

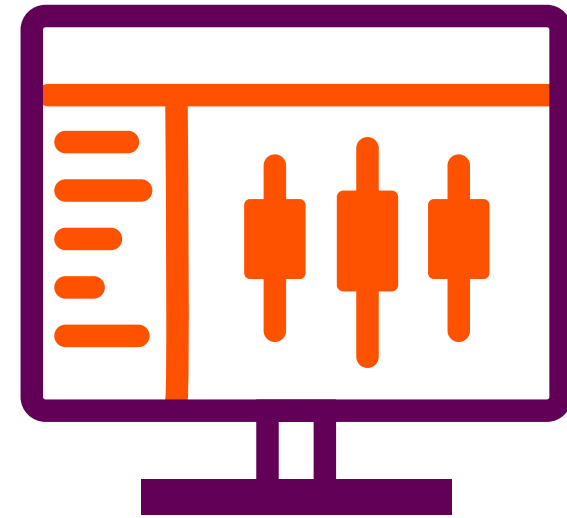
For advisers

Our new  
platform

# nucleus<sup>o</sup> platform

## How to create a non-adviser user

🕒 2 minute read



## How to create a non-adviser user

User details	5
User account access	8
Network level access	8
Firm level access	9
Adviser level access	10

### 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.



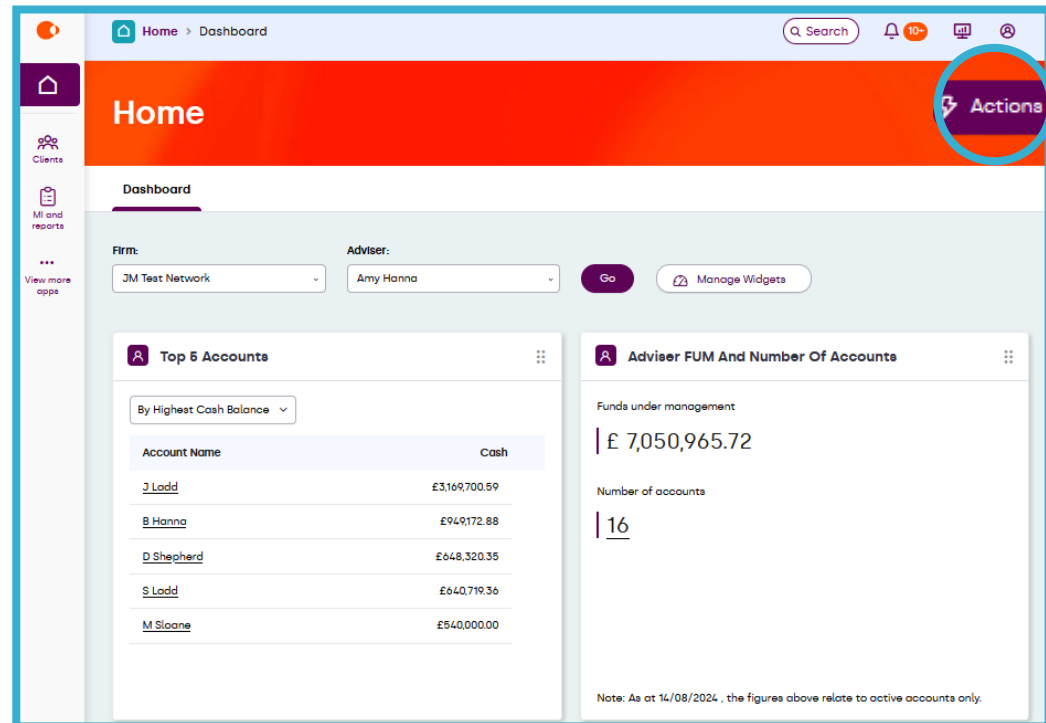
We recommend using the zoom function to view the details on the platform screens in this guide.

## How to create a non-adviser user



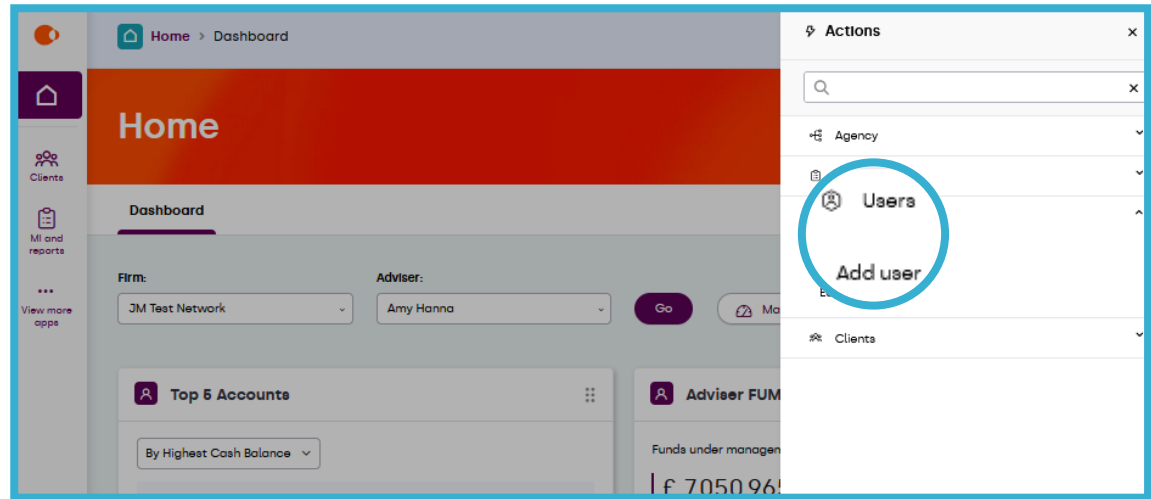
Please note non-adviser users can only be created by users with a "master user" or "user maintenance" role, therefore you would need to be one of these to perform this action. If your firm doesn't have one of these roles, please contact us.

To start creating the non-adviser user, select the '**Actions**' button on the home page.

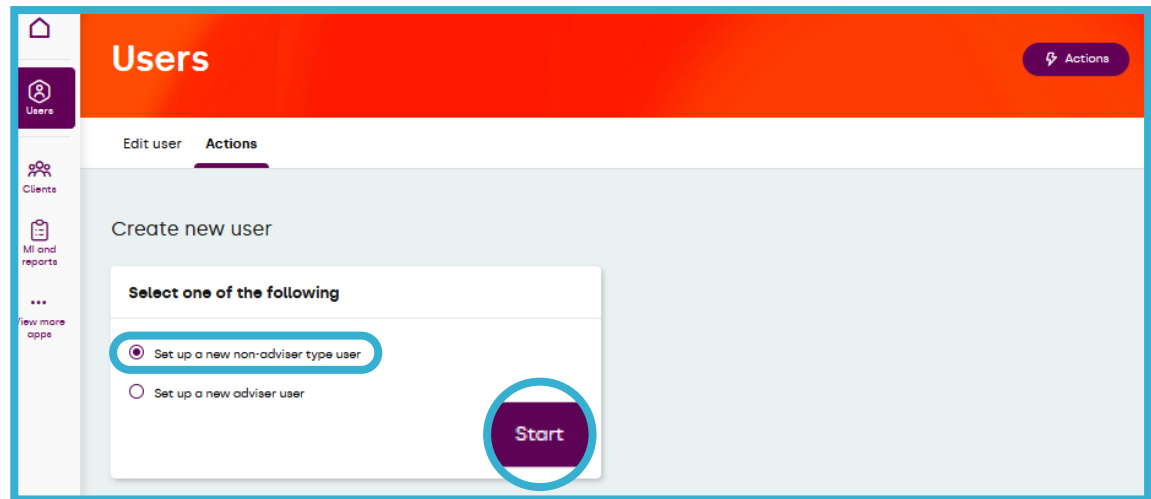


A list of actions will appear.

To create a new user, select **'Users'** and then select **'Add user'**.



Select **'Set up a new non-adviser type 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.

User details

Access information

Search firm name  
ABR

Search firm FCA/trading reference

Search firm postcode

Search

New non-adviser user

1. User details ^

- Access information
- Personal information
- Contact information

2. User account access

3. Validate and execute

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

nucleus

New non-adviser user

User details

Access information

Search firm name  
ABR

Search firm FCA/trading reference

Search firm postcode

Search

Firm\*  
ABR Test App Rep

Firm search results

Firm ID	Firm FCA/Trading Reference	Network FCA/Trading Reference	Firm Name	Firm Type	Postcode
	112233		ABR Test App Rep	Appointed representative	SP2 7BF
JHPDAAA	02255		ABR Test Network	Directly authorised	SP2 7BF

Results per page 20

Save and resume

Next step

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 non-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 displays the 'New non-adviser user' form. The main configuration area includes the following fields:

- Firm\***: ABR Test Network
- Branch**: Branch of ABR Firm
- Access level** ⓘ: Master user (non-adviser)
- User ID**: (Empty text input)
- User type**: Non-Adviser
- User can access bulk switching functionality**: Yes
- User can access Remuneration Statement**: Yes

The sidebar on the right shows the progress of the user creation process:

- 1. User details** (Expanded):
  - Access Information
  - Personal Information
  - Contact Information
2. User account access
3. Validate and execute

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

Enter the non-adviser user's personal and 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.

Once you're happy with your user's details, select 'Next Step'.

The screenshot shows the 'Personal information' section of a form. It includes a 'Title' dropdown menu with 'Miss' selected, a 'First name' text field with 'Jane', a 'Surname' text field with 'Example', and a 'Date of birth' date picker with '1-Mar-1990' selected. To the right, a sidebar titled 'New non-adviser user' shows a progress indicator with three steps: '1. User details', '2. User account access', and '3. Validate and execute'. The '1. User details' step is expanded, showing sub-sections for 'Access information', 'Personal information', and 'Contact information'. At the bottom of the sidebar, there are buttons for 'Exit and cancel', 'Save and resume', and a prominent purple 'Next step' button.

The screenshot shows the 'Contact information' section of the form. It includes an 'Email' text field with 'miss.example@nucleusfinancial.com', a 'Confirm email' text field with the same address, a 'Business phone' section with a 'Country' dropdown set to 'UK +44' and a 'Phone number' text field with '1237894561', and a 'Mobile phone' section with a 'Country' dropdown set to 'UK +44' and a 'Mobile phone number (OTP only)' text field with '1237894561'. The right sidebar is identical to the previous screenshot, with the 'Next step' button highlighted by a blue circle.

## User account access

Confirm if DIM Portal access is required for the user.



The access level selected will determine the clients the user will be able to view.

**User account access**

Level of access to accounts

DIM portal access  
Not required

Network  
 Firm

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

Adviser

Duplicate from existing user (same user group)

**New non-adviser user**

- User details
- User account access
- Validate and execute

Exit and cancel Save and resume

Next step

## Network level access

Confirm the non-adviser user's access level.



A non-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  
 Network

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

Firm

**New non-adviser user**

- User details
- User account access
- Validate and execute

Exit and cancel Save and resume

Next step

## Firm level access

Confirm the non-adviser user's access level.



A non-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"/>	<input type="checkbox"/>

New non-adviser user

1. User details
2. User account access
3. Validate and execute

Exit and cancel Save and resume

Next step

## Branch level access

Confirm the non-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 Level Access	Read only access	Read / write access	Remove
Branch of ABR Firm (Branchid 4)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>

New non-adviser user

1. User details
2. User account access
3. Validate and execute

Exit and cancel Save and resume

Next step

## Adviser level access

Select the user the permissions should reflect.



A non-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 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.

Adviser

Available adviser permission

- ZI Mavindidze (JHPDAAAAC0000021)
- zi mavindidze (JHPDAAAAC0000045)
- zi mavindidze (JHPDAAAAC0000046)
- ZI Test User (JHPDAAAAC0000007)
- ZM Test Adviser (JHPDAAAAC0000003)
- ZI Mavindidze (JHPDAAAAC0000017)

Add

Adviser level access:

Adviser name	Read only access	Read / write access
--------------	------------------	---------------------

Duplicate from existing user   
(same user group)

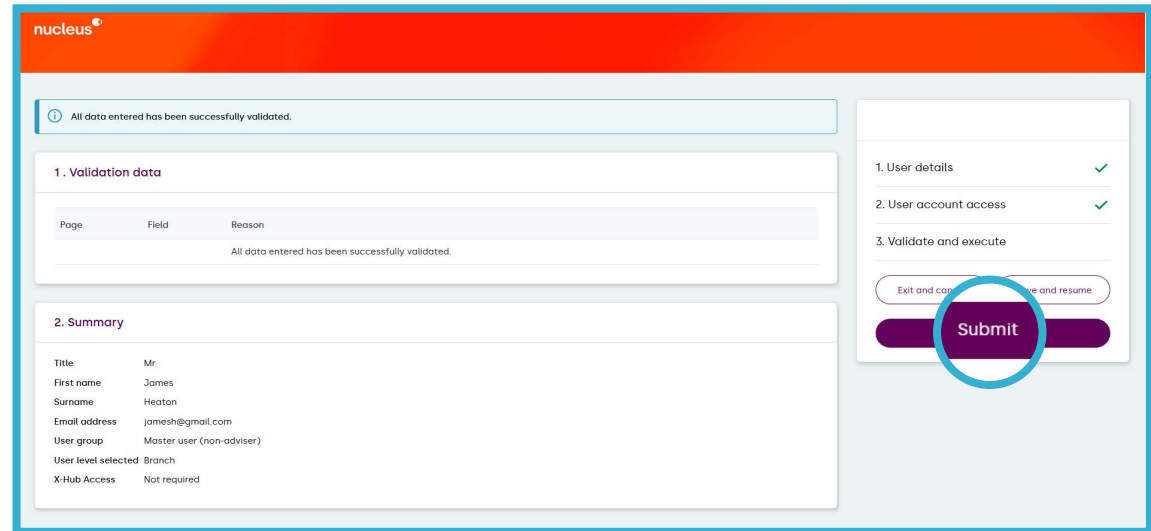
Select user permissions to duplicate

User name:

Selected user ID:  
505964

## Review and submit

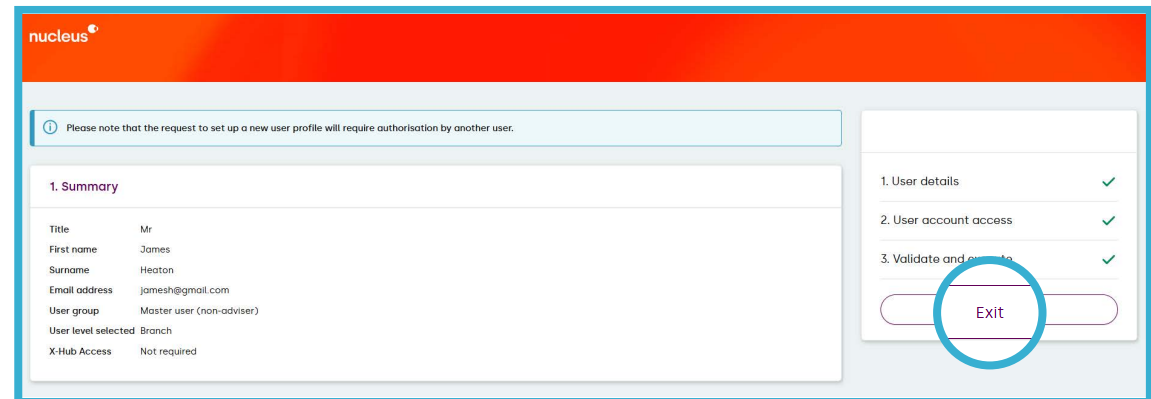
Review the user's details. When you're happy they're correct, select 'Submit' to create the adviser user.




Once submitted, the new user profile will require authorisation by another user in your network. See the '2. Authorisation' guide for more information.

Once authorised, a user ID will be created.

Select 'Exit' to finish.



 03455 212 414

 [ask@nucleusfinancial.com](mailto:ask@nucleusfinancial.com)

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

**For literature in alternative formats, such as Braille, large print, audio or E-text, please call us on 03455 212 414, or via the Typetalk service on 18001 03455 212 414.**

**"Nucleus"** is the trading name for Nucleus Financial Platforms Limited (NFPL) (registered in England, number 06033126), Nucleus Group Services Limited (NGSL) (registered in England, number 02538532); James Hay Services Limited (JHS) (registered in Jersey, number 77318); James Hay Administration Company Limited (JHAC) (registered in England, number 04068398); James Hay Pension Trustees Limited (JHPT) (registered in England, number 01435887); James Hay Wrap Managers Limited (JHWM) (registered in England, number 04773695); James Hay Wrap Nominee Company Limited (JHWNC) (registered in England, number 07259308); Nucleus Financial Services Limited (NFS) (registered in England, number 05629686). NFPL, NFS, NGSL, JHAC, JHPT, JHWM, JHWNC have their registered office at Suite B & C, First Floor, Milford House, 43 55 Milford Street, Salisbury, SP1 2BP. JHS has its registered office at Aztec Group House, IFC6, The Esplanade, St Helier, Jersey, JE4 0GH. JHAC, JHWM and NFS are authorised and regulated by the Financial Conduct Authority. NFPL, NGSL, NFS, JHWM, JHPT, JHAC and JHS are members of a VAT group with VAT registration number 514 0358 80. All companies are wholly owned subsidiaries of NFPL. Further details of the Nucleus Group can be found at [nucleusfinancial.com](https://nucleusfinancial.com). (12/25)