

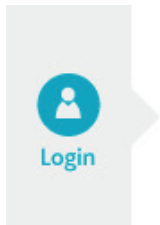


SYNAPTIC®

Synaptic Contract Enquiry

Quick Start Guide

STEP 1.



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www.synaptic.co.uk

- Passwords must have at least 8 characters, including a capital letter and number.
- After 3 incorrect attempts your account will lock out for 15 minutes.
- If you require a password reset, please contact the Support team.

Providers will either use a unipass certificate (which can be linked within your name at the top right>Account Settings>Certificate) or a username and password. Some providers have the option of companywide or individual user details. Check the Contract Enquiry Enterprise Messaging Platform guide for further information

TECHNICAL SUPPORT

t: 0800 028 0033 e: support@synaptic.co.uk

SALES & CUSTOMER SERVICES

t: 0800 783 4477 e: customerservices@synaptic.co.uk



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STEP 2.

1. Click here to get started – you will need to accept the terms and conditions before accessing the provider setup

2. Review the Synaptic Contract Enquiry Enterprise Messaging Platform guide for setup, each provider must be contacted before you can receive valuations

The screenshot shows the Synaptic Contract Enquiry Enterprise Messaging Platform interface. The top navigation bar includes links for Clients, Risk Rating, Modeller, Comparator, Weblines, Product & Fund, Tools & Calculators, and Settings. The Settings menu is open, showing options like Modeller Journey Settings, Modeller Customisation, Custom Asset Types, Fund Universe, Portfolio Builder, Organisations & Users, and Enterprise Messaging Platform. The Enterprise Messaging Platform option is highlighted. Below the navigation bar, there is a search bar and a button labeled 'Enterprise Messaging Platform'. The main content area displays a table of Providers. The table has columns for Provider Name, Credentials, Enabled, Request Status, and Info. The providers listed are Ascentric, Aviva, AXA, Canada Life, Fidelity FundsNetwork, Friends Life, James Hay Partnership, Novia, Nucleus, and Old Mutual Wealth. The 'Enabled' column has checkboxes, and the 'Request Status' column has buttons labeled 'Request Authorisation'.

Provider Name	Credentials	Enabled	Request Status	Info
Ascentric		<input type="checkbox"/>	Authorised	i
Aviva		<input type="checkbox"/>	Authorised	i
AXA		<input type="checkbox"/>	Request Authorisation	i
Canada Life		<input checked="" type="checkbox"/>	Running	Authorised i
Fidelity FundsNetwork		<input checked="" type="checkbox"/>	Running	Authorised i
Friends Life		<input checked="" type="checkbox"/>	Running	Authorised i
James Hay Partnership		<input checked="" type="checkbox"/>	Running	Authorised i
Novia		<input type="checkbox"/>	Disabled	Request Authorisation i
Nucleus		<input type="checkbox"/>	Running	Request Authorisation i
Old Mutual Wealth		<input type="checkbox"/>	Running	Request Authorisation i

3. Once you have confirmation from the Provider, you will need to select the tick box

4. You can now 'Request Authorisation' this will send a task through to our Customer Services team. They will review the request and enable your account for your chosen Provider

5. Once the Customer Services team has enabled the Provider, you can tick the enabled box. You are now ready to add the provider login details

STEP 3.

This report will give you an overview of all client holdings – great for annual reviews!

Your clients holdings can be added here – is it a SIPP or a plan? Make sure you have added the holding within the correct holding type

The screenshot shows the Synaptic Contract Enquiry interface. The top navigation bar includes 'Clients', 'Risk Rating', 'Modeller', 'Comparator', 'Webline', 'Product & Fund', 'Tools & Calculators', and 'Settings'. The user 'Amy Wood' is logged in. The left sidebar has a 'Holdings' icon highlighted. The main content area is divided into sections: 'Platforms (0)', 'SIPPs (0)', 'Plans (0)', 'Assets (0)', and 'Accounts (0)'. The 'Plans (0)' section is expanded, showing a 'Details' tab. The 'Plan Details' form includes fields for Name, Provider Name, Product Name, Status, Product Category, and Contract Number. The 'Get details via Contract Enquiry' button is highlighted. The 'Assets (0)' section is also visible on the left, showing a list of assets with columns for Name, Value, and Assigned To.

Once you have clicked 'Get details via Contract Enquiry' the system will then populate the underlying assets area on the left hand side with the provider valuation information

You will need to make sure you have the correct provider name, product name, status, product category and contract number.

TIP: Where you see a magnifying glass, there will be a list of products displayed once you begin to type.

STEP 4.

Results Screen

Clients Risk Rating Modeller Comparator Webline Product & Fund Tools & Calculators Settings Amy Wood Help

Search

Eve Twinning + Aviva ISA

Delete Revert Portfolio Factsheet

Details

Contributions

Withdrawals

Underlying Assets

Performance

Underlying Assets

Get plan valuations: Contract Enquiry - Electronic Valuation

Funds Last updated electronically from Sample Provider on 16/11/2016. The value displayed has been determined by the FE © fund data price feed. Non fund related data may not be captured on this screen. See Valuation Report for full details

✓ Contract Enquiry of all eligible holdings was last performed on 16 November 2016 at 9:00
Only one Contract Enquiry can be requested for a holding per day.

Fund Name	Units	% of Holding	Value
Aviva Mixed Investment (40-85% Shar...	400.2	9.65	£1,985.91
Aviva Invesco Perpetual Asian S4	500.03	13.07	£2,690.91
Aviva With Profits S4	300.78	3.85	£792.40
Aviva Property S4	1000.06	20.52	£4,224.45
Aviva Alliance Trust Sustainable Future...	100.02	1.09	£224.65
Aviva Mixed Investment (20-60% Shar...	660.18	12.76	£2,626.13

Asset Allocation

Global Equities (ex UK) (25.96%)
Global Property (20.54%)
Global Fixed Income (ex UK) (12.02%)
UK Government Bonds (41.48%)

Valuation data returned by the Provider, can be found in the underlying assets area

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