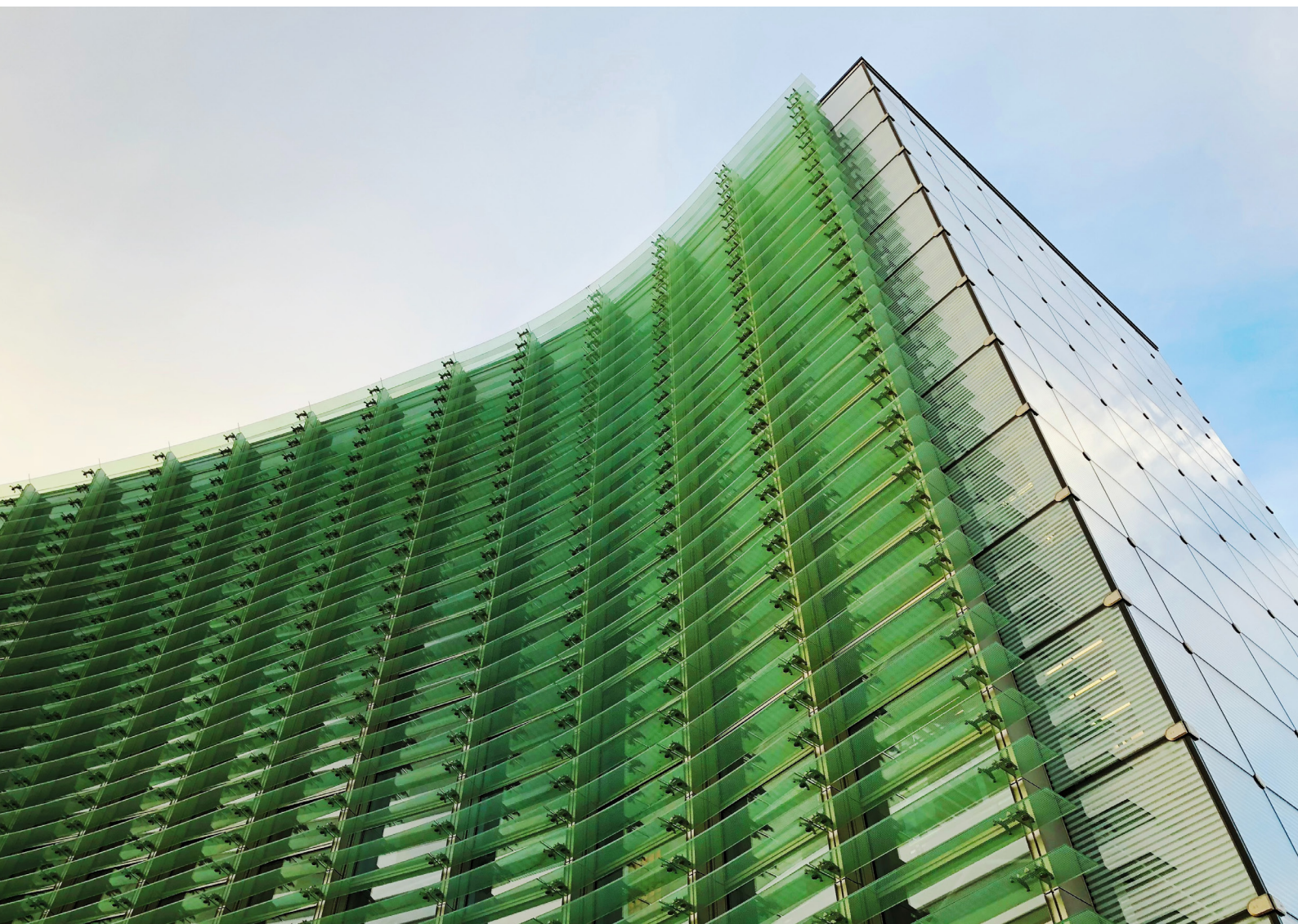




Prudential ISA Online Services

Support Staff Service (Support Staff Access Overview)

How firms can get access to Prudential ISA Online Services Support Staff Service



1.0 Support Staff Service

The purpose of this document is to give you a general overview of the Prudential ISA Online Services **Support Staff** service, and it explains how to request access and the onboarding process your firm will go through to set up access. If you have any questions about the content of this document, you should contact your Prudential account manager in the first instance or if you don't have one you can contact our customer service team on 0344 335 8936.

1.1 WHAT IS THE SUPPORT STAFF SERVICE?

This service provides your paraplanners and/or admin staff with their own unique login details to the Prudential ISA Online Services, allowing them to create, view and manage Prudential ISA client's on behalf of advisers within your firm.

1.1.1. ADMINISTRATION UNIT

We've created the concept of an **Administration Unit** within the service that allows you to align access for your **Support Staff** to the advisers of your firm. This can be as simple or as complex as you need it to be, based on how you want your firm to be structured. You can find more details around the **Administration Unit** and example structures in our document **Prudential ISA Online Services – Support Staff Service: (Firm Structure Examples)**.

1.2 WHAT WILL THE SERVICE PROVIDE TO MY FIRM?

Once your firm has access, you'll be able to do a number of things...

- View your firm and the advisers and Support Staff within
- Create and maintain Support Staff access to Prudential ISA Online Services
- Your Support Staff will have their own logins and be able to access the firm's clients via the advisers within your firm.
- Support Staff will have full access to the digital service and can submit business the same way the adviser does today.

1.3 ACCESS AND LOGINS FOR YOUR FIRM

Your firm's advisers may have previously shared their login credentials with the **Support Staff** and Administrators within your firm, but this will no longer be required.

1.3.1. ACCESS CONTROLLERS

As part of the onboarding process, you will nominate an **Access Controller**, we recommend you nominate at least two so you have cover should one of them not be available.

Access Controllers are responsible for setting up and managing the access for your **Support Staff** using the online service. They'll also be able to contact us if any other changes are required, such as changes to your **Administration Unit(s)** structure, adding or removing of advisers or if there are any issues with the service.

Each **Access Controller** will be assigned a unique **Access Controller** login username to access the **Administration Unit** they are aligned to. If your firm has set up more than one **Administration Unit** and an **Access Controller** has been assigned to more than one, they'll be assigned login usernames for each **Administration Unit**.

Once the **Access Controller** has completed the registration process, they'll be able to access their **Access Controller Dashboard** for the **Administration Unit** where they'll be able to see the firm's advisers assigned under that **Administration Unit**, set up new and manage existing **Support Staff** users assigned to that **Administration Unit**.

Access Controller access doesn't provide access to the advisers under the **Administration Unit**, so they won't be able to create, view or manage any adviser's Prudential ISA clients using **Access Controller** login details. If an **Access Controller** has a dual role within the firm, e.g. they'll be managing access for other users but will also be carrying out work on behalf of advisers, they'll need to be set up with separate **Support Staff** user access.

1.3.2. SUPPORT STAFF

Support Staff will have their own login credentials aligned to the **Administration Unit** they've been assigned to. If your firm has set up more than one **Administration Unit** and the **Support Staff** user has been aligned to more than one, they'll have separate login usernames for access to each **Administration Unit**, and they'll have to complete the registration process for each **Administration Unit** they've been aligned with.

Once the **Support Staff** user has completed registration, and each time they then login to the service, they'll land on their **Support Staff Dashboard** for that **Administration Unit**.

The **Support Staff** Dashboard provides a view of the firm's advisers aligned to that **Administration Unit**.

IMPORTANT NOTE:

As **Support Staff** access is a mechanism that allows the **Support Staff** user to access and act as the adviser, each adviser aligned to the **Administration Unit** **MUST** have completed the registration for the Prudential ISA online service, even if the adviser will not actually use the service.

Any adviser who hasn't completed registration to the service will not be viewable on the **Support Staff** user's Dashboard and will therefore not be able to create, view or manage that adviser's Prudential ISA clients.

From the **Support Staff** Dashboard, the **Support Staff** user will be able to access each of the adviser's shown on their Dashboard, landing on the **Adviser Dashboard** on the Prudential ISA Online Services, from where the user be able to see and do what an adviser can see and do:

- create new ISA clients for the adviser
- download bulk valuations for that adviser's Prudential ISA clients
- view the adviser's Prudential ISA client's ISA records to see:
 - current valuation and breakdown
 - valuation history over last 18 months
 - download client valuation report
 - view transaction history
 - view client's documents
 - transact on the adviser's client's ISA on the adviser's behalf.
 - update personal details (email address, contact telephone numbers, bank details)
 - top-up (set up a regular contribution, add a single contribution, add a transfer payment)
 - set up a withdrawal request; full, partial and/or regular
 - add and manage ongoing adviser charge

1.3.3. ADVISERS

Advisers have their own login credentials to the Prudential ISA Online Services allowing them to create new and access their existing Prudential ISA client's where they can continue to submit business and do all the things they need to do for each client. Their access is unaffected by the **Support Staff** solution. However, see important note under 1.3.2 **Support Staff** section.

1.3.4. HOW CAN I GET ACCESS TO THE SERVICE?

You should contact your Prudential account manager who can give you a demonstration and overview of the service, and they'll also contact our onboarding team on your behalf to start the onboarding process.

If you don't have a Prudential account manager, you can contact our customer service team on 0344 3358936 or send your enquiry by email to wtas-pruonline@waystone.com.

Once you are in contact with our onboarding team, they will arrange for all the necessary onboarding documents to be sent to you by email. You can get any support you need in completing these from your Prudential Account manager or alternatively send an email to wtas-pruonline@waystone.com. A useful guide to completing and understanding the onboarding documents will also be included.

2.0 Glossary

Term	Description
Access Controller	The nominated person(s) within the firm who have been given responsibility for setting up access to the Support Staff facility and managing access to existing Support Staff users.
Administration Unit	<p>Depending on each individual firm who elect to use the Support Staff facility, one or more Administration Units may exist for the firm.</p> <p>The Administration Unit is the means by which Support Staff users are set up to access only the advisers they've been authorised by the firm to see and transact on.</p> <p>Advisers can be shown under multiple Administration Units and Support Staff users can be assigned to one or more Administration Units.</p>
Adviser Dashboard	<p>When an adviser logs in, or a Support Staff user accesses an adviser from their Support Staff Dashboard, this is where they'll initially land.</p> <p>It's where a new ISA application can be started, details of In Progress applications and transactions can be viewed, bulk valuations for the adviser's ISA clients can be downloaded and where access is made to each of the adviser's ISA clients.</p>
Client Record	When an adviser, or Support Staff user, access an ISA client from the Adviser Dashboard , this is where the user will initially land for that ISA client. It is where the user will access the ISA client's details such as their personal details, values, transaction history and documents and where they can transact on the client's ISA.
Support Staff	This is a person who has been provide access to the Support Staff facility by the adviser firm to view and/or transact on behalf of the advisers of the firm they've been aligned to within the Administration Unit .
Support Staff Dashboard	<p>This is your Dashboard which will list all of the advisers your firm has assigned to the Administration Unit your Dashboard is linked to. From here you can access the Adviser Dashboard and their existing Prudential ISA clients.</p> <p>If you've been assigned access to more than one Administration Unit you'll login using your login username ID and login details specific to each Administration Unit where you'll see the advisers for that Administration Unit.</p>
Terms of Use	These are the terms and conditions for using the online service and which each user of the service, adviser, customer, Access Controller and Support Staff user must agree to as part of registering for the service and gaining access to the service.