LINK Group

PRUDENTIAL ISA ONLINE SERVICES

Support Staff Service (Support Staff FAQs)

Frequently asked questions for Support Staff using the Prudential ISA Online Services Support Staff service

VERSION 1.0
APRIL 2021

CONTENTS

1.0 REGISTRATION, LOGGING IN AND ACCOUNT MAINTENANCE.

1.1 How do I register?

Once your nominated *Access Controller* has added you to the *Administration Unit* a digital account will be automatically created for you.

You will receive two emails to your email address, as confirmed by your firm's *Access Controller.*

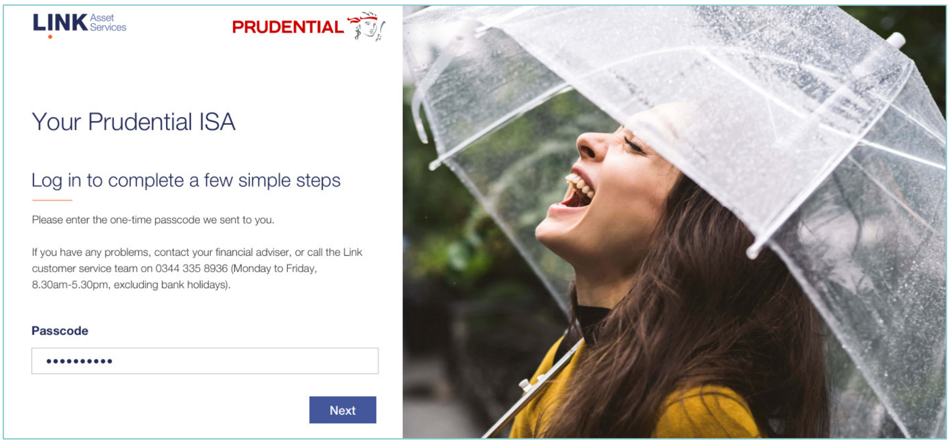
The first email will contain a one-time link for the Prudential ISA online service.

> You have recently registered for, or have been invited to register for, a Prudential ISA Online Services account.
>
> To complete the registration, please follow the one-time link below.
> https://uatpruisa.casfs.co.uk/auth/one-time-login/209983@linkgroup.co.uk
>
> Your one-time password will follow in a separate email.
>
> If you have any questions, please contact our customer service team on 0344 335 8936 or go to the contact us section of the Prudential ISA Online Services. The line is open Monday to Friday 8:30 am to 5:30 pm, excluding bank holidays.
>
> **This is an automatically generated email. Please do not reply to this email.**

The second a one-time passcode, which you will need to confirm your account.

> You should have received a separate email with a link to follow.
>
> Your temporary password is:
> **>41<4K%1WQ**
>
> If you have not requested a change to your account, please contact our customer service team on 0344 335 8936 or go to the contact us section of the Prudential ISA Online Services. The line is open Monday to Friday 8:30 am to 5:30 pm, excluding bank holidays.
>
> **This is an automatically generated email. Please do not reply to this email.**

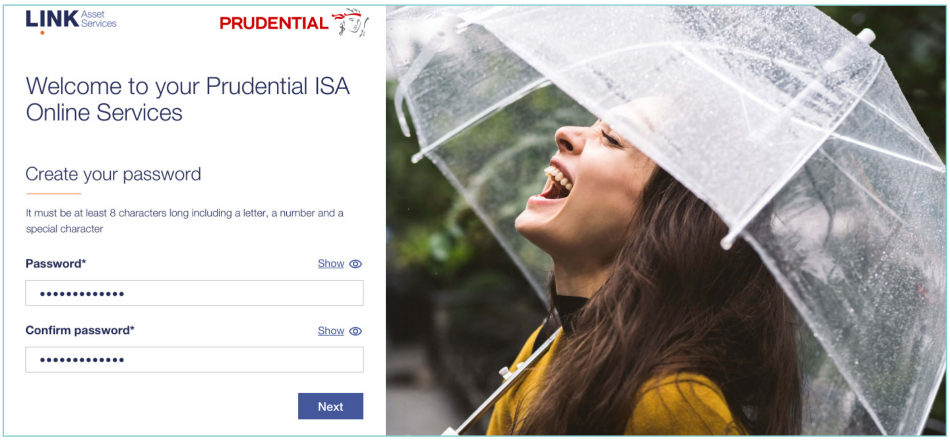
Once you have followed the one-time link in the first email there will be a field for you on the webpage to add the one-time passcode from the second email shown on the next page.



You'll then go on and complete the following steps…

Create a new password – Your password should conform to the following…

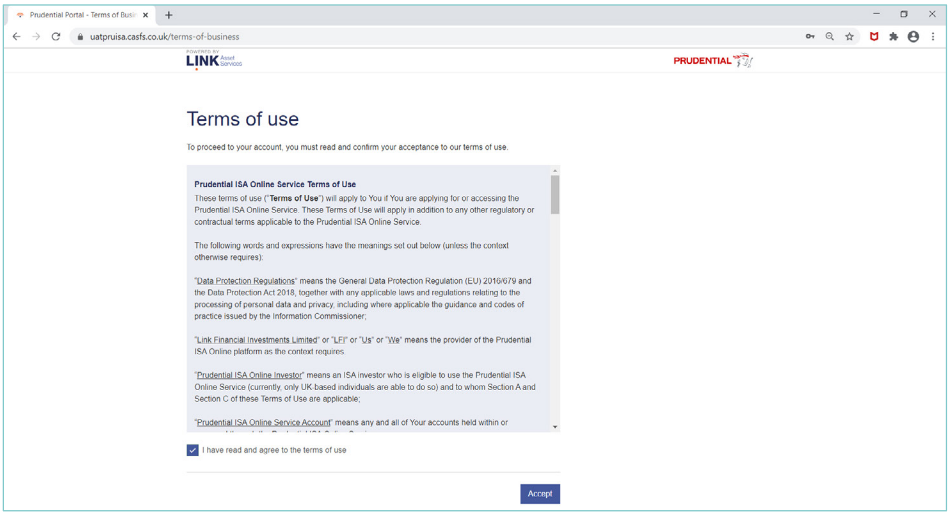
- Contain at least one number
- Contain at least one upper and one lower case letter
- Contain at least one special character – the following special characters cannot be used / *
- Be at least 8 characters
- Be at most 20 characters



Create a memorable word – Your memorable word should conform to the following…

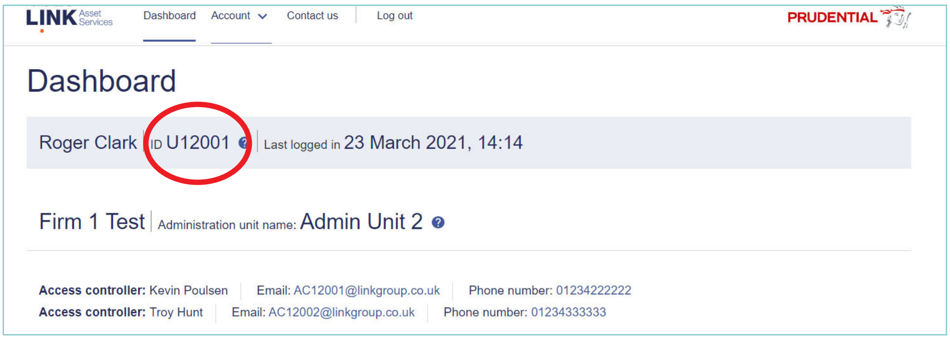
- Contain only A-Z characters – this is case sensitive so can be a mixture of upper and lower case.
- Be at least 8 characters long
- No longer than 48 characters long

- Accept our Terms of Use – you should read these carefully and will need to confirm you understand them before proceeding.



Once you've accepted the terms of use, this will complete your registration and you'll land on your *Support Staff* Dashboard.

You should make note of your User ID, which is Displayed next to your name, you will need this every time you login. This will start U followed by 5 or 6 numbers. If you forget your username, you can contact one of your firm's nominated *Access Controllers* who can tell you what your username is.



1.2 I didn't receive the emails to complete registration?

If you don't see the two emails in your inbox it's worth looking in your junk/spam folder to see if your email provider has routed them there automatically.

If after checking your junk/spam folders you still can't find the emails, you can navigate to the Prudential ISA online login page, https://pruisa.linkassetservices.com/auth/login, and select the forgotten password link. If you enter your User ID, as confirmed by your firm's *Access Controller*, you should receive the emails again to complete your registration.

If you are still having problems it may be worth checking with your firm's nominated *Access Controller(s)* who will be able to see the details we hold about you and your online account, alternatively, you can call Link on 0344 335 8936.

1.3 How do I login?

Navigate to the Prudential ISA Online Services login page, https://pruisa.linkassetservices.com/auth/login, and enter your login details. You will need the following information.

- Your User ID – this is a 5-digit reference number starting with the letter U, for example U10001.
- Your password, which you created when your completed registration.
- Your memorable word, which you created when your completed registration.

You should have made note of your User ID when you first completed registration. It is found on your *Support Staff* Dashboard. If you didn't do this or have forgotten it you can contact your firm's nominated *Access Controller(s)* who'll be able to provide you with your User ID.

You'll be asked to accept our *Terms of Use* the first time you access the service, before landing on your dashboard.

1.4 What if I have forgotten my password?

You can follow the forgotten password link on the login page, https://pruisa.linkassetservices.com/auth/login, From here you'll be asked to confirm your User ID, where you'll be sent a link to reset your password.

If you are still having problems, you can call Link on 0344 335 8936.

1.5 What if I have forgotten my memorable word?

You can follow the forgotten memorable word link, on the page where you would normally confirm your memorable word prior to completing login. From here you'll be asked to confirm your email address, where you'll be sent a link to reset your memorable word.

If you are still having problems, you can call Link on 0344 335 8936.

1.6 What if I want to change my password or memorable word once I am registered?

If you haven't forgotten any of your login credentials and wish to change your password or memorable word, this can be done via the account tab, which you will find at the top of your *Support Staff Dashboard*, once you have logged in. There will be helpful advice on the page about password and memorable word minimum requirements.

1.7 What if I've been added as a Support Staff user to more than one Administration Unit?

If the firm has set up more than one *Administration Unit* and you've been assigned to more than one, you'll be assigned a login username ID against each *Administration Unit* you've been assigned to. This means you'll receive two registration emails for each *Administration Unit* you've been assigned to, so you'll need to complete registration steps covered in 1.1 for each. It's a good idea to note the *Administration Unit* each of your login username IDs relates to so you know which one to use.

2.0 GETTING STARTED ON MY SUPPORT STAFF DASHBOARD AND THE ADVISER DASHBOARD.

2.1 How do I use my dashboard and what typical information can I see?

Once you have successfully registered/logged in you will land on your *Support Staff Dashboard*, which provides a holistic view of you and your *Administration Unit*.

Across the top you will see your name and your unique Id, which you use to login with. There is also a time/date stamp showing the last time you were logged in.

Below this we show your firm name and the name of the *Administration Unit* you are aligned to as well as name and contact details of your firm's *Access Controllers* should you need to contact them.

You will also notice the tabs in the page header where you can go on to do the following...

- Account – Change your password or memorable word, see 1.6.
- Contact us – Should you need to get in touch with Link you will find some useful contact information here.
- Log out – If you need to log out.

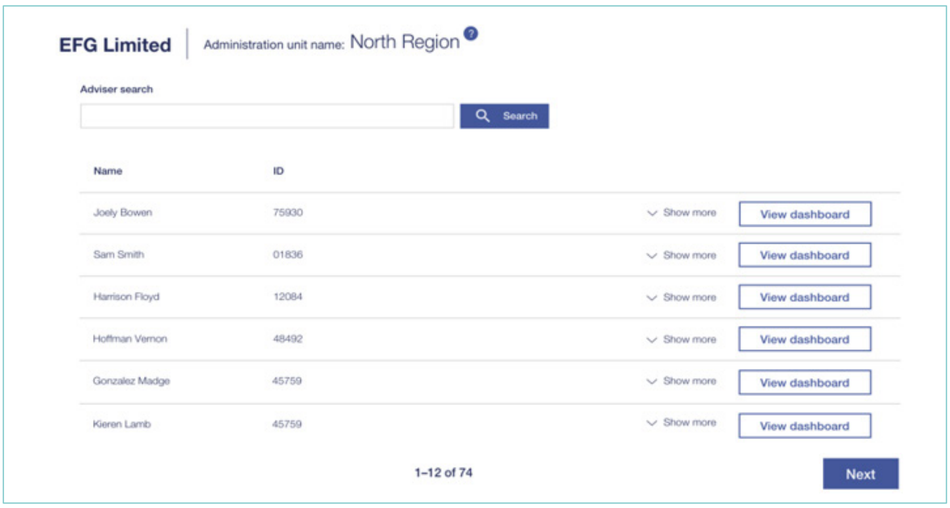
2.2 Where can I see the list of the advisers aligned to the Administration Unit?

On the same page you'll find a list of advisers that are aligned to your *Administration Unit*, this is paginated and limited to 12 records per page, and a search function if you cannot find the adviser you are looking for.

The list of advisers has been confirmed by your firm during the onboarding process. If you cannot find the adviser, you are looking for you should get in contact with your firm's nominated *Access Controller(s)*.

In the Search function you can search by the following criteria

- Adviser name
- Adviser ID – this is the advisers unique Identifier for using the digital service
- Contact number
- Email address

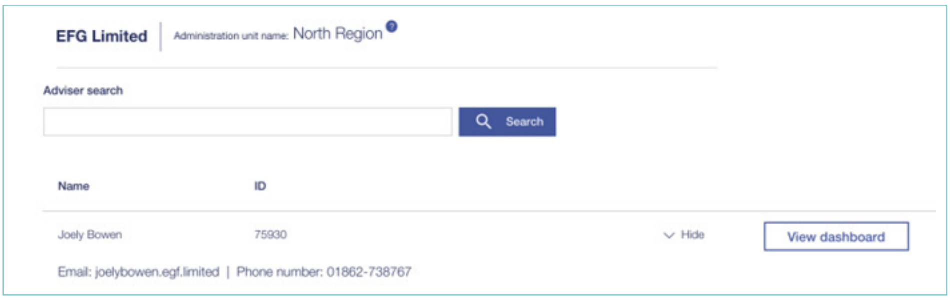


2.3 What information can I see about the firm's advisers?

The table of advisers is presented in a very simple format showing just the adviser name and their unique ID, which they also use to login to the Prudential ISA online service. There is also the link to the *Adviser Dashboard* via the "View dashboard" button which will allow you to view the adviser's existing Prudential ISA clients and create new ISA clients on behalf of that adviser. If the adviser has not completed their registration for the online service, the "View dashboard" button will be greyed out and you won't be able to access their dashboard or client's. You should raise this with your firm's nominated *Access Controller* to contact the adviser and have them complete the registration process.

You can view more information about each adviser by selecting the "Show more" arrow next to the adviser you wish to see, this will show the advisers contact telephone number and email address.

Your firm may not have provided us with a telephone number for the adviser during the onboarding process, in this scenario the telephone number field will be blank.

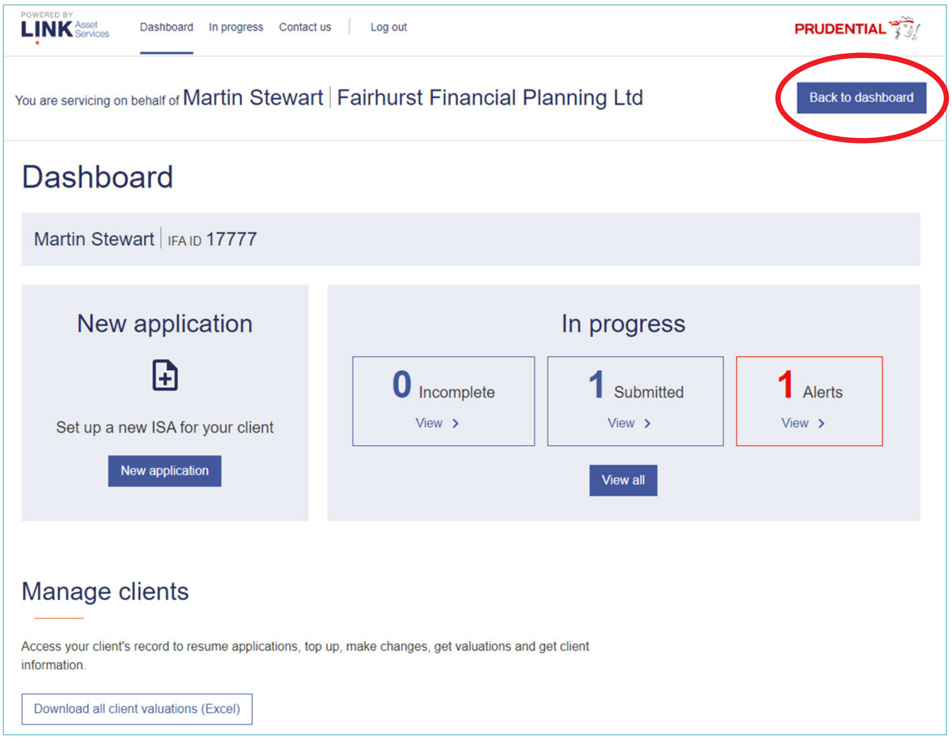


2.4 How do I navigate to the Adviser Dashboard and the client list?

By selecting the "View dashboard" button you will be taken to the *Adviser Dashboard*, where you will see something like the example below.

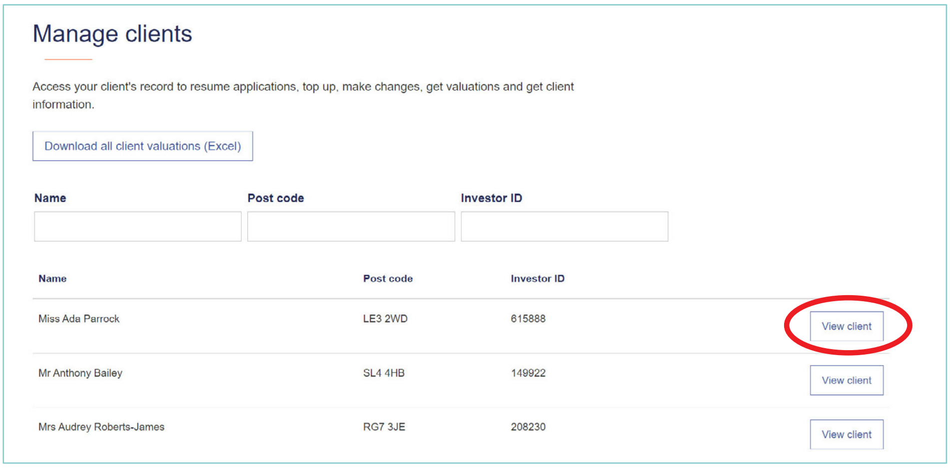
Along the top will be a banner presented which will state.

"You are servicing on behalf of – [the advisers name and firm]" and will show a link for you to navigate back to your own dashboard, as shown below. You'll see this on parts of the service whenever you are logged in on behalf of the adviser.



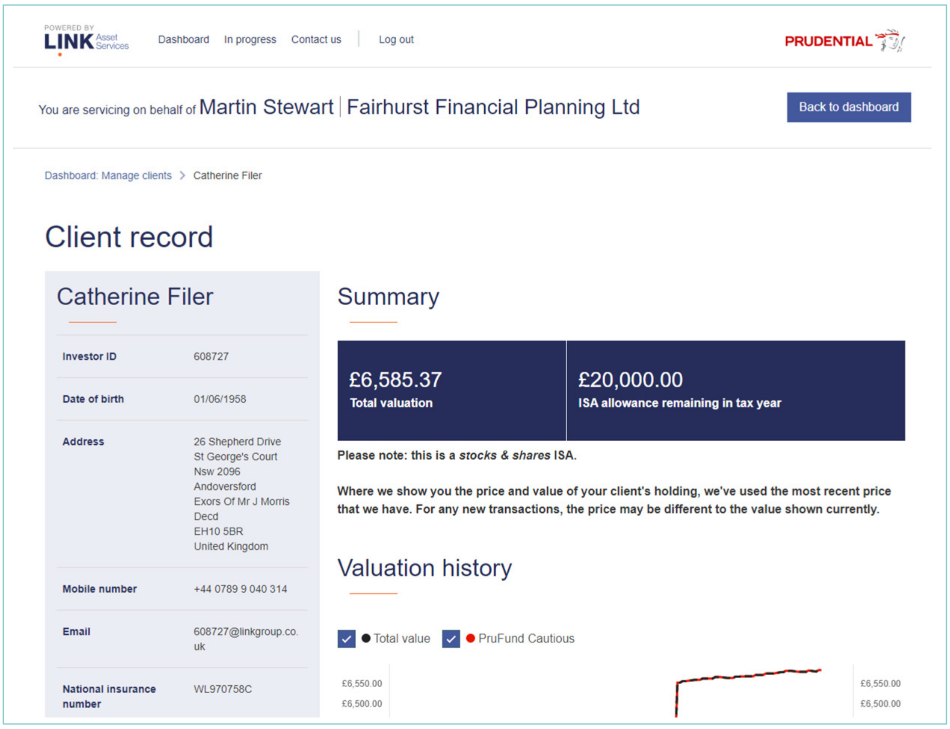
2.5 How do I navigate to the adviser's ISA Client Record?

Once you've accessed an *Adviser Dashboard* from your *Support Staff Dashboard*, you can search for the required client by Name, Postcode or Prudential ISA Investor ID as shown below.



You can navigate to the *Client Record* page via the "View client" button as shown above, where you can undertake any required tasks on behalf of the adviser.

Once you have selected the "View client" button you will be taken to the *Client Record* page which will look like the following...



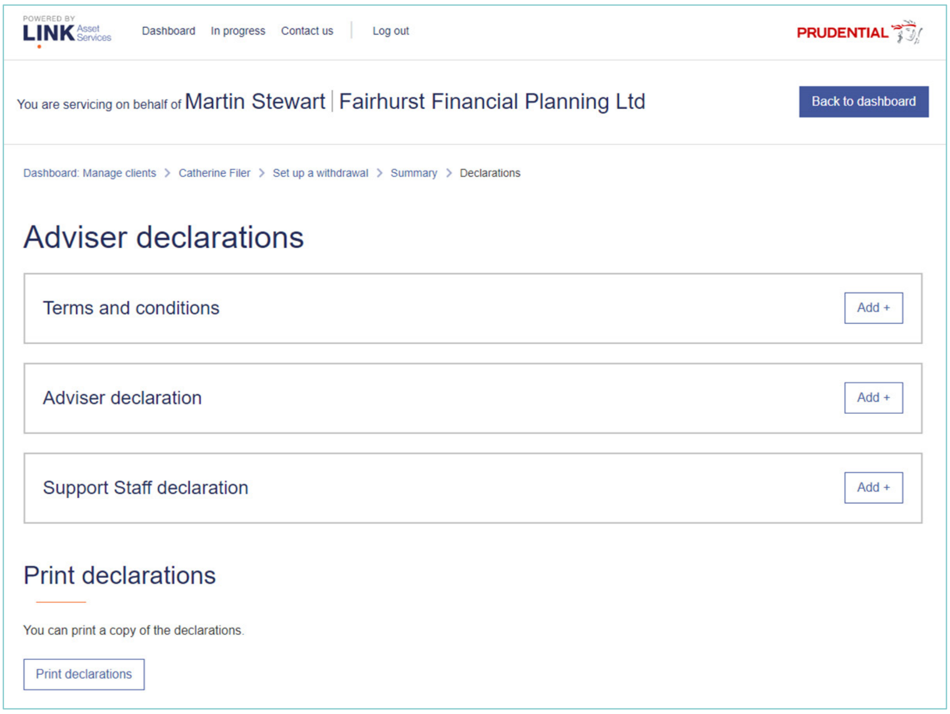
On the *Client Record* you will be presented with a holistic view of the ISA client and be able to go on and complete the necessary tasks you need to do. From here you can:

- see a summary of the client's total ISA value and remaining ISA allowance
- see the current valuation and breakdown
- see a 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

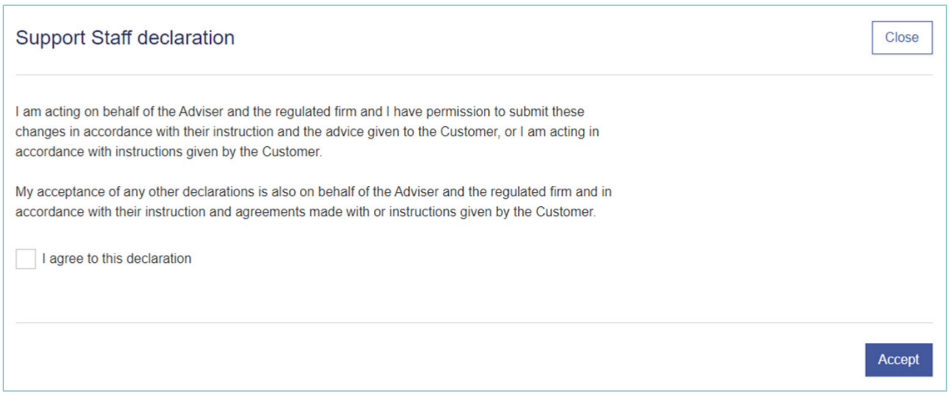
3.0 ADDITIONAL FUNCTIONALITY SPECIFIC TO ME

3.1 Is there anything I need to confirm whilst acting on behalf of my adviser/firm?

For every digital journey there will be an additional declaration that your will need to confirm before submitting any changes or applications. This will be in addition to the regulatory declarations that you will be accepting on behalf of the adviser and firm. The example below shows the journey for one off withdrawal.



This declaration is mandatory, and you will need to confirm it before submitting the change or application. The wording is shown below.



3.2 How does my adviser know I have been acting on their behalf?

In the adviser FAQs you will see there is a section on case tracking, where you can view the status of an application or change you or your adviser has submitted through the digital service.

The case tracking section has been enhanced to show a "Last updated by" column that will show who updated an application last.

Case tracking

Case type	Created/last saved	Status	Last updated by	
Money out Application ref: FA-A7721C0C39	02/11/2020	Submitted	Hannu Mikkola	Show

This will update whenever you or the adviser do the following…

- Start an application and then save its progress to return to later.
- Resume an application and make additional changes to it
- Submit an application for processing by the online system.

3.3 Adviser audit and activity feed.

Advisers are notified every time a *Support Staff* user has done something on their behalf. A generic notification email is sent to the adviser's registered email address, confirming an action has been done on their behalf and that they need to login for more information. An example of the notification is shown below.

Prudential ISA Online services: Notification of Support Staff activity on your account

We're notifying you that an application / transaction has been submitted through the Prudential ISA Online services on your behalf by a Support Staff user of your firm.

You can access the details through the Activity feed on the top banner of your Dashboard. The activity feed details will be accessible for 90 days from the date of this email.

Login to your Prudential ISA Online services account.

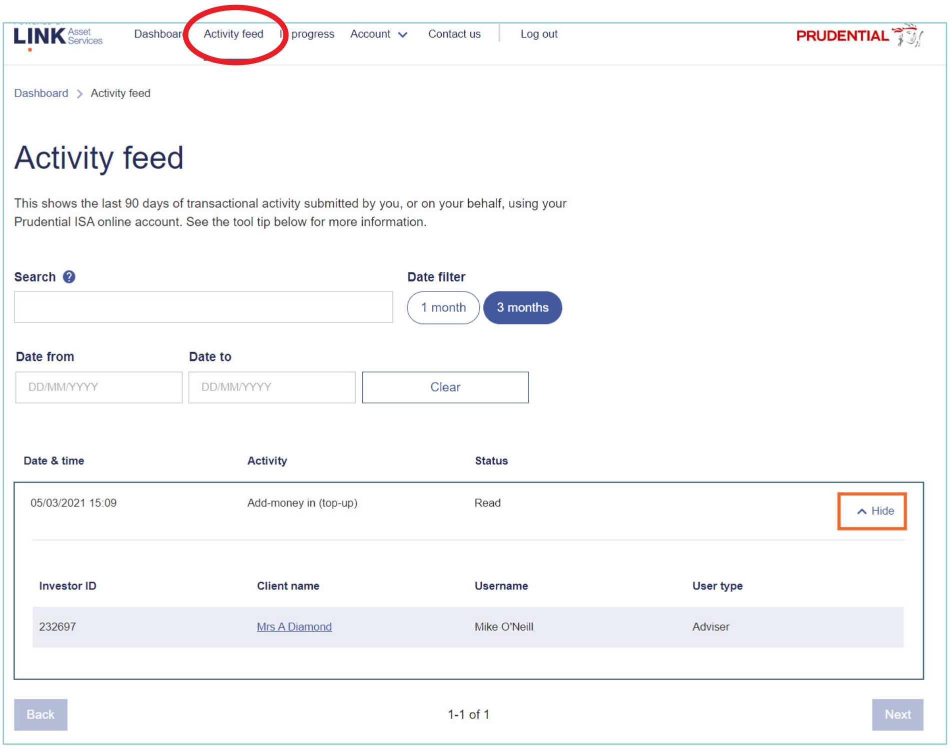
If you have any concerns or believe this activity has occured without your prior knowledge or consent, please contact our Customer services team on 0344 335 8936 or go to the contact us section of the Prudential ISA Online Service. The line is open Monday to Friday 8:30am to 5:30pm, excluding bank holidays.

This is an automatically generated email. Please do not reply to this email.

The adviser can use the link in the email to login and then follow up on what activity has occurred on their behalf using their activity feed?

3.4 What is the activity feed?

Advisers have access on their Dashboard, through their login details, to an Activity feed, which can be reached from their dashboard as shown below.



For each transaction we show the adviser the following information

- Date and time of the transaction
- Activity type
- Investor ID and name – there is a link to the client record.
- The User who submitted the transaction
- The Users role, this is either adviser or Support Staff.

Any application or update made to an adviser's ISA client, and submitted by a *Support Staff* user using *Support Staff* access, are saved on the advisers activity feed for a period of 3 months. Please note, the adviser Activity feed will **not** be shown on *Adviser Dashboards* accessed using *Support Staff* user access. This facility is for the adviser only.

Any queries you may have about your access or access to adviser records should be taken up with your firm's nominated *Access Controller(s)*.

For *Support Staff* accessing the service, you'll have access to everything the adviser can see or do.

If you require further information on Prudential ISA Online Services and functionality, please contact your Prudential Account Manager.

You can always contact Link on 0344 335 8936. They can support with trouble shooting and any additional queries you may have.

4.0 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	Depending on each individual firm who elect to use the *Support Staff* facility, one or more *Administration Units* may exist for the firm. 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. Advisers can be shown under multiple *Administration Units* and *Support Staff* users can be assigned to one or more *Administration Units*.
Adviser Dashboard	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. 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.
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	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. 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*.
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.

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