Client Access – My Portfolio

Overview

The Raymond James Client Access site is a secure online portal where clients can view their statements and updated portfolio details; manage their account preferences, such as document delivery method; and gain access to market information, and insightful Canadian and US research. The Client Access site's responsive design also allows you to navigate the site using a variety of devices: cell phone, tablet, desktop computer, etc.

This guide assists you with navigating the MY PORTFOLIO module, which gives you access to detailed account information: Consolidated Summaries, Asset Allocation, Risk Tolerance & Objectives, etc.
Important: Reach out to your Advisor if you have any questions about the information provided under the My Portfolio page, including Gain/Loss information.

Topics Included

DESKTOP VIEW	MOBILE DEVICE VIEW

• FAQs
• HOME
• MY PORTFOLIO VIEWS
  ○ DASHBOARD
  ○ ACCOUNTS
  ○ ACCOUNT DETAILS
  ○ ASSET ALLOCATION
• CREATE ACCOUNT NICKNAME(S)
	• FAQs
	• HOME / MENU BAR
	• MY PORTOLIO VIEWS
	  ○ DASHBOARD
	  ○ ACCOUNTS
	  ○ ACCOUNT DETAILS
	  ○ ASSET ALLOCATION
	• CREATE ACCOUNT NICKNAME(S)
	• ADD A CLIENT ACCESS SITE BOOKMARK (APP) TO A MOBILE DEVICE

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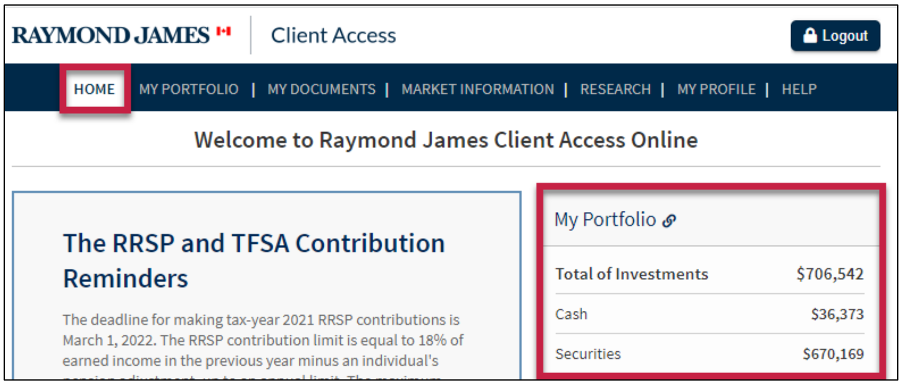
FAQs

Topic	Answer
Cash & Cash Equivalents	• Cash Equivalents are included in the ‘Securities total’ on the Dashboard page (not the ‘Cash total’). • Use the *Filter> Group By> Asset Categories* option on Account Summary, Asset Allocation and Account Details pages to display Cash & Cash Equivalents together.
Closed Accounts	• Portfolio details are only available for accounts that are currently open.
Devices	• Depending on device that is used, specifically its screen size, some features may not be available (ex. Objectives and Risk Tolerance graphics).
Filters	• There is no ‘reset to default’ button. To reset all filters to the default settings, navigate to another page (or click My Portfolio on the menu bar). • Filters allow you to select which accounts are displayed on a page, as well as customize how accounts/securities are grouped on a page (ex. by asset category, industry, etc.)
Market Value	• Market value includes accrued interest. • Market Value displays in Canadian dollars on the Dashboard, Account Summary and Asset Allocation pages (regardless of the currency of the account). • Market Value for a USD account will only display in US dollars on the Account Details page.
Transactions	• Transactions (i.e. account activity) is reflected on the Portfolio page in real-time.
Price	• Prices are as of previous day market close. • Price displays in the currency of the account on all Portfolio pages.
USD Accounts	• Any USD holdings are converted into CAD on all pages based on the daily base USD to CAD exchange rate. **Exception:** USD account details are displayed in USD dollars on the Account Details page.
Account Nickname	• An Account Nickname only displays for the individual that created it. It will not display for any other individual that has access to the same accounts online, under a different username.

Client Access – My Portfolio

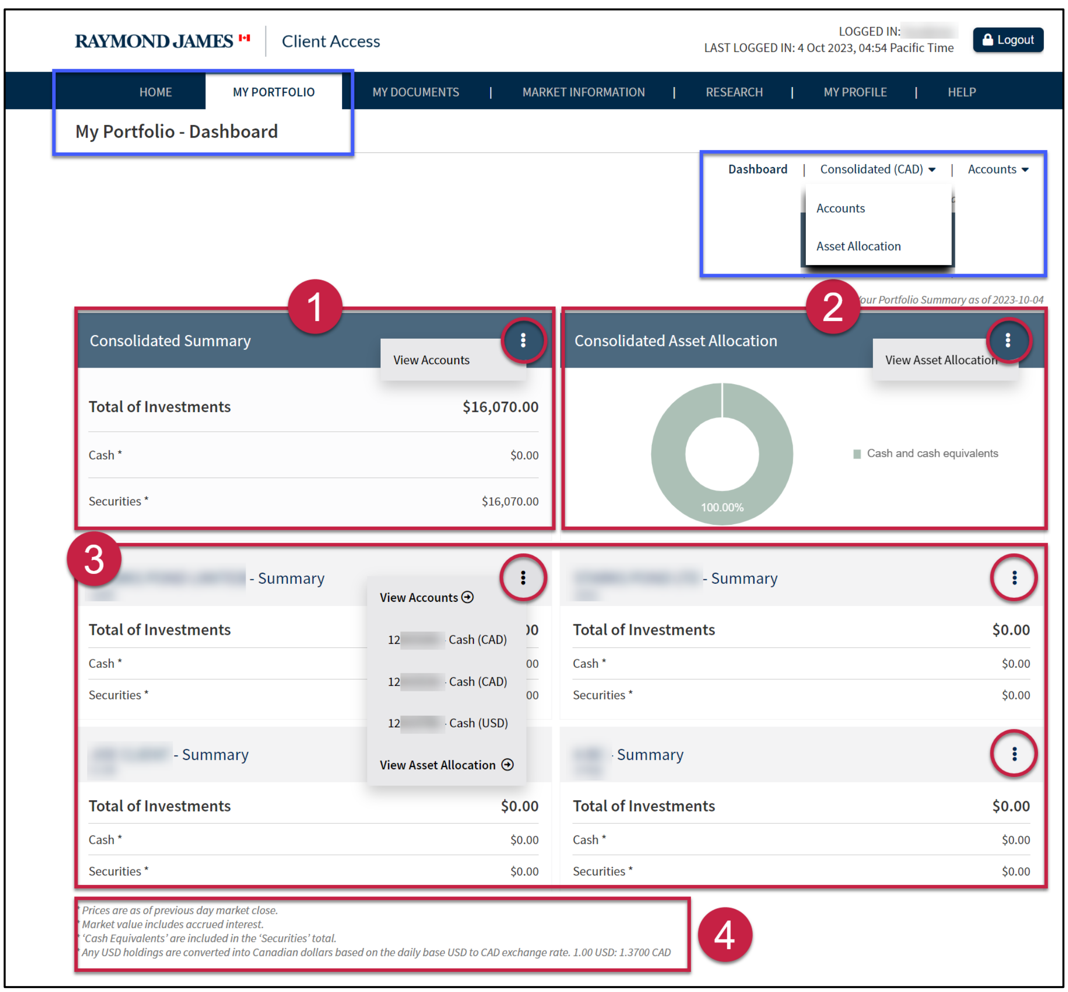
HOME

The **My Portfolio** section provides you with a quick view of Consolidated Market Values for all accounts that you have access to online (in Canadian dollars).

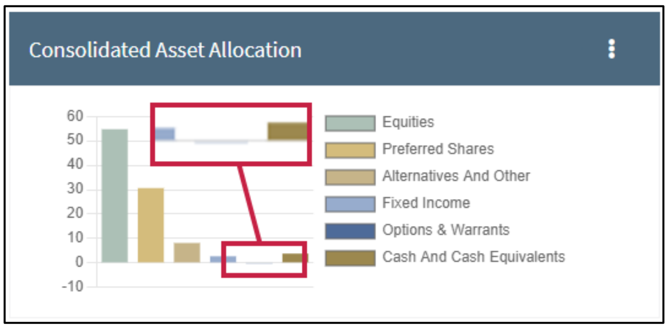


MY PORTFOLIO - DASHBOARD

Consolidated Summaries and Consolidated Asset Allocation details for all accounts that you have access to online (Market Value). **To access the page:** Click the **My Portfolio** tab on the menu bar.



Client Access – My Portfolio

#	Description/Options
1	**Consolidated Summary of all the accounts that you have access to online (Market Value).** To view more consolidated details and the list of all accounts: • Mouse over **Consolidated (CAD)** at the top right of the page and select **Accounts**; **or** • Mouse over the **three-dot** icon and select **View Accounts**.
2	**Consolidated Asset Allocation for all the accounts that you have access to online.** To view all accounts broken down by asset class: • Mouse over **Consolidated (CAD)** at the top right of the page and select **Asset Allocation**; **or** • Mouse over the **three-dot** icon and select **View Asset Allocation**. **Important:** The Consolidated Asset Allocation chart will revert to a bar chart if any asset class (such as Options & Warrants) has a negative value. 
3	**Consolidated Summary broken down by Client ID (Market Value).** • Mouse over the **three-dot** icon and select **View Accounts** to access account details for a specific Client ID**.** • Mouse over the **three-dot** icon and select **View Asset Allocation** to view asset allocation details for a specific Client ID.
4	**Price, Interest and USD Conversion details.**

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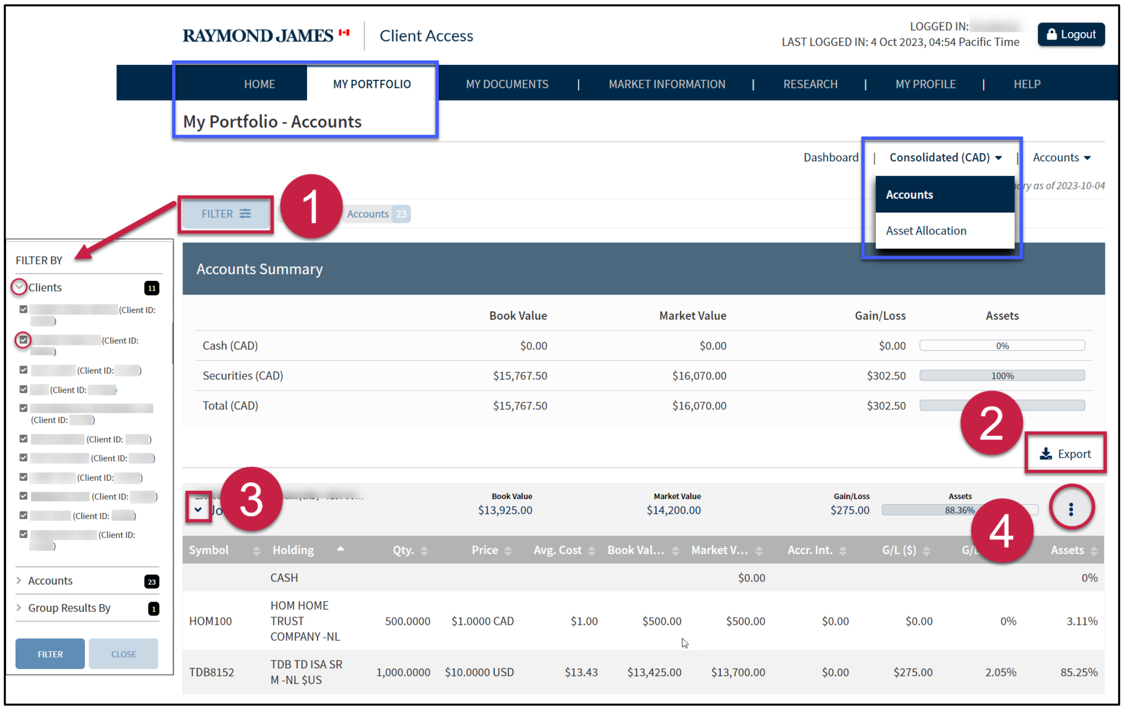
MY PORTFOLIO - ACCOUNTS

Access the Accounts summary (consolidated view) of all accounts that you have access to online. Options are available to only view summary and details of specific accounts, as well as export page details.

To access the page: Click the **My Portfolio** tab, mouse over **Consolidated (CAD)** and select **Accounts** at the top right of the page.



#	Description
1	Click **Filter** to confirm or edit which Clients and/or Accounts you want to view on the Accounts page. Make your selections, and then click **Filter** again to apply any changes.
2	**Export** the details of all accounts listed on the page to Excel (.csv file format).
3	Click on the **Right Arrow** (to the left of a listed account) to view details pertaining to holdings within an account (ex. Holdings, Price, Book Value, Percentage of Assets, etc.)
4	Mouse over the **three-dot icon** (to the far right of an account) to view additional account information on a separate **Account Details page** (ex. Holdings, Activity, Orders and Realized Gain/Loss).

Important: The Account Details page is accounts can be displayed in USD.

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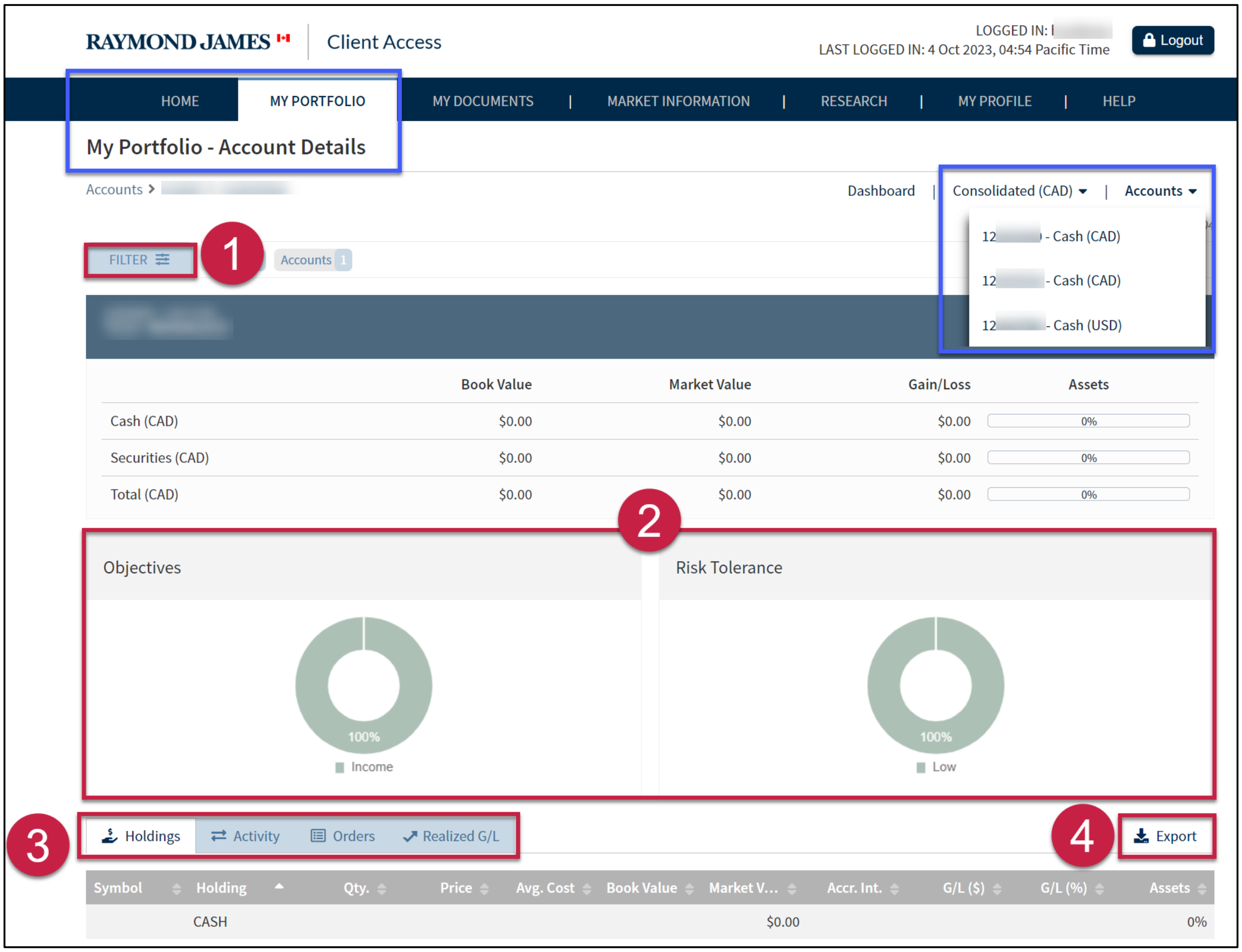
MY PORTFOLIO – ACCOUNT DETAILS

Access the Account Details of one account. This includes added details for RRSPs and TFSAs (ex. beneficiary, contributions, withdrawals, etc.). Options are available to select a different account, as well as export page details.

To access the page: Click the **My Portfolio** tab, mouse over **Accounts** at the top right of the page, and select the **Account Number**.



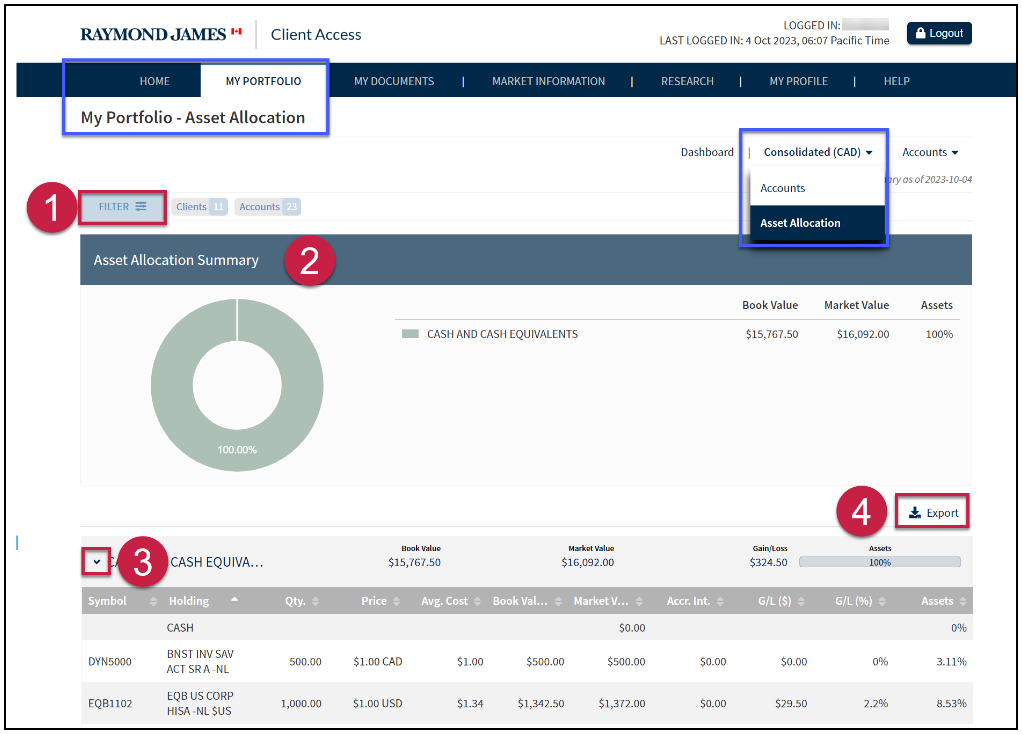
#	Description
1	Click **Filter** to confirm or edit which account you want to view on the Account Details page. Make your selection, and then click **Filter** again to apply any changes.
2	Review **Objectives** and **Risk Tolerance** details.
3	Access **Holdings, Activity (transactions), Orders** and **Realized Gain/Loss** details for the account.
4	**Export** all account details to Excel (.csv file format).

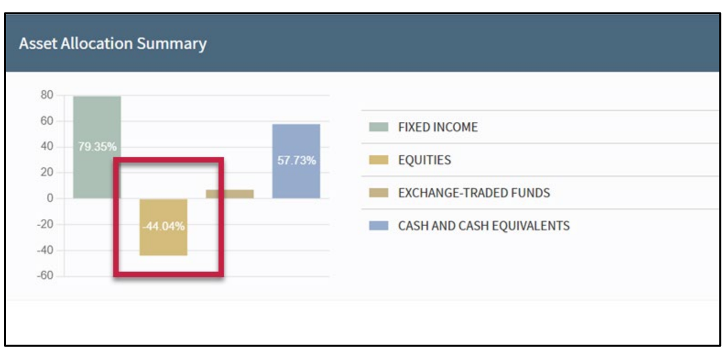
Client Access – My Portfolio

MY PORTFOLIO – ASSET ALLOCATION

Access the Asset Allocation Summary and Asset Breakdown for all the accounts that you have access to online. Options are available to select particular accounts, as well as export page details.

To access the page: Click the **My Portfolio** tab, mouse over **Consolidated (CAD)** at the top right of the page and select **Asset Allocation**.

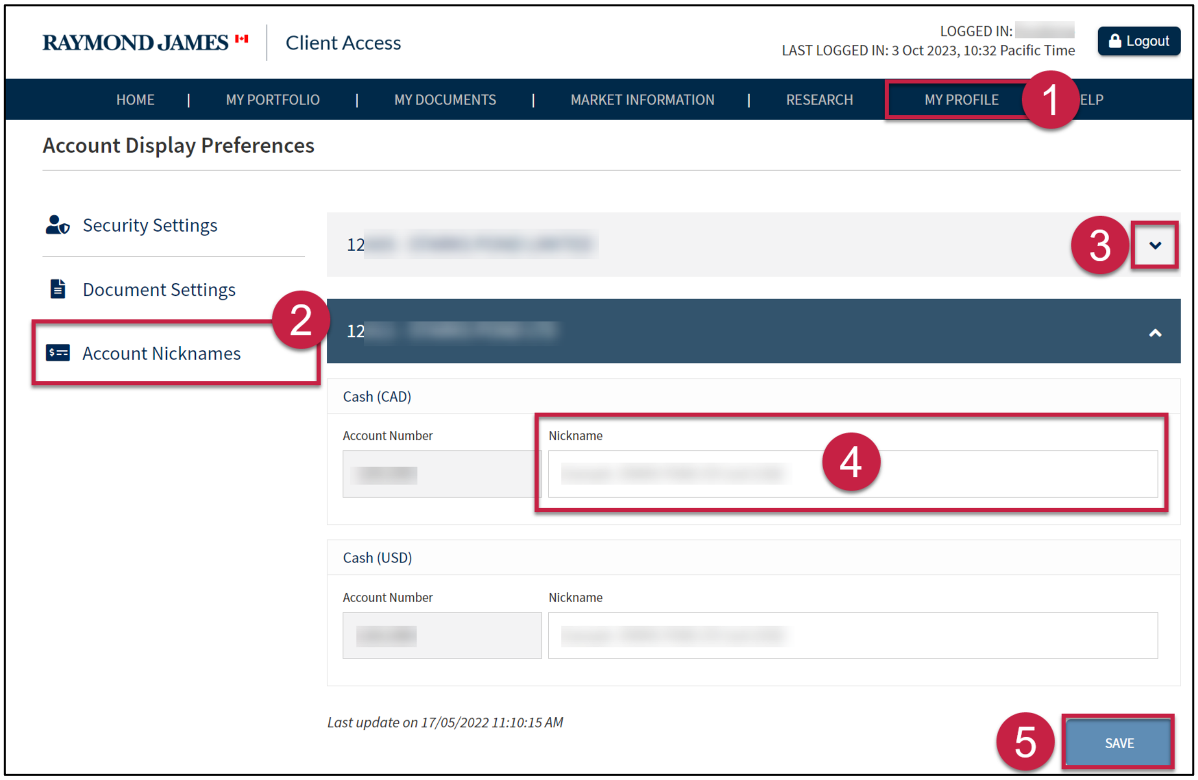


#	Description
1	Click **Filter** to confirm or edit which Clients and/or Accounts that you want to view on the Asset Allocation page. Make your selection, and then click **Filter** again to apply any changes.
2	Review **Asset Allocation Summary** details. **Important:** The Asset Allocation Summary chart will revert to a bar chart if any asset class (such as Equities) has a negative value. 
3	Click the **Right Arrow** to the left of an asset class to view holdings details.
4	**Export** the Accounts Holdings details to Excel (.csv file format).

Client Access – My Portfolio

CREATE ACCOUNT NICKNAME(S)

You have the option to create an Account Nickname for any account that you have access to online. An Account Nickname will only display for the individual that created it. It will not display for any other individual that has access to the same accounts online, under a different username.



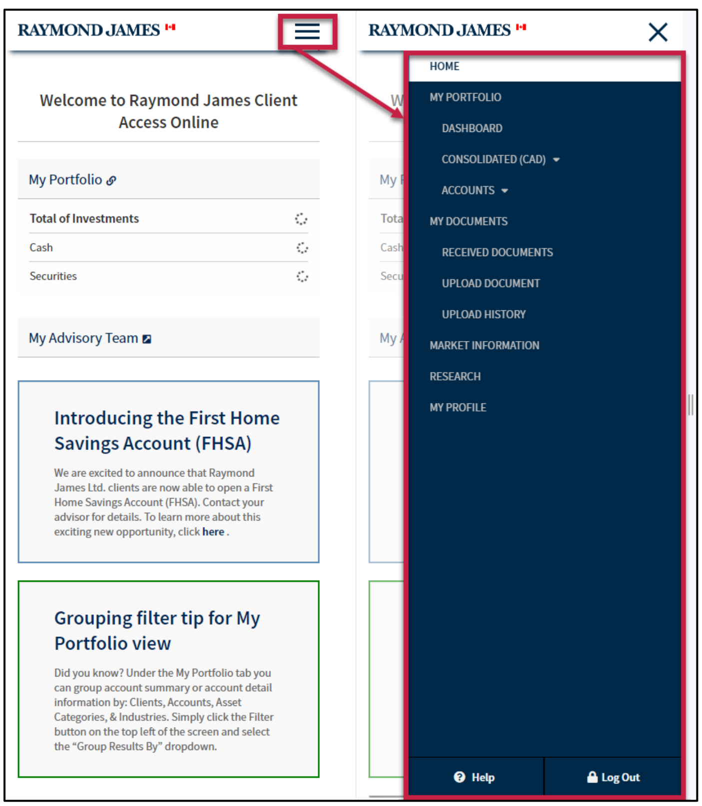
#	Description
1	Click **My Profile**.
2	Select **Account Nicknames** on the navigation bar to the left.
3	Click the **Down arrow** to expand a section, and view all accounts under a specific Client ID.
4	Enter a **Nickname** for one or more accounts (maximum 50 characters).
5	Click **Save.**

Client Access – My Portfolio

MOBILE DEVICE VIEWS & OPTIONS

The Client Access site's responsive design allows you to navigate the site using a variety of devices (ex. iPhone, iPad, Nest Hub, Surface Pro, Samsung Galaxy, Pixel 5, etc.). The site changes the location of tools or removes non-essential graphics to best fit your device's screen size. This ensures a seamless navigation of the site, regardless of the device being used.

HOME / MENU BAR



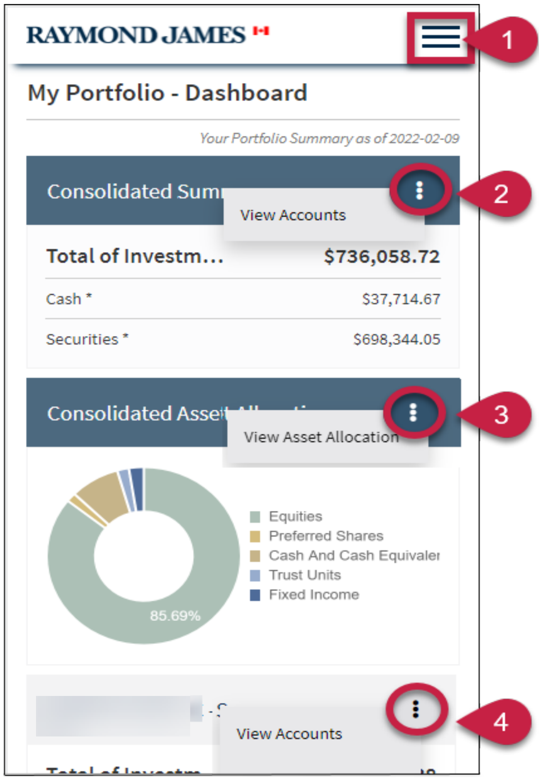
The **HOME** page provides you with a quick view of Consolidated Market Values for all accounts that you have access to online (in Canadian dollars).

To access the Menu Bar:

1. Click on the **hamburger menu** (three-line icon) at the top right of the screen.
2. **Select an option from the drop-down menu** (ex. Home, My Portfolio, Dashboard, Consolidated (CAD), Accounts, My Documents, My Profile, etc.).

Client Access – My Portfolio

MY PORTFOLIO – DASHBOARD

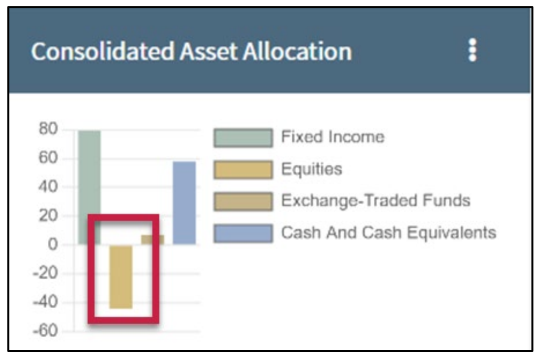


1. Click on the **hamburger menu** (three-line icon) at the top right of the screen and select **Dashboard**.

2. **Consolidated Summary** of all the accounts that you have access to online (Market Value) <u>and</u> access to view all accounts and holdings.

3. **Consolidated Asset Allocation** for all accounts that you have access to online <u>and</u> access to view all accounts broken down by asset class.

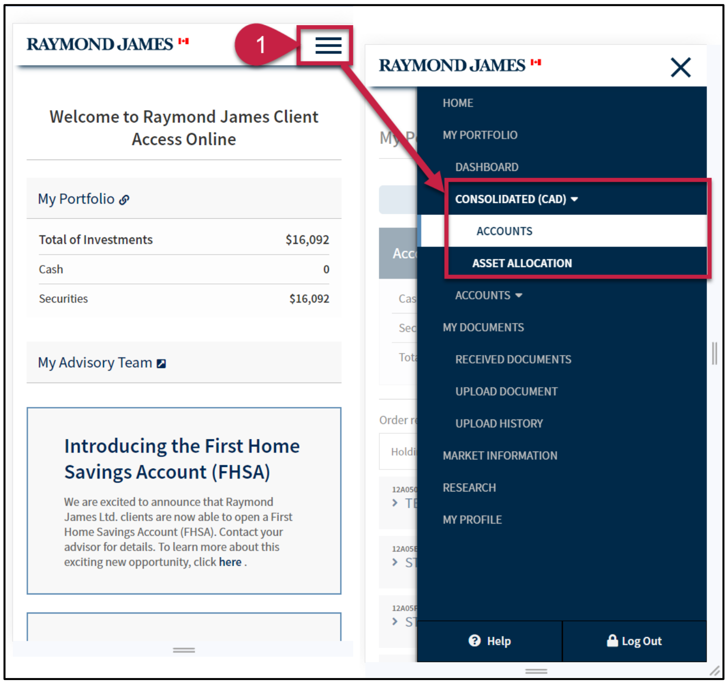
   Important: The Consolidated Asset Allocation chart will revert to a bar chart if any asset class (such as Equities) has a negative value.

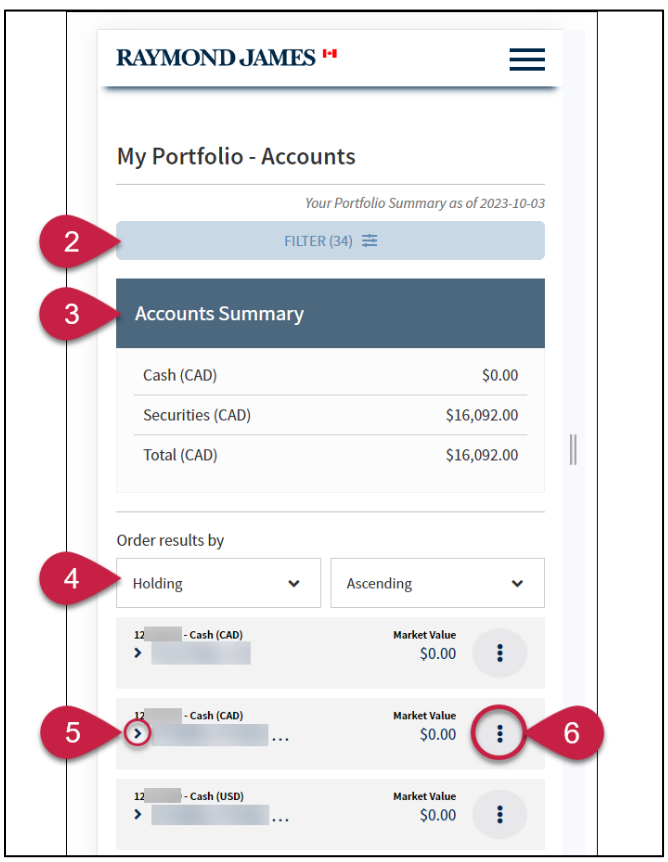
4. **Consolidated Summary broken down by Client ID** (Market Values) <u>and</u> access to view details for accounts specific to the Client ID.

Client Access – My Portfolio

MY PORTFOLIO – ACCOUNTS



1. Click on the **hamburger menu** (three-line icon) at the top right of the screen, click **Consolidated (CAD)** and select an **Accounts**.



2. Click **Filter** to confirm or edit which Clients and/or Accounts that you want to view on the Accounts page. Make your selections, and then click *Filter* again to apply changes.
3. **Consolidated Accounts Summary** of all accounts that you have access to online <u>or</u> for specific accounts that you have selected through the Filter option (Market Value/Canadian Dollars).
4. Use **Filters** to sort the list of accounts by Quantity, Book Value, Symbol, etc. You can also sort the list in Ascending or Descending order.
5. Click on the **Right Arrow** (to the left of a listed account) to view details pertaining to holdings within an account (ex. Holdings, Price, Book Value, Percentage of Assets, etc.)
6. Click on the **three-dot icon** (to the far right of an account) to view additional account information on a separate **Account Details** screen (ex. Objectives, Risk Tolerance, Holdings, Activity, Orders and Realized Gain/Loss).

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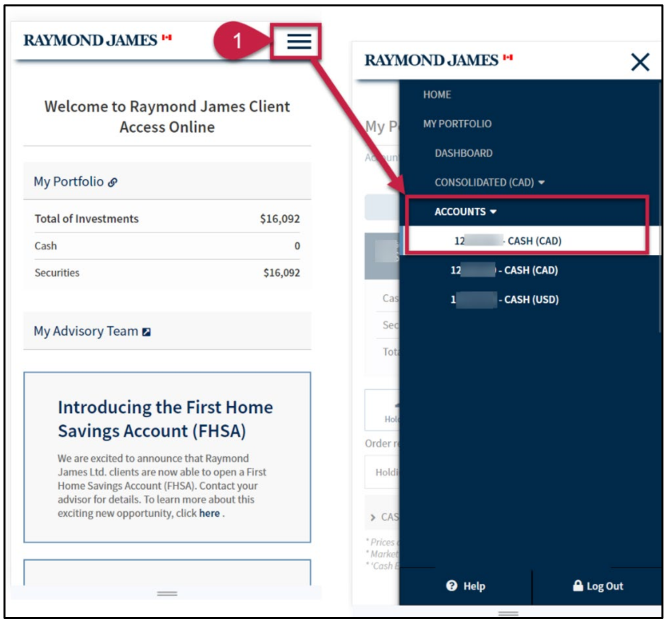
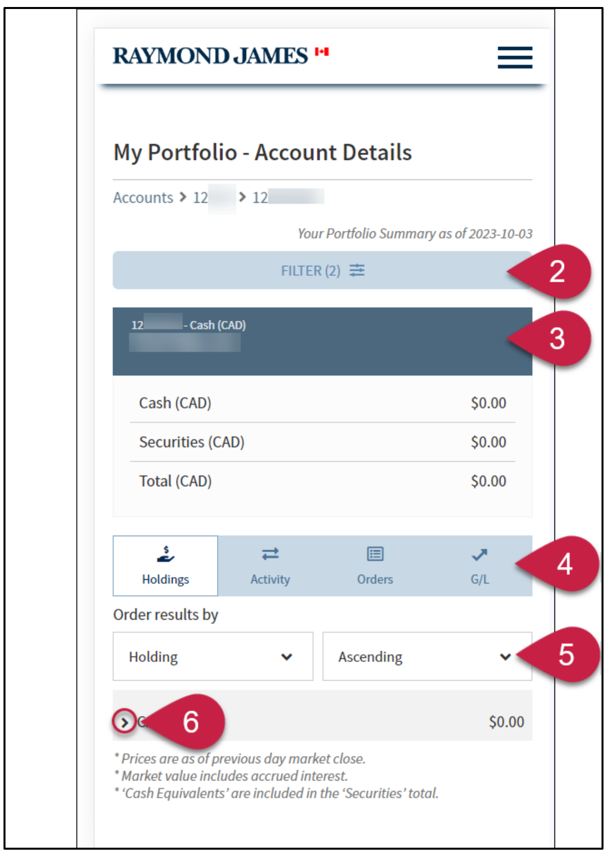
MY PORTFOLIO – ACCOUNT DETAILS



1. Click on the **hamburger menu** (three-line icon) at the top right of the screen, click **Accounts** and then select an **Account**.



2. Click **Filter** to confirm or edit which account you want to view on the Account Details page. Make your selection, and then click *Filter* again to apply any changes.

3. **Account Summary** (Cash, Securities and Total) in the currency of the specific account (US or CAD).

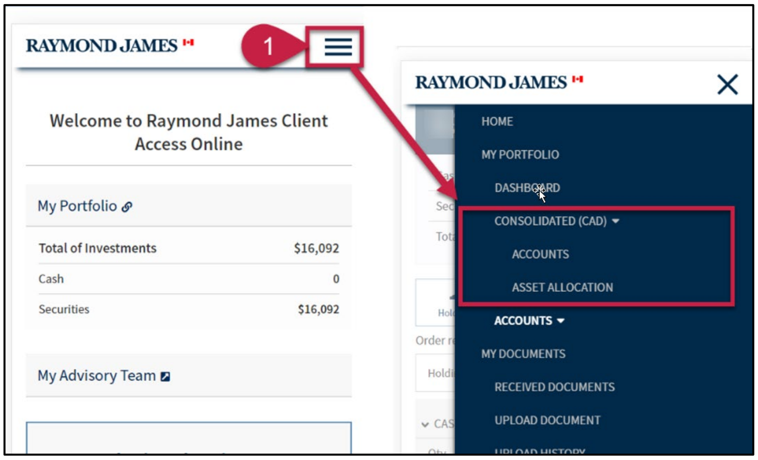
4. Access **Holdings, Activity (transactions), Orders** and **Realized Gain/Loss** details for the account.

5. Use **Order filters** to sort the list of accounts by Quantity, Book Value, Symbol, etc. You can also sort the list in Ascending or Descending order.

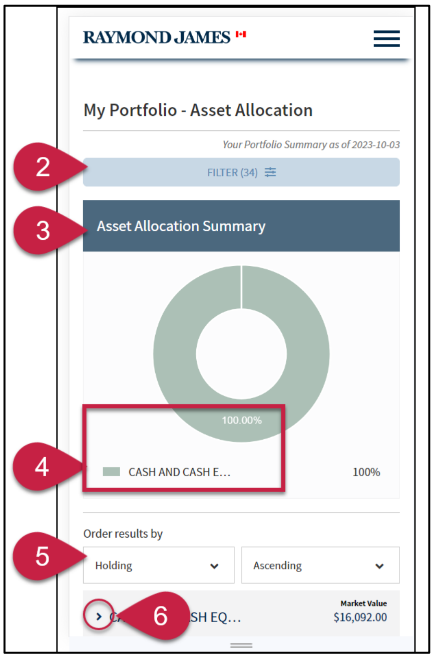
6. Click on the **Right Arrow** (to the left of a listed account) to view additional holdings, activity order or gain/loss details.

Client Access – My Portfolio

MY PORTFOLIO – ASSET ALLOCATION



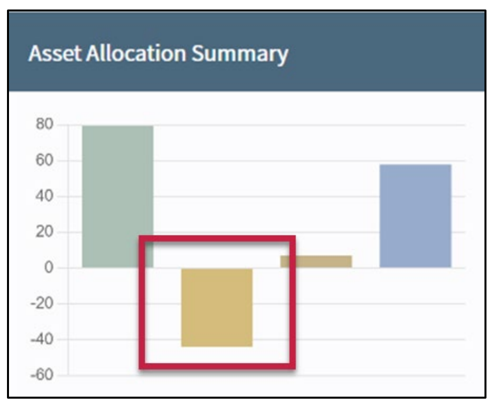
1. Click on the **hamburger menu** (three-line icon) at the top right of the screen, click **Consolidated (CAD)** and select **Asset Allocation**.



2. Click **Filter** to confirm or edit which account you want to view on the Asset Allocation page. Make your selection, and then click *Filter* again to apply any changes.

3. **Asset Allocation Summary** for all accounts that you have access to online <u>or</u> for specific accounts that you have selected using the Filter option.

   Important: The Asset Allocation Summary chart will revert to a bar chart if any asset class (such as Equities) has a negative value.



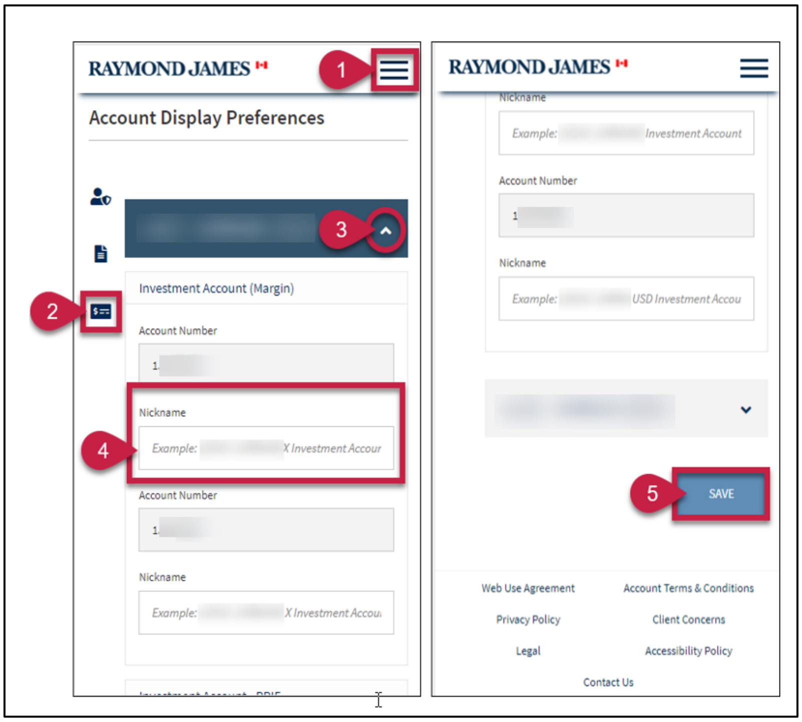
4. Click on an **asset class** to view its location in the asset allocation graph.

5. Use **Order filters** to sort the list of accounts by Quantity, Book Value, Symbol, etc. You can also sort the list in Ascending or Descending order.

6. Click on the **Right Arrow** (to the left of a listed account) to view all holdings under a particular asset class and to access additional holding details.

Client Access – My Portfolio

CREATE ACCOUNT NICKNAME(S)

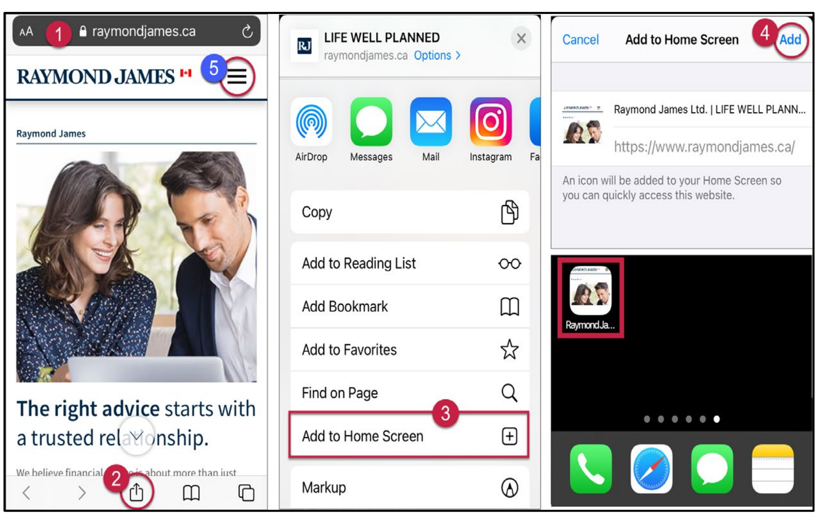


1. Click on the **hamburger menu** (three-line icon) at the top right of the screen and select **My Profile.**
2. Select **Account Display Preferences icon** on the navigation bar to the left.
3. Click the **Down arrow** to expand a section, and view all accounts under a specific Client ID.
4. Enter a **Nickname** for one or more accounts (maximum 50 characters).
5. Click **Save**. **Note:** An Account Nickname will only display for the individual that created it. It will not display for any other individual that has access to the same accounts online, under a different username.

ADD A CLIENT ACCESS SITE BOOKMARK (APP) TO A MOBILE DEVICE

Clients can add the RJ Website to their mobile device as a bookmark (App) icon.

See instructions to the right for how to add a bookmark to an iPhone. **Note:** A bookmark can be added to an Android device using Google Chrome by following similar steps.



1. Use your browser to access the [Raymond James Canada] website.

   Important: Verify that the Canadian flag appears to the right of the RJ logo at the top left of the page.
2. At the bottom of the browser, locate and tap the **Share** icon.
3. From the list of *Share* options, select **Add to Home Screen**.
4. Click **Add**. The RJ Canada website appears as an icon on the iPhone Home Screen.
5. To access the *Client Access* homepage, click the **hamburger menu** and select **Account Login**.