



**VieFUND**  
**C O R P O R A T I O N**

# **Web Client Access Guide**



**VieFUND**  
CORPORATION

# **Web Client Access Guide**

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# VieFUND Web Client Access Guide

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# Advisors set up Web Access for new clients

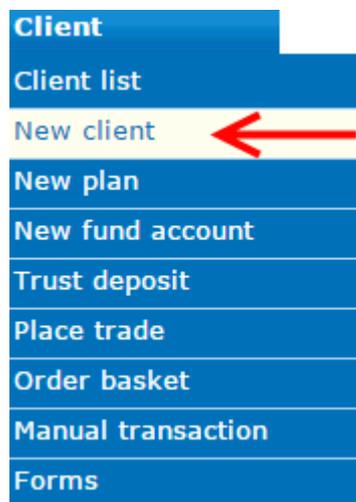
Non-existing clients cannot register for Web Client Access by themselves from MyPortfolio. Representatives need to help their clients registering for one while adding new client into the database.

For the path, start with the “Client” tab:

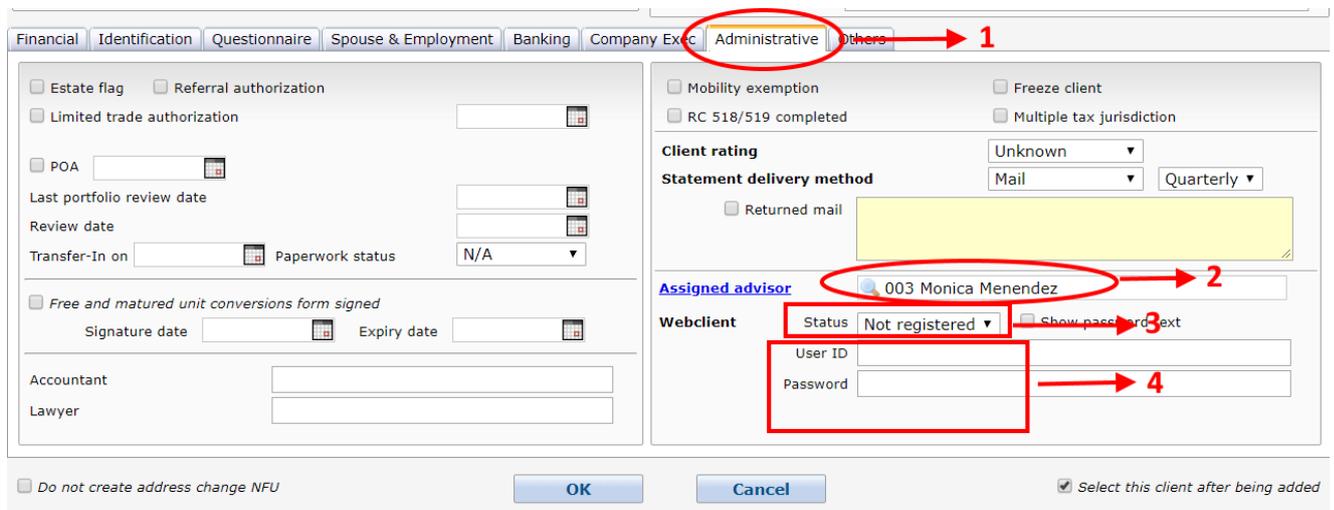


Click on “Client”

Click on “New Client”



In the new pop-up windows:



1. Click on “Administrative” tab

2. Select Assigned advisor by clicking on the field on the right
3. Change WebClient status to “Registered”
4. Type in User ID and Password for the client’s MyPortfolio account

## Advisors set up Web Access for existing clients

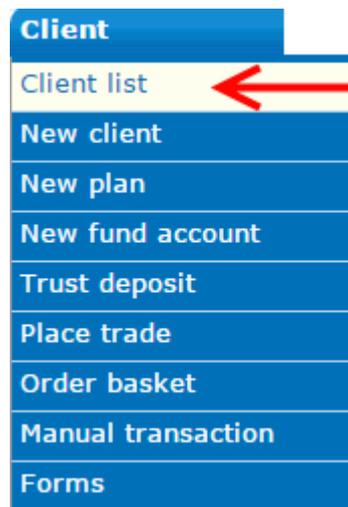
Existing clients without Web Access can ask their representatives to create one for them.

For the path, start with “Client” tab:



Go to “Client” tab

Click on “Client list”



On the right box:

Search for an existing client by First Name, Last Name, Phone Number, etc.

Click on the client’s name to select the client from search results

On the left box:

Client Info		Plans	Fund Accounts	GIC	Cash	Others	Summary
<b>Lafreniere Quinn</b>				File ID: 102		Last trade on	
System ID : 102	Status : Active	Language : French	Sex : Male	Address : 12345 Lolita Way		City : Ottawa	
Title : Mr	First name : Quinn	Last name : Lafreniere	Salutation :	Province : ON	Country : CAN	Postal code : K1N 6K2	Tax code : ON
Date of birth : 06/12/1973	Age : 44	Home phone : 613-828-3498		Business phone : 613-727-0724		Ext : 23	
SIN : 999-999-999	Marital status : Unknown	Dependants : 2	Cell phone : 613-853-1137	Email address : infplus2@yahoo.ca		Fax : 613-888-9999	
				Assigned advisor : 002 Mark Lafreniere			
Financial		Compliance	Identification	Questionnaire	Spouse & Employment	Banking	Company Exec
						Administrative	
Estate flag : No		Referral authorization : No		Limited trade authorization : No		POA : No	
Last portfolio review date :		Review date :		Frozen client : No		Mobility exemption : No	
Free and matured unit conversions form signed :		Privacy : No action taken		Do not call list - National : No		Dealer : No	
						Statement delivery method : Electronic Quarterly	
						On Mar 18, 2018 10:10	
						By Client	
						Returned Mail : No	
						MyPortfolio Web Client access : Registered	

1. Click on “Client Info” tab
2. Click on “Administrative” sub-tab
3. Click on “MyPortfolio Web Client access” link

In the new pop-up window:

**MyPortfolio / WebClient**

Registration status: Registered

User ID: Quinn12345

Show password text

Password: .....

Password option: Never expired

Email User ID and Password to the client when [OK] button is clicked

OK Cancel

1. Change the Registration status to “Registered”
2. Type in User ID and Password for the client’s MyPortfolio
3. Click on “OK”

## Existing clients register for Web Access

Existing clients without Web Access can register for one on MyPortfolio web page. MyPortfolio web page can be accessed by entering “/myportfolio” at the end of the dealership’s VieFund URL (For example: <http://67.55.26.45/myportfolio/>).

There are a few steps:

### Step 1 - For clients

First, the client needs to go through registration process on MyPortfolio

Click on “Register Now” (or “Enregistrer Maintenant”)

The screenshot shows the My Portfolio website interface. At the top left, it says "YOUR INVESTMENT DEALER" with a world map background. At the top right, it says "My Portfolio" and "Welcome / Bienvenue". Below this, there are input fields for "User ID / ID utilisateur" and "Password / Mot de passe". To the right of these fields are two buttons: "ENGLISH" and "FRANÇAIS". Below the password field is a checkbox labeled "Change Password / Modifier mot de passe". At the bottom right, there is a link "Register Now" (circled in red) and "Enregistrer Maintenant" (circled in red). Below the registration area, there is a logo for "VieFUND CORPORATION" and a note: "Adobe® Acrobat® Reader™ 9.0 or higher required! La version 9.0 (ou une version supérieure) du lecteur PDF Adobe® est requise!". At the bottom, it says "Powered by VieFUND Propulsé par VieFONDS".

In the new pop-up window,

The screenshot shows a pop-up window titled "My Portfolio Registration Request". It contains a form with the following fields: "Email Address" (example@gmail.com), "Confirm Email Address" (example@gmail.com), "LogIn ID" (MarionB), "First Name" (marion), "Last Name" (baxter), "Date of Birth" (07/03/1964), "Phone Number" (647-555-3333), and "SIN Last 3 digits" (333). To the right of the form, there is a list of benefits: "My Portfolio lets you have access to:" followed by three items with green checkmarks: "Your investment accounts and transactions", "Your statements", and "Instant communication from/to your advisor". Below this list is a large red number "1". At the bottom of the window, there are two buttons: "Submit" (circled in red) and "Close". A red number "2" is placed next to the "Submit" button.

1. Fill in personal information: Login ID, Email address, First and Last name, etc.  
**\*Note:** for Phone number, the clients should enter their home phone numbers.
2. Click on “Submit”  
**\*Note:** the registration request will only be submitted if this information is the same with the information stored in the dealership’s database.

## Step 2 - For advisors

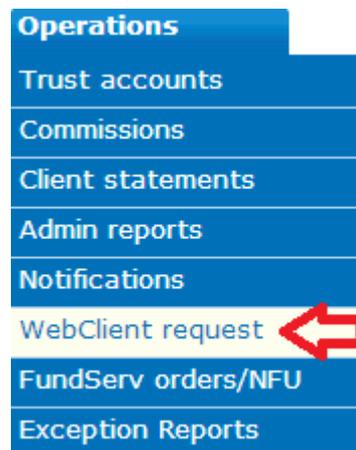
After the clients submit the registration, a Web Client request is sent to the system. Then, representatives need to process it.

For the path, start with “Operation” tab:



Click on “Operations”

Click on “WebClient request”



Once clicked on “WebClient request”,

Client Inquiry **Operations** Compliance Trend Analysis Admin

Trust accounts Commissions Client statements Notifications

First name  Phone number  Status Pending  1

Last name  Email address

Records per page 10 Total records: 3 Page 1 / 1

	Request date	Client name	Phone number	Email address	Processed date	Processed by
<input type="radio"/>	05/03/2013 09:43	Lafreniere Liam	613-828-3498	markl@rogers.blackberry.net	05/03/2013 09:45	Lafreniere Mark
<input type="radio"/>	05/03/2013 09:43	Lafreniere Liam	613-828-3498	markl@rogers.blackberry.net	05/03/2013 09:45	Lafreniere Mark
<input checked="" type="radio"/>	05/03/2013 09:43	Lafreniere Liam	613-828-3498	markl@rogers.blackberry.net	05/03/2013 09:45	Lafreniere Mark

2

3

Process selected >

1. Search for pending request by clicking on Status drop box and select “Pending”.  
Then, click on “Search”.
2. Select a request by clicking on the radio button on the left of it
3. Click on “Process selected”

**\*Note:** The number of Webclient request always matches with the number of rep codes associated with the particular client. When one of the requests is approved, every other request for the same client will be automatically approved, as well.

Once clicked on “Process selected”, In the new pop-up window:

Lafreniere Liam File  
ID: 88449922

Request Date **05/03/2013 09:43**

Date of Birth **07/25/1974**

Phone Number **613-828-3498**

Electronic Statement **Yes**

Registration Status Registered  1

Email Address

Login ID

Temporary Password   2

*Client will be forced to change Temporary Password at first login*

Email client Login ID and Password 3

4

1. Click on Registration Status and select “Registered”
2. Click on “Generate” to create a temporary password or type in a password manually  
(The client will need to change this password at first login)
3. Select the option to email the client Login ID and password by clicking on the square box on the left of it
4. Click on “OK”

An email will be sent to the client, enclosing Login ID and temporary password.

### Step 3 - For clients

After receiving the temporary password from representatives, the clients can now try to log in. If the clients type in the temporary password without checking “Change password” option, a warning message will appear:

The screenshot shows a login page for an investment dealer. At the top left, it says "YOUR INVESTMENT DEALER" with a world map background. At the top right, it says "My Portfolio" and "Welcome / Bienvenue". Below this, there are input fields for "User ID / ID utilisateur" (containing "liam12345") and "Password / Mot de passe". To the right of these fields are buttons for "ENGLISH" and "FRANÇAIS". Below the password field is a checkbox labeled "Change Password / Modifier mot de passe". A red arrow points to a red oval containing the text "Password must be changed at this login". Below this oval, there are links for "Register Now" and "Enregistrer Maintenant". At the bottom left, there is a logo for "VieFUND CORPORATION" and a "Get ADOBE READER" button. At the bottom right, there is a message: "Adobe® Acrobat® Reader™ 9.0 or higher required! La version 9.0 (ou une version supérieure) du lecteur PDF Adobe® est requise!".

A few procedures need to be done by the clients:

YOUR INVESTMENT DEALER My Portfolio

Welcome / Bienvenue

User ID / ID utilisateur

Password / Mot de passe  **1**

Change Password / Modifier mot de passe **2**

Password / Mot de passe

Confirm password / Confirmez mot de passe  **3**

**Password must be changed at this login**

To become a member please [Register Now](#)  
 Pour devenir membre s'il vous plaît vous [Enregistrer Maintenant](#)

Adobe® Acrobat® Reader™ 9.0 or higher required!  
 La version 9.0 (ou une version supérieure) du lecteur PDF Adobe® est requise!

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 Propulsé par VieFONDS

1. Type in the temporary password
2. Select “Change password” option by clicking on the square box on the left of it
3. Type in new password into the second last field  
 Type in new password again into the last field to confirm

## Web Access for new users from other platforms

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If the clients come from other platforms, their old accounts are imported with some changes to comply with Viefund security standards:

- The Login ID needs to be at least 4 characters.
- The password needs to be 6 characters.

If these conditions above are not met, the system will automatically put 123..... at the end of Login ID and password. For example: if the old password is “abc”, the new password would be “abc123”.

# Troubleshooting

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## Maximum login trial exceeded

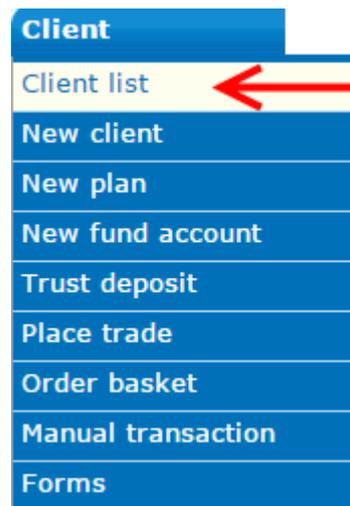
When a client fails to put in correct Login ID and password too many times in a short period, the system will display “Maximum login trial exceeded” message.

To fix this, the representative needs to reset the client’s Web Client account.

For the path, go to “Client List” tab,



Click on “Client List”



On the right box:

Search for an existing client by First Name, Last Name, Phone Number, etc.

Click on the client's name to select the client from search results

Criteria Favorites

First name

Last name

Phone #

File ID

Plan ID

Account #

Advisor code  -

Advanced

Records per page  ▼

Lam Samantha  
Lam Vincent

On the left box:

**Client Info** 1 Plans Fund Accounts GIC Cash Others Summary

Lafreniere Quinn File ID: 102 Last trade on

System ID : 102	Address : 12345 Lolita Way
Status : Active	City : Ottawa
Title : Mr	Province : ON
Language : French	Postal code : K1N 6K2
Sex : Male	Country : CAN
First name : Quinn	Tax code : ON
Last name : Lafreniere	Home phone : 613-828-3498
Salutation :	Business phone : 613-727-0724
	Ext : 23
Date of birth : 06/12/1973	Age : 44
SIN : 999-999-999	Cell phone : 613-853-1137
Marital status : Unknown	Fax : 613-888-9999
Dependants : 2	Email address : infplus2@yahoo.ca
	Assigned advisor : 002 Mark Lafreniere 2

Financial Compliance Identification Questionnaire Spouse & Employment Banking Company Exec **Administrative** 2 Others

Estate flag : No	Frozen client : No
Referral authorization : No	Mobility exemption : No
Limited trade authorization : No	RC 518/519 completed : No
POA : No	Multiple tax jurisdiction : No
Last portfolio review date :	Review date :
Client rating : Unknown	Statement delivery method : Electronic Quarterly
Free and matured unit conversions form signed :	On Mar 18, 2018 10:10 , By Client
Privacy : No action taken	<b>MyPortfolio Web Client access</b> 3
Do not call list - National : No	Returned Mail : No
Dealer : No	
Accountant :	
Lawyer :	

1. Click on "Client Info" tab
2. Click on "Administrative" tab
3. Click on "MyPortfolio Web Client access" link

In the new pop-up window,

The screenshot shows a web form titled "MyPortfolio / WebClient". The "Registration status" dropdown menu is set to "Suspended" and is circled in red with a red "1" next to it. Below this, the "User ID" field contains "Quinn12345". There is a "Show password text" checkbox which is unchecked. The "Password" field is filled with ten dots. The "Password option" dropdown is set to "Never expired". At the bottom, there is a checkbox labeled "Email User ID and Password to the client when [OK] button is clicked" which is unchecked. The "OK" button is circled in red with a red "2" next to it, and the "Cancel" button is also visible.

1. Change registration status to “Suspended”

**\*Note:** Changing this status to “Pending”, “Declined”, or “Not Registered” could work as well. However, choosing “Not Registered” option will erase previous User ID and password. In this case, representatives will need to retype the User ID and password.

2. Click on “OK”

Repeat the same process and click on “MyPortfolio Web Client access” link again:

The screenshot shows the same web form as above, but the "Registration status" dropdown menu is now set to "Registered" and is circled in red with a red "1" next to it. The "User ID" field still contains "Quinn12345". The "Show password text" checkbox is unchecked. The "Password" field is filled with ten dots. The "Password option" dropdown is set to "Never expired". The "Email User ID and Password to the client when [OK] button is clicked" checkbox is unchecked. The "OK" button is circled in red with a red "2" next to it, and the "Cancel" button is also visible.

1. This time, change the registration status to “Registered”
2. Click on “OK”

**The request is processed but still can’t access Web Client**

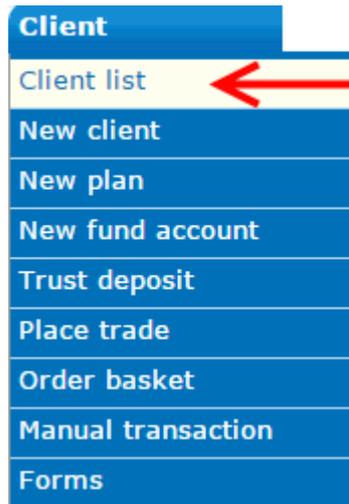
Representatives should check their clients' Web Client status.

For the path, go to "Client" tab:



Click on "Client" tab

Click on "Client list"



On the right box:

Search for an existing client by First Name, Last Name, Phone Number, etc.

Click on the client's name to select the client from search results

Criteria	Favorites
First name	<input type="text"/>
Last name	<input type="text" value="lam"/>
Phone #	<input type="text"/>
File ID	<input type="text"/>
Plan ID	<input type="text"/>
Account #	<input type="text"/>
Advisor code	<input type="text"/> - <input type="text"/>
<input type="button" value="Search"/>	<input type="checkbox"/> Advanced <input type="button" value="→"/>
Records per page	10 <input type="button" value="▼"/>
Lam Samantha	
Lam Vincent	

On the left box:

Client Info		Plans	Fund Accounts	GIC	Cash	Others	Summary
Lafreniere Quinn				File ID: 102		Last trade on	
System ID : 102	Status : Active	Language : French	Sex : Male	Address : 12345 Lolita Way		City : Ottawa	
Title : Mr	First name : Quinn	Last name : Lafreniere	Salutation :	Province : ON	Country : CAN	Postal code : K1N 6K2	Tax code : ON
Date of birth : 06/12/1973	Age : 44	Home phone : 613-828-3498		Business phone : 613-727-0724		Ext : 23	
SIN : 999-999-999	Marital status : Unknown	Dependants : 2	Cell phone : 613-853-1137	Email address : infplus2@yahoo.ca		Fax : 613-888-9999	
				Assigned advisor : 002 Mark Lafreniere			
Financial		Compliance		Identification		Questionnaire	
Spouse & Employment		Banking		Company Exec		Administrative	
Estate flag : No		Referral authorization : No		Limited trade authorization : No		POA : No	
Last portfolio review date :		Review date :		Frozen client : No		Mobility exemption : No	
Free and matured unit conversions form signed :		Privacy : No action taken		Do not call list - National : No		Dealer : No	
Accountant :		Lawyer :		RC 518/519 completed : No		Multiple tax jurisdiction : No	
				Client rating : Unknown		Statement delivery method : Electronic Quarterly	
				On Mar 18, 2018 10:10		By Client	
				MyPortfolio Web Client access		Registered	
				Returned Mail		No	

1. Click on “Client Info” tab
2. Click on “Administrative” tab
3. Click on “MyPortfolio Web Client access” link

In the new pop-up window,

**MyPortfolio / WebClient**

Registration status: Registered 1

User ID: Quinn12345

Show password text

Password: ●●●●●●●●

Password option: Never expired

Email User ID and Password to the client when [OK] button is clicked

2 OK Cancel

1. Make sure that the registration status is “Registered”:
2. Click on “OK”

## Client’s registration doesn’t go through

It is important for the client to fill in the personal information identically to those previously entered into the system. Some notable points:

- The client can choose their Login IDs. Pay close attention to capital letters

- First and Last name: it doesn't matter if they are in capital letters or not
- Email address: pay attention to domain part. E.g. @hotmail.com vs. @hotmail.ca
- Phone number: the number format will be changed automatically to 999-999-9999, doesn't matter how the client enters it.
- In case the client's home phone, business phone, and cell phone have been saved in the database, the client needs to use home phone number for registration in MyPortfolio.