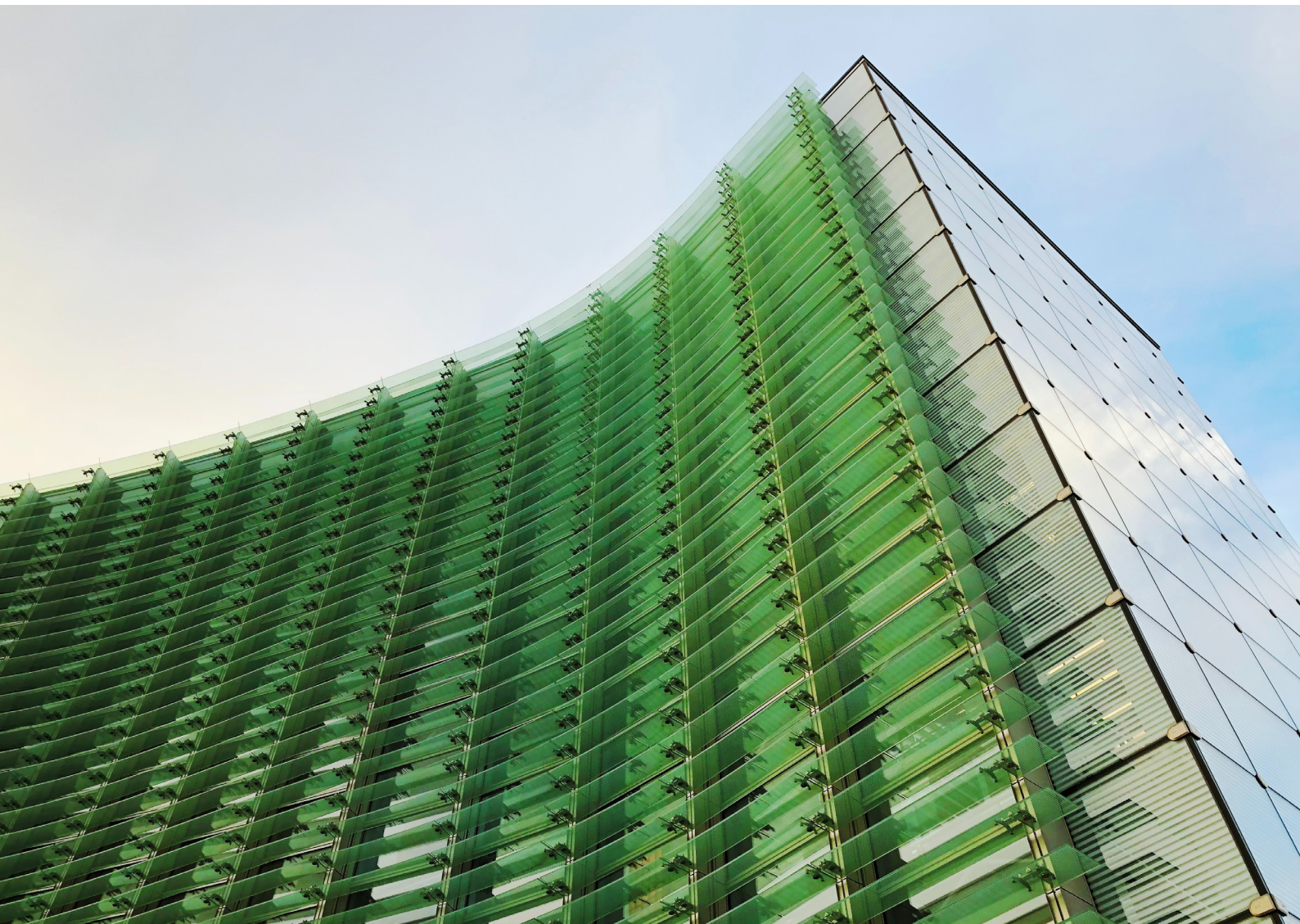




Prudential ISA Online Services

Support Staff Service (Access Controller FAQs)

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



1.0 Registration, logging in and account maintenance

1.1 HOW DO I REGISTER?

Once your firm has been created, you'll be added to the *Administration Unit* and a digital account will be automatically created for you.

You'll receive two emails to your email address, as confirmed by the firm on the *Support Staff access to Prudential ISA Online Services: Firm Application Form*.

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

You've 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://pruisa.waystone.com/auth/one-time-login/test@waystone.com>

Your one-time password will follow in a separate email.

If you've 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've 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.



Welcome to Your Prudential ISA Online Services

Complete a few simple steps to log in

Please enter the one-time password we sent to you.

If you've not requested a Prudential ISA, or need to talk to us, please don't hesitate to contact our Customer Service team on 0344 335 8936 (Monday to Friday 8:30am-5:30pm, excluding bank holidays). Alternatively, you can reach us via email at prudential@waystone.com

Password (You can paste the copied password)

[Show](#)

Next



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



Welcome to Your Prudential ISA Online Services

Create your password

Your password must be at least 8 characters long, including upper and lower case characters, a number and a special character. Special characters / \ * can't be used in your password.

Password*

Show

Confirm password*

Show

Next



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



Welcome to your Prudential ISA Online Services

Create your memorable word

It must be at least 8 characters long and only contain A-Z characters.

Memorable word*

Show

Confirm memorable word*

Show

Next

If you are having any issues logging in please contact our Customer Service team on 0344 335 8936 (Monday to Friday 8:30am-5:30pm, excluding bank holidays). Alternatively, you can reach us via email at prudential@waystone.com



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



Terms of use

To proceed to your account, you must read and confirm your acceptance to our terms of use.

Prudential ISA Online Service Terms of Use

These terms of use ("Terms of Use") will apply to You if You are applying for or accessing the Prudential ISA Online Service. These Terms of Use will apply in addition to any other regulatory or contractual terms applicable to the Prudential ISA Online Service.

The following words and expressions have the meanings set out below (unless the context otherwise requires):

"Data Protection Regulations" means the General Data Protection Regulation (EU) 2016/679 and the Data Protection Act 2018, together with any applicable laws and regulations relating to the processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner;

"Waystone Financial Investments Limited" or "WFI" or "Us" or "We" means the provider of the Prudential ISA Online platform as the context requires.

"Prudential ISA Online Investor" means an ISA investor who is eligible to use the Prudential ISA Online Service (currently, only UK-based individuals are able to do so) and to whom Section A and Section C of these Terms of Use are applicable;

"Prudential ISA Online Service Account" means any and all of Your accounts held within or

☒ I have read and agree to the terms of use

Accept

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

You should make a note of your User ID, which is displayed next to your name, as you'll need this every time you login.

Access Controller Name **ID AC83025** Last logged in -

Firm 2 Test | Administration unit name: Admin Unit 3

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.waystone.com/auth/login>, and select the forgotten password link. If you enter your User ID, you should receive the emails again to complete your registration.

If you are still having problems, you can call our customer service team on 0344 335 8936.



1.3 HOW DO I LOGIN?

Navigate to the Prudential ISA Online Services login page, <https://pruisa.waystone.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 AC, for example AC10001.
- Your password, which you created when you completed registration.
- Your memorable word, which you created when you completed registration.

You should have made note of your User ID when you first completed registration. It is found on your [Access Controller Dashboard](#).

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'VE FORGOTTEN MY PASSWORD?

You can follow the forgotten password link on the login page, <https://pruisa.waystone.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 our customer service team 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 our customer service team on 0344 335 8936.

1.6 WHAT IF I WANT TO CHANGE MY PASSWORD OR MEMORABLE WORD ONCE I'M REGISTERED?

If you've 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'll find at the top of your [Access Controller Dashboard](#) once you've 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 AN ACCESS CONTROLLER TO MORE THAN ONE ADMINISTRATION UNIT?

If the firm has set up more than one [Administration Unit](#) and you've been assigned as an [Access Controller](#) 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.

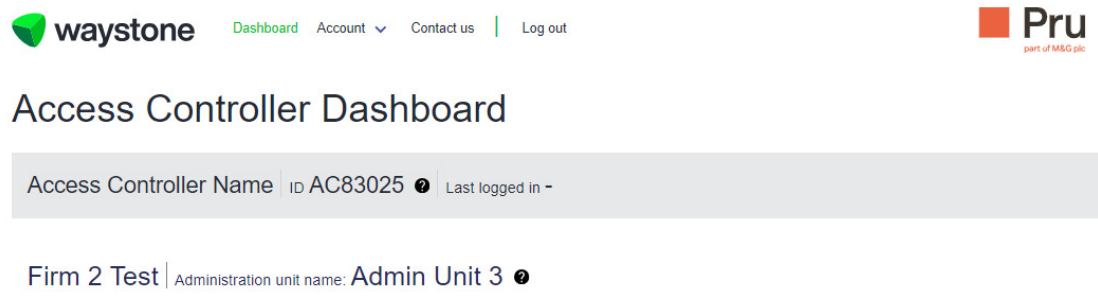
2.0 Getting started on my Access Controller Dashboard

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 **Access Controller 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.



The screenshot shows the top navigation bar with the Waystone logo, a 'Dashboard' link, an 'Account' dropdown menu, a 'Contact us' link, and a 'Log out' link. On the right is the Pru logo with the text 'part of M&G plc'. Below the navigation bar is the 'Access Controller Dashboard' title. Underneath is a grey bar containing 'Access Controller Name ID AC83025' with a help icon and 'Last logged in -'. Below that is a bar showing 'Firm 2 Test' and 'Administration unit name: Admin Unit 3' with a help icon.

You'll 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 1.5 and 1.6.
- **Contact us** – Should you need to get in touch with us you'll find some useful contact information here.
- **Log out** – If you need to log out.

2.2 WHERE CAN I VIEW A LIST OF MY SUPPORT STAFF?

On the same page you'll see a table containing any **Support Staff** users. It will initially be blank if no **Support Staff** users have been set up, or will list the first five **Support Staff** users, in alphabetical order, that have been set up under the **Administration Unit**.

As an **Access Controller**, you're responsible for managing **Support Staff** and their access to the Prudential ISA Online Services.

To create the **Support Staff** user accounts, select the "Add new **Support Staff**" button to the right of the table, as shown below.

Support staff

			Add new support staff
Name	ID	Status ?	
Colin Mcrae	U21002	Disabled	View
Louise Aitken-Walker	U21001	Disabled	View
Pen Tester2	U21003	Account creation failed	View
			View more

In this table you'll see the following information:

- The full name of each **Support Staff** user
- Their user ID – they use this to login, and you may have to be on hand to give them this if they misplace or forget it.
- Their Account status – there is a handy tool tip explaining this
- A link to the full record of that Support Staff user, accessed by the "View" button.

2.2.1. Where can I see a full list of Support Staff?

The table on your dashboard is limited to five records and displayed in alphabetical order. You can use the “View more” button to access the full list of *Support Staff* aligned to your *Administration Unit*.

2.3 WHERE CAN I SEE A LIST OF THE ADVISERS ALIGNED TO THE ADMINISTRATION UNIT?

On the same page, underneath the *Support Staff* table on your *Support Staff Dashboard*, you’ll find a list of advisers. As per the initial *Support Staff* view detailed in 2.3.1, we initially display five records, in alphabetical order.

2.3.1. What information can I see about the advisers?

In this table you’ll see the following information

- Adviser full name
- Adviser ID

If you select the “Show more” button the following additional information will be displayed

- Firm name
- Adviser’s email address
- Adviser’s telephone number

Advisers

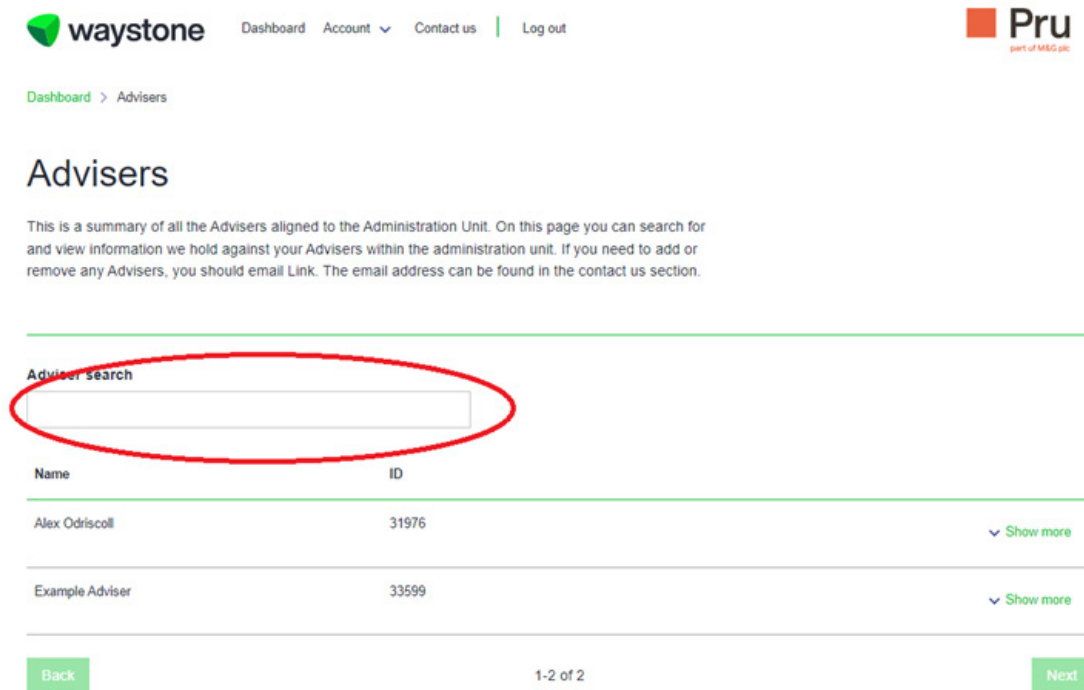
Name	ID	
Alex Odriscoll	31976	^ Hide
WAYSTONE FINANCIAL INVESTMENTS LTD Email: SchedulerTest@linkgroup.co.uk Phone number: 0845 922 0044		
Example Adviser	33599	v Show more
		View more

2.3.2. Where can I see a full list of advisers?

You can use the “View more” button, as shown above, to access the full list of advisers aligned to your *Administration Unit*.

2.3.3. How do I find a particular adviser?

On accessing the “View more” option, you’ll see the full list of advisers that are aligned to your **Administration Unit**, and these will be displayed alphabetically. You’ll see a search function at the top of the page as shown below.



The screenshot shows the Waystone Advisers page. At the top, there is a navigation bar with the Waystone logo, links for Dashboard, Account, Contact us, and Log out, and the Pru logo. Below the navigation bar, the breadcrumb trail reads "Dashboard > Advisers". The main heading is "Advisers". A descriptive paragraph explains that this is a summary of all advisers aligned to the Administration Unit and that users can search for and view information. Below this is a search bar labeled "Adviser search" which is circled in red. Underneath the search bar is a table with two columns: "Name" and "ID". The table contains two rows: "Alex Odriscoll" with ID "31976" and "Example Adviser" with ID "33599". Each row has a "Show more" link. At the bottom of the table, there are "Back" and "Next" buttons, and a pagination indicator "1-2 of 2".

Here you can search by the following criteria...

- Name
- Adviser ID
- Telephone number
- Email address

The list of advisers is limited to ten records and paginated so you may need to scroll through the pages using the ‘Next’ button, as shown below.

Name	ID	
Alex Odriscoll	31976	▼ Show more
Example Adviser	33599	▼ Show more

Back 1-2 of 2 Next

2.3.4. What if I can't find the adviser I am looking for?

If you can't find an adviser, and you're an **Access Controller** for more than one **Administration Unit**, check you've used the correct login details as the adviser could be in another **Administration Unit**. If so, you'll need to logon using your other login details for that **Administration Unit**. If you still can't find the adviser, or think there may be a problem, please contact us by email at wtas-pruonline@waystone.com.

2.3.5. How do I add or remove an adviser from an Administration Unit?

The **Support Staff** service doesn't provide an online facility to add, remove or change the details of advisers. If you're a nominated **Access Controller** for the specific **Administration Unit**, you can send an email to wtas-pruonline@waystone.com.

You should reference the instruction and ensure it contains the following...

- Firm name – which can be found on your [Access Controller Dashboard](#).
- Administration Unit name – which can be found on your [Access Controller Dashboard](#).
- Type of change – Add/removal of adviser or move adviser to a different [Administration Unit](#).

2.3.5.1. Adding an existing adviser to an Administration Unit?

If you're adding an adviser that we currently hold on our records to an [Administration Unit](#) you'll need to provide the following information for that adviser.

- Full name
- IRN
- FRN
- Contact number
- Email address
- WFIL Adviser ID (username) of the adviser
- [Administration Unit](#) name

2.3.5.2. Moving an existing adviser between Administration Units?

For existing advisers that are to be moved to another [Administration Unit](#), please provide the following on the email.

- Name of the adviser
- WFIL Adviser ID (username) of the adviser
- Old and new [Administration Unit](#) name if applicable.

2.3.5.3. How do I add a brand-new adviser not yet on our records?

To add a new adviser we don't hold on our records, we'll need to validate if we need to onboard them so the following information should be confirmed as follows.

- Full name
- IRN
- FRN
- Contact number
- Email address
- Postal address for business correspondence
- Network details, or bank details for commission/adviser charge payments

2.4 I'VE LOGGED IN, BUT THE INFORMATION DOESN'T LOOK CORRECT

If you've logged in and the information about your firm's [Administration Unit](#) doesn't look right, consider the following.

- are you a nominated [Access Controller](#) for multiple [Administration Units](#)?
- have you logged in using the correct [User ID](#) for the [Administration Unit](#) you wish to manage?

If you still think there may be a problem, please contact us by email at wtas-pruonline@waystone.com.

3.0 Manage Support Staff

3.1 HOW DO I FIND A PARTICULAR SUPPORT STAFF USER?

Once you’ve selected “View more” and navigated to the full list of *Support Staff* aligned to your *Administration Unit*, you’ll be able to use the search function to search by name or user ID, as shown below.

[Dashboard](#) > [Support staff](#)

Support staff

This is a summary of all the Support staff aligned to the Administration Unit. On this page you can add new support staff or search and manage existing Support staff within the Administration Unit.

Add new support staff

Search

AllActiveDisabled

Name	ID	Status ?	
Colin Mcrae	U21002	Disabled	<div>View</div>
Louise Aitken-Walker	U21001	Disabled	<div>View</div>

You can also use the account status toggles, as shown above, to filter the list between the following.

- Active – *Support Staff* with an active digital account, that can access the service.
- Disabled – *Support Staff* with a disabled digital account, they cannot access the service or their dashboard.
- All – all *Support Staff* aligned to your *Administration Unit*.

The list of *Support Staff* is limited to ten records and paginated so you may need to scroll through the pages using the ‘Next’ button, as shown below, if you’ve more than ten *Support Staff* records.

Name	ID	Status ?	
Colin Mcrae	U21002	Disabled	<div>View</div>
Louise Aitken-Walker	U21001	Disabled	<div>View</div>
Pen Tester2	U21003	Account creation failed	<div>View</div>

Back

1-3 of 3

Next

3.2 HOW DO I VIEW A SUPPORT STAFF RECORD AND WHAT CAN I SEE?

In the table of [Support Staff](#), and next to each name, you'll see a "View" button. That will take you the individual record for that [Support Staff](#) user.

Here you'll see their Personal details, as shown below.

- Their User ID
- Title
- First and last name

Colin Mcrae

[Edit user](#)

Personal details

ID	U21002
Title	Sir
First name	Colin
Last name	Mcrae

Their contact details, as shown below.

- Email address
- Contact telephone number

Contact details

Email	u21002@cambridge.com
Contact number	09876543210

Information about their access, as shown below.

- the firm that the [Administration Unit](#) belongs to and, where provided their employer.
- Their access will always be defaulted to Transact and cannot be changed at this moment in time. The status is the status of their digital account – either active or disabled.

Access details

Firm	Firm 2 Test
Access	Transact
Employer (optional)	Cambridge Paraplanners
Status ⓘ	Disabled

3.3 CAN I EDIT A SUPPORT STAFF USER AND WHAT WOULD I DO?

There is an “Edit user” button next the **Support Staff** users name as shown below.

[Dashboard](#) > [Support staff: Colin Mcrae](#)

Colin Mcrae

Edit user

Personal details

ID	U21002
Title	Sir
First name	Colin
Last name	Mcrae

For now, the only thing you can edit is their status which you can toggle between active or disabled.

Access details

Firm	Firm 2 Test
Access	Transact
Employer (optional)	Cambridge Paraplanners
Status ?	<div> <div>Disabled</div> <div>Active</div> <div>Disabled</div> </div>

☐ I confirm I am acting on behalf of the Firm and that I have the authority to make changes to Support staff

Cancel

Save changes

3.3.1. Disabled

You should disable their account if they no longer need access or have left your firm. This can be reactivated should they need access again. The update will be instant and we'll send an account disabled email to their registered email address. They'll no longer be able to login and access their dashboard. Their status will also update on the **Access Controller Dashboard** under the **Support Staff** list.

3.3.2. Active

They have a registered digital account and can access their dashboard and the advisers within the **Administration Unit**. If their status was disabled and you are reactivating it, for example they have been on maternity/paternity leave, the update will be instant, and the **Support Staff** user will get an email notification to confirm their account has been reactivated. They'll be able to login with their existing password and memorable word. If they've forgotten their password or memorable word, they'll be able to access the forgotten password/memorable word options as when logging in.

If you need to change any other information, please contact wtas-pruonline@waystone.com who can advise you of what to do or make the necessary changes.

You'll need to confirm a declaration when editing any access status confirming you are acting on behalf of the firm. You'll get a simple play back message on screen confirming you've edited the **Support Staff** user.

3.3.3. Not Available

There is a technical issue showing the status. Try again later.

3.3.4. Account creation failed

There was a technical issue creating the account – you should contact us. Contact details can be accessed through **Contract us** section at the top of the page.

4.0 Create Support Staff

4.1 HOW DO I CREATE NEW SUPPORT STAFF USERS IN MY ADMINISTRATION UNIT?

Adding a new **Support Staff** user is simple and can be done in two ways:

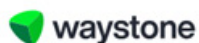
1. On the **Access Controller Dashboard** there is a “Add new Support Staff” button, as shown below.

Support staff

[Add new support staff](#)

Name	ID	Status ?	
Colin Mcrae	U21002	Disabled	View
Louise Aitken-Walker	U21001	Disabled	View
Pen Tester2	U21003	Account creation failed	View
			View more

2. You can also add new **Support Staff** users on the full list, which is accessed by the “View more” button as mentioned in section 3.1 and shown below.

[Dashboard](#) [Account](#) [Contact us](#) [Log out](#)[Dashboard](#) > [Support staff](#)

Support staff

This is a summary of all the Support staff aligned to the Administration Unit. On this page you can add new support staff or search and manage existing Support staff within the Administration Unit.

[Add new support staff](#)

Search

When adding a new **Support Staff** user, you'll be required to capture the following:

4.1.1. Personal details

The Support Staff user's full name and title, the latter can be chosen from a drop down.

Personal details

Title	<input type="text" value="Select an option"/>	<input type="button" value="v"/>
First name	<input type="text"/>	
Last name	<input type="text"/>	

4.1.2. Contact details

The **Support Staff** user's email address is required for their digital account and a contact number is always useful in case you need to contact them.

Contact details	
Email	<input type="text"/>
Contact number	<input type="text"/>

4.1.3. Access details

The firm name and access is defaulted as shown below, but you can choose to add an employer if it's different from the firm. This may be useful if you use a third-party administration firm.

Access details	
Firm	Firm 2 Test
Access	Transact
Employer (optional)	<input type="text"/>

I confirm I am acting on behalf of the Firm and that I have the authority to add Support staff to this Administration unit.

Cancel

Next

You'll need to confirm the declaration, as shown above, before confirming set up. To confirm set up you simply click on the "Next" button, or if you no longer wish to proceed, you can cancel the set-up of a **Support Staff** user by clicking the "Cancel" button.

Once you've selected "Next" you'll get a confirmation message, as shown below, which confirms what will happen next and what the **Support Staff** user can expect.

You've successfully added a new member of Support staff

What happens next?

The new Support Staff member will now receive two emails. One email will contain a Link and the other will contain a onetime password.

This will allow them to complete the registration process where they will have to set their own account password and memorable word before agreeing to our Terms of Use.

They will then land on their dashboard where they can go on to access the appropriate Adviser records.

[Back to dashboard](#)

5.0 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.