

# Wealthlink User Documentation for Investors

**Need an Introduction to Wealthlink?**

-->Go to [“Introducing Wealthlink for Investors” on page 5](#)

**Need to find out how to get something done?**

-->Go to [“User Tasks” on page 29](#)

**Need to learn more about a particular screen?**

-->Go to [“Screen Reference” on page 13](#)

**Need to view the Unitrax Guides and Catalogues?**

-->Go to [LTIMindtree Extranet](#)

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# Wealthlink Overview

# Introducing Wealthlink for Investors

## Wealthlink Overview

Wealthlink is a bilingual, intuitive Internet-based investment tracking system, which enables investors to track the value of your portfolios, find out how funds are performing, calculate gains or losses and allows to generate statements and view historical statements, tax slips and trade confirmations.

Wealthlink seamlessly integrates with the Unitrax transfer agency system and serves as a complementary eBusiness solution that delivers real-time web-based 24/7 secure access to an Investor's financial portfolio with your company.

## Wealthlink Features

Wealthlink is equipped with the following features:

- Allows you to access portfolio-level information 24/7
- Allows you to access information from any Internet-enabled device
- Allows you to produce a variety of charts and graphs on demand, such as portfolio allocation, market value analysis, rate of return, and return of capital. In addition, printable statements can be produced for a desired date range in both PDF and Excel formats.
- Follows security mechanisms designed to enable secure access to data:
  - **Encryption and Decryption** - For Encryption and Decryption, our Website uses 256-bit encryption technology to ensure that unauthorized parties cannot access your personal information. Data sent from the user's PC, tablet, or mobile device

is encrypted before transmission. Encryption converts the data into a format that can be safely transmitted over the Internet. Encrypted data cannot be read until it reaches its destination and is decoded, using a decryption key.

- **Digital Authentication** - A digital authentication certificate is issued and managed by a recognized and trusted certification authority. LTIMindtree uses Entrust, a world leader in certificate authentication, to ensure that WealthLink encrypts and certifies client data.
- **User Authentication** - Only users with the correct combination of User Code and Personal Identification Number (PIN) are granted access to the Website. The user code is unique to each fund company and the PIN is unique to each individual.

# Getting Started with Wealthlink

## Registering to Wealthlink - Manual Registration Process

You can register to the Wealthlink application using the Register option on the Wealthlink login screen.

### *PREREQUISITE*

You require an active Account Number and SIN to register.

This procedure starts on the Wealthlink login screen.

### **TASK**

1. Click the **Register** link at the bottom of the login screen.

**STEP RESULT:** The registration form opens.

2. Enter your personal information.

3. Click the **Register** button.

**STEP RESULT:** Your personal information has been submitted and is subject for a review by our administration team. Qualified applicants will be contacted and provided with a personal identification number (PIN) upon approval.

### *RESULT:*

You have registered to the Wealthlink application.

### RELATED LINKS:

[“Setting Up Security Questions and Answers” on page 34](#)

[“Logging into Wealthlink” on page 10](#)

# Registering to Wealthlink - Online Registration Process

You can register online to Wealthlink which is described in detail below.

## *PREREQUISITE*

You must have the 'Online Registration' option enabled by your fund company. Depending on the mandatory settings by your fund company, you may require an active Account Number, Online Access PIN (provided in the last Account Statement or sent through a separate communication) or your SIN to register.

This procedure starts on the Wealthlink login screen.

## **TASK**

1. Click the **Register** link at the bottom of the login screen.  
**STEP RESULT:** The registration screen appears with the option, '1-Identity' highlighted in the progress bar.
2. Enter all the mandatory details and fill the Captcha icon.
3. Check the Terms and Conditions checkbox and click the **Next** button.  
**STEP RESULT:** The registration form appears with the option, '2-User ID' highlighted in the progress bar, only if all mandatory fields have been filled, the terms and conditions checkbox is checked and the captcha detail is correct.
4. Create Your User Id, Password, and confirm your Password. Click the **Next** button.  
**STEP RESULT:** The registration form appears with the option '3-Confirm' highlighted in the progress bar.
5. The screen displays the User ID created with the list of accounts linked to your profile. Click the **Next** button.  
**STEP RESULT:** If you want to link additional accounts, enter the details in the text boxes below. An email is sent to the fund company to link additional accounts.
6. Setup the Security Questions and Answers to proceed further.

## *RESULT:*

You have registered to the Wealthlink application using the online option.



RELATED LINKS:

[“Setting Up Security Questions and Answers” on page 34](#)

[“Logging out of Wealthlink” on page 30](#)

# Logging into Wealthlink

You can log into the Wealthlink application as an Investor, Call Centre user or Administrator.

## *PREREQUISITE*

You require valid login credentials and the URL of your fund company's Wealthlink website.

This procedure starts on the Wealthlink login screen.

## **TASK**

1. Select your preferred language.

**STEP RESULT:** The Wealthlink login screen is refreshed in the chosen language.

2. Enter a valid **User ID** and **Password**.

3. Click the **Login** button.

**STEP RESULT:** The Wealthlink homepage appears which includes both Account and Settings Panels.

## *RESULT:*

You are logged into the Wealthlink application.

## RELATED LINKS:

[“Logging out of Wealthlink” on page 30](#)

[“Changing Your Password” on page 31](#)

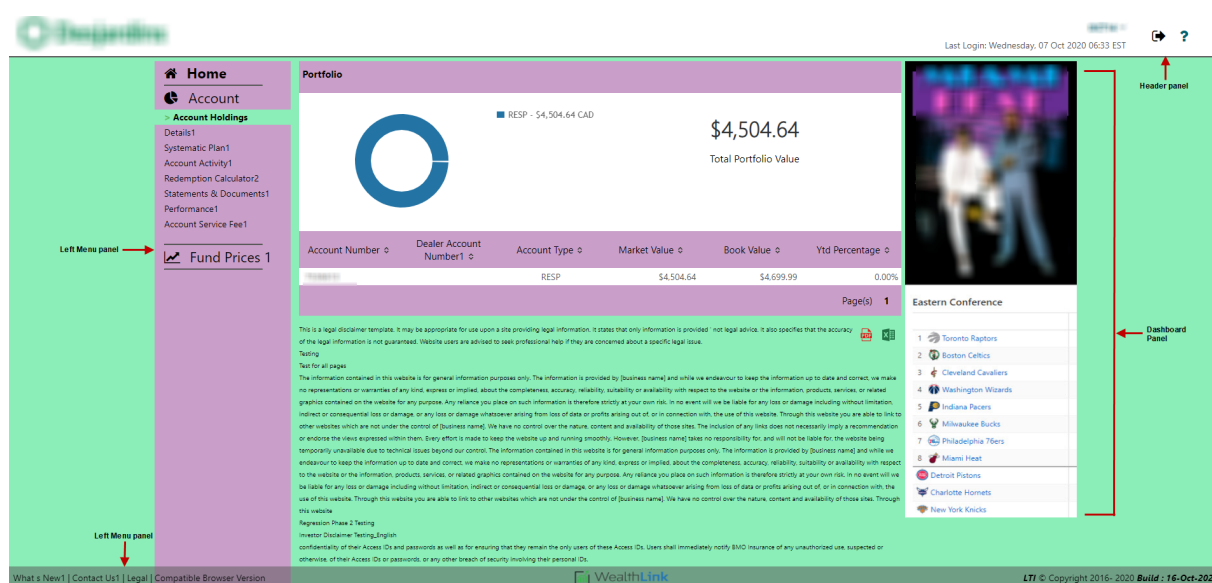
[“Recovering Your Password” on page 32](#)

# Wealthlink Homepage

This topic introduces the Wealthlink interface and its major components.


The Wealthlink homepage comprises of:


- **Header Panel**
- **Left Menu Panel**
- **Dashboard Panel**
- **Footer Panel**



## Header Panel

The header panel contains the Logo, User Profile drop-down menu with the Sign-in & Security preference, Document preference and Language preference options. The following quick access icons are available in this panel:

QUICK ACCESS ICON	DESCRIPTION
	Used to log out from the Wealthlink application. “Logging out of Wealthlink” on page 30

QUICK ACCESS ICON	DESCRIPTION
	Used to view the help file for the Wealthlink application.

## Left Menu Panel

The Left Menu Panel contains the following main tabs:

MAIN TABS	DESCRIPTION
<b>Home</b>	Takes you to the Wealthlink homepage.
<b>Account</b>	Displays account-related information.
<b>Fund Prices</b>	Displays fund details and investment prices for all of company's funds.

## Dashboard Panel

The Dashboard Panel displays the following:

- Portfolio Panel
- Account Listing Panel
- Advertisement Panel

## Footer Panel

The footer panel contains the links to the following information:

- What's New
- Contact Us
- Legal
- Compatible Browser Version

# Screen Reference

# Screens

## Account

The Account tab on the left menu panel displays information related to your account.

The Account tab contains the following sub tabs:

- [Account Value](#)
- [Holdings](#)
- [Details](#)
- [Systematic Plan](#)
- [Activity](#)
- [Redemption Calculator](#)
- [Statements & Documents](#)
- [Performance](#)
- [Service Fees](#)

**NOTE:** *The information displayed on the Account screens depends on the search criteria.*

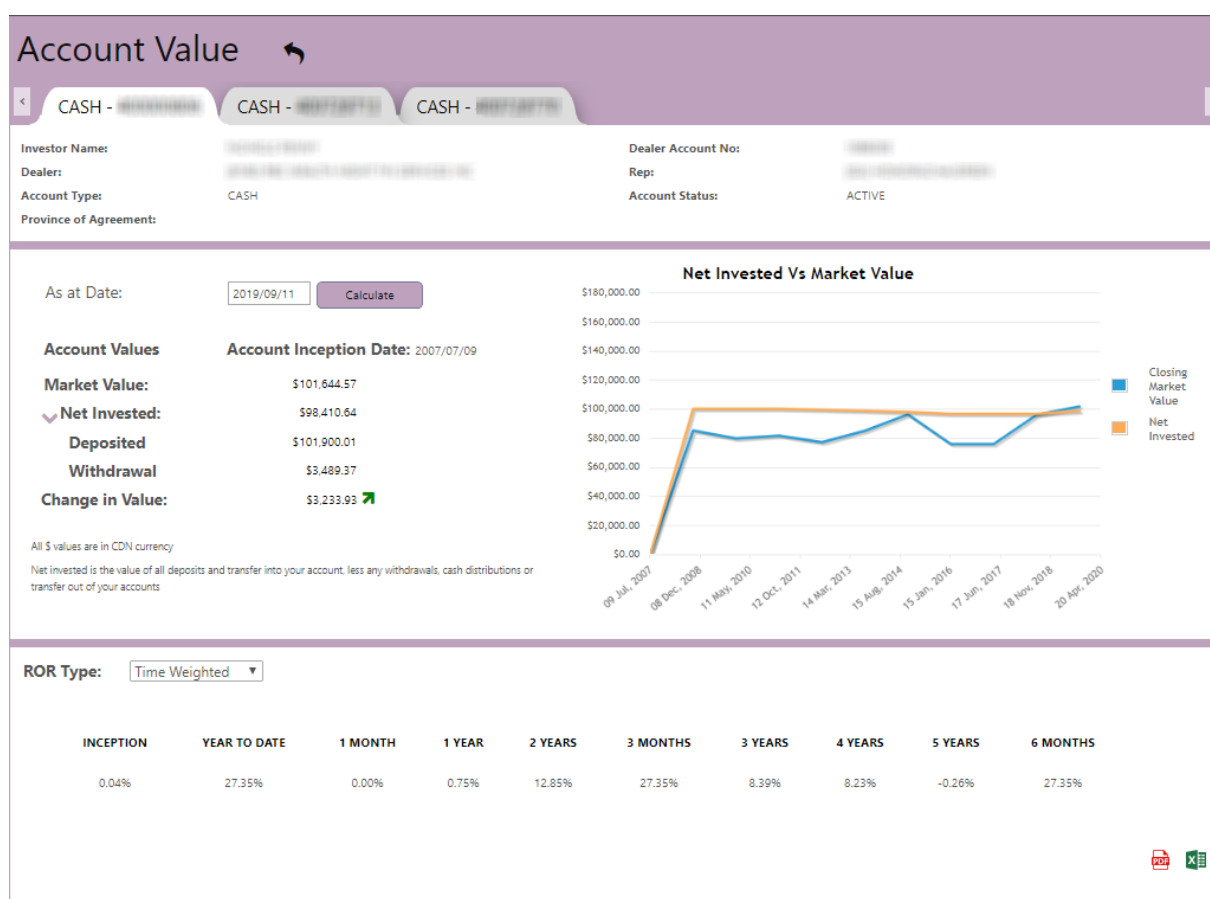
# Account Value

The Account Value screen displays the account value since account inception until the last process date. The screen also displays a graph comparing the Net Invested vs Market value at various point since account inception and Account ROR. The Account Value screen is divided into following sections:

- **Investor Details**
- **Account Values**
- **Account ROR**

You can access this screen by clicking the Account Value sub tab under the Account tab on the left menu panel.

This screen also displays Rate of Return exclusive of 'MFR' transactions, when the MWROR is displayed and the Exclude MFR from MWROR Calculations field is set as 'Y - Yes' in the RFRRGPAR table.



## Investor Details

The Investor Details section contains the Investor Name, Dealer Account Number, Dealer, Rep, Account Type, Account Status and the Province of Agreement.

## Account Values

The Account Values section contains the Account Market Value, Net Invested (Deposited - Withdrawal), Change in Value (Market Value - Net Invested) and Account Inception Date. The account values are based on the last process date.

A graph representing Net Invested vs Closing Balance (Market Value as of Date) is also displayed beside Account Value.

## Account ROR

The Account ROR section displays the aggregate rate of return for funds associated with your account.

The RORs are displayed based on the chosen **ROR Type** (Money Weighted or Time Weighted).

This section also displays the Performance chart representing the account performance based on the selected time period.

## Holdings

The holdings screen displays the account holdings of your account. The holdings screen is divided into following sections:

- **Investor Details**
- **Account Holdings**
- **Deposit Details**
- **Free Allocation**
- **Annuities**
- **Fund Listing**



You can access this screen by clicking the Holdings sub tab under the Account tab on the left menu panel.

## **Investor Details**

The Investor Details section contains the Investor Name, Account Number and the Account Type. The Account Number and Account Type are sorted based on the Account Market Values if more than one account is available for the investor.

## **Account Holdings**

The Account Holdings section contains the Account Market Value, Account Book Value, Account Gain/Loss and YTP Performance details. The account values are based on the process date.

A graph representing Account Market Value vs Account Book Value for YTD is also displayed in this section for the last 12 months.

## **Deposit Details (Applicable for Insurance Wealth Providers only)**

The Deposit Details section contains Market Value, Guaranteed Maturity Value, Guarantee Death Value, Account Maturity Date, Net Dep Value.

## **Free Allocation**

The Free Allocation section contains Free Allocation Amount, Free Withdrawal Taken and Free Withdrawal Left.

*This section will be enabled for the environment with Segregated Funds and Account Level Free DSC special modules enabled*

## **Annuities (Applicable for Annuity Contracts only)**

The Annuities section contains Annuity Type, Tax Type, Initial Deposit, First Payment Date, Last Guaranteed Pymt Date, Payment Amount, Gross/Net, Frequency, Tax Withholding.

## Fund Listing

The Fund Listing section lists all the funds associated with your account. For each fund, the Unit Balance, Current Unit Price, Market Value, Average Unit Cost, Book Value, Gain/Loss and Percentage of Account are displayed. All values are based on the process date.

You can expand each fund to view fund information such as Distribution Earned Amounts, Unit Holdings Breakdown, DSC Units/Maturity Dates and Return of Capital.

## Details

The Account Details screen is divided into following section:

- **Account Information**
- **Investor Contact Information**
- **Spousal Information** (applicable for selected account types only)
- **Beneficiary Details** (applicable for selected account types only)
- **Plan Details** (applicable for selected account types only)
- **Annuitant Details** (applicable for Insurance Accounts only)
- **Successor Details** (applicable for selected account types only)

The information displayed in the above sections varies based on the Account Type such as CASH, RESP, RRIF/LIF, RRSP/LIRA and FHSA.

*NOTE: For Account Type 'CASH', the Account Details section is not displayed. For Account Type 'RRIF' and 'LIRA', the Account Details section includes Contribution Type, Currency and Amount details. For Account Type 'FHSA', the Account Details section includes Contributions/Withdrawals, Currency, YTD Amount(\$), and LTD Amount(\$).*

You can access this screen by clicking the Details sub tab under the Account tab on the left menu panel.

Account Details

CASH -

Investor Name :
Dealer :
Dealer Account No :
Rep :

INS SERVICES INC

Investor Contact Information

Name :
Address :
Phone :
Email :

ON M1E3G2 CAN
/ N/A(B)
N/A

Beneficiary Details

Name	Type	Class	Percentage
	SPOUSE/COMMC	Primary	100.0%
	SON	Contingent	0.0%

Annuitant Details

Type	Name	Date Of Birth	Gender
Primary			Female

## Systematic Plan

The Systematic Plan screen displays information related to the following systematic plans if available for your account:

- Automatic Purchase (PAC)
- Automatic Withdrawal (AWD)
- Automatic Switch Plan (DCA)

If these systematic plans are available for your account, then they will be listed together upon search. You can view the plan details by expanding each plan.

For PAC plan type, the purchase details and bank details are displayed. The bank details for PAC is displayed on this screen only if this option is equipped by your provider.

For AWD plan type, the withdrawal details and bank details are displayed. The bank details are based on the payment type. For example, if the payment type is C, then the payment information are displayed. If the payment type is R, then the reinvestment information are displayed.

The payment information is displayed on this screen only if this option is enabled under administrative setting.

For DCA plan type, the plan details are displayed.

You can access this screen by clicking the Systematic Plan sub tab under the Account tab on the left menu panel.



### Systematic Plans

RRSP - [REDACTED]

**Investor Name:** [REDACTED]  
**Dealer:** [REDACTED]  
**Account Type:** [REDACTED]  
**Province of Agreement:** [REDACTED]

**Dealer Account No:** [REDACTED]  
**Rep:** [REDACTED]  
**Account Status:** ACTIVE  
**Restart Date**

Plan Type	Start Date	End Date	Restart Date	Frequency	Amount	Status	Last Date	Next Date
> Automatic Purchase(PAC)	2016/12/07	N/A	2021/06/30	Monthly	\$100.00	ACTIVE	2021/04/30	2021/05/31
> Automatic Withdrawal (AWD)	2020/10/29	N/A	2021/11/29	Annual	See Details	ACTIVE	2021/10/29	2021/10/29
> Automatic Switch Plan (DCA)	2020/06/04	N/A	2021/05/31	Monthly	See Details	ACTIVE	2021/04/30	2021/04/30



## Activity

The Activity screen lists all the transactions associated with your account.

Transactions can be filtered by Fund, Month and Year. You can expand each transaction to view additional details such as deductions, average cost and gain details.

You can access this screen by clicking the Activity sub tab under the Account tab on the left menu panel.

Account Activity ↩

<

CASH - 

INS SERVICES INC

Investor Name : 

INS SERVICES INC

Dealer Account No : 

INS SERVICES INC

Dealer : 

INS SERVICES INC

 INS SERVICES INC

Rep : 

INS SERVICES INC

All Transactions

Month

Year

Q

Process Date ▾	Action ▾	Fund ▾	Units Transacted ▾	Unit Price ▾	Gross Amount ▾	Deductions ▾	Net Amount ▾
> 2016/12/30	Income Distribution	INS SERVICES INC	0.000	\$0.0000	\$913.44	\$0.00	\$913.44
> 2016/12/30	Capital Gain Distribution	INS SERVICES INC	0.000	\$0.0000	\$1,926.78	\$0.00	\$1,926.78
> 2015/12/31	Capital Gain Distribution	INS SERVICES INC	0.000	\$0.0000	\$4,173.38	\$0.00	\$4,173.38
> 2014/12/31	Capital Gain Distribution	INS SERVICES INC	0.000	\$0.0000	\$5,169.77	\$0.00	\$5,169.77
> 2013/12/31	Income Distribution	INS SERVICES INC	0.000	\$0.0000	\$266.95	\$0.00	\$266.95
> 2013/12/31	Capital Gain Distribution	INS SERVICES INC	0.000	\$0.0000	\$1,641.01	\$0.00	\$1,641.01

10 ▾

Page(s) 1

## Redemption Calculator

The Redemption Calculator screen lists all funds for which redemption calculation can be done. This screen also allows you to calculate the redemption value of a particular fund or your entire account based on the Redemption Amount Type and Redemption Amount/Unit.

**NOTE:** The Advance option containing As At Date and Redemption Type is displayed on this screen only if the option is equipped by your provider. If the As At Date and Redemption Type are selected, then the redemption values are calculated based on the selected field values. Otherwise, the redemption values are calculated based on the last trade date and default redemption code.

For information on how to perform redemption calculation, refer section [“Performing Redemption Calculation”](#) on page 42.

You can access this screen by clicking the Redemption Calculator sub tab under the Account tab on the left menu panel.

## Redemption Calculator

<
**CASH - XXXXXXXXXX**
>

**Investor Name :** XXXXXXXXXX  
**Dealer :** XXXXXXXXXX **INS SERVICES INC**


**Dealer Account No :** XXXXXXXXXX  
**Rep :** XXXXXXXXXX



1

2



3

Select Funds/Amounts
Confirm/Selection
Result

[Advanced](#) 

<input type="checkbox"/> All	Funds	Unit Balance	Market Value	Book Value	Free Units	Redemption Amount Type	Redemption Amount/Units
<input type="checkbox"/>	 <span style="background-color: #f0f0f0; padding: 0 20px;">XXXXXXXXXX</span>	0.000	\$0.00	\$0.00	0.000		
<input type="checkbox"/>	 <span style="background-color: #f0f0f0; padding: 0 20px;">XXXXXXXXXX</span>	7,521.210	\$103,335.41	\$96,211.32	0.000		

Next
Clear

## Statements & Documents

The Statements & Documents screen allows you to view documents and generate statements/gain and loss reports. This screen has the following two tabs:

- **My Documents**
- **Generate Documents**

The My Documents tab default view lists two of the latest documents (Statements, Confirms and Tax Forms). To view the remaining documents, you can click on the View All option. To view and download the documents, refer section [“Downloading a Historical Document” on page 39](#).

The Generate Documents tab allows you to generate and download the Adhoc Statements/Gain and Loss Reports. To generate the statement and report, refer section [“Generating an Adhoc Statement” on page 40](#) and section [“Generating a Gain/Loss Report” on page 41](#).

You can access this screen by clicking the Statements & Documents sub tab under the Account tab on the left menu panel.

# Statements & Documents

CASH - 000000018

Investor Name :

Dealer :

Dealer Account No :

Rep :

SEGREGATED FUNDS MISC. ACCOUNTS

HOUSE ACCOUNT

My Documents

Generate Documents

Account Statements

Description	Document Date	Download Document
June 2016	2016/06/14	
July 2004	2004/07/14	
July 2003	2003/07/14	

View All

Account Tax Forms

Description	Document Date	Download Document
T4-2011	2017/06/14	
T2-2013	2013/06/14	
T1-2012	2012/06/14	

Transaction Confirmations

Description	Settlement Date	Download Document
Trade Confirmation-20160214	2016/02/14	
Trade Confirmation-20150114	2015/01/14	
Trade Confirmation-20090614	2009/06/14	

Statements

## Performance

The Performance screen allows you to view how much your portfolio has earned and how much it has changed in value. The Performance screen has the following Rate of Return (ROR) tabs:

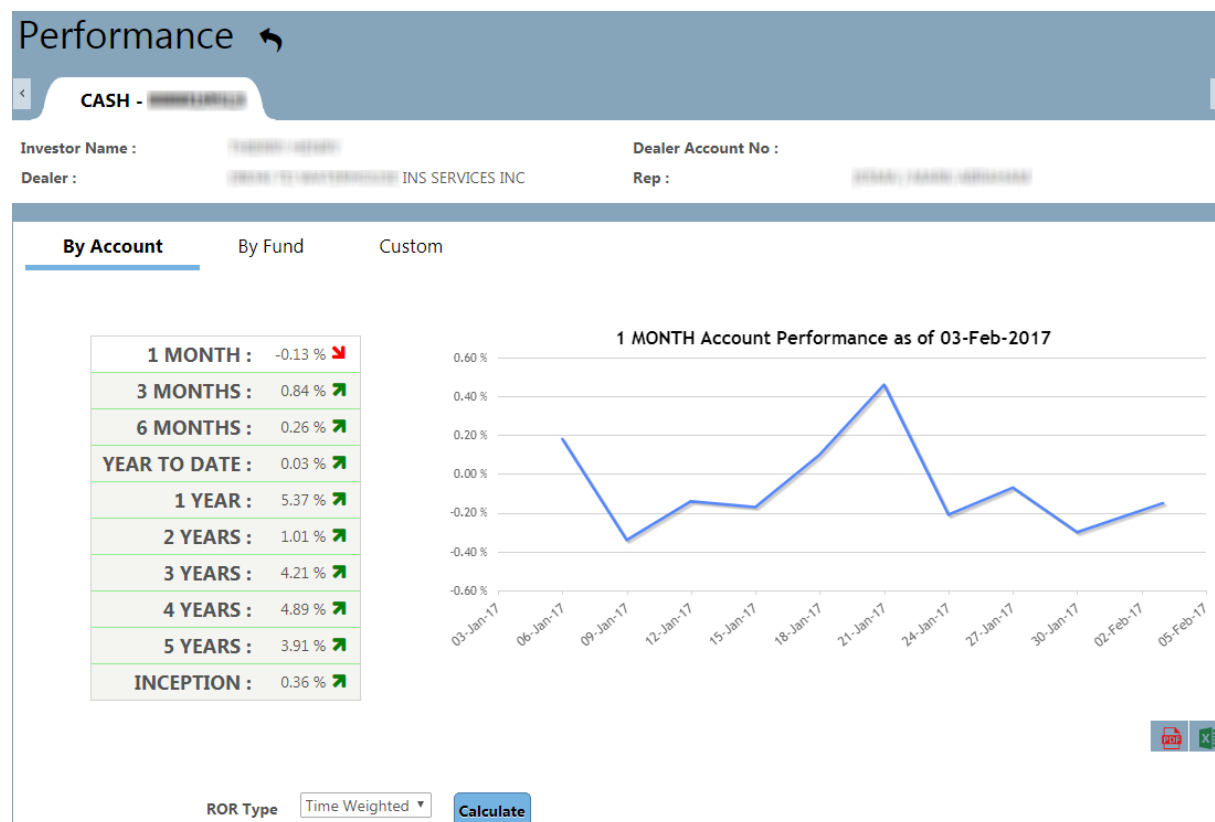
- **By Account** - Allows you to calculate and view the aggregate rate of return for funds associated with your account.
- **By Fund** - Allows you to calculate ROR for specific fund.
- **Custom** - Allows you to calculate ROR based on specific dates.

The RORs are calculated based on the chosen **ROR Type** (Money Weighted or Time Weighted) and **ROR Calculation Date**.

This screen also displays the Performance chart representing the account and fund performances based on one month, three months, YTD, one year, three years, 5 years and inception data.

This screen also displays Rate of Return exclusive of 'MFR' transactions, when the MWROR is displayed and the Exclude MFR from MWROR Calculations field is set as 'Y - Yes' in the RFRRGPAR table.

You can access this screen by clicking the Performance sub tab under the Account tab on the left menu panel.



## Service Fees

The Service Fees screen allows you to view the service fee details of an account at fund level.

You can select the month, year and the desired fund to view the payment date and the commission paid for the fund.

You can access this screen by clicking the Service Fees sub tab on the left menu panel.



Service Fees ↶

Dealer Code: 

00000

 SEGREGATED FUNDS MISC. ACCOUNTS

Rep Code: 

00000

000000000

 SEG FUND MISC A/C



Month 



▼

Year 

▼

View

Payment Date (YYYY/MM/DD) ▾		Currency ▾	Total Assets ▾		Service Fee Commission Amount ▾	
2007/06/30		CAD		0.00		\$0.55
<div>By Fund By Account</div>						
Fund ▾	Number Of Accounts ▾	New Assets ▾	Service Commission ▾	Grandfathered Assets ▾	Grandfathered Commission ▾	Total Commission ▾
000 - Canadian (Funds) (00 - 0000)						
- 500 	0	0.00	0.14	\$0.00	\$0.00	\$0.14
000 - Canadian (Funds) (00 - 0000) - 400 	0	0.00	0.41	\$0.00	\$0.00	\$0.41
					10 ▾	Page(s) 1
2008/06/30		CAD		0.00		\$20.50
					10 ▾	Page(s) 1





# Fund Prices

The Fund Prices allows you to view fund details of the company's funds and historical exchange rate information for the selected time period. This screen has the following two tabs:

- **Fund**
- **Exchange Rate History**

## Fund

The Fund screen displays the fund details and investment prices for all of the company's funds. You can view this data in table or chart format. You can view and analyze the fund prices and obtain more details on funds.

You can expand a fund to see the NAV prices for selected time interval in the chart. By default, it shows the NAV prices from exactly a year ago to the current date. For example, from 19th September 2016 to 19th September 2017.

You can access this screen by clicking the Service Fees sub tab under the Account tab on the left menu panel.

To generate a Fund Prices Chart, refer the section [Creating Fund Prices Chart](#).

By selecting the Fund Fact Sheet for the selected fund, you can obtain more details on a fund. You can also download all funds in an excel file to customize your analysis.



You can access this screen by clicking the Fund Prices tab on the left menu panel.

**Fund (760)**

Fund  From Date  To Date

	Fund ↕	Last NAV Price ↕	NAV Change ↕	Price Date ↕	Fund Details
>	Fund Name 1	\$19.4180	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 2	\$14.8320	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 3	\$30.1290	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 4	\$13.4170	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 5	\$32.8350	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 6	\$32.8350	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 7	\$20.2110	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 8	\$20.2110	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 9	\$14.2540	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 10	\$5.9860	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 11	\$5.9860	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 12	\$10.0000	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 13	\$19.9120	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 14	\$16.8490	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 15	\$23.7300	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 16	\$1.0000	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 17	\$14.5110	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 18	\$11.9840	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 19	\$11.9840	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>
>	Fund Name 20	\$18.2390	\$0.0000 ↑	2022/10/25	<a href="#">Fund Facts</a>

Page(s) 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 Next ▶

## Exchange Rate History

The Exchange Rate History Service Fees screen allows you to view the historical exchange rate information for the selected time period.

You can select the Date range (From Date and To Date) to view the Rate Type history.

You can access this screen by clicking the Fund Prices tab on the left menu panel and Exchange Rate History tab on the Fund Prices screen.

### Exchange Rate History

Wealthlink !@#\$%^&\*()\_+[]{}~`|;':",.<>? PDF X

wealthink A paragraph is a series of sentences that are organized and coherent, and are all related to a single topic. Almost every piece of writing you do that is longer than a few sentences should be organized into paragraphs. This is because

# User Tasks


# Working With Wealthlink

## Logging out of Wealthlink

To close the current session of the Wealthlink, you can logout of the Wealthlink application.

This procedure starts on any screen within the Wealthlink application.

### TASK

1. Click the **Logout** (  ) icon at the header panel of any screen.

**STEP RESULT:** The current Wealthlink session is closed and the login screen appears.

### RESULT:

You have logged out of the Wealthlink application.

### AFTER COMPLETING THIS TASK:

You can log back into the Wealthlink application or close the web browser.

### RELATED LINKS:

[“Logging into Wealthlink” on page 10](#)

# Changing Your Password

You can change your password using the User Profile drop-down option on the header panel.

## *PREREQUISITE*

You require valid login credentials and the URL of your fund company's Wealthlink website.

This procedure starts on any screen within the Wealthlink application.

## **TASK**

1. Select **Sign-in & Security** option from the drop-down menu beside your name in the header panel.

**STEP RESULT:** A pop-up screen is displayed with the title 'Preference'.

2. Expand the **Change Password** option on the **Preference** screen to view the password fields.

3. Enter a valid **Password**, **New Password** and **Confirm New Password**.

4. Click the **Change** button.

**STEP RESULT:** Your Password has been successfully changed.

## *RESULT:*

You have changed your Wealthlink application password.

## RELATED LINKS:

[“Setting Up Security Questions and Answers” on page 34](#)

[“Logging into Wealthlink” on page 10](#)

# Recovering Your Password

You can recover your forgotten password by using the Forgot Password link on the Wealthlink login screen.

## PREREQUISITE

Your Administrator must have enabled the Security Questions & Answers option so that the Forgot Password link appears on the login screen.

This procedure starts on the Wealthlink login screen.

## TASK

1. Click the **Forgot Password** link on the login screen.
2. Enter your **User ID**.
3. Click the **Next** button.

**STEP RESULT:** Security Questions and Answers screen appears if you are a valid user.

**ADDITIONAL INFORMATION:** The message 'Invalid User Name' is displayed, if you are not a valid user.

The message 'User status is Inactive. Please contact Customer Service' is displayed, if your User ID status is inactive.

4. On the **Security Questions & Answers** screen, enter the answers to the questions you have preselected. Refer the section [“Setting Up Security Questions and Answers” on page 34](#).
5. Click the **Next** button.

**STEP RESULT:** If the answers match, the Reset Your Password screen appears.

Otherwise, the request is rejected and the message 'Answers do not match. Please try again' is displayed.

6. Enter and confirm your **New Password**.
7. Click the **Confirm** button.

**STEP RESULT:** The message 'Password has been successfully updated' appears if the entered passwords match.

## RESULT:

You have reset your password.



# Recovering Your User Id

You can recover your forgotten User ID by using the 'Forgot User Id' link on the Wealthlink login screen.

## *PREREQUISITE*

Your Administrator must have enabled the 'Forget User ID option for Investor' from **Page Configuration->Registration->User Id Maintenance** tab.

This procedure starts on the Wealthlink login screen.

## **TASK**

1. Click the **Forgot User Id** link on the login screen.
2. Enter the **Email Address associated with the User ID**.
3. Click the **Next** button.

**STEP RESULT:** User ID (or multiple User IDs associated to an Investor persona) will be sent to the Email Address associated with the User ID, and following message is displayed: 'User ID has been sent to the email provided. Please check your email and Login with the User ID'.

**ADDITIONAL INFORMATION:** The message 'Please check that you have entered the correct Email or Contact Us for further assistance.' is displayed, if the Email Address provided does not have any User ID/IDs associated to the Investor persona.

## *RESULT:*

You have received the forgotten User ID details on the Email Address associated with the User ID

# Setting Up Security Questions and Answers

You can setup Security Questions and Answers for password retrieval.

## *PREREQUISITE*

You require valid login credentials and the URL of your fund company's Wealthlink website.

This procedure starts on any screen within the Wealthlink application.

## **TASK**

1. Select the **Sign-in & Security** option from the drop-down menu beside your name in the header panel.

**STEP RESULT:** A pop-up screen is displayed with the title 'Sign-in & Security'.

2. Expand the **Questions & Answers** option on the **Sign-in & Security** screen.
3. Select a question from the drop-down menu and enter the corresponding answer in the text field.
4. Click the **Save** button.

**STEP RESULT:** Your security questions and answers have been saved.

## *RESULT:*

You have setup your security questions and answers.

# Modifying Document Preferences

You can modify the required delivery option for Statements, Confirms and Tax forms using the Document Preference screen from the Wealthlink application. A special module is required for this functionality to work.

This procedure starts from the Wealthlink application.

## TASK

1. Click the **Document Preferences** option from the User Profile drop-down menu option.  
**STEP RESULT:** The Document Preferences screen appears.
2. Click **Modify**.  
**STEP RESULT:** The screen refreshes and the **Delivery Option** field and the **Email Notification** checkbox are editable.
3. Select the required Delivery Option, either **E - Electronic** or **P - Print** for the Statements, Confirms and Tax Forms. Enter the Email id if the **E - Electronic** option is selected.  
**ADDITIONAL INFORMATION:** The Email ID entered is saved at the Account PIN Level. The Email ID is mandatory if the **Email Notification** is checked in the screen. If Email Notification is unchecked, then the Email ID is also removed.
4. Click the **Save** button.  
**STEP RESULT:** The screen refreshes and the Terms and Conditions pop-up screen appears.
5. Check the **I agree by the Terms and Condition** checkbox and click **Accept**.  
**ADDITIONAL INFORMATION:** If you click **Accept** without checking the Terms and Conditions checkbox, then the following error message appears:

You are required to agree by the terms and conditions.


**STEP RESULT:** You are navigated to the Document Preferences screen with a Thank you message displayed on the top of the screen.

## RESULT:

You have modified the delivery option from P-Print to E - Electronic for Statements, Confirms and Tax Forms. In case, the email id provided is not valid, a printed version of the document (s) will be sent to the registered mailing address.

# Sorting Information

This topic describes how to sort the detail or summary information in ascending or descending order.

Sorting into ascending or descending order can take place on any screen/panel with() icon.

## TASK

1. Click on the Sort () icon.

**STEP RESULT:** The information is sorted in ascending or descending order.

## RESULT:

You have sorted the screen panel results by ascending or descending order.

## RELATED LINKS:



[“Downloading Information” on page 37](#)

[“Printing Information” on page 38](#)

# Downloading Information

This topic describes how to download information displayed on a screen panel in excel or pdf format.

## TASK

1. Click the Download (  ) icon or Download Excel (  ) icon at the screen panel.  
**STEP RESULT:** A pop up will appear asking you to Open, Save or Cancel the request.

## RESULT:

You have sorted the screen panel results by ascending or descending order.

## RELATED LINKS:

- [“Sorting Information” on page 36](#)
- [“Printing Information” on page 38](#)

# Printing Information

This topic describes how to print information displayed on a screen panel.

## TASK

1. Click **CTRL + P** or Go to **File >> Print** from the Internet Browser to print the information available on current screen.  
**STEP RESULT:** A pop up screen prompting you to select the desired printer appears.
2. Select the desired printer and click **OK**.  
**STEP RESULT:** The Information is sent to the selected printer.

## RESULT:

You have printed the information displayed within the Wealthlink screen panel.

## RELATED LINKS:

[“Sorting Information” on page 36](#)

[“Downloading Information” on page 37](#)


# Downloading a Historical Document

This topic describes how to download a historical document within the Wealthlink application.

## *PREREQUISITE*

This task starts on the Statements & Documents screen.

## **TASK**

1. Within the **Statements & Documents** screen, select the **My Documents** tab.  
**STEP RESULT:** The screen refreshes and displays different documents available for the account.
2. Select the desired historical document from the list.
3. Click the **Download** (  ) icon on the **View Document** column.  
**STEP RESULT:** A pop up will appear asking you to Open, Save or Cancel the request.

## *RESULT:*

You have downloaded a historical document.

# Generating an Adhoc Statement

This topic describes how to generate an Adhoc Statement within Wealthlink application.

The Generate Documents tab in the Statements & Documents screen allows you to create a statement that displays Investment and Account details.

This Adhoc Statement also displays Rate of Return exclusive of 'MFR' transactions, when the MWROR is displayed and the Exclude MFR from MWROR Calculations field is set as 'Y - Yes' in the RFRRGPAR table.

## TASK

1. Within the **Statements & Documents** screen, select the **Generate Documents** tab.
2. Select the **Adhoc Statement** from the drop down list of the **Statement Type** field.
3. Select the Transaction Date (From and To)  
**ADDITIONAL INFORMATION:** A Default Transaction Date is populated based on the Administrative setting.
4. Select the **Language** i.e. English or French.
5. Click on the **Download** button.  
**STEP RESULT:** The Adhoc Statement is generated and a pop up will appear asking you to Open, Save or Cancel the request.  
**ADDITIONAL INFORMATION:** Once the Adhoc Statement is generated, a message AdHoc Statement downloaded successfully is displayed on the screen.

## RESULT:

You have generated an adhoc statement.



# Generating a Gain/Loss Report

This topic describes how to generate a Gain/Loss Report within the Wealthlink application.

The Generate Documents tab in the Statements & Documents screen allows you to create a report that displays gains and losses related to a specific account.

## TASK

1. Within the **Statements & Documents** screen, select the **Generate Documents** tab.
2. Select the **Gain/Loss Report** option from the drop down list of the **Statement Type** field.
3. Select the **Transaction Date** (From and To).
4. Select the **Language** i.e. English or French.
5. Click on the **Download** button.

**STEP RESULT:** The Gain/Loss Report is generated and a pop up will appear asking you to Open, Save or Cancel the request.

**ADDITIONAL INFORMATION:** Once the Adhoc Statement is generated, a message Gain and Loss Report downloaded successfully is displayed on the screen.

## RESULT:

You have generated a Gain/Loss report.

# Performing Redemption Calculation

This topic describes how to perform redemption calculation for funds.

This task starts on the Redemption Calculator screen.

## TASK

1. Select a **Fund** for which the redemption calculation has to be done.  
**STEP RESULT:** The Redemption Account Type field becomes editable.
2. Select the desired **Redemption Account Type** from the drop-down menu options.  
**STEP RESULT:** The Redemption Amount/Units field becomes editable.
3. Enter the value in the **Redemption Amount/Units** field.
4. Click the **Next** button.  
**STEP RESULT:** The screen refreshes and the Redemption Type/Redemption Amount/Units field values are displayed for confirmation.
5. Click the **Submit** button after confirmation.  
**STEP RESULT:** The screen refreshes and the Redemption Calculator Summary As at Date is displayed.

## RESULT:

You have performed the redemption calculation for the desired fund.

# Viewing Service Fee Information

This topic describes how to view the Service Fee information.

This task starts on the Service Fees screen.

## TASK

1. Click the **Service Fees** tab in the left menu panel.  
**STEP RESULT:** The Service Fees screen is displayed.
2. If desired, filter results by selecting the preferred month and year for which you want to view the Service Fee details and click the **View** button.  
**STEP RESULT:** The Service Fee details for the preferred period is displayed.
3. Expand each record to view the service payment details based on either the fund or account.

## RESULT:

You have viewed the service fees details for the preferred month and year.

## RELATED LINKS:

[“Downloading Information” on page 37](#)


# Creating Fund Prices Chart

This topic describes how to create a Fund Prices Chart.

A Fund Prices Chart is a visual representation of all of your accounts, investments, transactions, and account contract lists.

This task starts on the Fund Prices screen.

## TASK

1. Select a fund from the **Source Funds** list and click on the Expand (  ) icon.
2. Enter the **From Date** and **To Date**, to create a Funds Chart of your preferred date range.
3. Click the **Create Chart** button.

**STEP RESULT:** A chart with the fund prices for the given fund and date range is displayed.

## RESULT:

You have created a fund prices chart.

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