

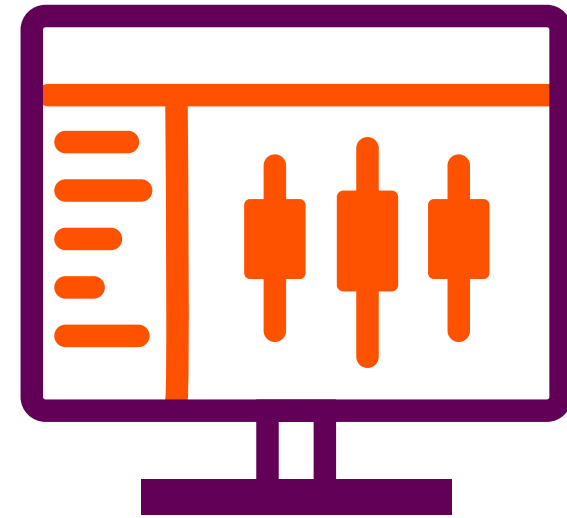
For advisers

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.



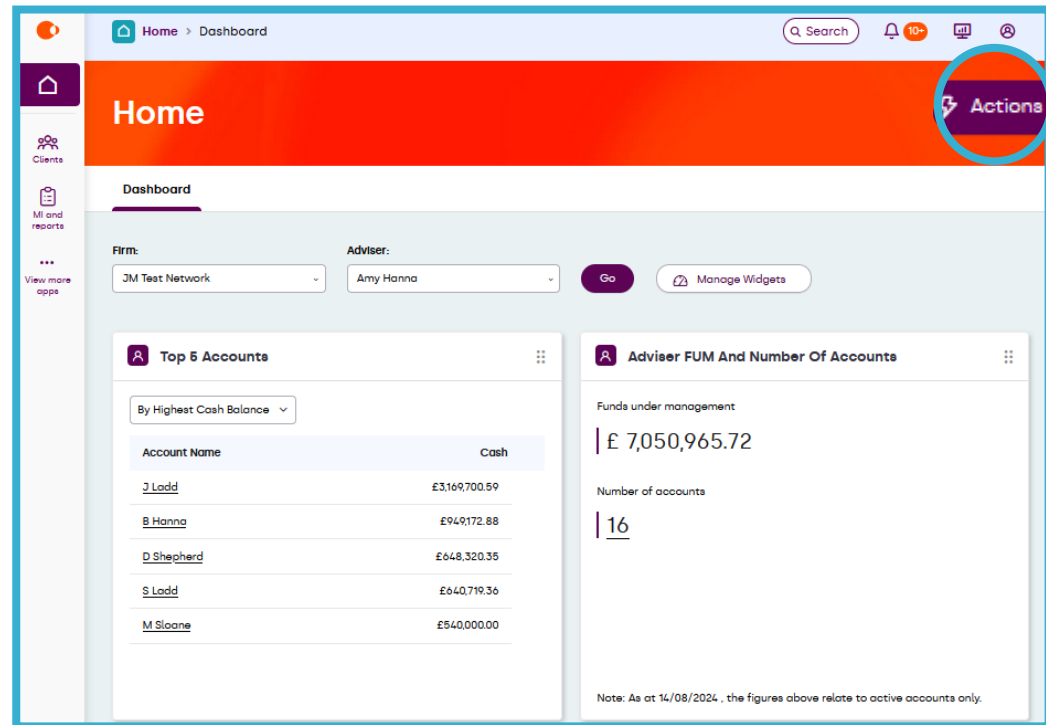
We recommend using the zoom function to view the details on the platform screens in this guide.

## How to create a non-adviser user



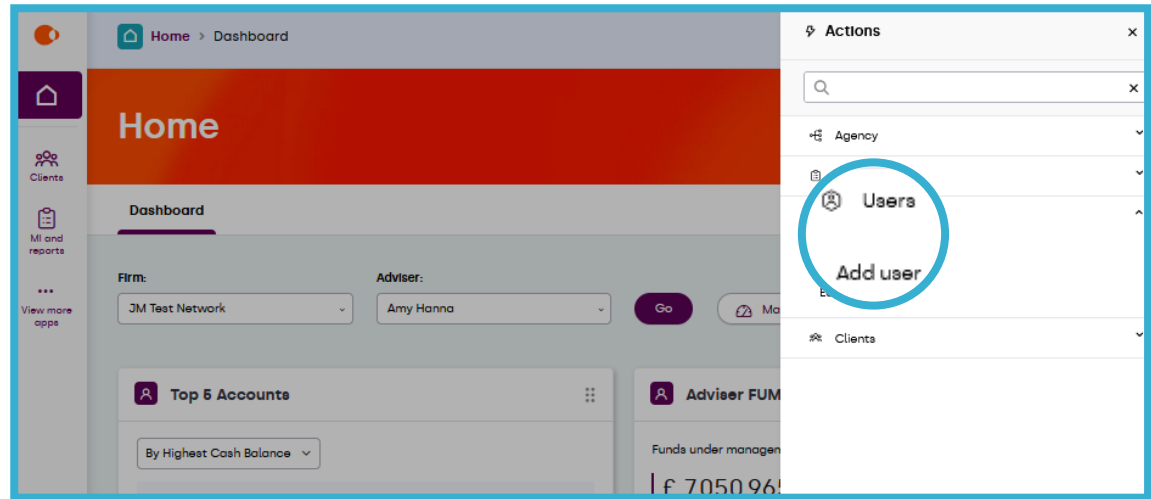
Please note adviser users can only be created by users with a "master user" or "user maintenance" role, therefore you would need to be one of these to perform this action. If your firm doesn't have one of these roles, please contact us.

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

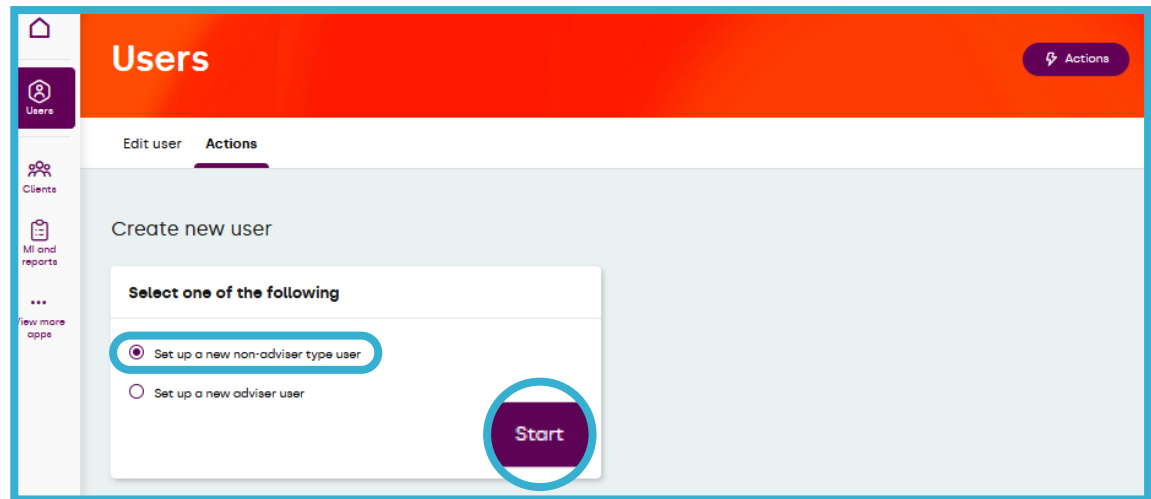


A list of actions will appear.

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 any adviser firms details into the relevant search bar, then select **'Search'**.

**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

Save and resume

Next step

**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

The firm details will be automatically populated.

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 and 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.

The screenshot shows a web form for creating a new non-adviser user. The form is divided into two main sections: a main configuration area on the left and a summary sidebar on the right.

**Main Configuration Area:**

- Search:** A search bar at the top left.
- Firm:** A text input field containing "ABR Test Network".
- Branch:** A dropdown menu showing "Branch of ABR Firm".
- Access Level:** A dropdown menu showing "Master user (non-adviser)".
- User ID:** An empty text input field.
- User type:** A label "Non-Adviser".
- User can access bulk switching functionality:** A dropdown menu showing "Yes".
- User can access Remuneration Statement:** A dropdown menu showing "Yes".

**Summary Sidebar (Right):**

- Title:** "New non-adviser user".
- Section 1: User details** (with an expand/collapse arrow):
  - Access Information
  - Personal Information
  - Contact Information
- Section 2:** "User account access".
- Section 3:** "Validate and execute".
- Buttons:** "Exit and cancel", "Save and resume", and a prominent "Next step" button.

Confirm if the user will have access to remuneration statements.

Enter the non-adviser user's personal and contact information.

### Key information

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

All fields are mandatory excluding the 'Phone Number' field.

A mobile phone number will be required for one time password (OTP) verification, when the user first logs into the platform.

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

The screenshot shows the 'Personal information' section of a form for creating a new non-adviser user. The form includes the following fields: 'Title' (dropdown menu with 'Miss' selected), 'First name' (text input with 'Jane'), 'Surname' (text input with 'Example'), and 'Date of birth' (calendar icon with '1-Mar-1990'). 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 circled in blue.

The screenshot shows the 'Contact information' section of the form. It includes the following fields: 'Email' (text input with 'miss.example@nucleusfinancial.com'), 'Confirm email' (text input with 'miss.example@nucleusfinancial.com'), 'Business phone' section with 'Country' (dropdown menu with 'UK +44') and 'Phone number' (text input with '1237894561'), and 'Mobile phone' section with 'Country' (dropdown menu with 'UK +44') and 'Mobile phone number (OTP only)' (text input with '1237894561'). The sidebar on the right is identical to the previous screenshot, with the 'Next step' button circled in blue.

## User account access

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



The access level selected will determine the clients the adviser 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 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 adviser 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

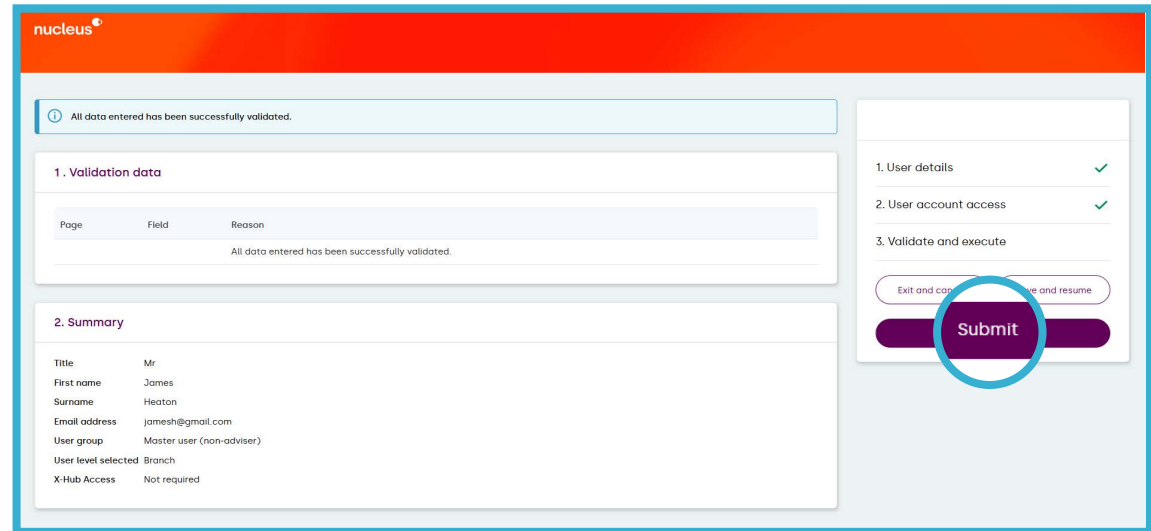
User name:

Selected user ID:  
505964

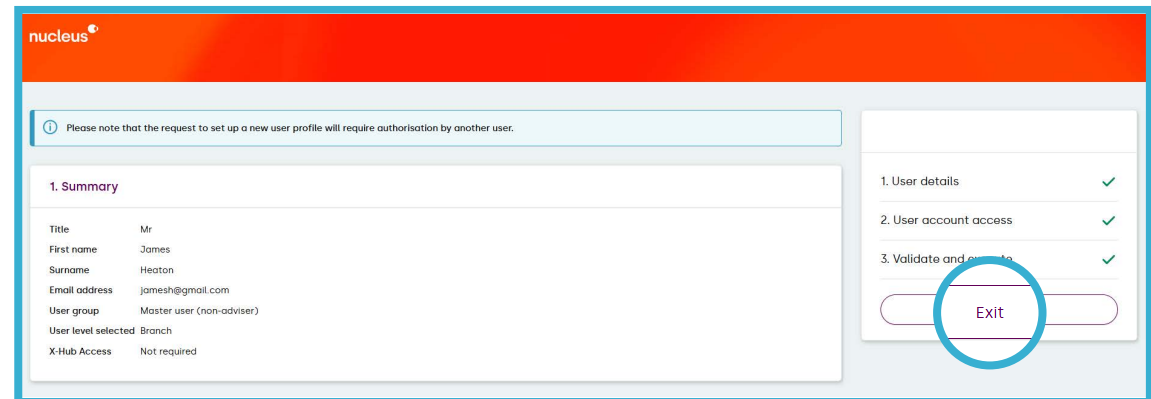
## Review and submit


Take a moment to check the user's details for accuracy. Once you're happy with the accuracy of the user's details, select '**Submit**' to create the non-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 for the user.




Select '**Exit**' to complete the action.



 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 0QH. JHAC, JHWM and NFS are authorised and regulated by the Financial Conduct Authority. 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). (12/24)