

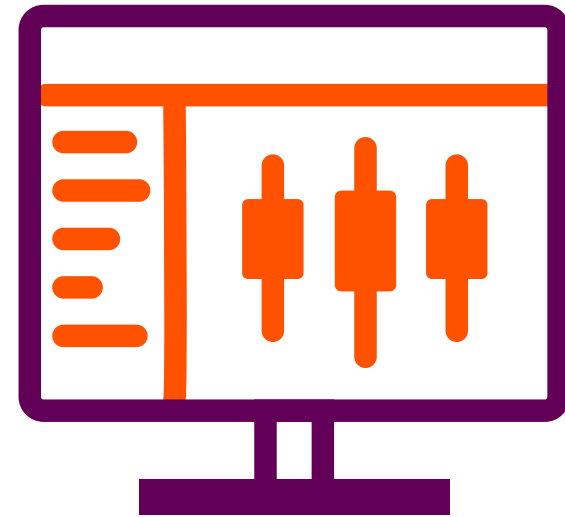
For advisers

Our new  
platform

# nucleus<sup>o</sup> 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.

Home > Dashboard

Home

Actions

Dashboard

Firm: JM Test Network

Adviser: Amy Hanna

Go

Manage Widgets

Top 5 Accounts

By Highest Cash Balance

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

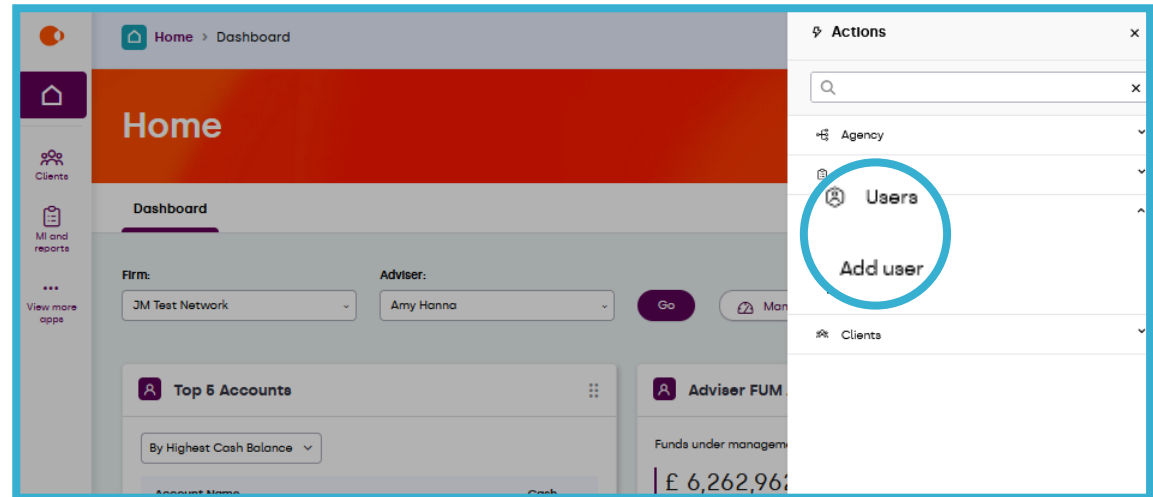
£ 6,262,962.97

Number of accounts

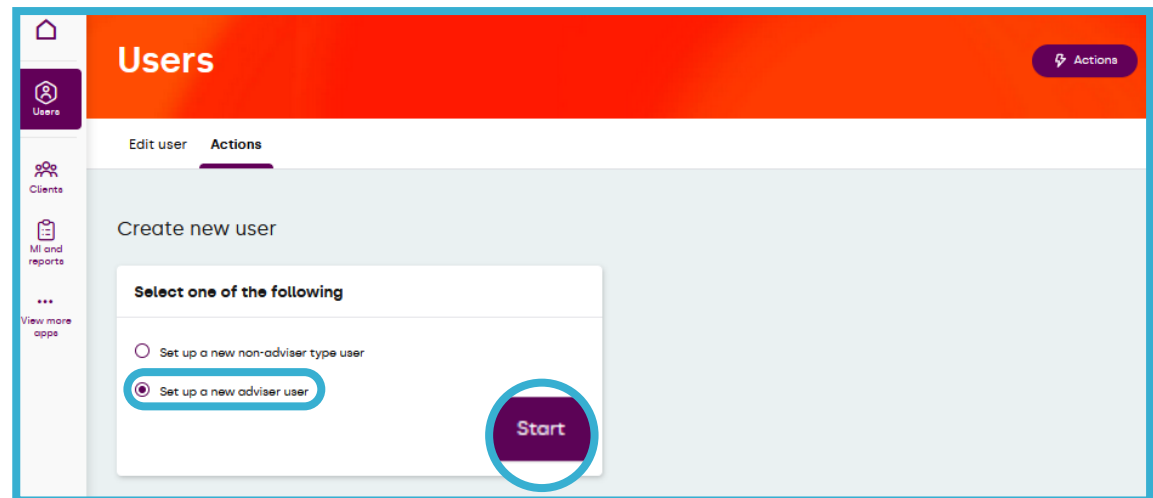
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Note: As at 13/08/2024, the figures above relate to active accounts only.

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'**. You can search by firm name, FCA/trading reference or postcode.

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
<b>JHPDAAAA</b>	255		ABR Test Network	Directly authorised	SP2 7BF

A blue circle highlights the 'Firm ID' 'JHPDAAAA' in the second row. Below the table 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 adviser remuneration statements and reports.

The screenshot shows the 'New Adviser' form. The 'Firm' field is a text input containing 'ABR Test Network'. Below it is the 'Branch' field, which is a dropdown menu. To the right, there is a sidebar titled 'New Adviser' with two steps: '1. User details' and '2. User account access', each with a radio button.

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

Enter the adviser user's contact information.

### Key information

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

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

Select the preferred contact method.

The screenshot displays the 'New Adviser' form. The main section is titled 'Contact Information' and contains 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.

On the right side, there is a sidebar titled 'New Adviser' with a progress indicator:

- 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 any 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 radio buttons:

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

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

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

Below is the 'Personal information' section with the following fields:

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

To the right is a 'New Adviser' sidebar with three radio buttons and two buttons: 'Exit and cancel' and 'Save and resume'. A large purple button labeled 'Next step' is highlighted with a blue circle.

## 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 set to 'Not required'. Below this, there is a table for 'Firm Name' with columns for 'Read only access' and 'Read / write access'. The 'TWS Network' row has radio buttons for both access levels. To the right, the 'New Adviser' progress bar shows '1. User details' and '2. User account access' as completed, and '3. Review And Submit' as pending. 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'. Below this, there is a table for 'Network' with columns for 'Read only access' and 'Read / write access'. The 'ABR Test Network' row has radio buttons for both access levels, with 'Read / write access' selected. To the right, the 'New Adviser' progress bar shows '1. User details' as completed, '2. User account access' as pending, and '3. Review And Submit' as pending. 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

Review the user's details. When you're happy they're correct, select **'Submit'** to create the adviser user.

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

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

Exit and cancel Save and resume

**Submit**

Once submitted, the new user profile will require authorisation by another user in your network. See the **'how to authorise a new user'** guide for more information.

Once authorised, a user ID will be created.

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

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

Exit

 03455 212 414

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 [nucleusfinancial.com](https://nucleusfinancial.com)

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