User Guide for the Key’s Client Portal

The Client portal is one of a series of enhancements enabling Advisers to interact with their Clients securely and remotely. This deployment offers a Client interface enabling the exchange of documentation (from Adviser to Client and vice versa), messaging in a secure environment, an extended data capture enabling the Client to complete a Fact Find ahead of any meeting.

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Creating an Account for Client Access

Each Client record needs to be set up for online access individually. This ensures that you can easily control which Clients will be able to access the portal, and not create a multitude of accounts if they are not required.

Open a Client record, and navigate to Client > Admin. Select the ‘Client Portal’ tab to see the screen displayed below (this shows a case with two applicants).

![Client Portal Screen](image)

Figure 1: Enabling Access to the Client Portal

This screen will allow a User name to be created (this will default to the applicant’s email address) and alternative user names can be chosen from a number of suggestions offered by the ‘Suggest a User name’ button. There is no need to create a password, as this is automatically generated by the system. These login details are then sent to the email address shown by clicking on the ‘Send login details’ button which will send two emails per applicant: the first with the login details and second with the automatically generated password. This email may go through to junk so don’t forget to check.

Note that when login details are emailed, a record will be kept in the ‘Activity Log’ that is displayed on this page. This will record all online activity associated with this Client.

![Activity Log Entry](image)

Figure 2: Activity Log Entry

**Simultaneous Access**

As the Client portal links directly to the Key database, it is subject to the same restrictions of one ‘person’ accessing the record at a time (in order to ensure data integrity).

In order for the Client to log in to the portal for the first time, that Client record must not be open in the Key – this is because the first action the Client will take in the portal is to change their password (see below), and this requires full access to the record.

If, after the initial login, the Client logs into the Client portal whilst the associated Client file is open in the Key, a message will confirm the portal information is in ‘read only’ mode.
Blocking Client Access to the Portal
It may be necessary to disable a Client’s access to the portal. In those cases, place a tick in the checkbox named ‘Block Client access’.

Resetting the Client’s Password
If the Client forgets their password, they will need to contact you to have the password reset. To reset, click on the ‘Resend login details’ button within Client > Admin > Client Portal. This will send both the user name and password details to the Client (in two separate emails), as when setting the initial login details.

First Login
When the Client first logs into the Client Portal, they will be required to change their password. It is not possible to bypass this request.

Figure 5: Initial Login Change Password Screen
A new password must consist of at least 7 characters, and include at least 1 digit. After changing the password, the Client is directed to the portal’s home page and the change of password will appear in the ‘Activity Log’ noted above.

Locked Message
If a client tries to login to the portal whilst the record is open in the Key, the message below show.

Figure 6: Account Locked Message
**Home Screen**

The home screen will list any recent documents uploaded (providing the client is enabled to see them), a list of recent products and any recent messages made through the portal. A menu to some of these items will appear at the top of the screen, alongside other functionality.

If the Client only has one sale, the portal will default to these details.

![Image of Client Portal Home Screen](image)

**Figure 7: Client Portal Home Screen**

If there is more than one open sale, then the Client can select the appropriate sale on the dropdown list.

![Image of Selecting the Sale](image)

**Figure 8: Selecting the Sale**

To change the sale name from the default used within the Key – navigate to the Sale Selection screen (Client > Fact Find), right click on the sale to be amended, and select the ‘Description’ option. This will open a dialogue box to amend the sale name.

![Image of Renaming a Sale](image)

**Figure 9: Renaming a Sale**

Note that any sales that are closed will automatically display that in the selection dropdown in the portal, and the description does not need to be updated to show this.
Home Screen – Recent Documents

This will show the most recently updated documents in the Client portal.

Clicking on ‘View All’ will display all documents **available within the portal**, or alternatively select ‘Documents’ from the menu. This screen will include any documents uploaded by the Client (unless that status is changed).

To open a document, simply click on the document name.

**Uploading Documents via the Portal**

A Client can upload a document to the portal through the ‘Add Documents’ option in the ‘Documents’ window (as shown above), or the ‘Add Documents’ option in the menu.
Select the file by clicking on the ‘Browse’ button. Once selected, give the document a suitable name, and click on ‘Upload’ to complete the process. Once the document is uploaded, the screen will return to the list of documents with the newly uploaded file at the top of the list.

When a Client uploads a document, it is automatically added to the Client file. This will also create a task for you, confirming that a new document has been uploaded.

### Managing Documents Appearing in the Portal

Within the Client > Documents area, a new column has been added with the title ‘Portal’.

[Figure 13: Client > Documents Portal Option]

A tick in this column indicates that the associated document is visible and accessible in the Client portal. This will default to ‘yes’ for any document uploaded by the Client, but other documents can be made visible in the portal by placing a tick next to the relevant document in this column.

When a document is made available in this manner, the Client will be notified through an email.

If the tick is removed, the document will no longer be visible in the Client portal. As an example, a Client may upload documentation relating to identity verification or pay details, and these could then be marked as not visible in the portal to remove any perceived risk.

### Home Screen – Recent Products

This screen shows the most recently updated products associated with this sale. To see all products, click on the ‘View All’ button, or select ‘Products’ from the menu.

[Figure 14: Recent Products Section on the Home Page]

In the screen that opens, products are divided between ‘Mortgages’, ‘Insurance’ and ‘Other products’. A summary of product information is displayed on screen.
Contact Details

The Contact Details screen displays the Client’s name, address, phone numbers and email address, as well as those of Applicant 2 if appropriate. This information can be amended, and the changes saved via the ‘Save’ button.

Secure Messaging

The home page shows a list of the most recent secure messages (each of which can be read directly by clicking on the message title), whilst the top menu item will open the ‘Secure Messages’ area that allows the Client and you to exchange messages through a secure server environment. Upon opening the ‘Secure Messaging’ page, a full list of any existing messages will be displayed.

Reading a Message in the Portal

Accessing the ‘Secure Messaging’ page in the portal will show a list of all such messages. Unread messages are identified using an envelope icon. Click on ‘Read’ to open the message body. Once read, the envelope icon is replaced with a tick.
The status of the message as ‘read’ will also be reflected in the Client > Messages area of the Key, along with the time and date the message was read.

Adding a Message in the Portal
Click ‘New Message’ to open a blank message window.

Both the ‘Subject’ and the ‘Body’ of a message are completed as per a normal email. Click ‘Send’ to complete the message. Once the message has been sent, it will be available within the Key. In addition, you receive a notification email of a new secure message. This notification will not show you which client has messaged you until you go through to the message itself.

Viewing and Creating Secure Messages in the Key
Secure messages are managed in the Client > Messages area of the Key. However, messages for all Clients can be seen in the Admin > Messages area.

Highlight the message to be read, and click on ‘View Selected Message’ (or double click the message). This will mark the message as ‘Read’.

To send a message to the Client through the portal, click on the ‘New Message’ button, enter a subject and the message body, and click on ‘OK’ to send the message.
Once sent, the message will appear in the log, and the Client will receive an email confirming that they have a new message waiting for them on the Client Portal.

**Fact Find**

The client focused Fact Find is designed to enable clients to complete certain information (generally restricted to ‘hard’ facts such as employment details etc.) which is then automatically transferred into the client record in the Key.

**Locking/Unlocking Client Access**

At the bottom of the Sale Selection screen, a new button will either state ‘Lock Online Fact Find’ or ‘Unlock Online Fact Find’. This controls the client’s access to the fact find, and their ability to update the data.
To clarify, this button controls the state of the fact find and the client’s ability to access the fact find to make updates.

- ‘Lock Online Fact Find’
  - This means that the client can edit the fact find through the portal, and clicking the button will ‘lock’ the fact find
- ‘Unlock Online Fact Find’
  - This means that the client currently cannot edit the fact find through the portal, and clicking the button will ‘unlock’ the fact find

**Tracking Client Activity on the Portal Fact Find**

The Sale Selection screen will also detail when the last update to the fact find was made by the client.

![Client Fact Find Last Updated](Figure 21: Online Fact Find Update Date)

Any activity by the client that updates the fact find will also be recorded in the ‘Activity Log’, located in Client > Admin > Client Portal.

![Activity Log](Figure 22: Activity Log)

A record of the changes will also be stored in the Client > Admin > Audit tab.
Client Screens

The client will now see a ‘Fact Find’ button next to the sale detail in the portal.

![Client Portal Home Page](image1)

Figure 23: Client Portal Home Page

Clicking the Fact Find button will take the user into a set of screens for completion.

![Client Portal Fact Find Screen](image2)

Figure 24: Client Portal Fact Find Screen

The screens form a subset of the fact find to capture ‘hard facts’ prior to any advice or identification of potential needs. The client can complete the screens to the best of their ability with the minimum of mandatory fields, with all data immediately uploading to their record in the Key. For the few mandatory fields that do exist, any error in the data is shown in red, with an explanation.
A ‘Save’ button is available on each screen, as is a ‘Home’ button that will take the user back to the main portal page. The user can navigate between screens either by clicking on the heading, or by using the ‘Next’ button.
Change Password

The Client can also change their password through the ‘Change Password’ option. Once the existing and new passwords are entered, click ‘Save Changes’ to update the Client’s password. This works in the same way as the initial password change required when the Client first logs into the portal.

![Change Password Screen](image)

Figure 26: Change Password Screen

END