InnoVue User Guide

August 2014

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1. Introduction

InnoVue is an application that allows you to access account information anytime and anywhere. Using a Web browser, you can easily view high-level account information, as well as drill down to greater levels of detail. Account overviews, detailed lists of investments, tax lot listings, schedules of recent transaction activity, and graphical presentations of asset allocation percentages are among the options available to you. You also have the ability to view statements electronically in Adobe® Acrobat® PDF format, as well as other documentation including tax documents, newsletters, notices, and other materials provided to you.

InnoVue is quick and intuitive to use and all information is protected by a personalized login ID and password. Information displayed on the screen can be quickly printed or downloaded to Microsoft® Excel or similar products. This User Guide provides detailed instructions on how to navigate through the InnoVue system, and how to use its menu options to access portfolio information.

2. System Requirements

2.1. Browser Requirements

The InnoVue system supports the followings browsers for computers running the Windows operating system:

- Chrome
- Firefox
- Microsoft Internet Explorer

For MAC computers running on an IOS, the following browsers are supported:

- Chrome
- Firefox
- Safari

In addition to a Windows-based PC and MAC-based PC, InnoVue will run on the following personal devices:

- iPad
- iPhone

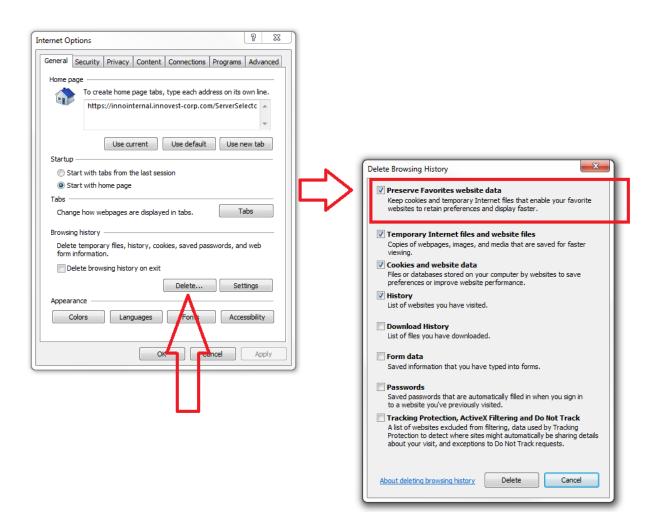
2.2. Browser Setup

When you first access the InnoVue system, the Login screen will appear. If you do not have one or more required components on your system, this message will appear above the login box:

"Please wait while your system is checked and any required components are downloaded."

You will then see one or more dialog boxes from your browser asking you to install the missing components. Once the items are installed you will be able to log in. This should be a very brief process.

Please note: saving the page under you "Favorites" when using Explorer versions 10 or 11, you must also check the "Preserve Favorites Website Data" box in the Tools > Internet Options > General Delete button.

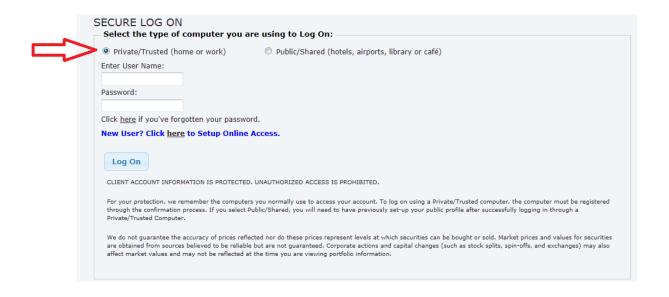


3. Customer Support

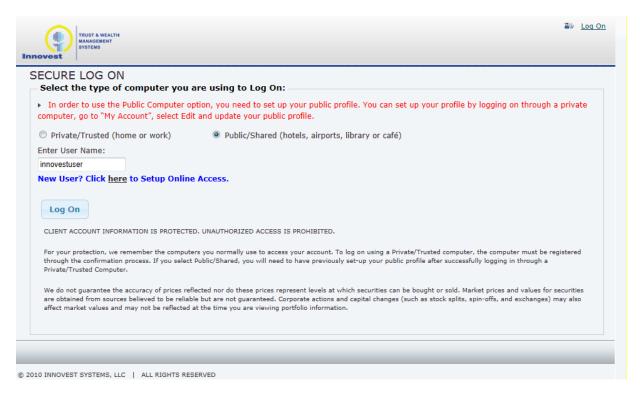
For System support please click the "Contact Us" link in the upper right-hand corner of the screen.

4. New User Login Process (Public/Shared)

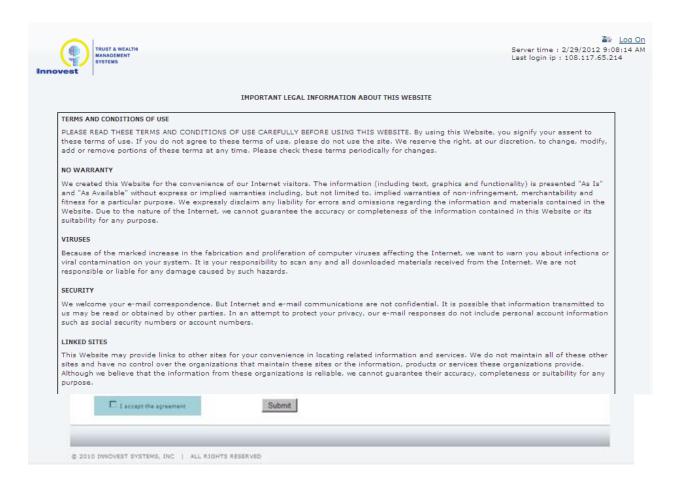
All users must first login using the "Private/Trusted" radio button and setup their profile within InnoVue. This includes creating a security answer, setting the security image and listing a security passphrase.



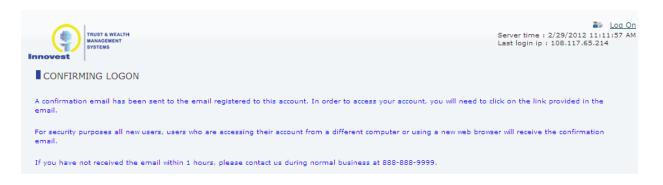
As shown below, when attempting to login using the "Public/Shared" option, an error message will display for all first-time users and any existing user that does not have a profile setup.



If your institution has the Terms and Conditions installed you must check the "Agree" box at the bottom of the page and click the "Submit" button.

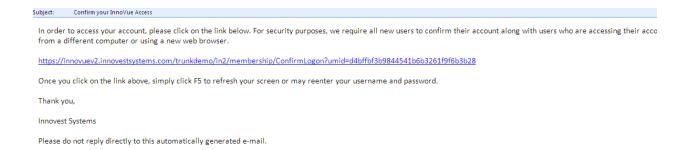


After accepting the Agreement, an on screen notice will inform you that a confirmation email is being sent to your email address and requires action on your part. You will need to click the link provided for verification purposes.

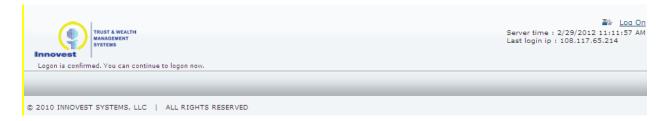


Upon receipt of the confirmation email you must click the link in the provided email in order to access InnoVue. From time to time you may be required to reconfirm your Private/Trusted machines.

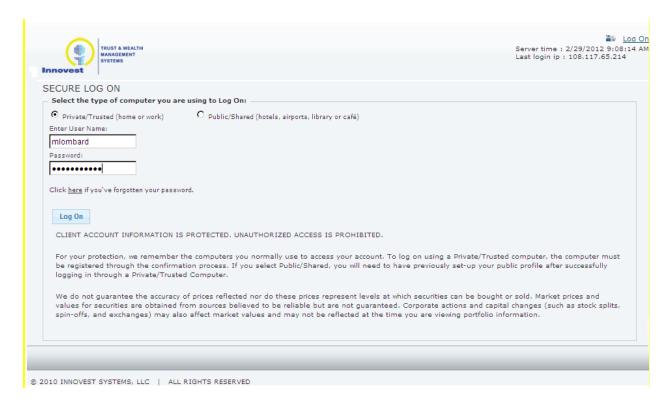
Below is a sample of an email with the confirmation link embedded within.



After clicking the link, a new browser window will open and your access will be confirmed. You can now click on the "Log On" link to continue the process.



The first time logging in must be from a "Private/Trusted" machine. Enter a valid login and password in the provided spaces.



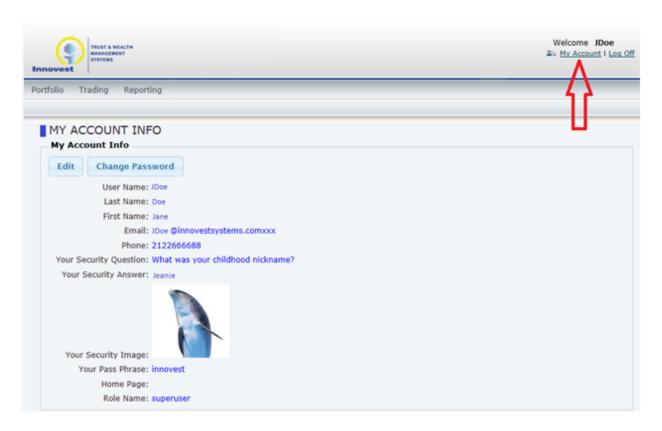
After the initial login, you may be prompted to change your password.

Note: It is not mandatory to change the password at this point in time, although the Change Password page will appear each time you log in until your password is changed.



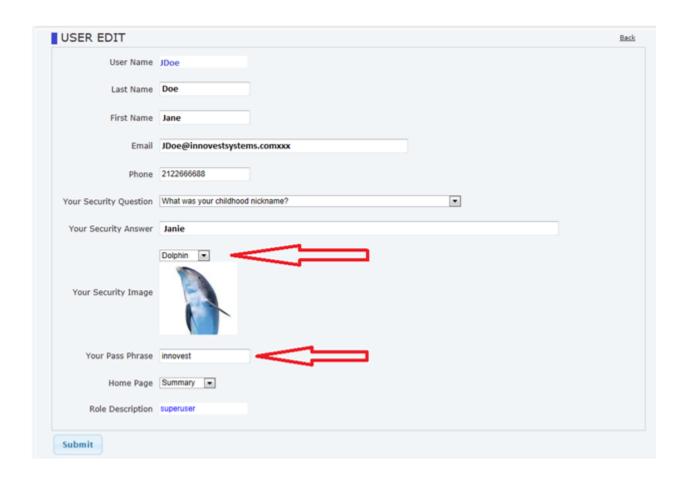
4.1. Personal Profile Setup

To access the system from a public machine the system requires the setup of the Security Image and Security Passphrase. To establish these settings you must go to the **User Edit** page by clicking the "My Account" link in the upper right hand corner of the screen.

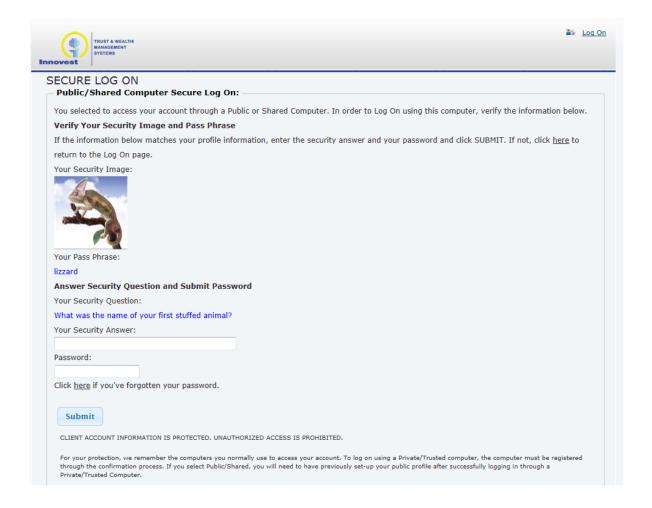


Upon clicking the Edit button all of the fields on the page will revert to an editable state. You may now set up the

- User Name
- Last Name
- First Name
- Email
- Phone
- Your Security Question selection from a provided list (required for login from a public computer)
- Your Security Answer your personal response to the Security Question (required for login from a public computer)
- Your Security Image select from a provided list (required for login from a public computer)
- Your Pass Phrase a personal passphrase (required for login from a public computer)
- Home Page the screen in which you will land upon logging into the system
- Role Description the role is assigned at the time of user creation

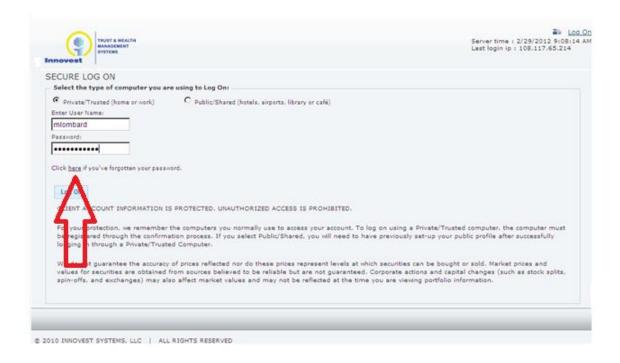


After creating a pass phrase and security image you can log onto the system using a Public machine by selecting the "Public" radio button. The settings will display a page for the entry of the pass phrase and confirmation of the security image. Upon valid entry you will be able to enter your login and password to access the system.



4.2. Resetting Passwords

In the event you have forgotten your password, clicking on the "here" hyperlink on the "Click here if you've forgotten your password." will email you a temporary password.



5. The Main Menu

The main screen has the options to manage your user information via the "My Account" hyperlink, the "Contact US" hyperlink where contact information for your firm is housed and a "Log off" button to exit the system plus four Main menu items. Clicking each main menu item will display the sub-menus associated with each menu.



- Portfolio Provides various sub-tabs for account details and holdings information
 - Account List
 - Investment Summary
 - Holdings List
 - o Investments Detail
 - Tax Lot Listings
 - Transaction
 - Account Group
- Trading Provides the ability to trade equity and mutual fund securities.

- Enter Trades
- View Orders
- **Reporting:** Allows a user to view an electronic version of various statements, tax documentation and pending trades
 - Statements
 - Documents
 - Notices
 - Pending Trades
 - o Pledge Assets
 - Portfolio Allocation Chart

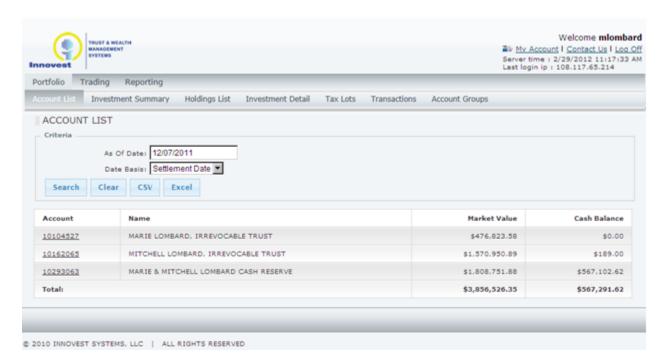
5.1. Portfolio Tab

The portfolio tab consists of several pages that give basic information for your accounts.

5.2. Account List

The **Account List** page displays individual and aggregate market values for all accounts that have been granted access to.

Clicking the Account Number hyperlinks will move you to the **Investment Summary** page for the selected account.

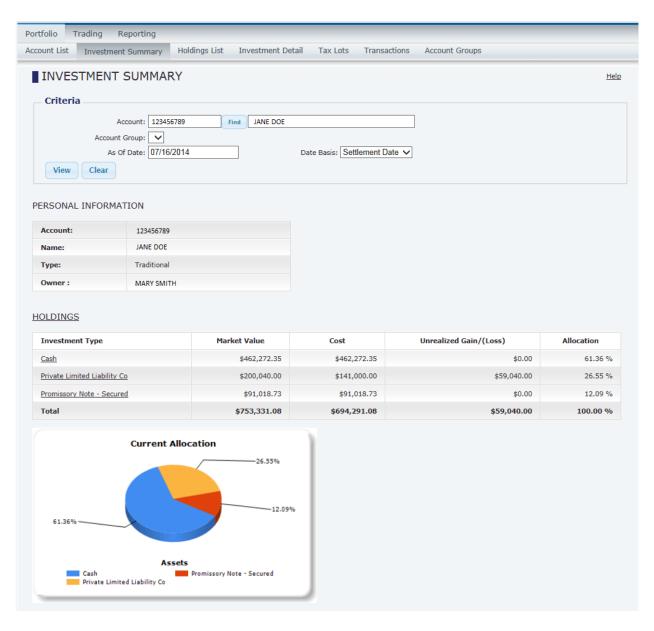


5.3. Investment Summary

The **Investment Summary** page displays market value, cost, unrealized gain, and loss and allocation percentage of the selected account or account group as of a selected date. The

allocation percentage is based on asset classification breakdowns displayed both in the Holdings Chart as well as on the page Pie Chart at the bottom of the page.

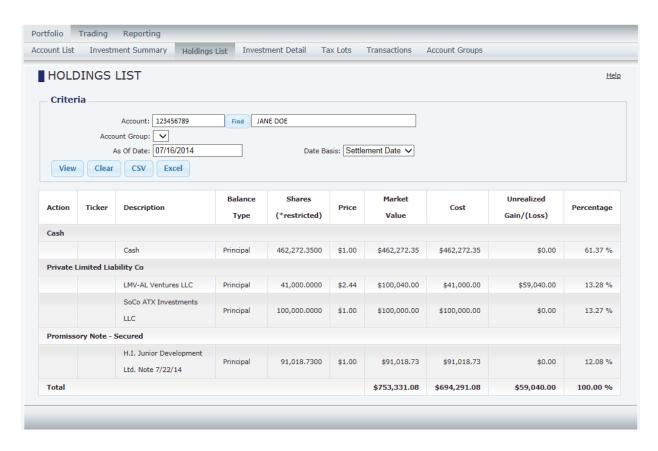
- Clicking on the <u>Holdings</u> hyperlink will take you to the **Holdings List** page for that account
- Clicking the individual investment type hyperlinks will take you to the Investment Detail
 page for that account
- You may also click the segments of the Pie Chart to get to the Investment Detail page



5.4. Holdings List

The **Holdings List** page displays all held positions in the selected account or account group as of the defined date.

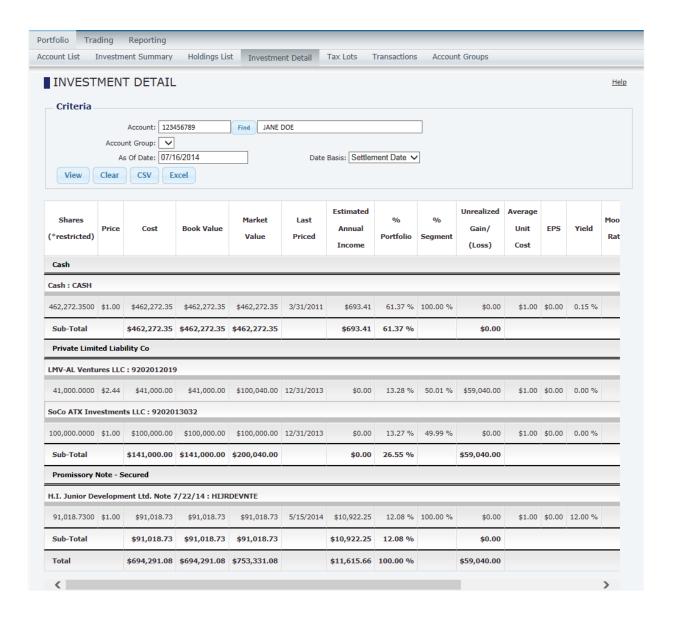
- Clicking the <u>Lots</u> hyperlink in the Action column (if available) will take you to the tax lots page for the selected security and account.
- Clicking the CSV or Excel buttons will extract the data to the desired file type.



5.5. Investment Detail

The **Investment Detail** page displays additional information for each position held in the selected account or Account Group as of the selected date.

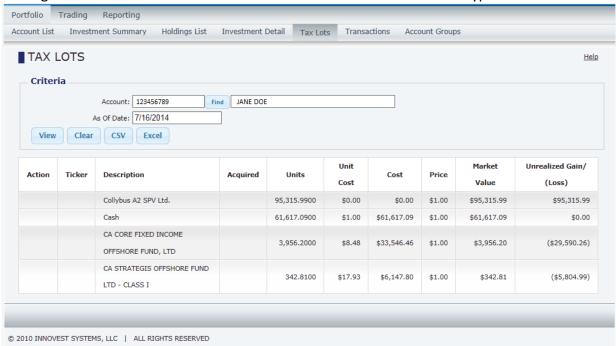
Clicking the CSV or Excel buttons will extract the data to the desired file type.



5.6. Tax Lots

The **Tax Lots** page displays all active lots for the selected account as of the selected date. The presence of data on this page relies on the holding or account maintaining tax lot information.

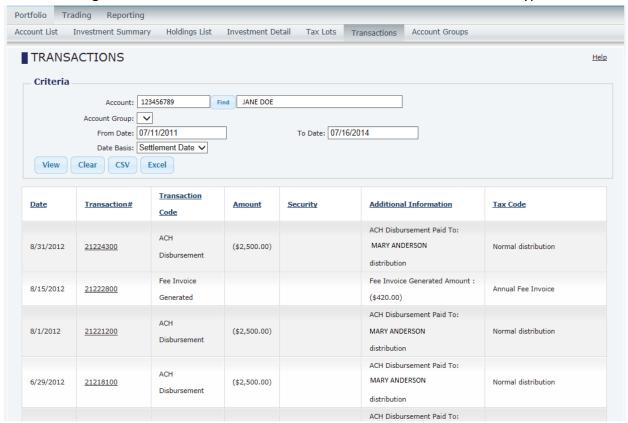
Clicking the CSV or Excel buttons will extract the data to the desired file type.



5.7. Transactions

The **Transactions** page is an inquiry of all transactions posted for a specific date range for the selected account or Account Group.

- This page will display all transactions including those in an AUTH status from InnoTrust.
- Clicking the CSV or Excel buttons will extract the data to the desired file type.



5.8. Account Groups

The **Account Groups** page allows you or your administrators to create customized groups based on the linked accounts.

Once an account a group has been created, you have the ability to:

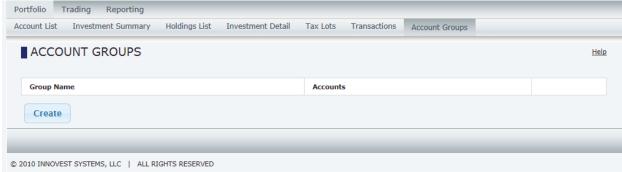
- Change the account group name
- Link accounts to the group
- Navigate to the Investment Summary, Holding, Investment Detail and Transactions pages and browse each report on an aggregated basis for the Account Group.

As an example, a family with five accounts might want to view the retirement accounts together as a whole. In this case a group would be created containing just the retirement accounts. When viewing any of the aforementioned pages (i.e. *Investment Summary*), you will

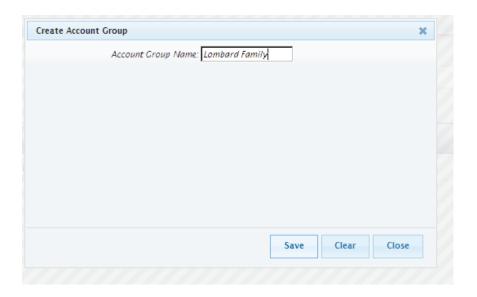
have the ability to view the retirement accounts as an aggregate or each account individually as desired.

5.9. Creating Account Groups

To create an Account Group click on the "Create" button on the Account Groups page.

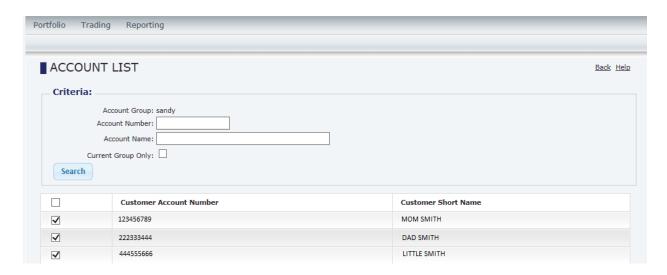


You will be prompted to enter an Account Group Name.



After clicking "Save" the **Account Groups** page displays the newly added account group.

Clicking on the "Accounts" button displays the **Account List** page where individual accounts can be selected using the check boxes to the left. After checking the desired account(s) to include into the group scroll down to the bottom of the page and click the "Save" button; the system will display a message of "x records inserted.."



You may now click either the "back" hyperlink located at the top right of the screen or the **Portfolio > Account Groups** menu option to view the created group. The page will now display the Account group name, the number of accounts in the group and shortcuts to the **Investment Summary, Holdings, Investment Detail** and **Transactions** pages for each group.



Groups that have been created by an administrator will have an asterisk next to the account group name.

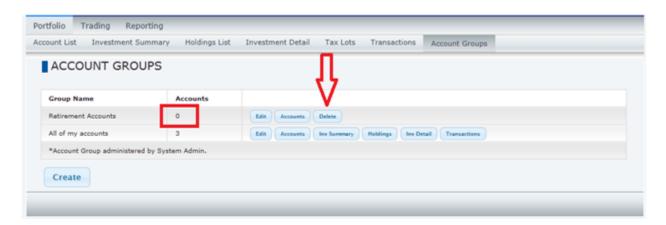
5.10. Editing Account Groups

To edit an existing Account Group name click the "Edit" button to the right of the Account Group name. A pop-out box will be presented that allows you to re-name the group.

To add or remove accounts from the Account Group click the "Accounts" button to the right of the Account Group name. The **Account List** page will be displayed where you will see the current accounts checked. Either check additional accounts or uncheck accounts and click the "Save" button at the bottom of the page to update the group with the desired accounts.

5.10.1.1. Deleting Account Groups

You may only delete a group when there are no accounts associated with the group. You must click "Accounts" button and uncheck all accounts that are part of the group, click "Save", go back to the Account Groups page and now the "Delete" button will be visible. You may now click the Delete button and respond yes to confirm the deletion.



6. Trading

Users who have been given trading capabilities will be able to view and use one or both of the two sub-tabs contained in this part of the menu. The options are:

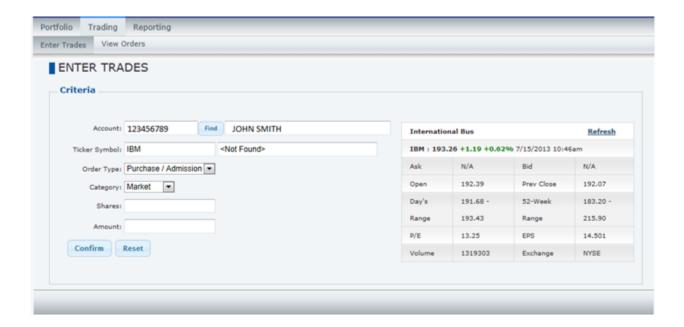
- Enter Trades
- View Orders

6.1. Enter Trades

Individual orders can be entered on this screen.

- Account Number Required. Can be selected using the "find" button to the right of the
 account number field to display a search pop-up. This button will only be presented if
 you have access to more than 10 accounts, otherwise, a drop down menu will allow you
 to select the account you wish to trade.
- Ticker Symbol the security you wish to trade. Upon entering a security in the Ticker Symbol field the right portion of the screen will populate with the security's current information.
- Order Type
 - Buy
 - Sale
- Category
 - Market
 - Limit if selected the screen will alter to present user with additional fields of
 - Limit Price
 - Timing Day order/Good Till Date / Good Till Cancel
 - Stop if selected the screen will alter to present user with additional fields of

- Stop Price
- Timing Day order/Good Till Date / Good Till Cancel
- Stop Limit if selected the screen will alter to present user with additional fields of
 - Stop Price
 - Limit Price
 - Timing Day order/Good Till Date / Good Till Cancel
- Shares The desired units to trade. This field will clear if any data is populated in the Amount field
- Amount The desired dollar amount of the trade. This field will clear if any data is populated in the Shares field
- Cancel Date this field will be displayed only when a timing of Good Till Date is selected.



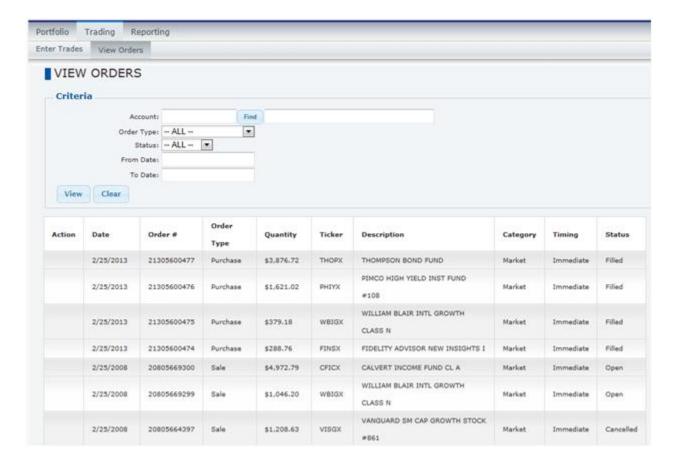
6.2. View Orders

The View Orders page enables you to view all or some orders for selected accounts or timeframes.

The page provides searching for:

- Account Orders for a specific account. If left blank orders for all accounts you have access to will be displayed
- Order Type
 - o Buy
 - Sell
- Status
 - Open Not yet executed
 - o Filled Executed
 - Rejected The order has been rejected by downstream systems
 - Cancelled The order was cancelled

- From Date search from a specified date
- To Date search to a specified date

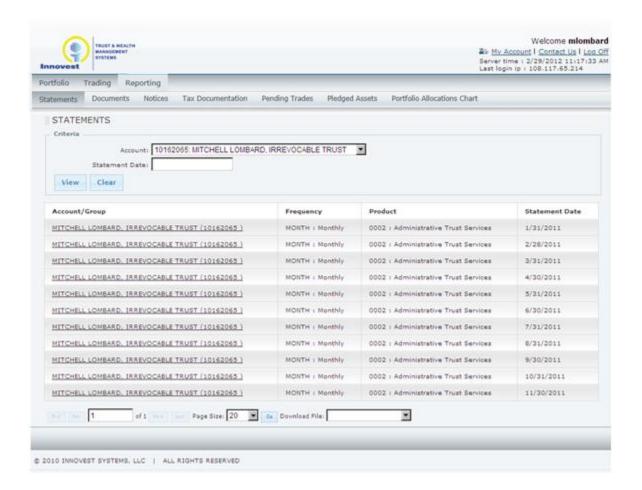


7. Reporting

The Reporting pages display various reports such as customer statements and custom loaded reports for user viewing. One or some of these pages may be provided to you by your firms.

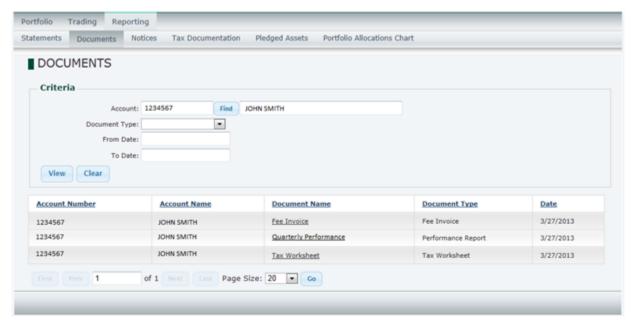
7.1. Statements

This page displays the statements that are available for you to view.



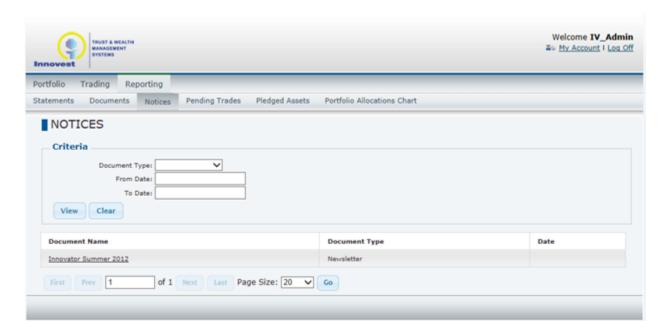
7.2. Documents

Documents other than Statements, Notices and Tax Worksheets can be viewed on this page.



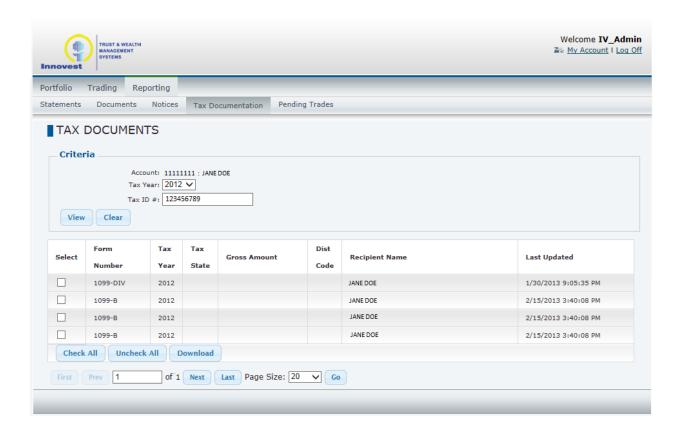
7.3. Notices

Similar to the **Documents** tab, the **Notices** page will display general notices that have been supplied to you for viewing.



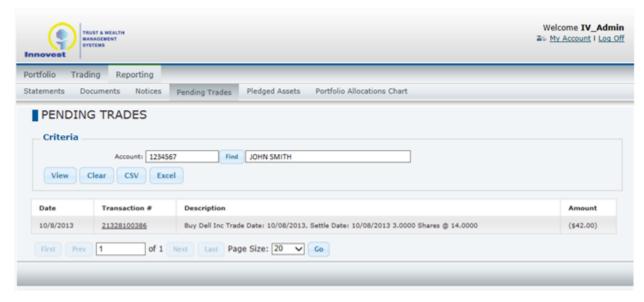
7.4. Tax Documentation

The **Tax Documentation** page displays account specific Tax Documents that have been provided to you. The page requires both an account number and a valid Tax ID to view the available documents.



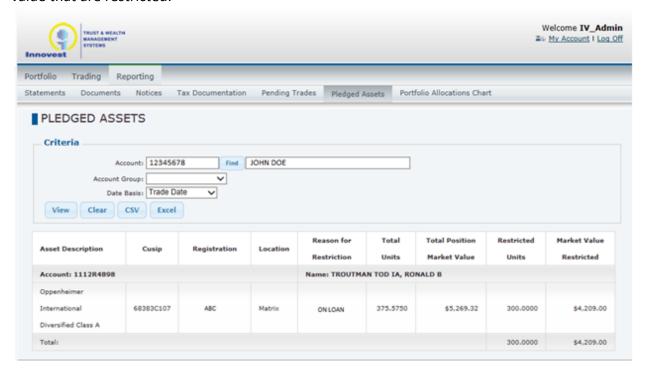
7.5. Pending Trades

The **Pending Trades** page will display account specific trades that are pending settlement in each account. Upon settlement the trades will be displayed on the **Portfolio Holdings List** and will no longer appear on this page.



7.6. Pledged Assets

The **Pledged Assets** page will display any restricted securities for the specified Account or Account Group. The page will display the current holding and any shares and corresponding value that are restricted.



7.7 Portfolio Allocations Chart

The **Portfolio Allocations Chart** page displays an Account or Account Group's allocation in a Pie Chart format. The breakdown of the assets use the Security Type of the holdings for classification.

