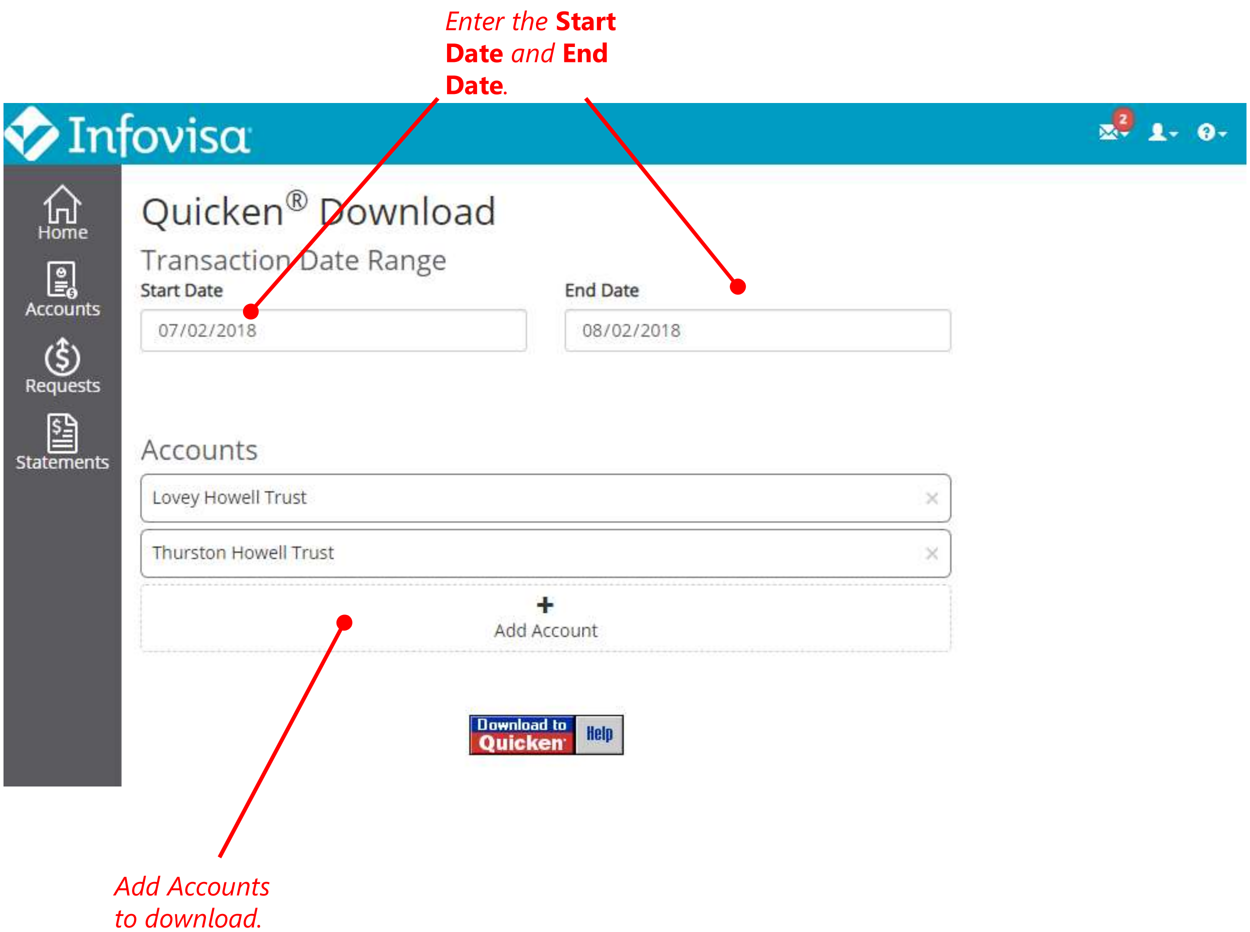


Quicken® Download

The **Quicken Download** feature, within the User menu, allows you to download account transactions to Quicken®.

To download a file:

Step 1: Enter your **Start Date** and **End Date**.
Step 2: Select your accounts using the **Add Account** button.
Step 3: Click the **Download to Quicken** button.



Please check with your account contact to determine if the download is available for your accounts.

Frequent Questions

Sign In

What should I do if I do not recognize my Sign In Challenge questions?

Most likely you have entered the wrong User Name. If you are confident it is correct, please contact your account administrator for assistance.

How do I reset my password if I forget it?

If you forget your password, choose the Forgot Password link from the Sign In page. After answering a challenge question, you will receive an email with a Password Token. Copy and paste the Password Token to the Forgot Password page to reset your password.

Home Page

How do I change my dashboards?

Select the cog icon in the Dashboards section to open the Dashboard Setup page. Here you can create new pages, choose your accounts, and select your snapshots.

Frequent Questions

Home Page (continued)

How do I change the order of my accounts on the Home page and Account pages?

Select the User Profile icon in the top right corner of your window, then Account List. Here you can drag and drop your accounts to place them in the order you would like them to be displayed.

Account Pages

Can I print or download the account reports?

Yes. Use the Print button on any account report to view a PDF version of the report. Downloaded reports include all available columns, including those that may not fit on your screen. *(Price, Price Date, and CUSIP are excluded from the Holdings report download.)*

From a PC or laptop, use Ctrl + Click to send the PDF report to a new browser tab.

On a mobile phone or tablet, hold the button to open in a new tab.

Important Information