

for Adviser use only

SETTING UP AN INTERMEDIARY USER

INTRODUCTION

This GrowthInvest short guide will take you through how to set up intermediary user accounts, and how they will securely be provided with access to the portal. Once they are registered, your users will have access to everything they need.

- A summary dashboard with key metrics on client portfolios, accounts and applications in process
- A detailed client portfolio view, including up-to-date valuation, details and all documents
- Access to all documents including application forms and tax certificates
- Ability to review and edit client information, and upload documents

Users can be added to the GrowthInvest platform in the following ways:

- By intermediary users with the appropriate access level on the platform
- By GrowthInvest via a secure data transfer (often used for initial set up of multiple users)

This guide focuses primarily on the set up of intermediary user accounts via the portal.

Step 1

In order to set up and create an intermediary user, you will need to have permission as a SuperUser. This will give you the ability to create a new user at your own organisation. A Manager role can create users at subsidiary organisations. (See table below for details).

Please make sure that, if you are a member of a multi-firm organisation, you are registering the user to exactly the right firm.

Step 2

- Click on the top right hand corner on the user name and firm, and navigate to Settings
- Click on the Users tab, which will give you an up to date view of all users associated with your firm
- Click on “Create User”
- Complete the short “Create User” form, ensuring you complete all mandatory fields
- Please pay particular attention to ensuring the correct email address for the user
- Submit the account, which will create a new user

Step 3

- Once submitted, the user will receive a verification email (please note that user accounts can be created in advance without sending emails by selecting that option on the Create User form)

Step 4

- Once verified, the user will be asked to set up MFA (if required) and will then have access to their account

WHAT LEVEL OF ACCESS DO I NEED TO SET UP?

Please select carefully the access levels for each user.

ACCESS LEVEL/ PERMISSION	ROLE				
	READ ONLY	ADVISER	ADMIN	MANAGER	SUPERUSER
MANAGE OWN ORGANISATION INFORMATION					YES
MANAGE OWN ORGANISATION STAFF					YES
MANAGE SUBSIDIARY ORGANISATIONS				YES	YES
MANAGE SUBSIDIARY STAFF				YES	YES
MANAGE CLIENT/ADVISER VISIBILITY			YES	YES	YES
REGISTER AND MANAGE CLIENTS		YES	YES	YES	YES
REGISTER AND MANAGE INVESTMENTS		YES	YES	YES	YES
VIEW OFFERS	YES	YES	YES	YES	YES
VIEW CLIENT PORTFOLIOS	YES	YES	YES	YES	YES
VIEW CLIENT DOCUMENTS & LIBRARY	YES	YES	YES	YES	YES
VIEW REPORTS	YES	YES	YES	YES	YES

HOW DO I SET UP THE USER PERMISSIONS AROUND CLIENT VISIBILITY?

If your firm has specific permissions around client visibility, and there are certain restrictions in place, this will be set up and signed off at Firm (or Group) level. This initial process will typically be managed by the GrowthInvest Client Services team.

If you are adding a new intermediary user and wish to restrict their view of clients, it is requested that you also email **clientservices@growthinvest.com** to ensure that the correct client visibility settings are in place. This will usually be completed by the next working day.

HOW DO I SET UP THE USER PERMISSIONS AROUND PANEL AND PRODUCT VISIBILITY

If your firm has specific permissions around product or panel visibility, and there are certain restrictions in place, this will be set up and signed off at Firm (or Group) level, and will be managed by the GrowthInvest Client Services team.

These will automatically be applied to any new users added to a Firm.

ADDITIONAL HINTS & TIPS

- Please check that the user does not already have a GrowthInvest account before creating a new account.
- Please let your colleagues know that they are being set up with a GrowthInvest platform account, and to be on the look out for communications from GrowthInvest.
- Each user account has the option to be set up with Multi-Factor Authentication. This can be confirmed at Firm level.
- When sending the user a verification email, if initial email has not been received, please ask the user to check Spam/Junk folders.
- Any restrictions on client visibility (for intermediary users) are controlled at firm level.
- Any restrictions on the visibility of investment offers and any bespoke client panels are controlled at firm level, and will automatically be applied to new users.

SUPPORT

If you have any questions, please do not hesitate to contact the GrowthInvest Client Services team **via the portal**, by email at **clientservices@growthinvest.com** or call us on **0300 303 0037**.



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