For financial advisers only | Aegon Retirement Choices

Firm administration guide

AEGON

Contents

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1. Firm administration role for Aegon Retirement Choices

This guide will help you set up new Aegon Retirement Choices (ARC) users and manage existing users' information. ARC can be used by the following:

- Firm owners
- Firm users
- Firm administrators
- Financial advisers
- Paraplanners
- Scheme advisers
- Clients of your firm

Roles	Description
Advisers	Access to all research and transactional tools. Will be able to submit any application online, see details of their clients and remuneration, and a summary of their client portfolio.
Paraplanners	Access to all research and transactional tools, can create clients, generate illustrations and complete application forms online on behalf of advisers.
Firm owners	Oversee a range of management information about their firm – including a full summary of clients, remuneration and advisers.
Firm users	Create, build and edit model portfolios at firm level, and also bulk move clients from one model to another model.
Firm administrators	Create and maintain user accounts, including password resets, view all your firm's assets held on ARC, see a ranked view of asset value by adviser, view details of adviser charges, run MI reports and upload your firm's logo. It's also the responsibility of the firm administrator to remove users who've left the firm.
Scheme advisers	Access to high level scheme information.

2. Getting started

To get started you'll need to activate your account.

Activating your account

To get started, you'll need your log-in details. You'll find them in the email we sent you with this guide.

To activate your account, select the activation link in the email, which will take you to the account activation page.

When you log in to your account for the first time:

- Check your user name matches the one on your email – this will appear automatically in the first box.

- Enter your old password, which will be the one we sent you in your email.

- Change your password, it will need to meet all of the following criteria:

  - It must be at least 10 characters long.

  - It must include three of the following four characters:

    - One uppercase character.

    - One lowercase character.

    - One number.

    - One special character
      (for example @, #, $, %, &, * and +).

  - It shouldn't have more than two identical characters in a row – for example, 111.

We use ReCaptcha, a system designed to protect websites from spam and abuse, to the login screen. This means that you'll have to select the **I'm not a robot** box. You might also be asked to select the images on the login screen.

Once you've entered all your details select **Activate**. You'll then see a log-in screen.

Important: once your account has been successfully activated, please don't use the original activation link again, as your account might be temporarily locked. Please use adviser.aegon.co.uk/arc
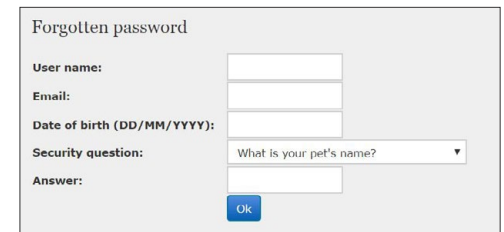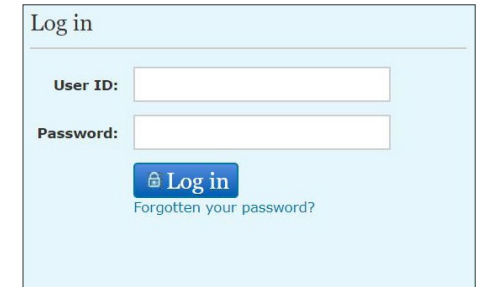

Resetting your password

If you forget your password, select the **Forgotten your password?** link below the log-in button. This will take you to the page you can see here on the right.

Enter your details and select OK.
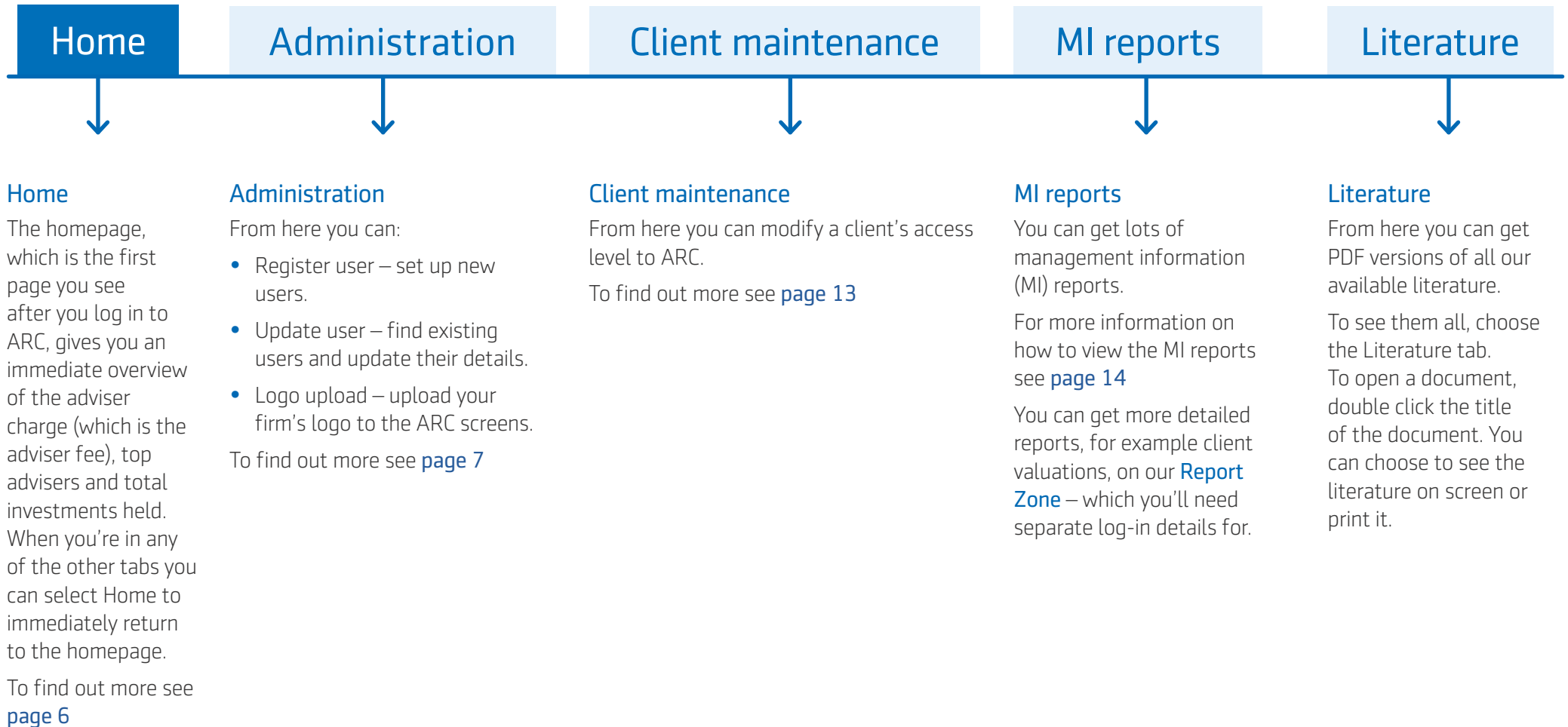We'll then email you your password.

Report Zone access

To give users in your firm access to Report Zone, you need to fill in the Report Zone – new user request form. You'll find the form in the email with your log-in details, or in the ARC document library. Please complete with all the relevant details and send it back to us. We'll then send each user an email with log-in details for Report Zone.

3. The ARC platform

From the homepage you'll be able to navigate into the following sections:

Home	Administration	Client maintenance	MI reports	Literature

Home

The homepage, which is the first page you see after you log in to ARC, gives you an immediate overview of the adviser charge (which is the adviser fee), top advisers and total investments held. When you're in any of the other tabs you can select Home to immediately return to the homepage.

To find out more see page 6

Administration

From here you can:

- Register user – set up new users.
- Update user – find existing users and update their details.
- Logo upload – upload your firm's logo to the ARC screens.

To find out more see page 7

Client maintenance

From here you can modify a client's access level to ARC.

To find out more see page 13

MI reports

You can get lots of management information (MI) reports.

For more information on how to view the MI reports see page 14

You can get more detailed reports, for example client valuations, on our Report Zone – which you'll need separate log-in details for.

Literature

From here you can get PDF versions of all our available literature.

To see them all, choose the Literature tab. To open a document, double click the title of the document. You can choose to see the literature on screen or print it.

4. Homepage

The homepage, which is the first page you see after you log in to ARC, gives you an overview of adviser charge amounts paid to the firm, and the total investments held.

Viewing adviser summaries

By selecting **Value of holdings** or **Charges earned**, you can show the adviser with the highest or lowest value of holdings or charges earned.

The adviser summary table defaults to the top five advisers. You can choose to show all advisers in the firm by selecting the **Show all advisers** button.
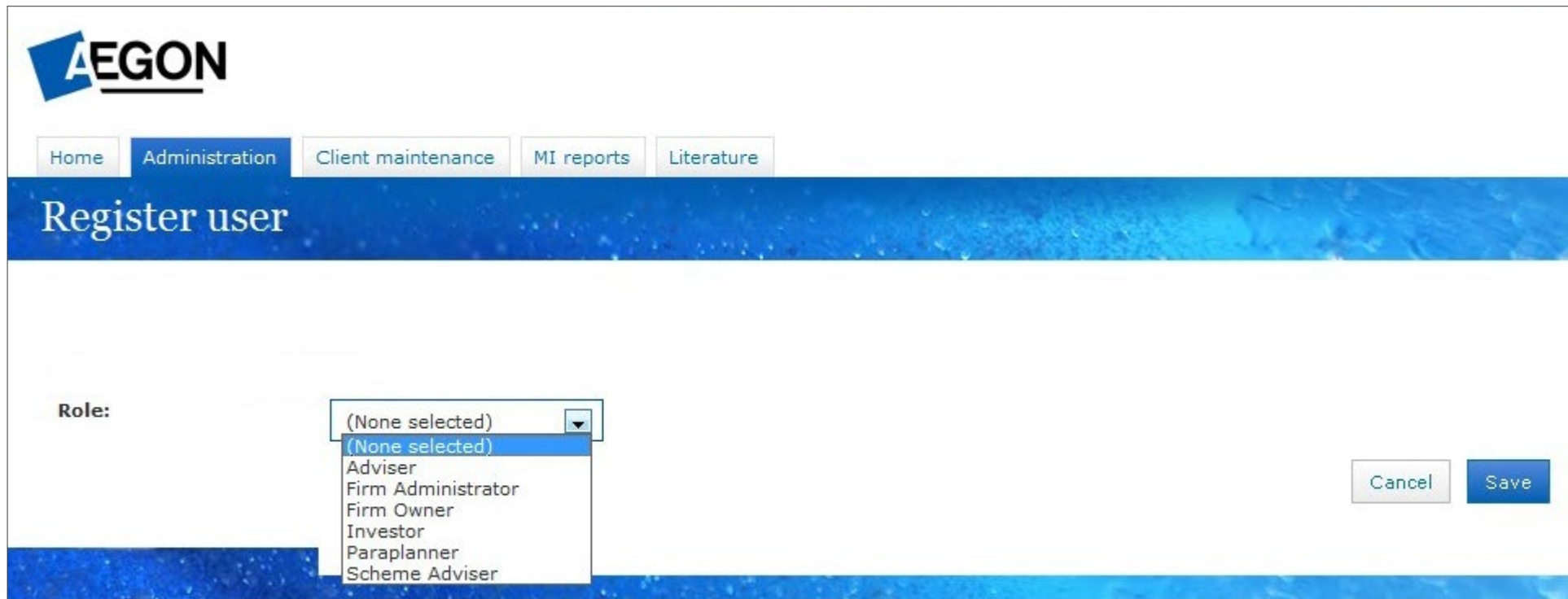
5. Administration

When you hover over the **Administration** tab, you'll get three options:

- Register user – lets you set up new users.
- Update user – lets you find existing users and update their information.
- Logo upload – lets you add your firm's logo to the ARC screens.

Register user

To register a new user, first choose the type of user from the drop-down menu.

5. Administration – continued

You can now enter the user's details into the fields.

Please make sure the date of birth is correct as this information is needed for security reasons and their email address is correct – we'll send the the log-in email to activate the account to this address.

5. Administration – continued

- Investors – choose firm and branch and choose the client from the **Linked investor** drop-down menu.
- Advisers – choose firm and branch and then choose the relevant adviser from the **Linked adviser** drop down.
- Firm administrator – choose firm and branch if relevant.
- Firm owner – choose firm and branch if relevant.
- Paraplanner – choose the firm and branch. From the **Linked advisers** drop down choose the advisers you want to link the paraplanner to – this means they'll be able to see those advisers' accounts.

Select **Save** once you've entered all the details. The user will automatically receive an email with a link to the log-in screen and their log-in details.

When you register a client they'll automatically be given read only access. You can change their access level in the Client maintenance tab.

Registering advisers

Please complete the Financial adviser application form and email it to clientsupport@arc.aegon.co.uk

Please don't email any personal, financial or banking information as it's not a secure method of communication. If you have a dedicated secure email service with Aegon, for example Unipass Mailock, please use this service.

Update user

To update an existing user's details you'll need to find their account records – choose **Update user** from under the **Administration** tab. In the **User account search** screen, enter the details you want to find into one of the fields, and select **Search**. You'll see the results of your search below the search fields. You can also update your own details from this page.

To see an account, just select the user name.

5. Administration – continued

Edit user details

To edit a user's details, enter the new details into the relevant field. Remember, if you make any change select **Save**.

You can't change:

• User name

• Role and linked party details

If the role of one of your users changes (for example, if a paraplanner becomes an adviser), then you'll need to set up a new user and deactivate their old account.

5. Administration – continued

User status

You can change a user's status at any time from the status drop-down menu on the **Update user details** screen. It's important to regularly review (at least once a year) the users in your firm. You should remove anyone who has left the firm or who doesn't need access anymore.

Status	Definition	When to use
Active	A user has logged in to ARC.	If a user has been locked out of their account.
Pending activation	A user's account has been set up, but they haven't logged in and activated the account yet.	This will be the default when a user has been set up until they log in for the first time.
Inactive	The account is no longer in use. The user hasn't been deleted, but can no longer log in.	When a user leaves the firm. You can still see historical data connected to that user.
Locked	A user has entered their password incorrectly three times and can no longer access their account.	To unlock a user's account, change the status to active. Or use it if you need to lock a user's account.

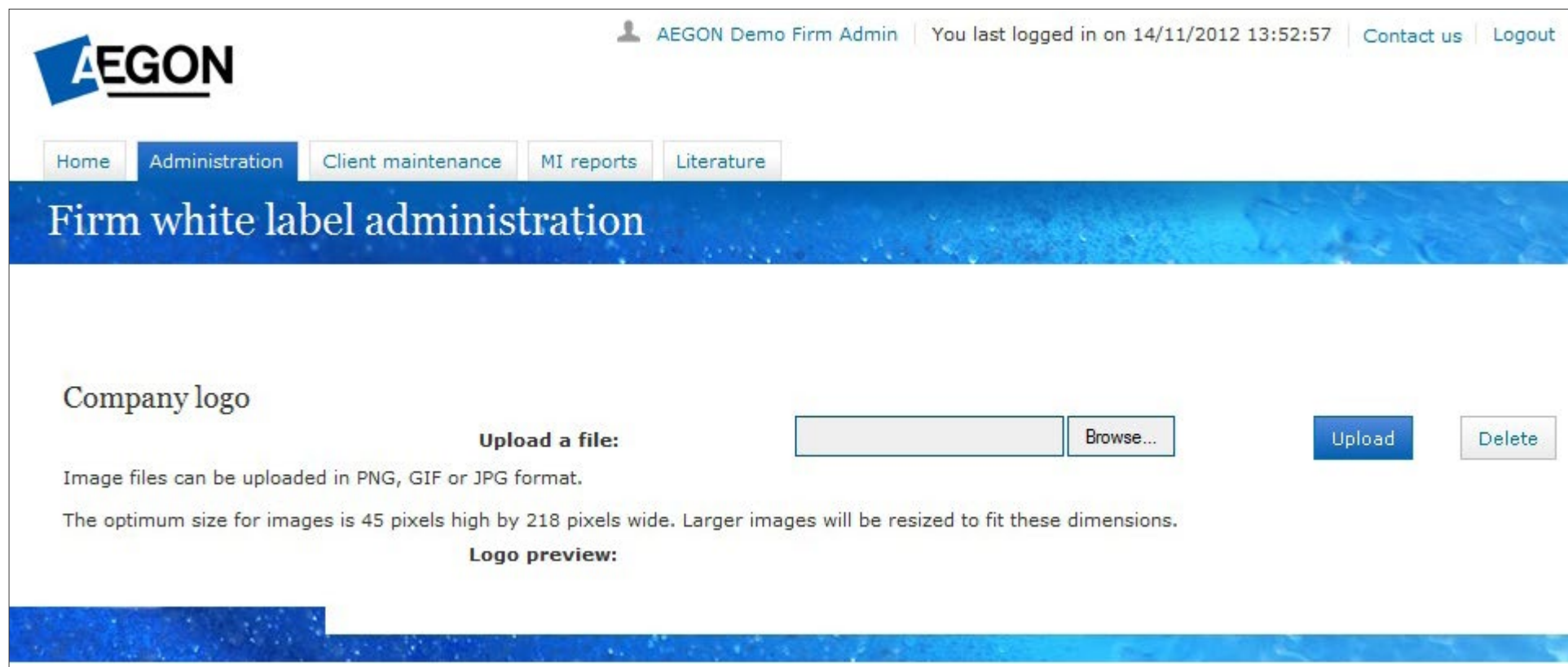Remember to select **Save** after making any changes.

Resetting passwords

When an account is locked, rather than the user asking for their own automatic password reset, they might ask you to do it for them. You can change their password by selecting the **Reset password** button at the bottom of the user's personal record. You'll also need to select **Save**.

5. Administration – continued

Logo upload

To add a logo to your firm's ARC screens, select the **Logo upload** link from the **Administration** tab.

Upload the logo you'd like to display and select **Upload** to preview the logo. You can repeat this process until you're happy with how it looks.

Next time you log in, the logo will appear on the top-right corner of all users' screens.

To remove the logo, select **Delete**.

6. Client maintenance

To change a client's access choose **Client web access** from the **Client maintenance** tab. If a client has been given access to ARC, the default access level is read only.
You can change this access level to:

- None – the client won't be able to access their account.
- Full – full transactional access in gate one.

To change the access level, search for the client. When their name appears, change the drop down in the client access field to the new access level.

Modify client access

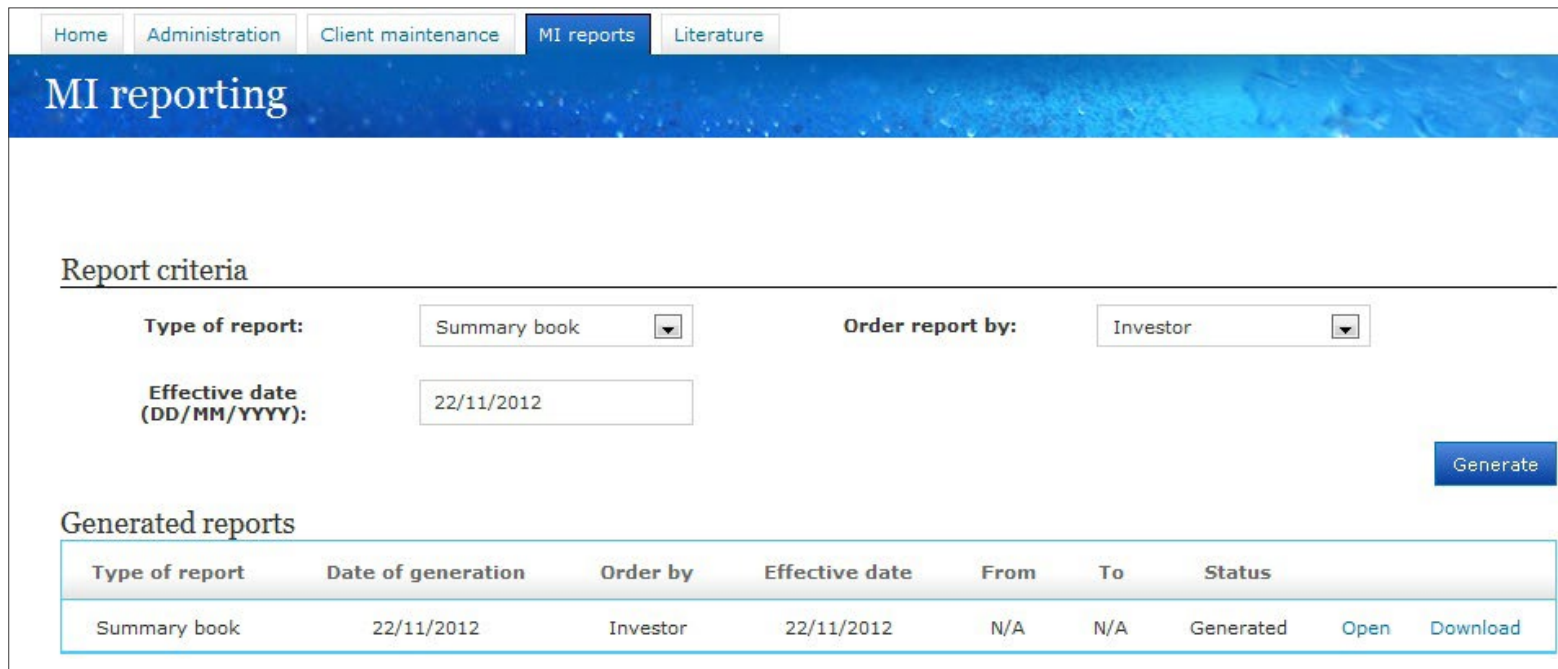| Name						
Name	**Date of birth**	**NI number**	**Current access**			
John Smith	01/01/1960	AB123456C	Full			
			None			
			Read only			
Show	All		Full	<	1 / 1	> >>

To display the dropdown select the current access level.

7. MI reports

MI reports will give you access to lots of reports. As well as the reports you can find here, you can get even more detailed reports, like client valuations, in our Report Zone.

Generating a report

Choosing the **MI reports** tab will take you to the following screen.

To generate a report:

- Choose the **Type of report**
- Input the **Effective date** you want to produce the report for
- Select **Generate**

You can generate more than one report, and they'll be listed in a table below the report generation fields. But you can't save this and when you log out, this list will be cleared.

To see a generated report, select **Open**. Or you can download it into an excel document, and save it by selecting **Download**.

7. MI reports – continued

Types of reports

These reports are available:

Summary book

This report produces a summary of the business your firm has on ARC, as at the effective date you entered.

You can view the report by:

- Investor – this will show the balance of each investor account.
- Wrapper – this will show the total for each wrapper.
- Investment – this will show the total for each fund.

Detailed book

This report shows the business your firm has on ARC, as at the effective date you chose, and will give the:

- Balance
- Original unit price
- Number of units
- Sale unit price of each fund

You can choose to view it by:

- Investor – this will show the information by wrapper for each investor account.
- Wrapper – this will show the information for each investor account within each wrapper.
- Investment – this will show the information for each fund for each investor account within each wrapper.

ISA contributions

This report gives a summary of what each client who has an ISA wrapper has contributed during the current tax year, as at the date chosen.

Investor regular transactions

This produces a report of all clients who have a regular contribution, including the wrapper, start date, amount, frequency and an end date of the regular transaction.

Adviser firm charges

This produces a report showing the adviser charges that have been paid to your firm within a specified date range, detailing the adviser, investor and wrapper it relates to and showing the charges that have been paid.

You can get a separate report for initial, ongoing, and ad hoc charges.

8. Help and support

If you have any questions, or if you're having problems logging in, please visit our **Support and contact pages** or call our Client Services team on **0345 680 1234**
Call charges will vary.

aegon.co.uk   @aegonuk   Aegon UK

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