For adviser use only

Nucleus platform user guide

Jira messaging

Edition 7

Date of publication 09/2025

Contents

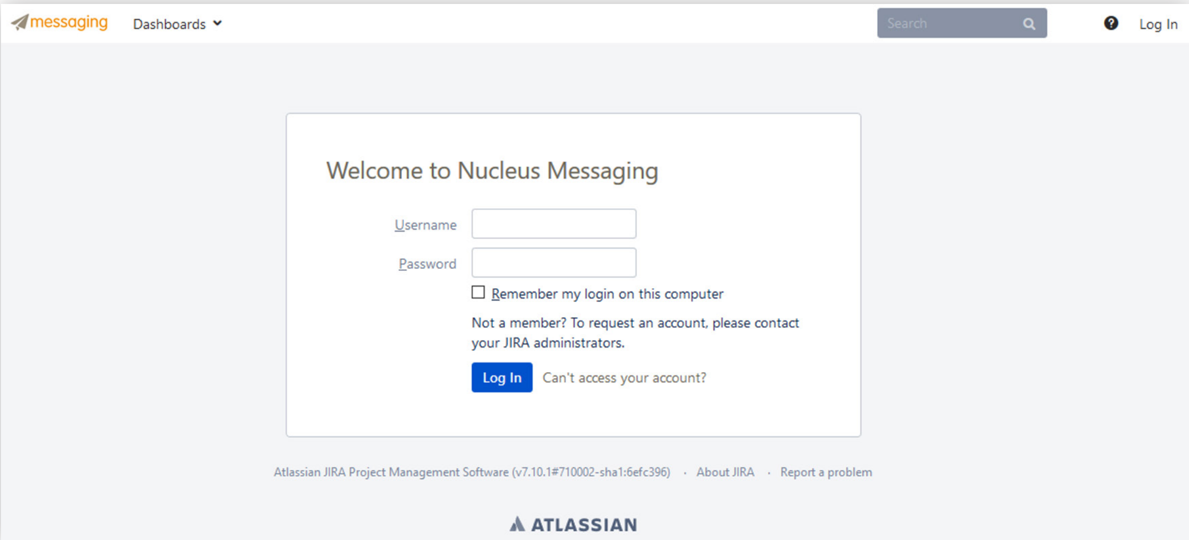
Introduction

Jira messaging ensures both speed and efficiency through streamlined processing, as well as the inclusion of help text with links to useful forms and user guides. Jira messaging is a secure system that allows ease of access within your firm to view all of your open and resolved queries.

1.0 Logging in

To log into Jira messaging, please go to messaging.nucleusfinancial.com and enter your username and password in the fields as shown below:

When you started working with us, we sent you an email containing your username and password. If you've forgotten your username or password, please click the 'can't access your account?' link and follow the instructions. If you've never received log in details, please contact your client relations manager.



2.0 How do I raise a request?

2.1 Types of Jira messaging requests

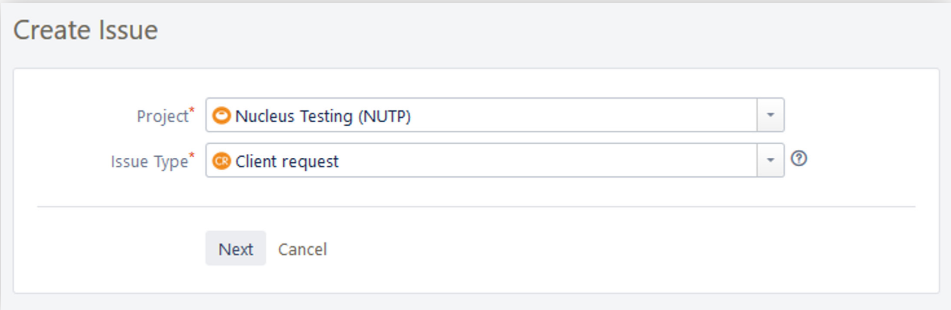
Below is a complete list of the types of request you can raise:

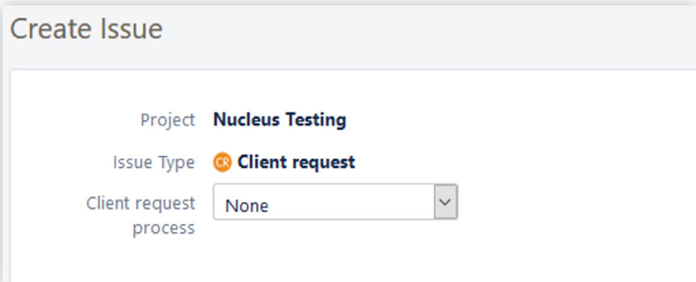
Issue Type	Process	Description
Client request	Online access	For client login queries
	Correspondence	Query or issue relating to client correspondence
	Direct debits	Changes to a regular contribution or query relating to an existing instruction
	Withdrawals	For non-drawdown account lump sum or regular withdrawal instructions
	Deceased client	Notify us of client death or query relating to the death settlement process
	Crystallise / take income	Submit crystallisation instructions for payment of tax free cash
	Drawdown - income only	Submit an income request from an existing drawdown account
	Update client details	Changes to client data that can't be done on the platform (i.e. client name, date of birth).
	Change of bank details	Submit a client signed change of bank details form
	Transfer-out	Check progress of a transfer out instruction or provide additional information
	DFM	Submit a client signed DFM client authority form to appoint a DFM to the account
	Change of adviser	To appoint another adviser within the same firm to the client's account
New business or top up	New client query	Query relating to keying a new client or new account
	Re-registration	For all re-registration queries
	Top-up	Submit a top-up instruction for an existing account include the fee authority form, or query a top-up
	Remove Isa top up preventer	To provide an Isa declaration for existing accounts where required
	Transfer in	For all cash transfer queries
Trading	Corporate action	Query corporate actions performed by Nucleus
	Distributions / natural income	Queries relating to natural income and distributions
	Annual management charge	Queries relating to fund specific annual management charges
	Cancel trade(s)	To cancel a trade that has not yet ordered - please be sure to follow this up with a call to your client relations manager (CRM)
	Trading/settlement query	All queries relating to trading
	Request a fund	To request a new fund to be made available on the platform
Adviser request	Adviser fees	Request fee amendments or query fees already deducted
	Update adviser details	To update an existing adviser or firm's information (i.e. address, username, email)
	Online access	To request new user access or change / query access for an existing user
IT Help	Report a platform error	To let us know how something could be improved.
	Suggest improvement	Suggest an improvement

Issue Type	Process	Description
CRM request	Ask a question (non-client specific)	For all other queries that don't relate to the above processes
Reverse transactions		Request to reverse a pending transaction on an account (i.e. pending withdrawal, income or fees)
Legal Entity Identifier (LEI)		Provide an LEI to be added to an existing corporate or trust record
Request API credentials		For all queries relating to the feed, download problems or API requests

2.2 Create a messaging request

To raise a request, click the orange 'create' button at the top of your browser window. A lightbox will pop up as shown below:





From the issue type menu, select the most appropriate category for your request then click next. From the process menu, select one of the more detailed options that further refines your messaging request.

Choosing the most appropriate option will ensure your request is directed to the correct team and given the right priority.

There's a number of mandatory fields which differ between request types, and are marked with a red asterisk. If you don't have the data required for a mandatory field we recommend adding all required information to make sure your request is dealt with promptly and to avoid any potential delays.

Please note that any red error message received will relate to the field directly above it.

When filling out the form please provide as much information as possible and check the details are accurate before clicking 'create'.

2.3 Priorities and due dates

The priority of any Jira message request you create will be determined by the process selected. Certain processes, like cancel trade, are always given top priority due to their urgent nature.

Having the priority set automatically ensures that requests are dealt with in the correct order producing a faster, more efficient system for responding to your questions and processing your client instructions.

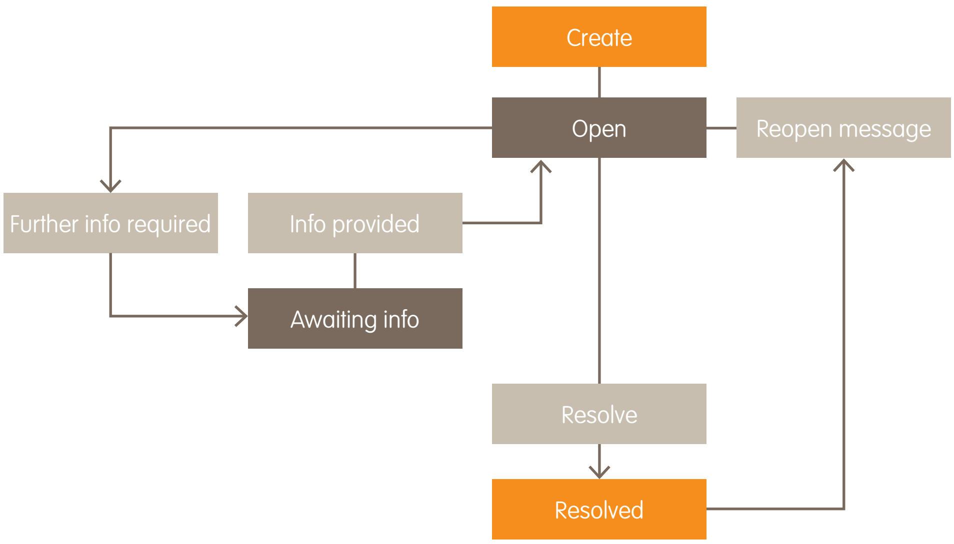
The table below shows the timescale you can expect your request to be picked up for processing, for each priority type:

Priority	Timescale
Top	Four business hours
High	One business day
Standard	Two business days
Low	Five business days

We understand there can be occasions when it may be appropriate to change the priority level of any Jira messaging request. In these circumstances, please contact your client relations manager, who can arrange this for you.

3.0 Workflow

The flowchart below indicates all of the possible statuses and transitions your Jira messaging request may go through. These are:



3.1 Statuses

Open	The request is ready to be worked on by the assignee.
Awaiting Info	The request requires further information, processing or clarification before it can be worked on e.g. missing data, a trade to complete, paperwork to arrive.
Resolved	The request has been completed; no further action is required.

3.2 Transitions

Create	The request is created and the status set to 'open'. It will be automatically assigned to the appropriate team or person for that request type.
Further info required	The request can't progress until further info is added or another process is completed. When clicked, the user selects an assignee and the status is set to 'awaiting info'.
Info provided	The missing info or awaited process has now completed, and the request can proceed. When clicked, the status changes to 'open'.
Resolve	The request has now completed. When clicked, the status is set to resolved.
Reopen message	The request needs further action. When clicked, the status is set back to 'open'.

When you add a comment or file to a message request that has the status 'awaiting info', or to a message that is closed, it will automatically assign to the appropriate team or person and set its status to 'open'.

4.0 Receiving email notifications of updates

By default, any action you carry out will not be sent to you by email.

Your role in the Jira messaging request will dictate how many email notifications you receive. This can range from minimal, to every change made to the request. Below is a matrix showing the notifications you can expect to receive for each role (note a user may have multiple roles):

Role	Open	Add a comment	Change of assignee
Assignee (the user that the issue is currently assigned to)			Notify
Reporter (user who raises the issue)			
Watcher (user who has been added as a watcher)		Notify	Notify

4.1 Example

1. You create a new Jira messaging request – as reporter, you won't receive a notification.
2. This request is assigned to an administration team for processing – you won't receive a notification.
3. Comments are added by the administration team to confirm any action taken or the case is resolved – you'll receive a notification if you're a watcher.
4. The request is assigned to your client relations manager once processed – you'll receive a notification if you're a watcher.

5.0 Dashboards

You can view all of your firm's Jira messaging requests via the use of dashboards. These are accessed by clicking dashboards > system dashboard at the top of your browser.

Your client relations manager can create dashboards and provide training for navigating around the dashboard. Please contact your CRM if you'd like them to arrange this.

6.0 Monitoring a request (watching)

If you haven't been directly involved in the creation or action of a request, you can click the 'start watching this issue' link under the 'people' pane to the right-hand side of the issue to begin receiving email notifications. A new link in the same position will then appear to allow you to 'stop watching this issue':

If you wish to add another user as a watcher, you can click on the circled number displayed and enter the name of the user, or click the 'more' dropdown menu and select 'watchers' to add users.

7.0 How do I search for requests?

There's a number of ways to find a Jira messaging request that has been raised:

Dashboard	These give a summary of the Jira messaging requests in your firm over a range of criteria.
Expand the dashboard	You can click on an element of the dashboard to see the full set of Jira messaging requests for that criteria (e.g. 'recently added' - you may want to see more than the most recent 20 the dashboard shows).
Jira messaging reference	Type this into the search box to be taken directly to the request.
Search bar	Typing key words or phrases into the search bar can narrow down your requests to find the one you're looking for. When searching for a phrase add " " at the start and end to allow it to only search for that phrase and not the individual words, for example "Joe Bloggs". Use the filters to refine this further.

8.0 How do I update a request?

There's various ways to update an existing Jira messaging request:

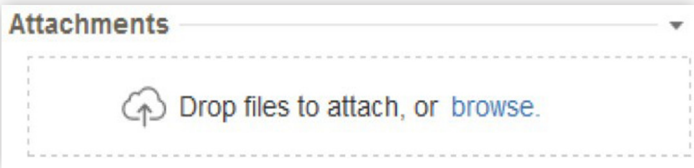
8.1 Adding a comment

Adding a comment can be done in many ways, all listed here:

- Press the comment button on the top left corner of your screen.
- Press the assign button at the top left corner of your screen to assign the issue and leave a comment at the same time.
- Press the edit button at the top left corner of your screen. The comment box is at the bottom of this page.
- Press the comment button at the very bottom of the screen, below any existing comments.
- Press the 'info provided' button when the request is in an 'awaiting info' state. This will also change the status to open.
- You can also edit your comment once added. Click the pencil icon.

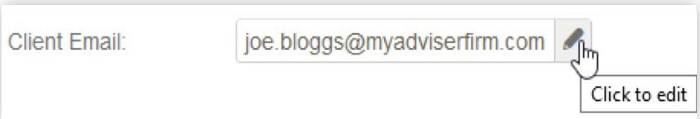
8.2 Add an attachment

Click on browse or drag and drop a file into the box as instructed on screen (subject to your browser being compatible).



8.3 Edit a single field

You can edit individual fields by clicking on the pencil symbol that appears when you hover your mouse pointer over an editable field. Click on the box with the tick to save your changes, or the cross to cancel.

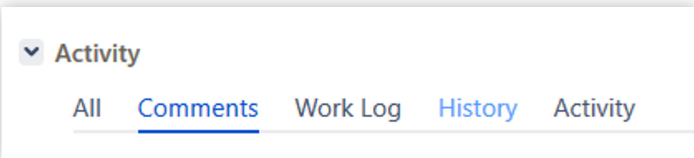


8.4 Edit multiple fields

If you've several changes to make, you can click the edit button when in a request to make as many changes as you need.

Don't forget to click on 'save'.

Any changes made to a field on the Jira messaging request will be logged, the default 'activity' will show 'comments'. However, you can choose to see 'history' which records the changes in assignee, dates, status and any edits made.

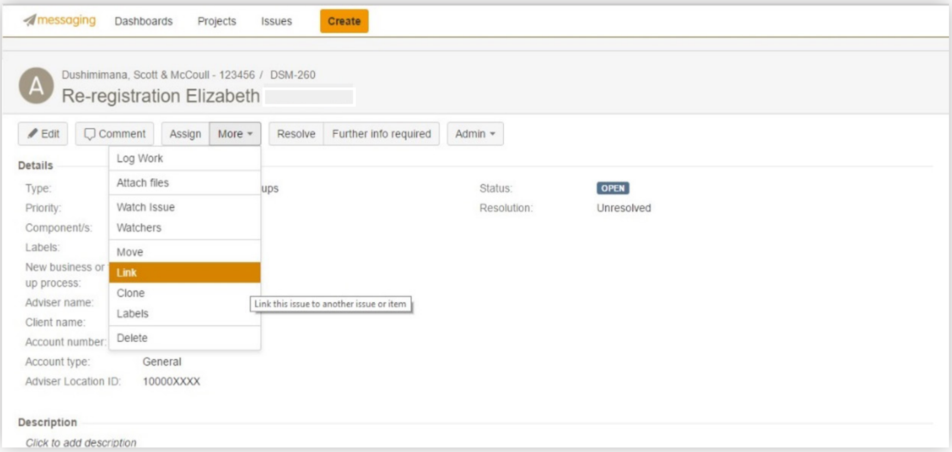


8.5 Adding a screenshot

Copy your screenshot to your clipboard, either by pressing your 'print screen' button on your keyboard, or by using a screenshot tool and clicking 'copy'. Then, click back into your request and press Ctrl+V to open up the attached screenshot prompt and attach.

9.0 Linking requests

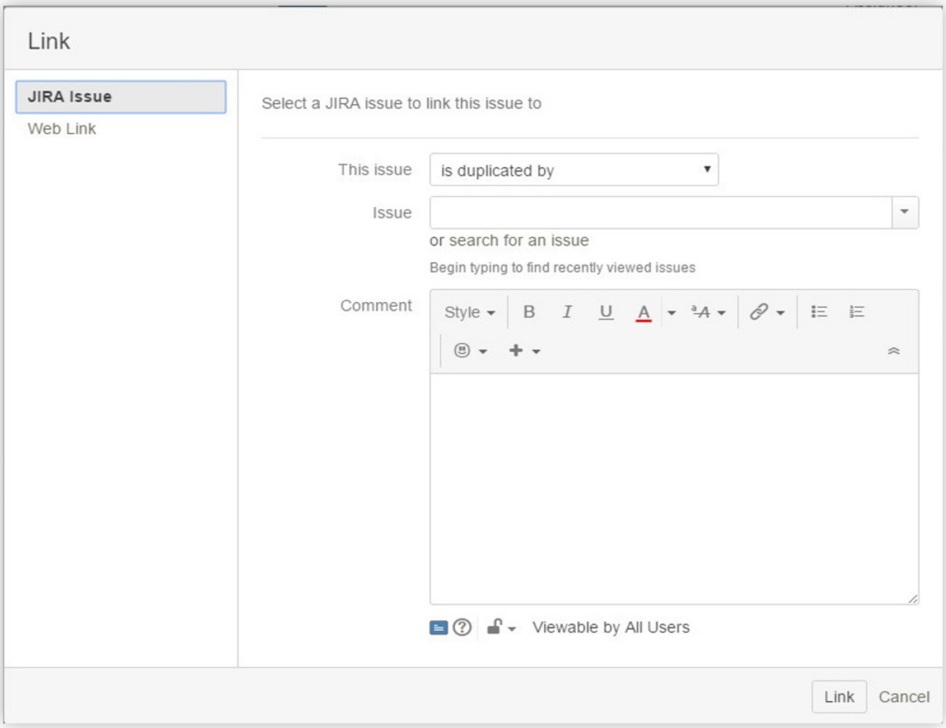
If you've more than one Jira messaging request relating to the same client, account or issue, you can link them so that other requests are listed and can be clicked to view more easily. The option is contained within the 'more' menu option as below:



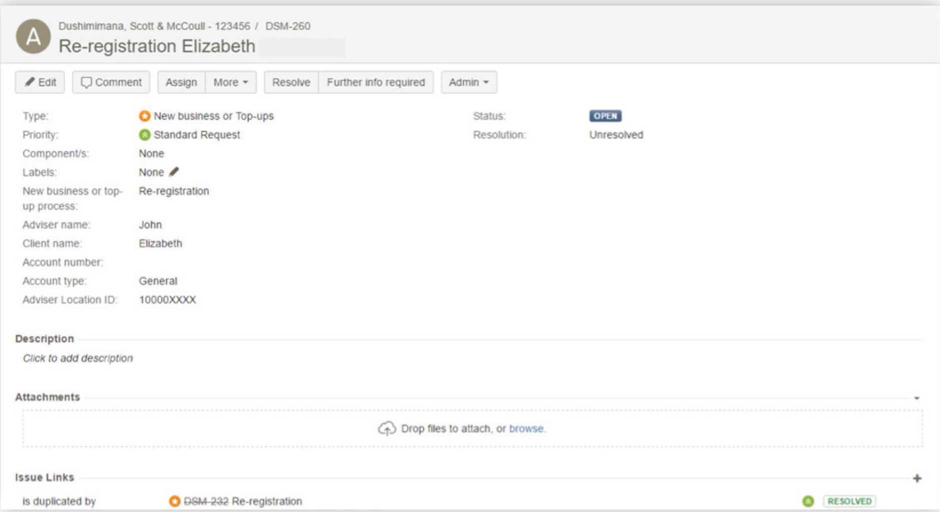
This will open up a lightbox, where you can enter the other issue you wish to link to and the reason for the link. The options available include:

- Is duplicated by
- Duplicates
- Can be processed after
- Must be completed before
- Is connected to

You can also add a comment at the same time, which will appear on the original Jira messaging request you're linking from:



Once you select your other request and click 'link', both will be updated to show the linked request as per below:



To unlink a request, hover your mouse over the line and click the wastepaper basket icon at the end of the row. This will delete the link on both requests.

10.0 Further support

Should you have any questions on Jira messaging, or any aspect of client servicing please contact your regional client relations manager, who'll be happy to help.

For literature in alternative formats, such as Braille, large print, audio or E-text, please call us on 0131 226 9535, or via the Typetalk service on 18001 0131 226 9535.

0131 226 9535 client.relations@nucleusfinancial.com www.nucleusfinancial.com

0533.07

09-2025