

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).

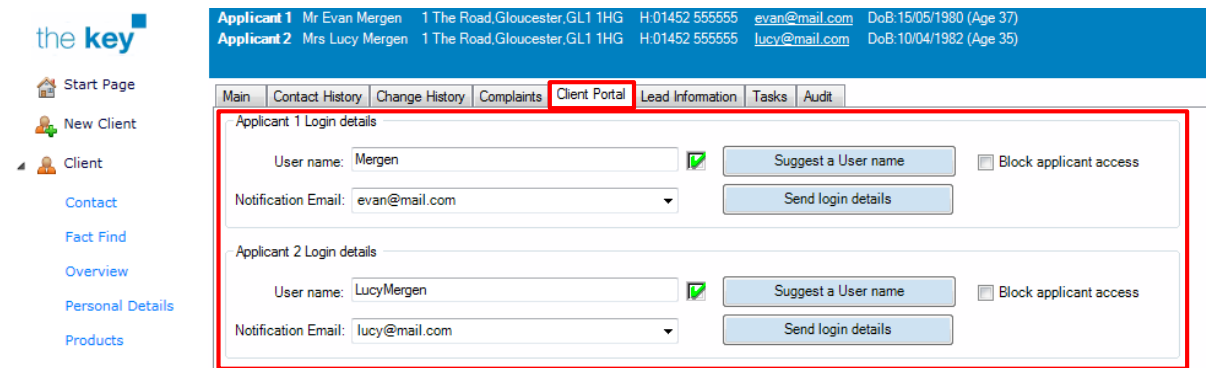


Figure 1: Enabling Access to the Client Portal

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.

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

Logged Date	Audit Activity
14/11/2016 16:30	Advisor Issued Login Details

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.

Sending Joint Login Credentials

If both applicants are to be sent login credentials each time a Portal account is created, this can be enabled by selecting the option 'Client Portal Joint Access' in Setup > General > Online.

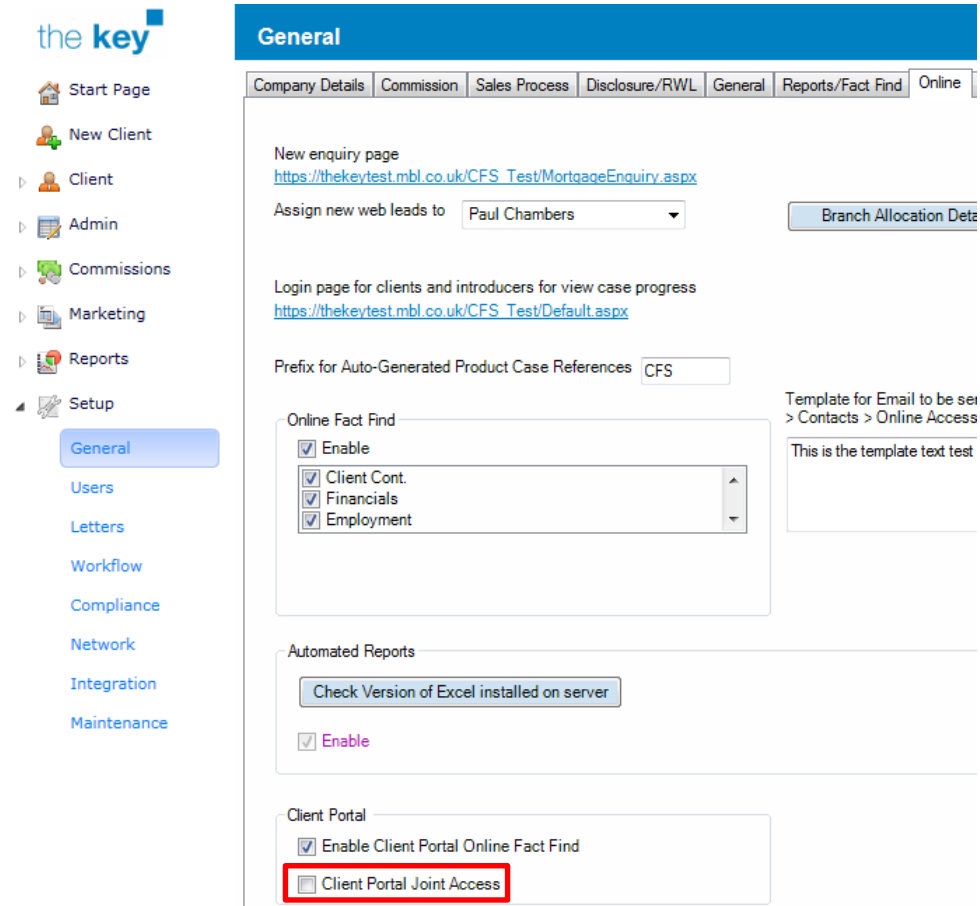


Figure 3: Portal Joint Login Settings

If this is selected, the Client > Admin > Client Portal tab appears as below:

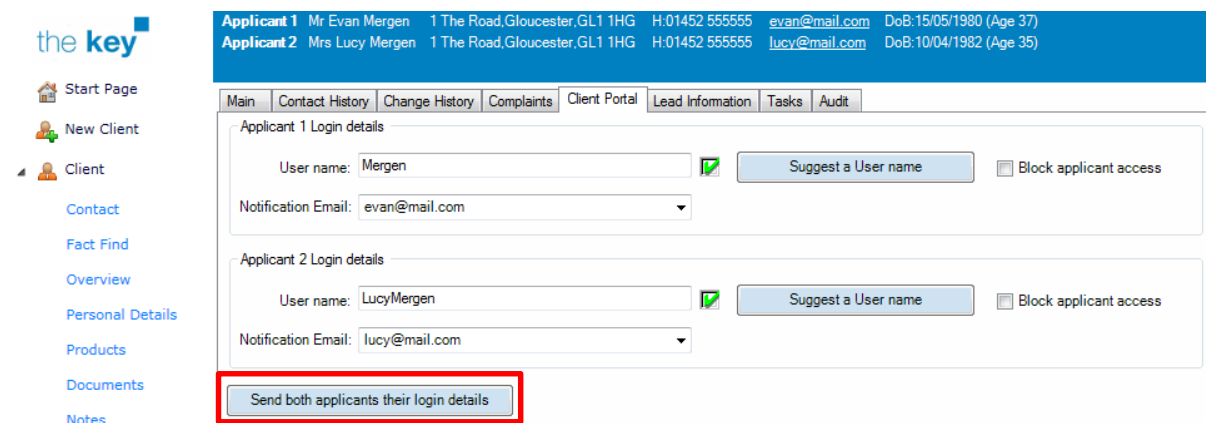


Figure 4: Portal Login Details to Both Applicants

In this case, the 'Send both applicants their login details' ensures that both applicants are sent credential information each time.

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.

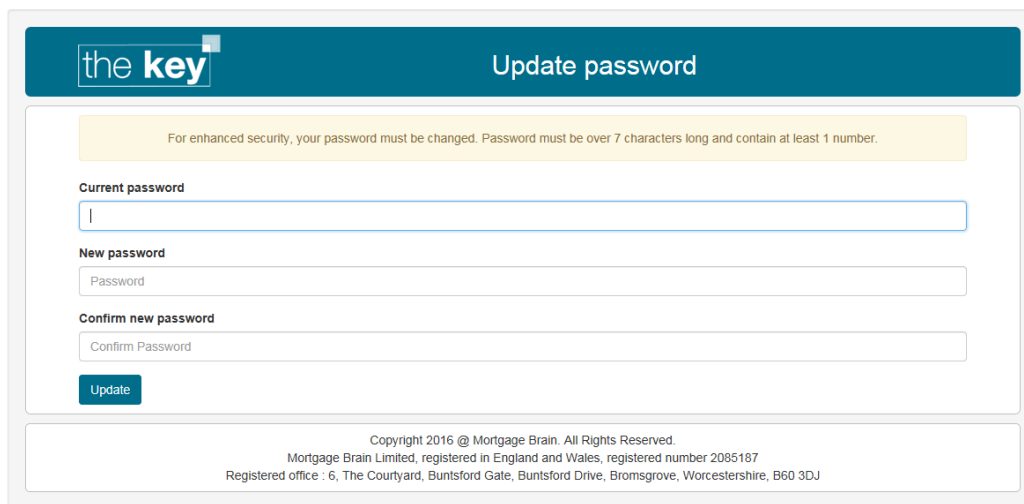


Figure 5: Initial Login Change Password Screen

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.

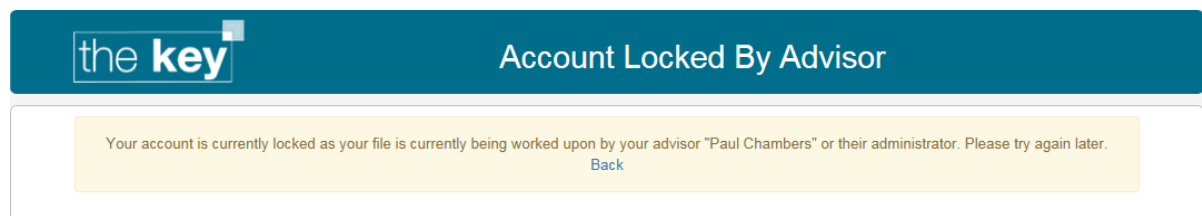


Figure 6: Account Locked Message

Home Screen

The home screen will list any recent documents uploaded, 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.

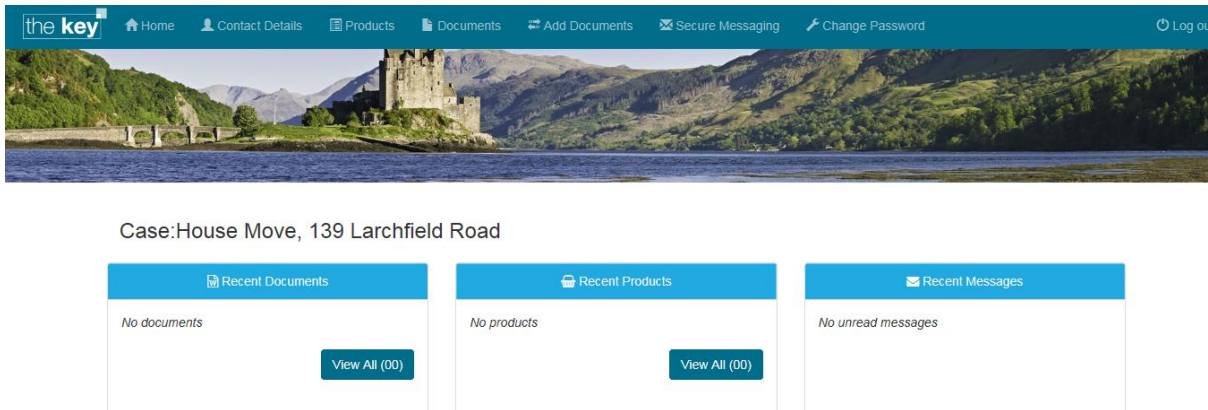


Figure 7: Client Portal Home Screen

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



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.

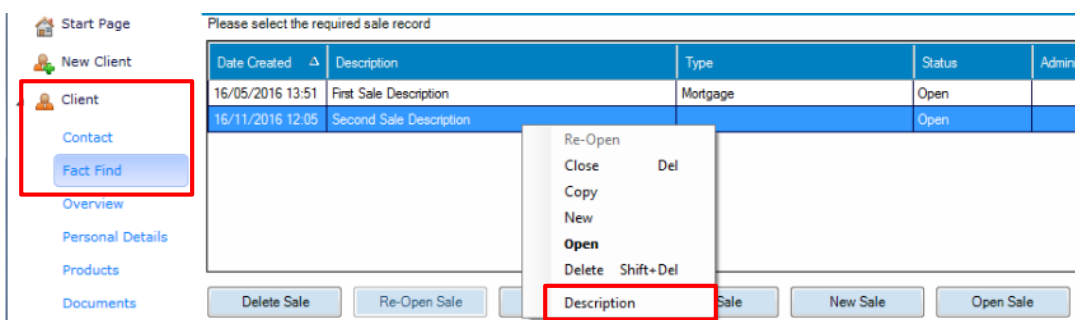


Figure 9: Renaming a Sale

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.

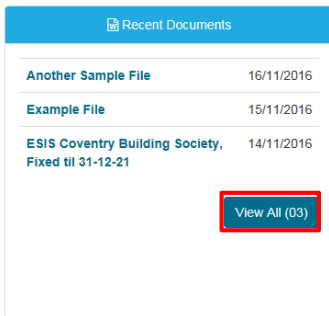


Figure 10: Recent Documents Section on Home Page

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).

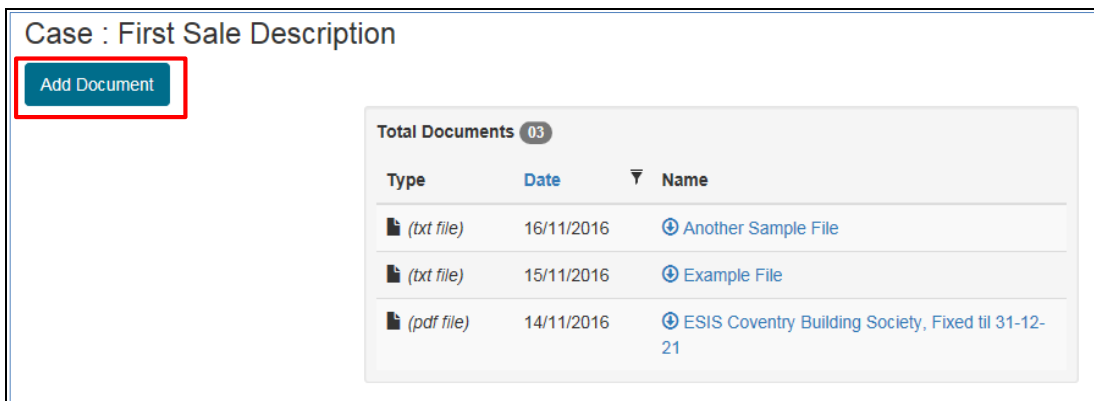


Figure 11: Document List in the Portal

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.

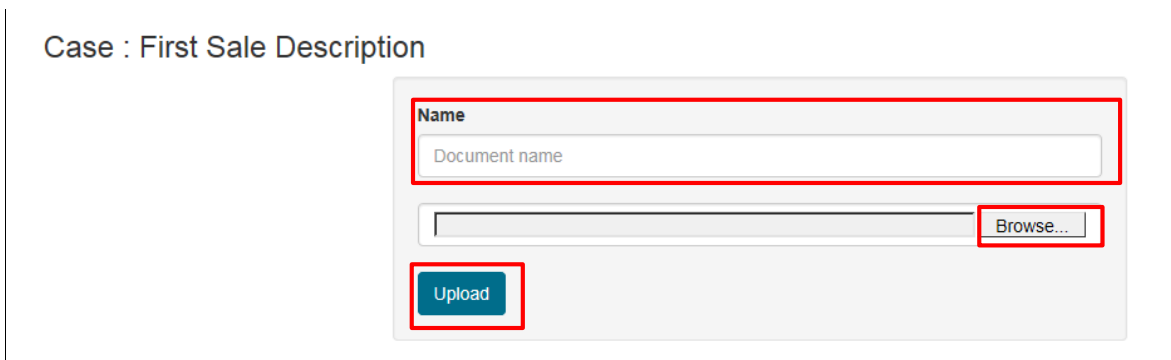


Figure 12: Adding a Document Dialogue Screen

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'.

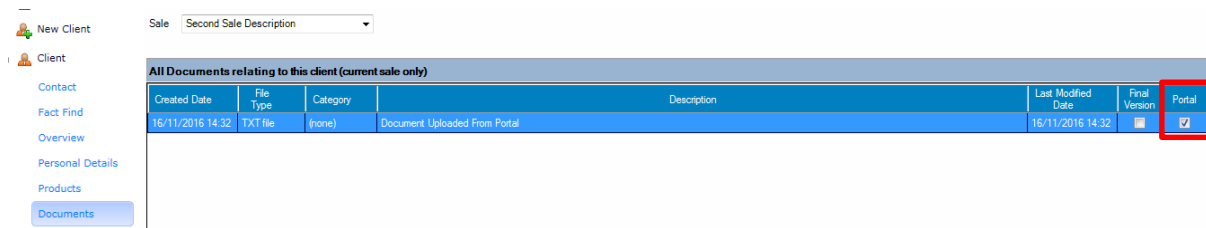


Figure 13: Client > Documents Portal Option

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.

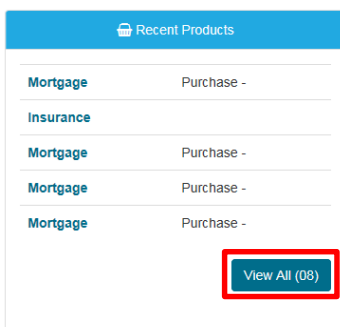


Figure 14: Recent Products Section on the Home Page

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

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<p> Nottingham Building Society, KFI Nottingham Building Society CP-PC Fixed til 01-10-21</p> <table border="1"> <tr><td>Sub type</td><td>Purchase</td></tr> <tr><td>Loan to value</td><td>35.71%</td></tr> <tr><td>Account Number</td><td>AC123456</td></tr> <tr><td>Initial monthly cost</td><td>£10,000.00</td></tr> <tr><td>Status</td><td>Completed</td></tr> <tr><td>Application date</td><td>05/09/2016</td></tr> <tr><td>Survey date</td><td>05/09/2016</td></tr> <tr><td>Offered date</td><td>05/09/2016</td></tr> <tr><td>Exchange date</td><td>05/09/2016</td></tr> <tr><td>Completion date</td><td>05/09/2016</td></tr> <tr><td>Address line 1</td><td></td></tr> </table> <p> Abbey</p>	Sub type	Purchase	Loan to value	35.71%	Account Number	AC123456	Initial monthly cost	£10,000.00	Status	Completed	Application date	05/09/2016	Survey date	05/09/2016	Offered date	05/09/2016	Exchange date	05/09/2016	Completion date	05/09/2016	Address line 1		<p> Skipton Building Society, KFI Skipton Building Society Fixed til 31-10-21</p> <table border="1"> <tr><td>Sub type</td><td>Purchase</td></tr> <tr><td>Loan to value</td><td>35.71%</td></tr> <tr><td>Account Number</td><td>8657575</td></tr> <tr><td>Initial monthly cost</td><td>£549.13</td></tr> <tr><td>Status</td><td>Redeemed</td></tr> <tr><td>Application date</td><td>05/09/2016</td></tr> <tr><td>Survey date</td><td>05/09/2016</td></tr> <tr><td>Offered date</td><td>05/09/2016</td></tr> <tr><td>Exchange date</td><td>05/09/2016</td></tr> <tr><td>Completion date</td><td>05/09/2016</td></tr> <tr><td>Address line 1</td><td></td></tr> </table> <p> Clydesdale Bank PLC</p>	Sub type	Purchase	Loan to value	35.71%	Account Number	8657575	Initial monthly cost	£549.13	Status	Redeemed	Application date	05/09/2016	Survey date	05/09/2016	Offered date	05/09/2016	Exchange date	05/09/2016	Completion date	05/09/2016	Address line 1		<p> Coventry Building Society, KFI Coventry Building Society Fixed til 30-09-21</p> <table border="1"> <tr><td>Sub type</td><td>Purchase</td></tr> <tr><td>Loan to value</td><td>35.71%</td></tr> <tr><td>Account Number</td><td>23423423</td></tr> <tr><td>Initial monthly cost</td><td>£528.88</td></tr> <tr><td>Status</td><td>Completed</td></tr> <tr><td>Application date</td><td>05/09/2016</td></tr> <tr><td>Survey date</td><td>05/09/2016</td></tr> <tr><td>Offered date</td><td>05/09/2016</td></tr> <tr><td>Exchange date</td><td>05/09/2016</td></tr> <tr><td>Completion date</td><td>05/09/2016</td></tr> <tr><td>Address line 1</td><td></td></tr> </table> <p> Coventry Building Society, KFI Coventry Building Society Fixed til 31-12-21</p>	Sub type	Purchase	Loan to value	35.71%	Account Number	23423423	Initial monthly cost	£528.88	Status	Completed	Application date	05/09/2016	Survey date	05/09/2016	Offered date	05/09/2016	Exchange date	05/09/2016	Completion date	05/09/2016	Address line 1	
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Figure 15: Products 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.

Secure Messages			
Inbox 1	Received	Subject	
Sent	16/11/2016 14:58:40	This is a new message to the client	Read
New Message	15/11/2016 12:25:23	Message from the Key TO the client portal	Read

Figure 16: Secure Messaging Screen

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.

Figure 17: New Secure Message Screen

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.

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.

Read	From	To	Sent Date Time	Subject	Message	Read Date Time
<input type="checkbox"/>	Mr J Mission	Paul Chambers	16/11/2016 15:13	Sample Mess...	Text to appear here	
<input type="checkbox"/>	Paul Chambers	Mr J Mission	16/11/2016 14:58	This is a new...	Sample text	
<input checked="" type="checkbox"/>	Paul Chambers	Mr J Mission	15/11/2016 12:25	Message from th...	This is an example messa...	15/11/2016 12:27
<input checked="" type="checkbox"/>	Mr J Mission	Paul Chambers	15/11/2016 12:15	Sample Message...	This is a message sent fro...	15/11/2016 12:22

Figure 18: Client > Messages Window in the Key

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.

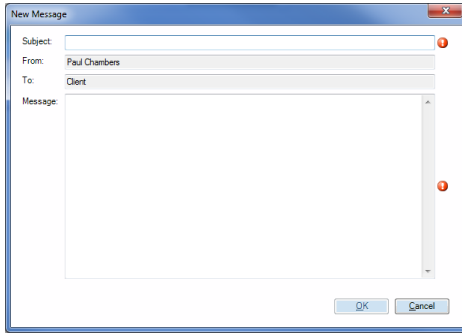


Figure 19: New Message Window

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.

Enabling the Client Portal Fact Find

Use of the client portal fact find is an option controlled in the Key's setup area. The functionality is set within Setup > General > Online, under the 'Client Portal' heading. By default, this will be enabled.

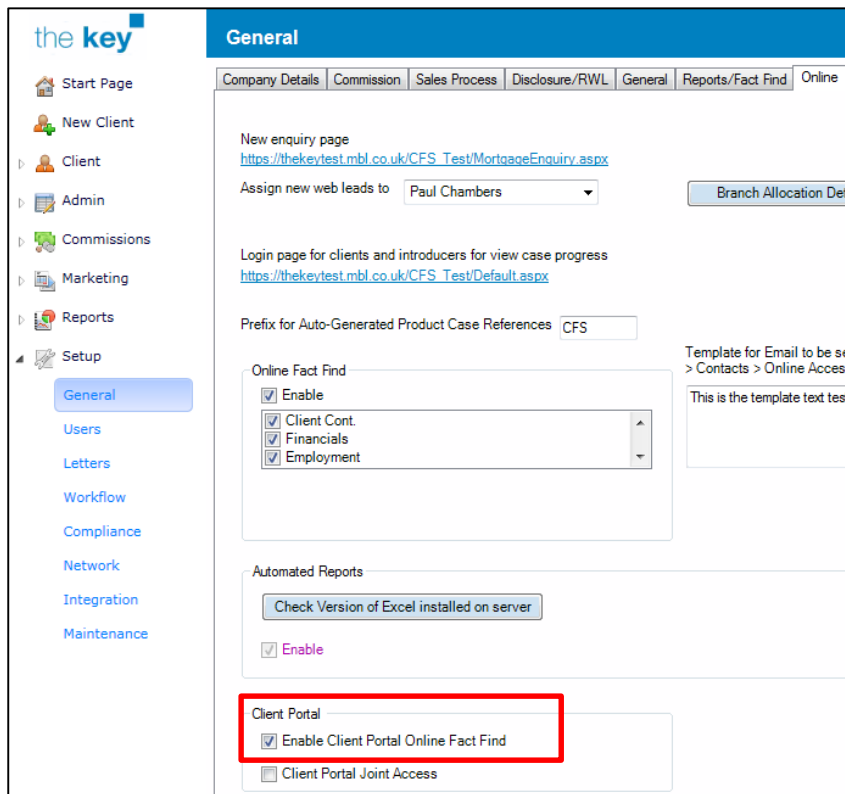


Figure 20: Enabling the Client Portal Fact Find

If this checkbox is left blank, the client will not be able to use the fact find.

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.

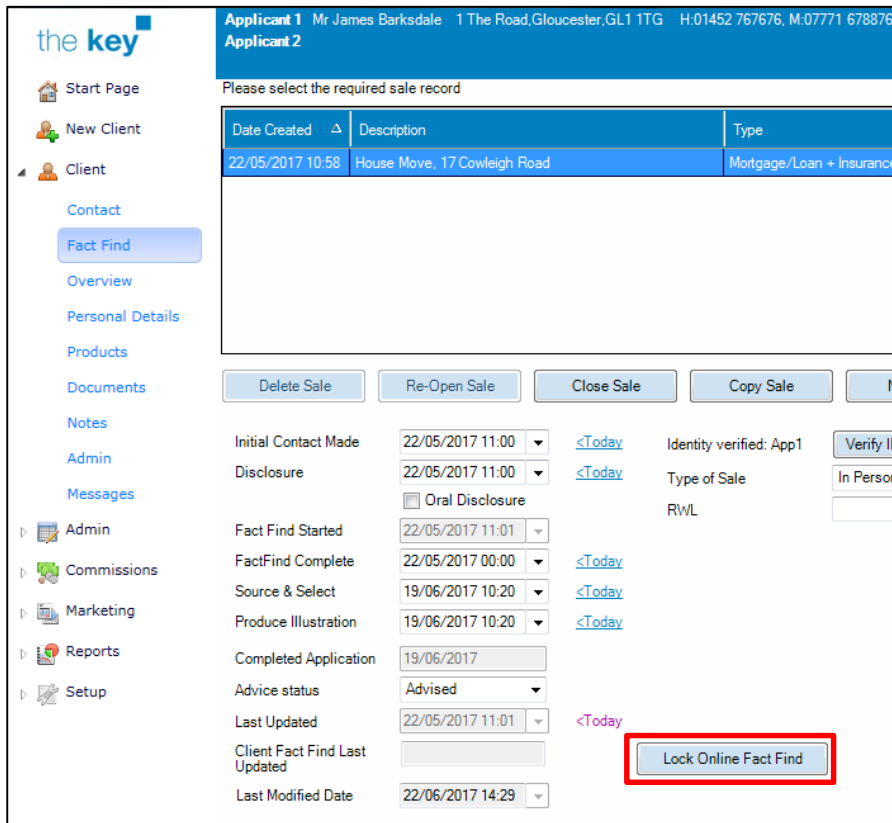


Figure 21: Lock/Unlock Online Fact Find

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

It is possible to have a 'Fact Find Snapshot' taken each time the 'lock/unlock' status is changed. This is enabled by default. The status can be changed in Setup > General > Sales Process.

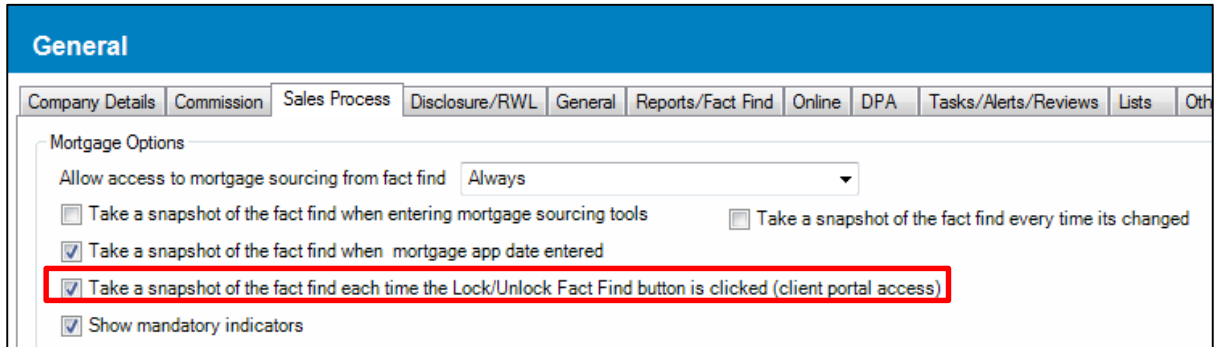


Figure 22: Online Fact Find Snapshots

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

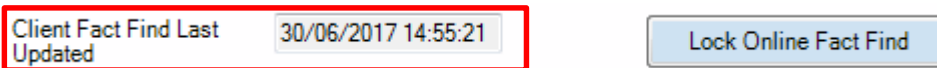


Figure 23: Online Fact Find Update Date

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	
Logged Date	Audit Activity
30/06/2017 14:56:36	Applicant 1 Logged Out
30/06/2017 14:55:21	Applicant Updated FactFind

Figure 24: 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.

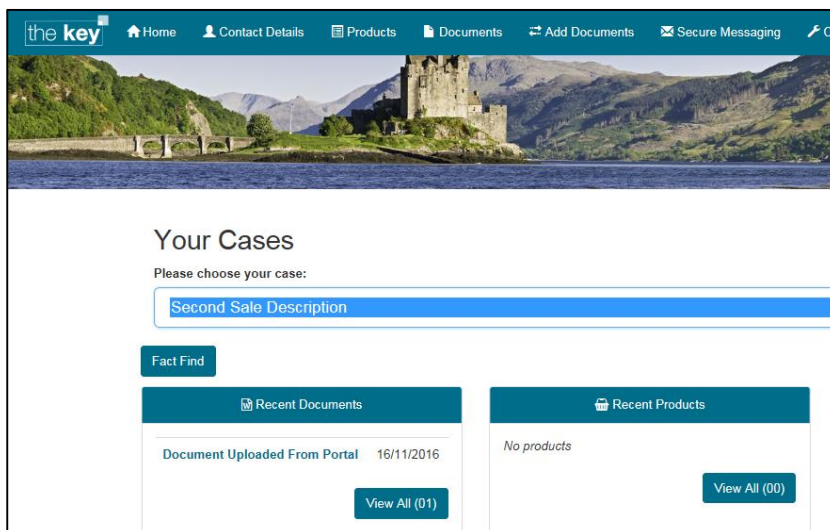


Figure 25: Client Portal Home Page

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

Figure 26: Client Portal Fact Find Screen

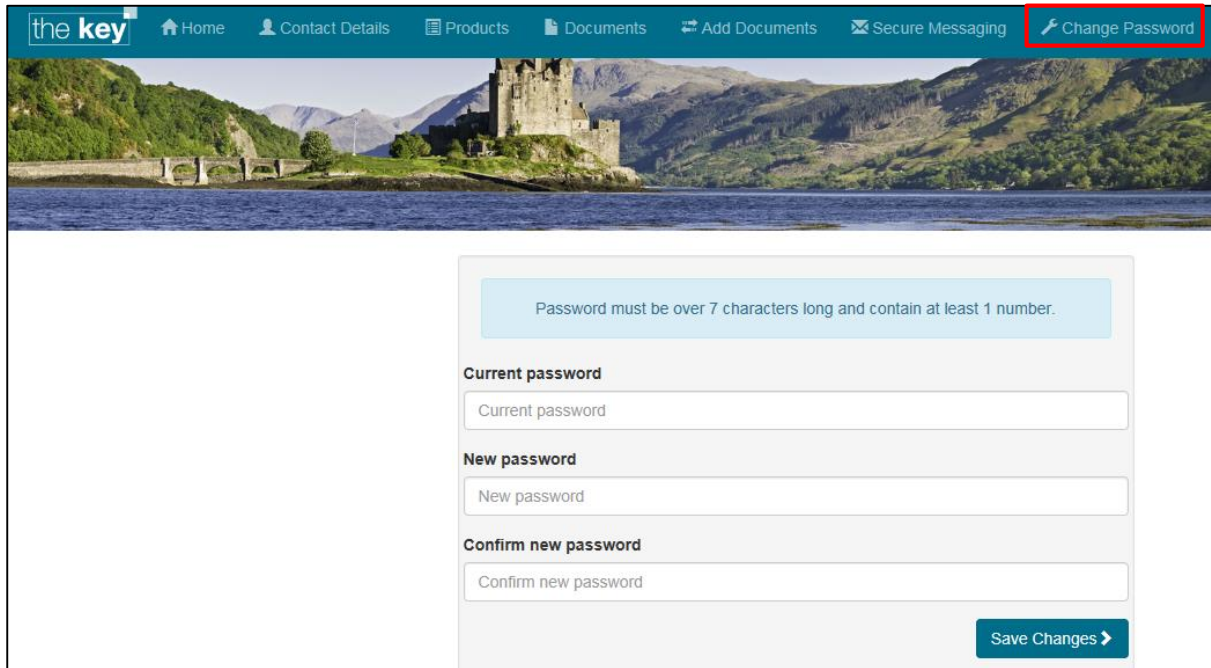
The screens form a subset of the fact find to capture ‘hard facts’ prior to any advice or identification of potential needs. The client can complete the screens to the best of their ability with the minimum of mandatory fields, with all data immediately uploading to their record in the Key. For the few mandatory fields that do exist, any error in the data is shown in red, with an explanation.

Figure 27: Portal Error Message

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.



the key Home Contact Details Products Documents Add Documents Secure Messaging **Change Password**

the key

Current password

New password

Confirm new password

Save Changes >

Password must be over 7 characters long and contain at least 1 number.

Figure 28: Change Password Screen

END