

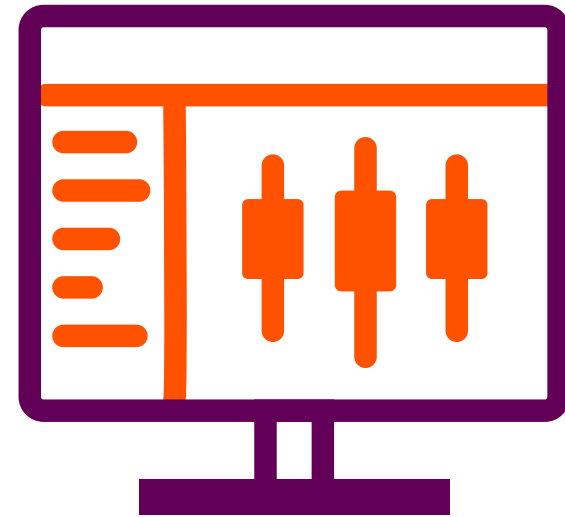
For advisers

Our new
platform

nucleus^o platform

How to create an adviser user

 2 minute read



How to create an adviser user

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How to use this document



Important information will look like this.

Key messages

Key messages will look like this.



Useful info will look like this.



We recommend using the zoom function to view the details on the platform screens in this guide.

How to create an adviser user



Please note adviser users can only be created by users with a "master user" or "user maintenance" role, therefore you would need to be one of these to perform this action. If your firm doesn't have one of these roles, please contact us.

To start creating the adviser user from the home page select the **'Actions'** button.

The screenshot shows a dashboard with the following data:

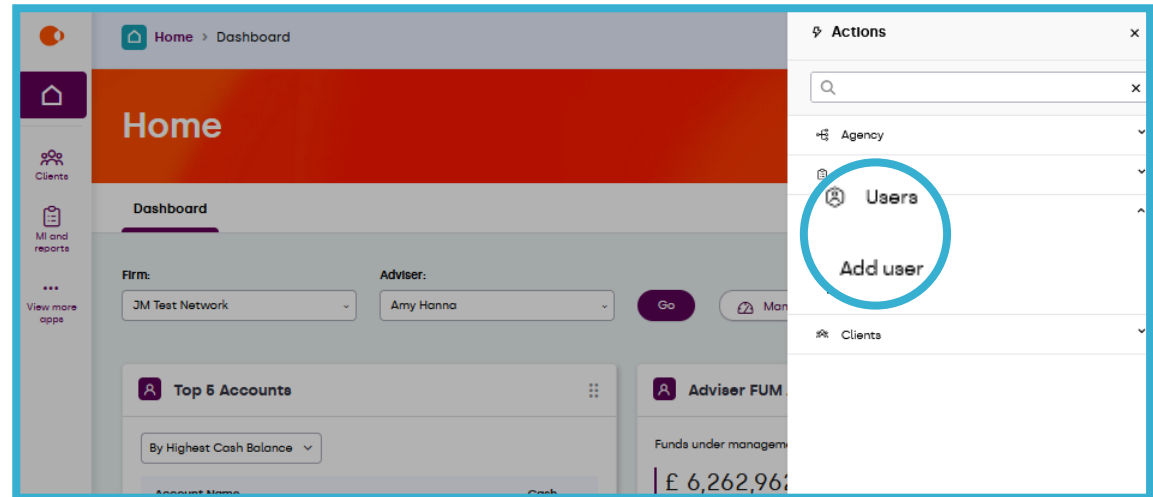
Account Name	Cash
J Ladd	£3,169,700.59
B Hanna	£949,172.88
D Shepherd	£648,320.35
S Ladd	£640,719.36
M Sloane	£540,000.00

Adviser FUM And Number Of Accounts:

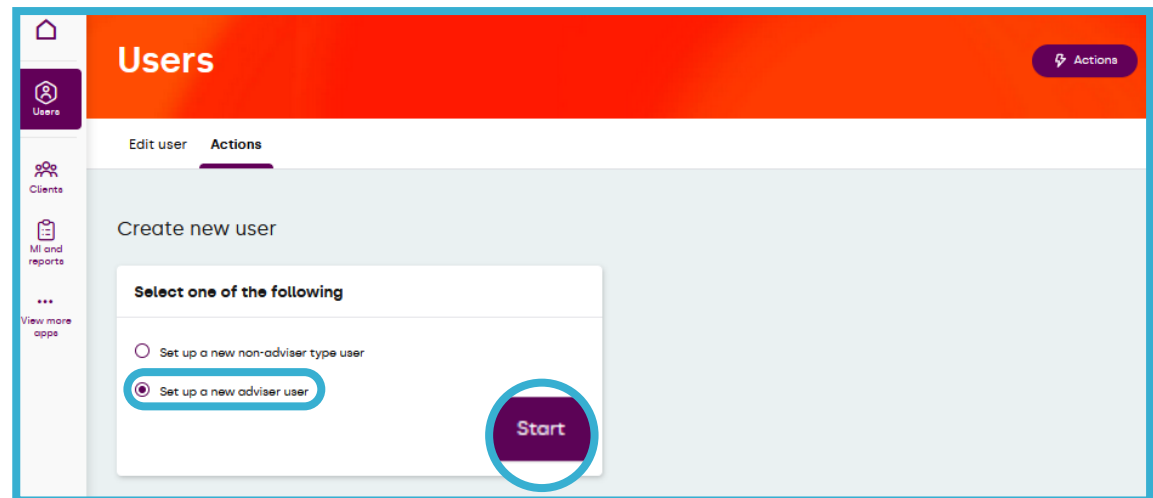
- Funds under management: £ 6,262,962.97
- Number of accounts: 16

Note: As at 13/08/2024, the figures above relate to active accounts only.

A list of actions will appear. To create the new adviser user, select **'Users'** and then select **'Add user'**.



Select **'Set up a new adviser user'**, then select **'Start'**.



User details

Enter the adviser firm's details into the relevant search bar, then select **'Search'**.

The screenshot shows the 'User details' form with three search input fields: 'Search firm name' (containing 'ABR'), 'Search firm FCA/trading reference', and 'Search firm postcode'. A blue circle highlights the 'Search' button at the bottom of the form. To the right, a 'New Adviser' sidebar shows a progress indicator with three steps: '1. User details' (selected), '2. User account access', and '3. Review And Submit'. Below the progress indicator are buttons for 'Exit and cancel', 'Save and resume', and a large purple 'Next step' button.

Select the adviser firm from the search results by selecting the **'Firm ID'**.

The screenshot shows a 'Firm search results' modal window overlaid on the 'User details' form. The modal contains a table with the following data:

Firm ID	Firm FCA/Trading Reference	Network FCA/Trading Reference	Firm Name	Firm Type	Postcode
	02233		ABR Test App Rep	Appointed representative	SP2 7BF
JHPDAAAA	255		ABR Test Network	Directly authorised	SP2 7BF

The 'Firm ID' column in the second row is highlighted with a blue circle. Below the table, there is a 'Results per page' dropdown menu set to '20'. The background shows the 'User details' form with the 'Search' button highlighted.

The firm details will automatically populate.

Once you've selected your network, if different branches are available you'll now have the option to select a branch.

Select the access level for the adviser user from the drop-down list.

Confirm if the user will have access to bulk switching.



Selecting yes can override firm level permissions. If the firm or branch permissions don't allow bulk switches this adviser user will have the ability to complete bulk switches.

Confirm if the user will have access to remuneration statements.

The screenshot shows the 'New Adviser' form. The 'Firm' field is set to 'ABR Test Network'. The 'Branch' dropdown menu is open, showing three options: 'Branch of ABR Firm', 'this is a sensitive branch', and 'this is not a sensitive branch'. The 'Access level' field is currently empty. On the right side, the 'New Adviser' section has three steps: '1. User details', '2. User account access', and '3. Review And Submit', each with a radio button. At the bottom right, there are two buttons: 'Exit and cancel' and 'Save and resume'.

The screenshot shows the 'New Adviser' form. The 'Firm' field is set to 'ABR Test Network'. The 'Branch' dropdown menu is set to 'Branch of ABR Firm'. The 'Access level' dropdown menu is set to 'Master user (adviser)'. Below this, there is a small text: 'What does each role allow the user to do'. The 'User type' is set to 'Adviser'. There are two checkboxes: 'User can access bulk switching functionality:' and 'User can access Remuneration Statement:', both set to 'Yes'. On the right side, the 'New Adviser' section has three steps: '1. User details', '2. User account access', and '3. Review And Submit', each with a radio button. At the bottom right, there are two buttons: 'Exit and cancel' and 'Save and resume', and a large purple button labeled 'Next step'.

Enter the adviser user's contact information.

Key information

The email address used must not be linked to another adviser user.

A mobile phone number will be required for one time password (OTP) verification.

Select the preferred contact method.

The screenshot displays a 'New Adviser' form with a 'Contact Information' section and a progress sidebar. The 'Contact Information' section includes the following fields:

- Email***: Text input field containing 'Mr.Example@nucleusfinancial.com'.
- Confirm email***: Text input field containing 'Mr.Example@nucleusfinancial.com'.
- Country***: Dropdown menu with 'UK +44' selected.
- Phone number**: Text input field containing '12345678'.
- Country***: Dropdown menu with 'UK +44' selected.
- Mobile phone number (OTP only - Please do not use to contact adviser) @***: Text input field containing '1237894561'.
- Preferred contact method***: Dropdown menu with 'Mobile Phone' selected.

The progress sidebar on the right, titled 'New Adviser', shows three steps:

1. User details
2. User account access
3. Review And Submit

At the bottom of the sidebar, there are three buttons: 'Exit and cancel', 'Save and resume', and a prominent purple 'Next step' button.

Select the bank account the adviser charges will be sent to.

Enter the adviser's FCA code and confirm if the adviser user will inherit the firm's FCA/trading status.

Enter registration number, if applicable.

Enter the user's personal details.

Once you're happy with the user's details, select **'Next Step'** to move on to the user account access page.

The screenshot shows a 'Payment Points' table with the following data:

Bank account reference	Bank name	Bank account number	Bank sort code	Entity name	Entity type	Payment point
Another Test Account	Not a real bank	12345678		ABR Test Network	Firm	<input checked="" type="checkbox"/>
Test Bank	Not a real bank	12345678		ABR Test Network	Network	<input type="checkbox"/>

To the right is a 'New Adviser' sidebar with three steps: 1. User details (selected), 2. User account access, and 3. Review And Submit.

The screenshot shows the 'FCA details' section with the following information:

- FCA code: 123456
- Inherit FCA/trading status*
- Registration number: 789456

The 'Personal information' section contains:

- Title: Mr
- First name: Edward
- Surname: Example
- Date of Birth: 1-Sep-1990

On the right, the 'New Adviser' sidebar shows the same three steps. At the bottom of the sidebar, there are buttons for 'Exit and cancel', 'Save and resume', and a prominent purple 'Next step' button circled in blue.

User account access

Confirm if DIM Portal access is required for the adviser user.

Key information

The access level selected will determine which clients the adviser user is able to view.

The screenshot shows the 'User account access' form. Under 'Level of access to accounts', the 'DIM portal access' dropdown is open, showing options: 'Not required', 'Adviser AdviserNonTransact', and 'Adviser AdviserTransact'. Below this is a table for selecting access levels:

Firm Name	Read only access	Read / write access	Remove
TWS Network	<input type="radio"/>	<input type="radio"/>	
Adviser	<input type="radio"/>		
Duplicate from existing user (same user group)	<input type="radio"/>		

On the right, the 'New Adviser' progress bar shows: 1. User details (checked), 2. User account access (checked), and 3. Review And Submit (unchecked). Buttons for 'Exit and cancel', 'Save and resume', and 'Next step' are visible.

Network level access

Confirm the adviser user's access level.



An adviser user with read only access won't be able to submit any changes, applications or transactions to client accounts.

The screenshot shows the 'User account access' form. Under 'Level of access to accounts', the 'DIM portal access' dropdown is set to 'Not required'. The 'Network' radio button is selected. Below this is a table for selecting access levels:

Network name	Read only access	Read / write access	Remove
ABR Test Network	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>
Firm	<input type="radio"/>		
Branch	<input type="radio"/>		
Adviser	<input type="radio"/>		
Duplicate from existing user (same user group)	<input type="radio"/>		

On the right, the 'New Adviser' progress bar shows: 1. User details (checked), 2. User account access (unchecked), and 3. Review And Submit (unchecked). Buttons for 'Exit and cancel', 'Save and resume', and 'Next step' are visible.

Firm level access

Confirm the adviser user's access level.



An adviser user with read only access won't be able to submit any changes, applications or transactions to client accounts.

User account access

Level of access to accounts

DIM portal access
Not required

Network

Firm

Firm Name	Read only access	Read / write access	Remove
ABR Test Network	<input type="radio"/>	<input checked="" type="radio"/>	

Branch

Adviser

Duplicate from existing user (same user group)

New Adviser

1. User details
2. User account access
3. Review And Submit

Exit and cancel Save and resume

Next step

Branch level access

Confirm the adviser user's access at branch level, if applicable.

User account access

Level of access to accounts

DIM portal access
Not required

Network

Firm

Branch

Available Branch Permission

this is not a sensitive branch (Branchid 7)
this is a sensitive branch (Branchid 8)

Add

Branch	Read only access	Read / write access	Remove
Branch of ABR Firm (Branchid 4)	<input type="radio"/>	<input checked="" type="radio"/>	

New Adviser

1. User details
2. User account access
3. Review And Submit

Exit and cancel Save and resume

Next step

Adviser level access

Select the adviser user which the permissions should reflect.



An adviser user with read-only access won't be able to submit any changes, applications or transactions to client accounts.

You can choose to duplicate settings from an existing user by searching the user whose settings you wish to duplicate.

Once you're happy with your user's details, select '**Next Step**' to move on to the review and submit page.

New Adviser

1. User details

2. User account access

3. Review And Submit

Exit and cancel Save and resume

Next step

Firm

Branch

Adviser

Available adviser permission

- ABR Training (JHPDAAAAC0000008)
- Admin Role two (JHPDAAAAC0000010)
- Alex Snow-Pearson (JHPDAAAAC0000049)
- Alex Snow-Pearson (JHPDAAAAC0000050)
- Alex Snow-Pearson (JHPDAAAAC0000053)
- Amy Hanna (JHPDAAAAC0000016)

Add

Adviser level access:

Adviser name	Read only access	Read / write access
Edward Example	<input type="radio"/>	<input checked="" type="radio"/>

Duplicate from existing user (same user group)

Duplicate from existing user (same user group)

Select user permissions to duplicate

Adviser name: James Place

Selected user ID:
503738

Selected Adviser code:
JHPDAAAAC0000024

Review and submit

Please check the user's details for accuracy. Once you're happy with the accuracy of the user's details, select '**Submit**' to create the adviser user.

Once submitted, the new user profile will require authorisation by another user in your network. Please see the "how to authorise a user" guide for more information. Once authorised, a user ID will be created.

nucleus
New Adviser

Review And Submit

All data entered has been successfully validated.

1. Validation data

Page	Field	Reason
All data entered has been successfully validated.		

2. Summary

Title	Ms
First name	Loretta
Surname	Flack
Email address	Lottieboggie@hotmail.com
User group	Trading access (adviser)
User level selected	Firm
X-Hub Access	Not required

New Adviser

- User details ✓
- User account access ✓
- Review And Submit ✓

Exit and cancel | Save and resume

Submit

Select '**Exit**' to finish.

nucleus
New Adviser

Review And Submit

Please note that the request to set up a new user profile will require authorisation by another user.


1. Summary

Title	Ms
First name	Loretta
Surname	Flack
Email address	Lottieboggie@hotmail.com
User group	Trading access (adviser)
User level selected	Firm
X-Hub Access	Not required

New Adviser

- User details ✓
- User account access ✓
- Review And Submit ✓

Exit

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