For advisers

Our new platform

nucleus platform

Platform overview

4 minute read

Platform overview

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.

Platform overview

This guide is demonstrated using an adviser user with master user role permissions. If you have a different user role permission, some functionality may not be available to you.

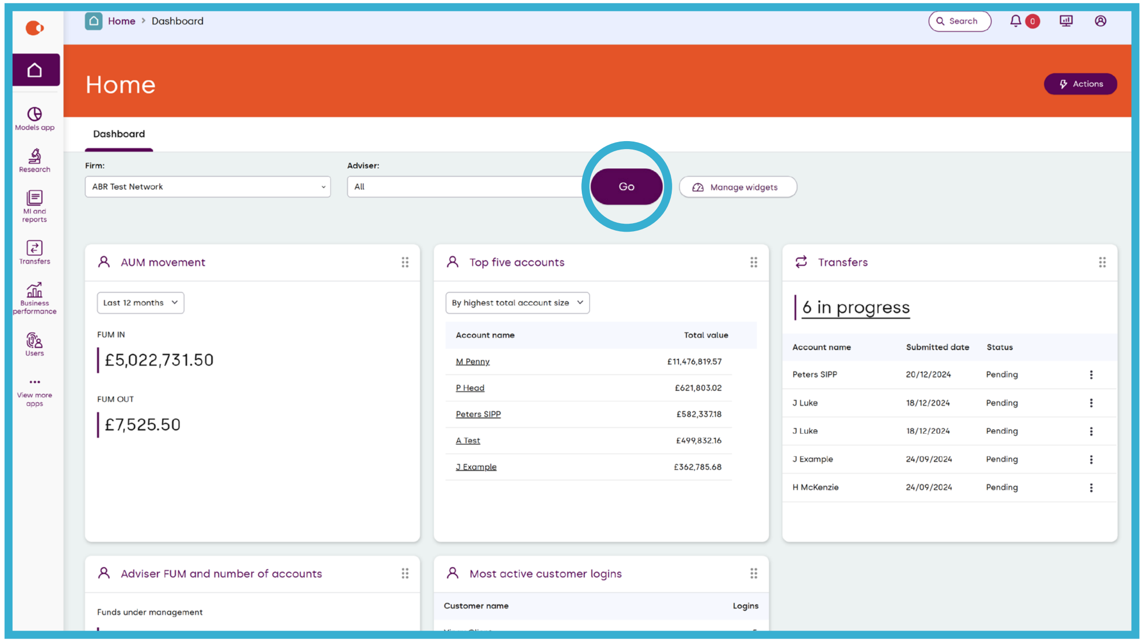
When you login you'll arrive at your home dashboard. The dashboard has widgets that display the following information:

- AUM movement
- Top five accounts
- Most active customer logins
- Adviser FUM and number of accounts
- Transfers

To filter the information by firm or adviser, select the dropdowns and then 'Go' button.

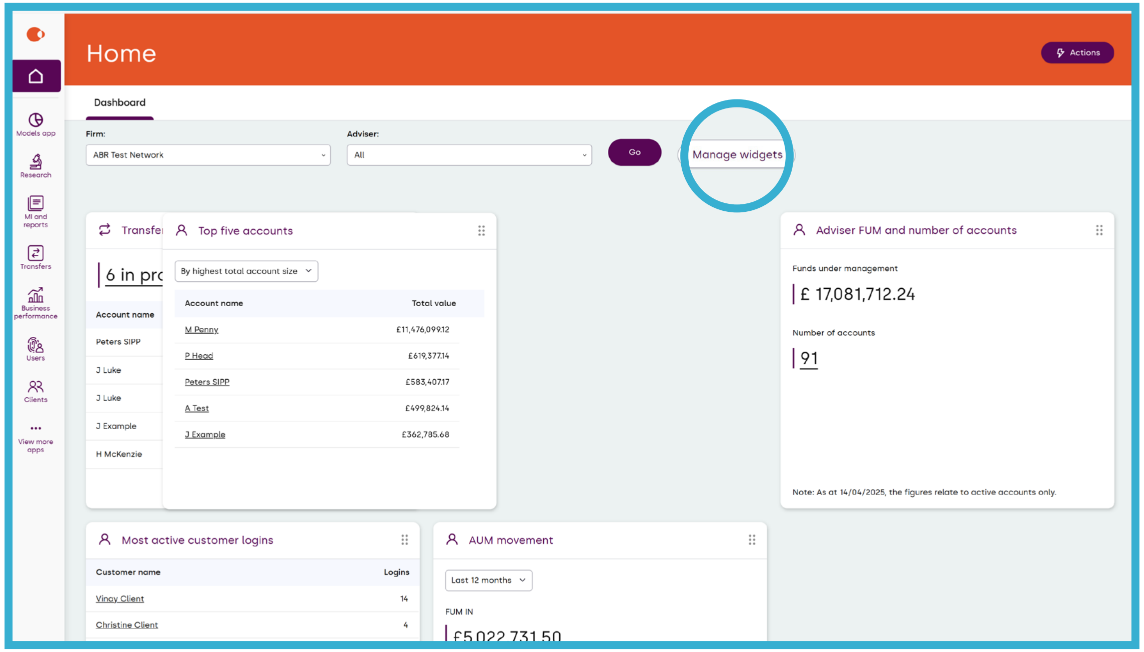
Key message

The widgets and information that's displayed is based on the individual user's permissions.

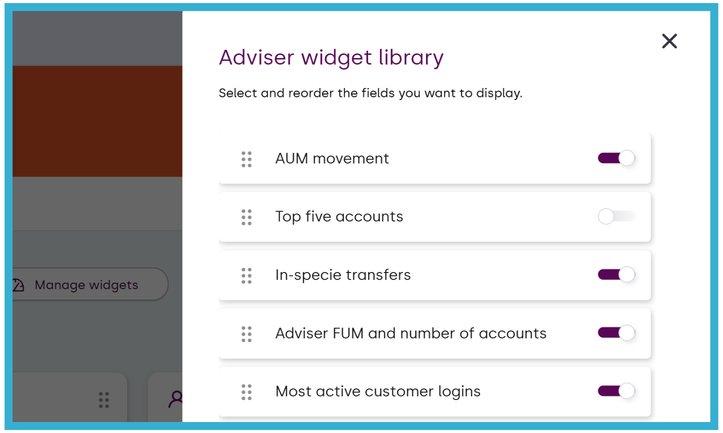


To rearrange the order of the widgets, select the widget and drag and drop the widget in your preferred location.

The widgets can be added or removed from the homepage by selecting '**Manage widgets**'.



Select the toggle for the widgets you would like to remove or add.



Key message

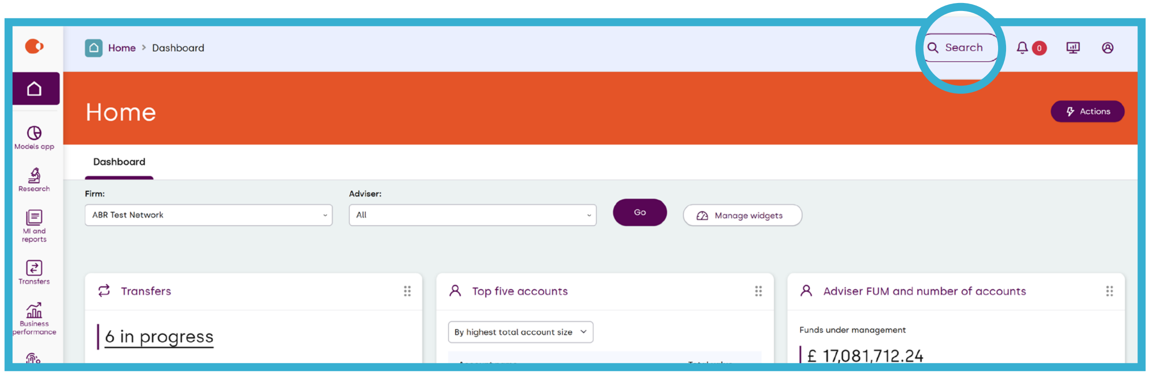
Any changes you make to your widgets will become default each time you log in.

Client search

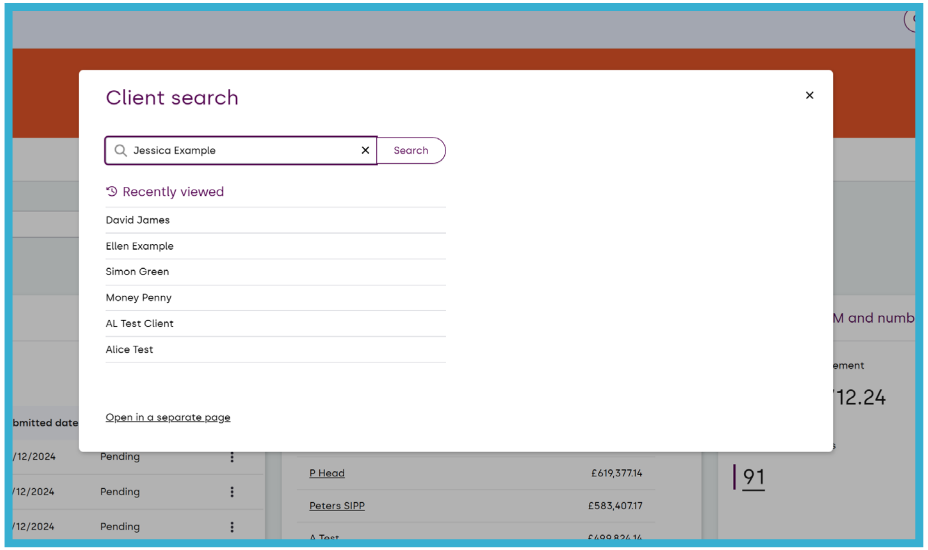
There are two options to search for clients on the platform.

Option 1

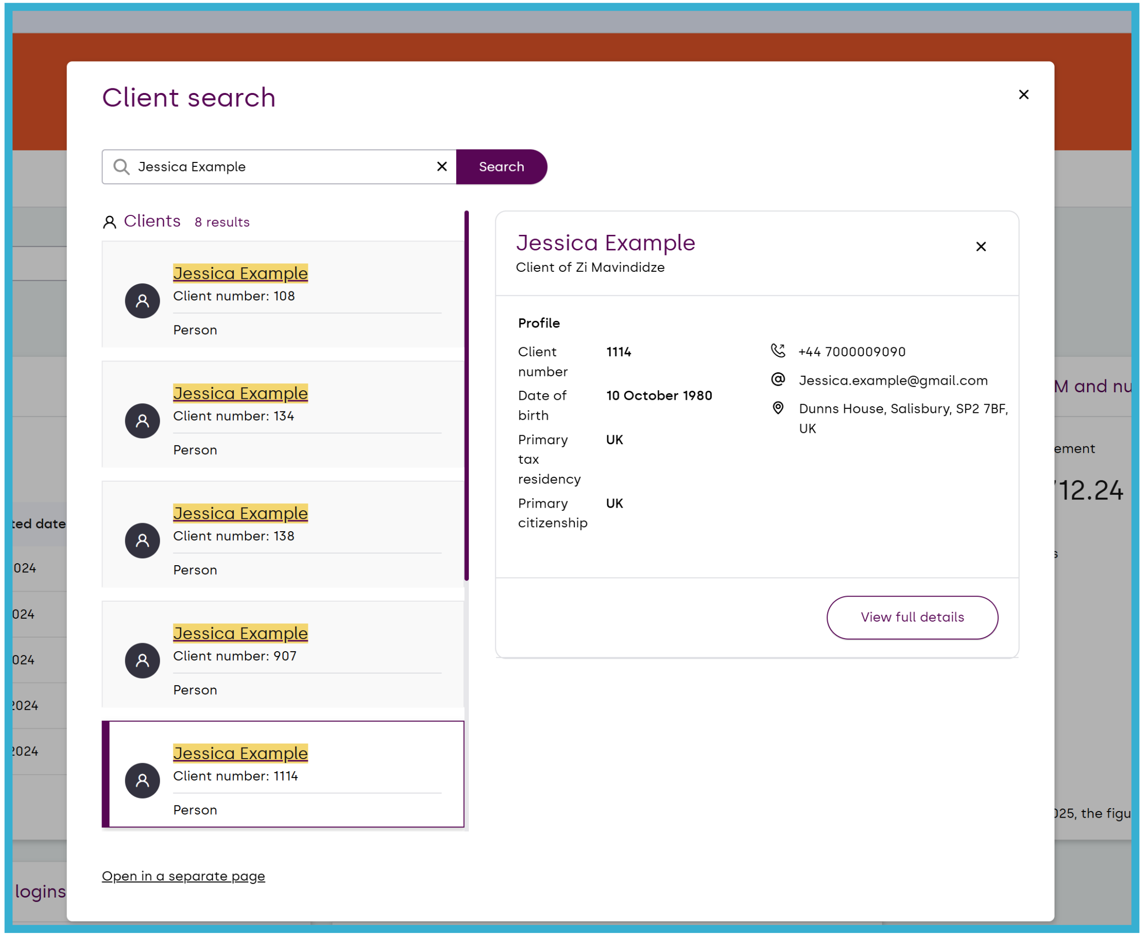
Select the ‘Search’ button to search for your client.



You can search by the client’s name, client ID, head account number or account name.

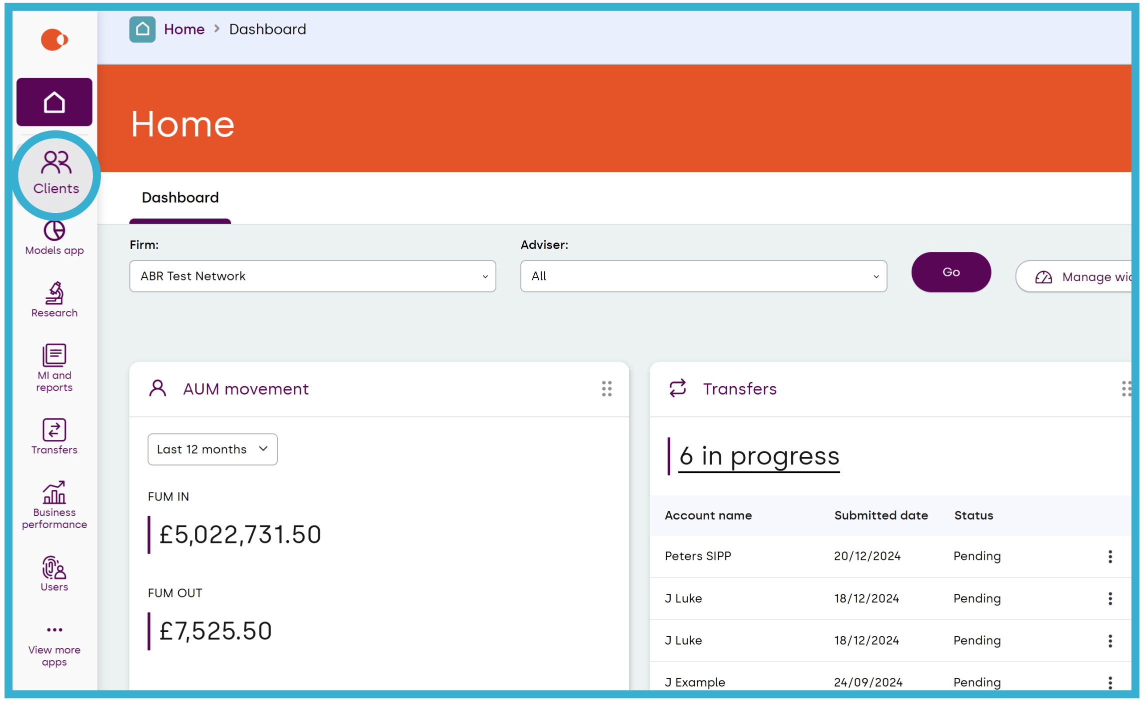


The right-hand box provides additional client details that aid in identifying the correct client.



Option 2

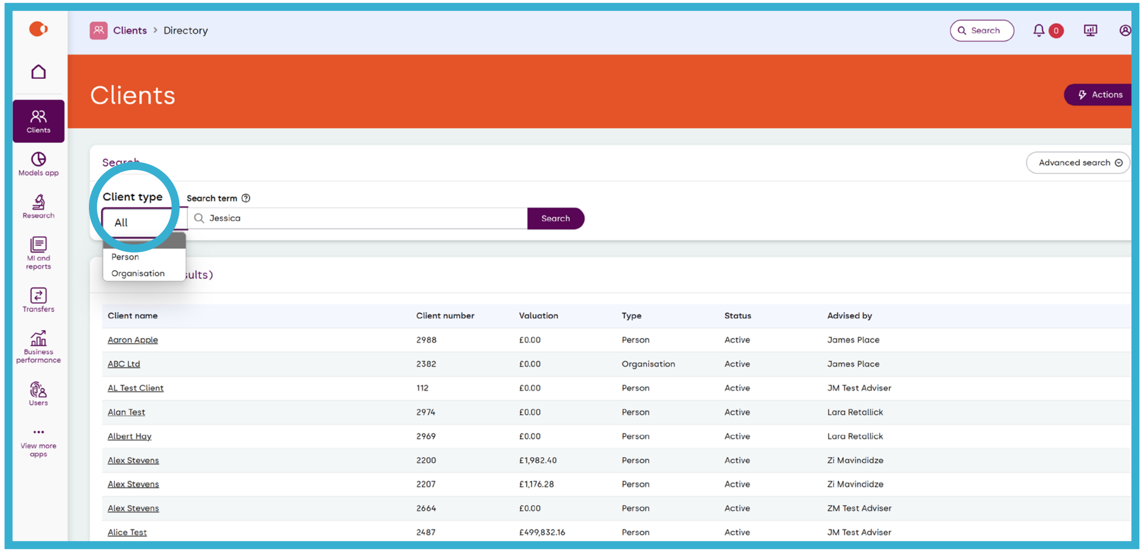
The second option available to search for a client is through the '**Clients**' app, located in the side bar.



You can search by the client's name, client ID, head account number or account name.

The search results can be filtered by selecting the '**Client type**' dropdown.

The advance search button can be used to filter the search results.

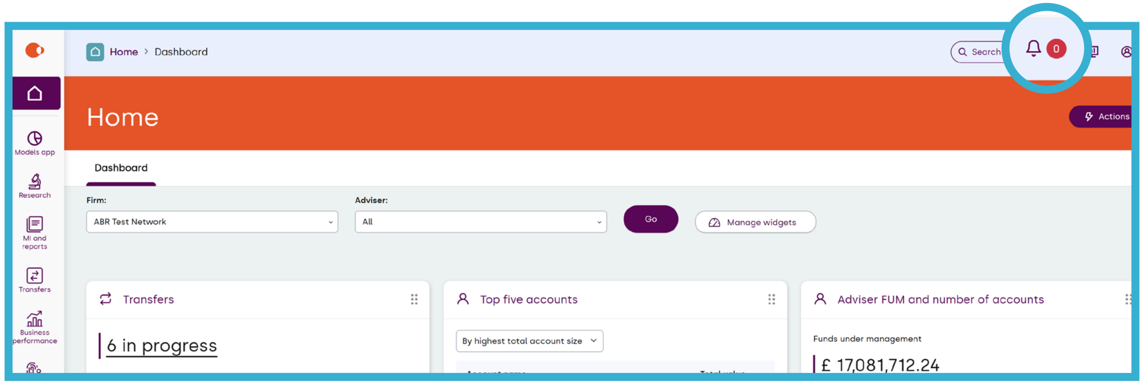


Key message

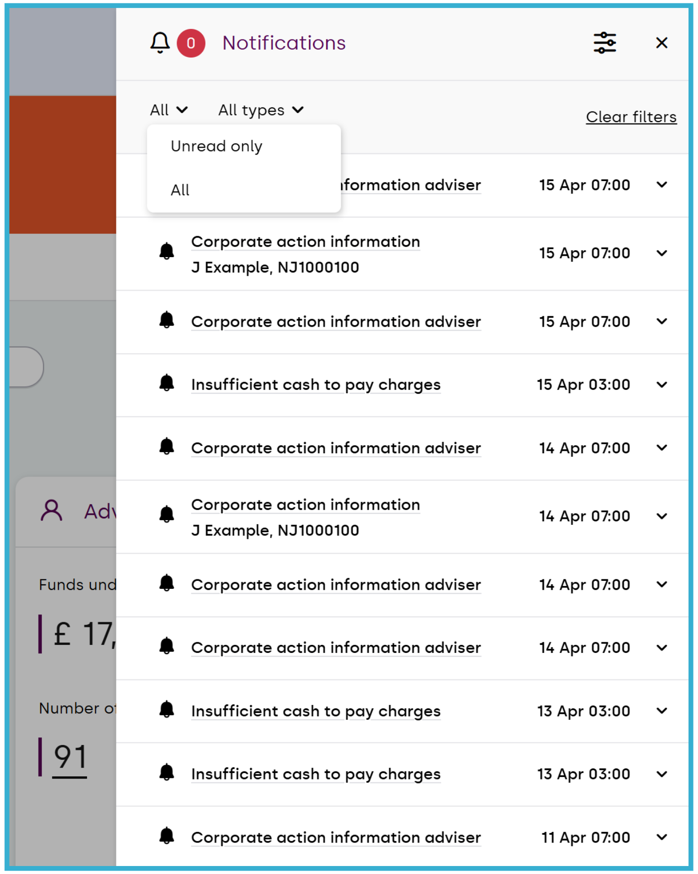
For further details on how to search for your client please refer to the 'Client search' guide.

Notifications

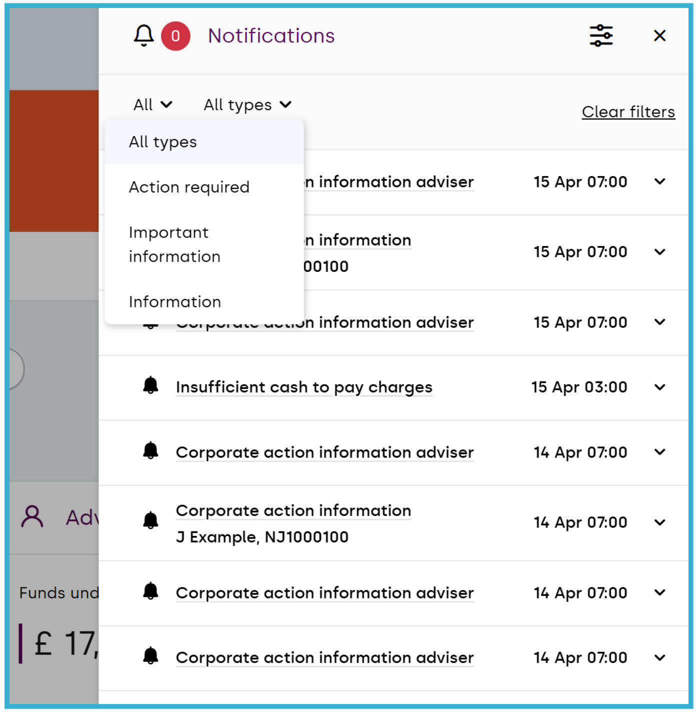
To view your notifications, select the notifications bell icon.



The notifications can be filtered to display unread, or all notifications by selecting the first dropdown.

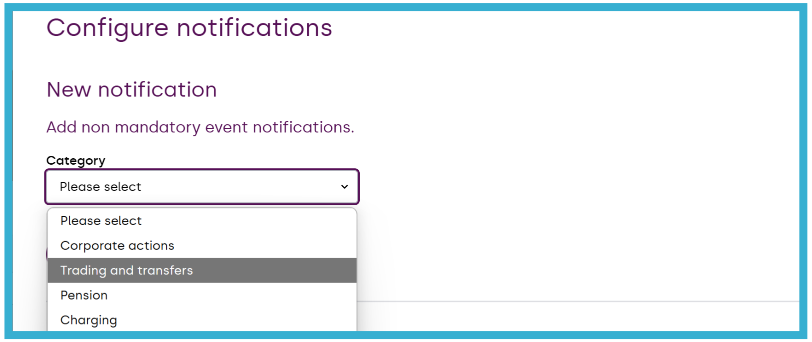


Notifications can also be filtered by notification type by selecting the second dropdown.



To further configure your notifications, select the filter button.

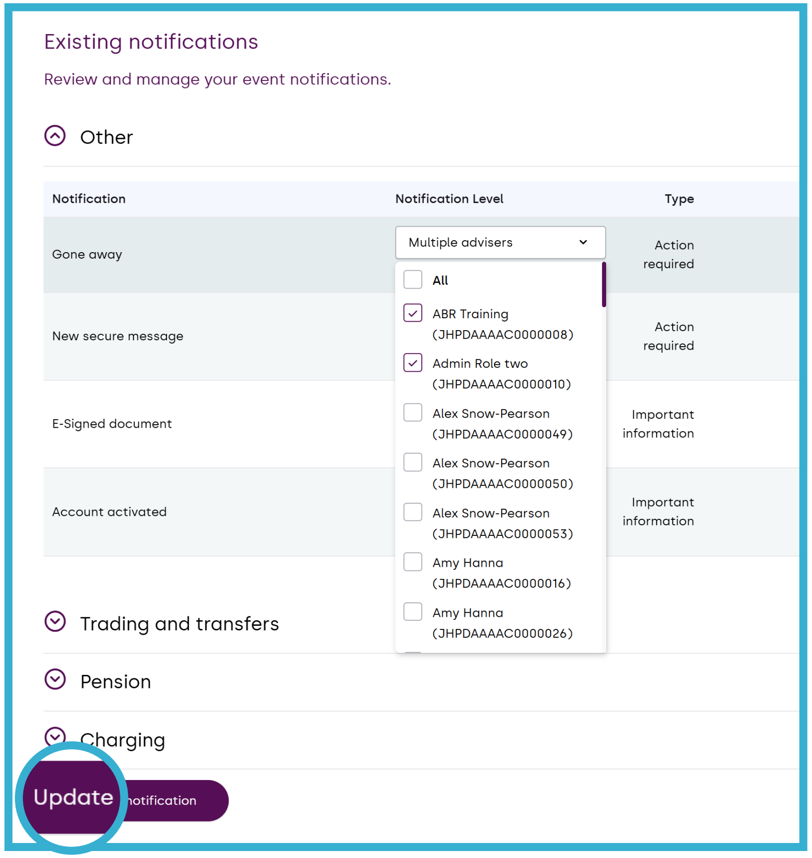
Select the notification category from the dropdown, and then '**Save**'.



Use the arrow against the existing notifications to expand the notification.

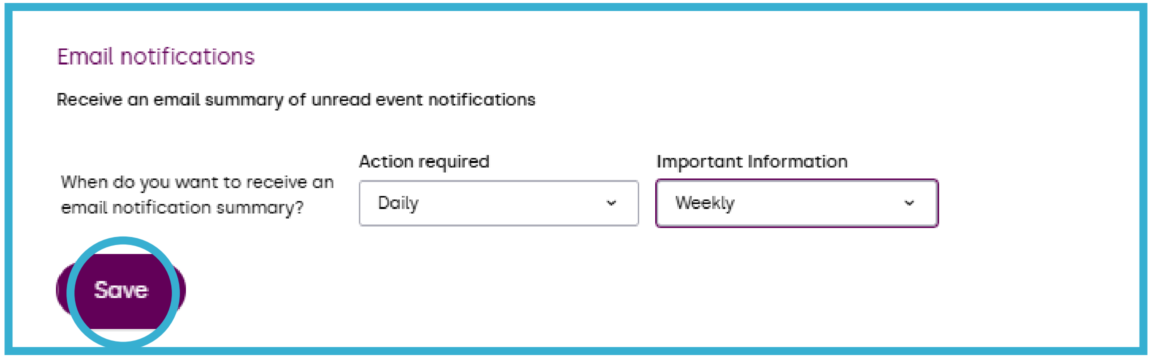
If you would like to receive even notifications for other adviser's activity select from the drop-down list.

Select '**Update notification**'.



To configure when you receive '**Action required**' and '**Important Information**' notifications, select the frequency from the dropdown.

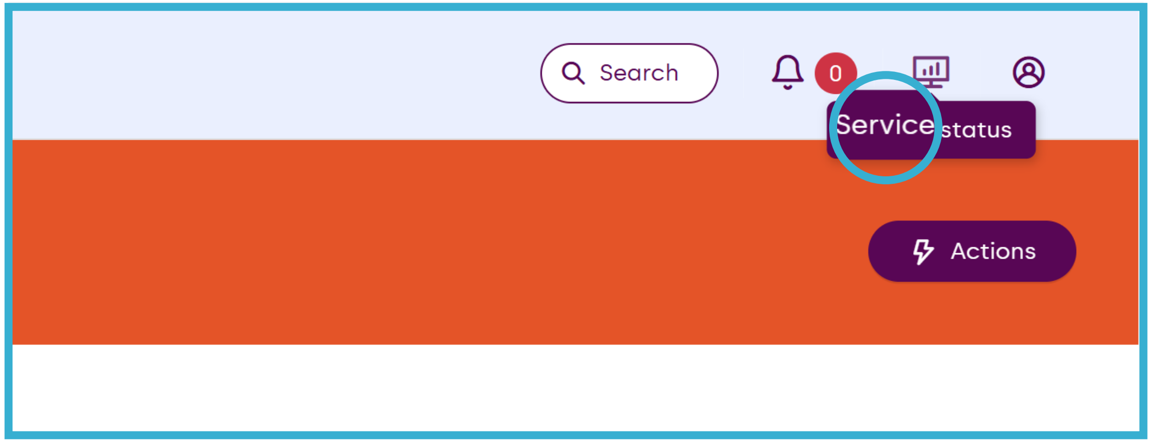
Select '**Save**'.

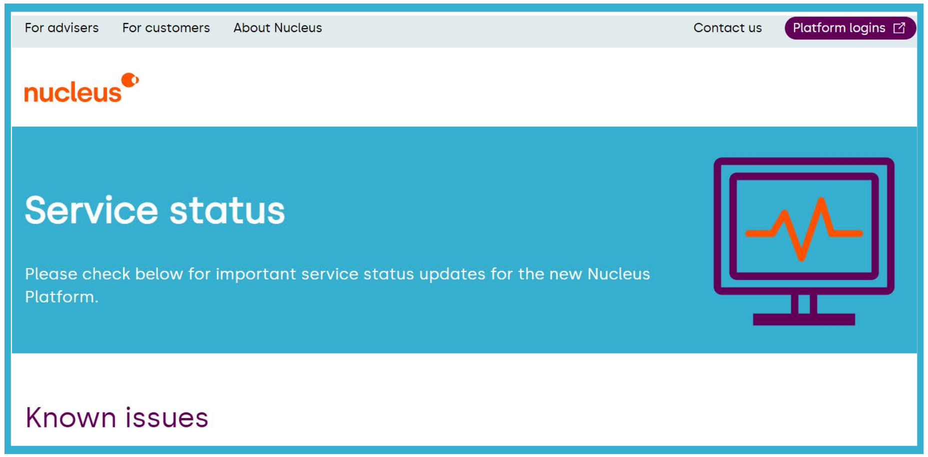


If you don't want to receive an email summary of notifications from us, select **'Never'**.

Service status

The '**Service status**' button will take you to our web page that provides current ongoing platform maintenance issues.



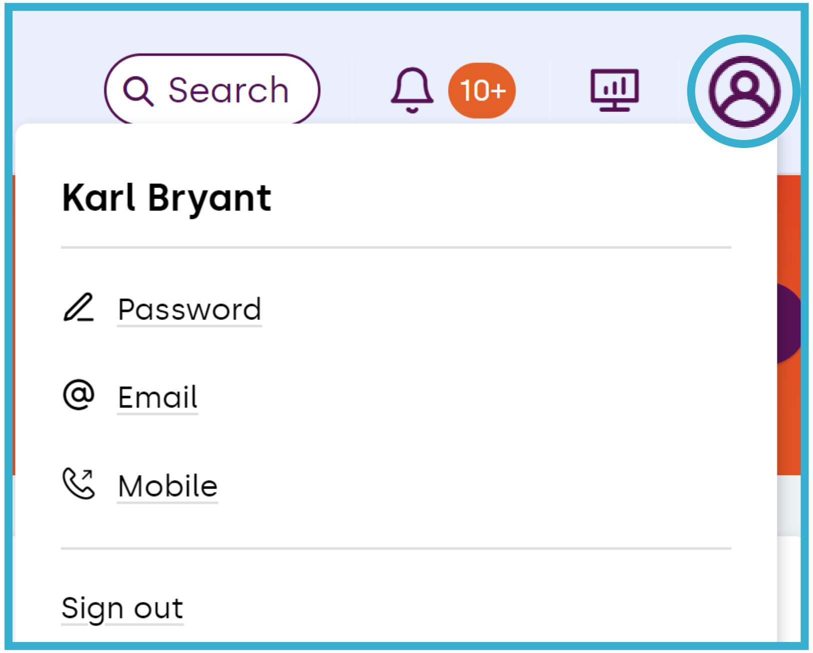


Profile

To update your:

- Password
- Email
- Mobile

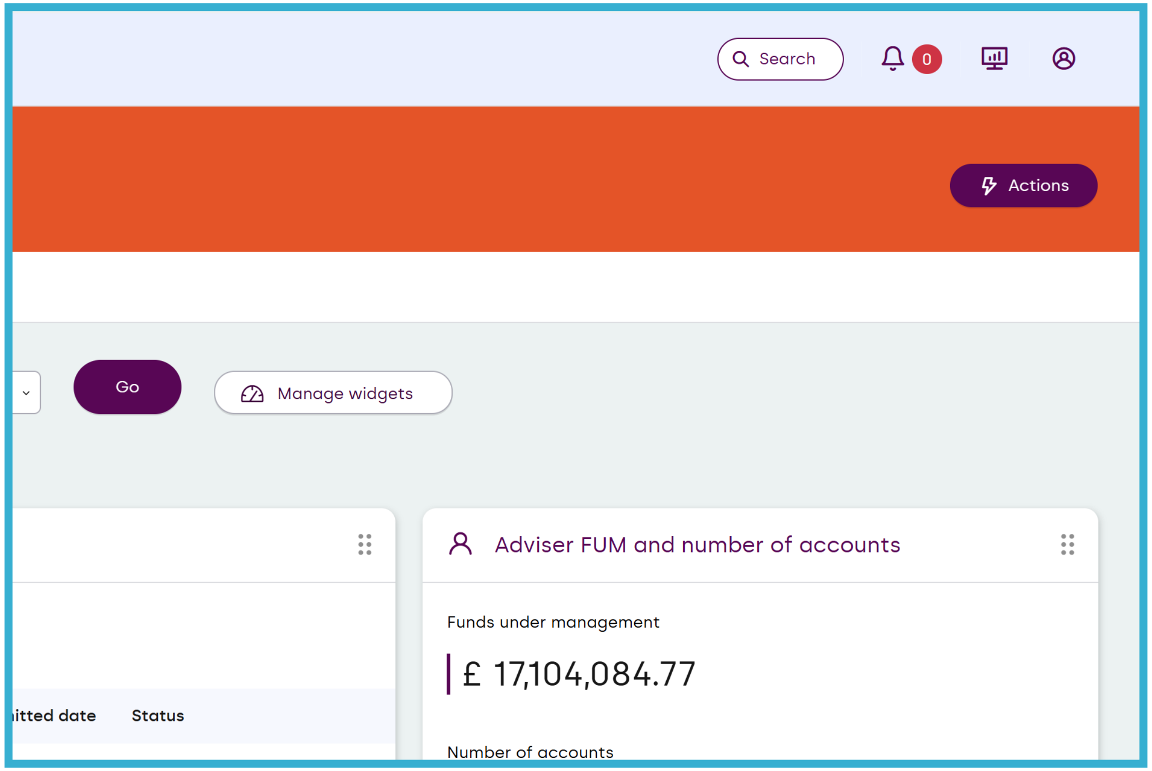
Or sign out, select the profile icon.



Actions button

The following processes can be completed through the actions button:

- Create new clients
- Bulk switch
- Model upgrade
- Add and edit adviser and non-adviser users
- Corporate actions
- Mi and reports

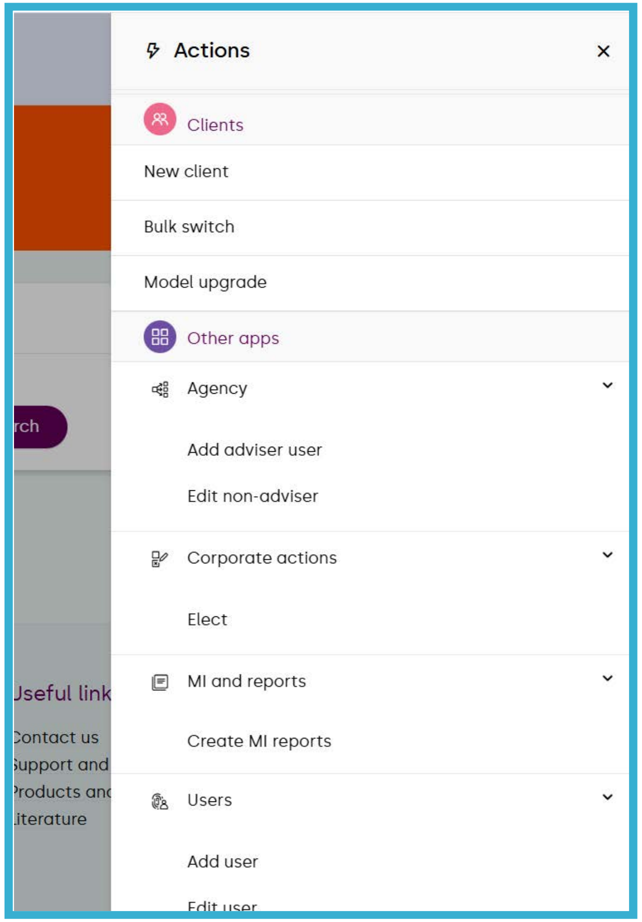


The list of actions available will depend on the individual user's role and permissions.

Select the arrows to expand the actions.

Key message

For more details on how to complete each process, please refer to the relevant guide on our help hub.



The sidebar

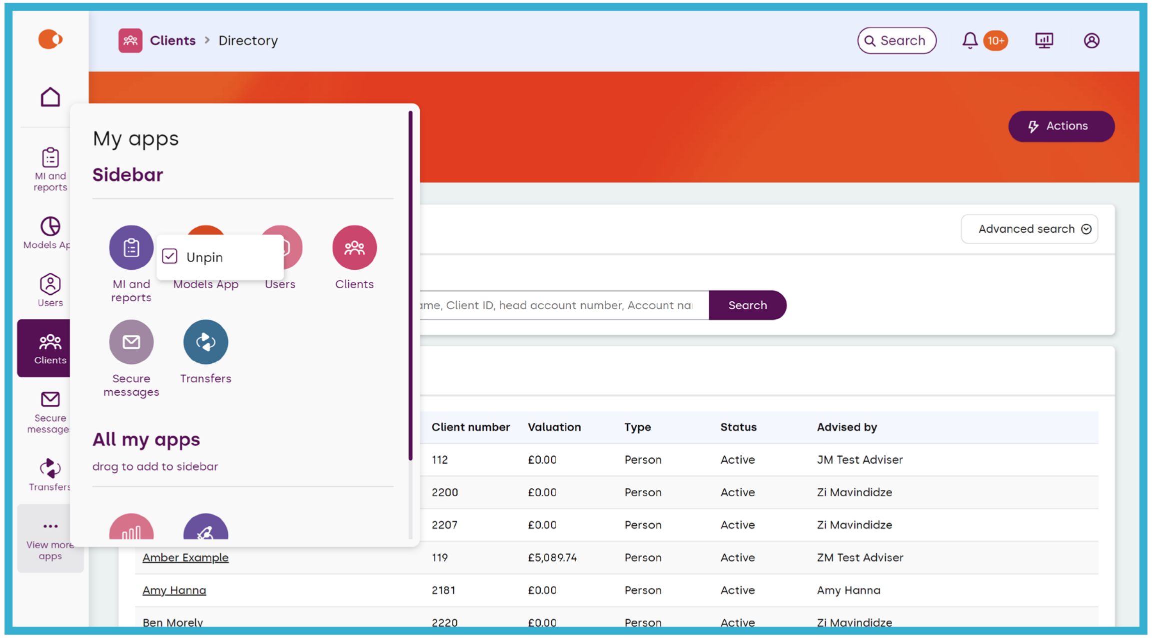
The sidebar is an easy shortcut into your apps.

Key message

The sidebar is available from any screen on the platform.

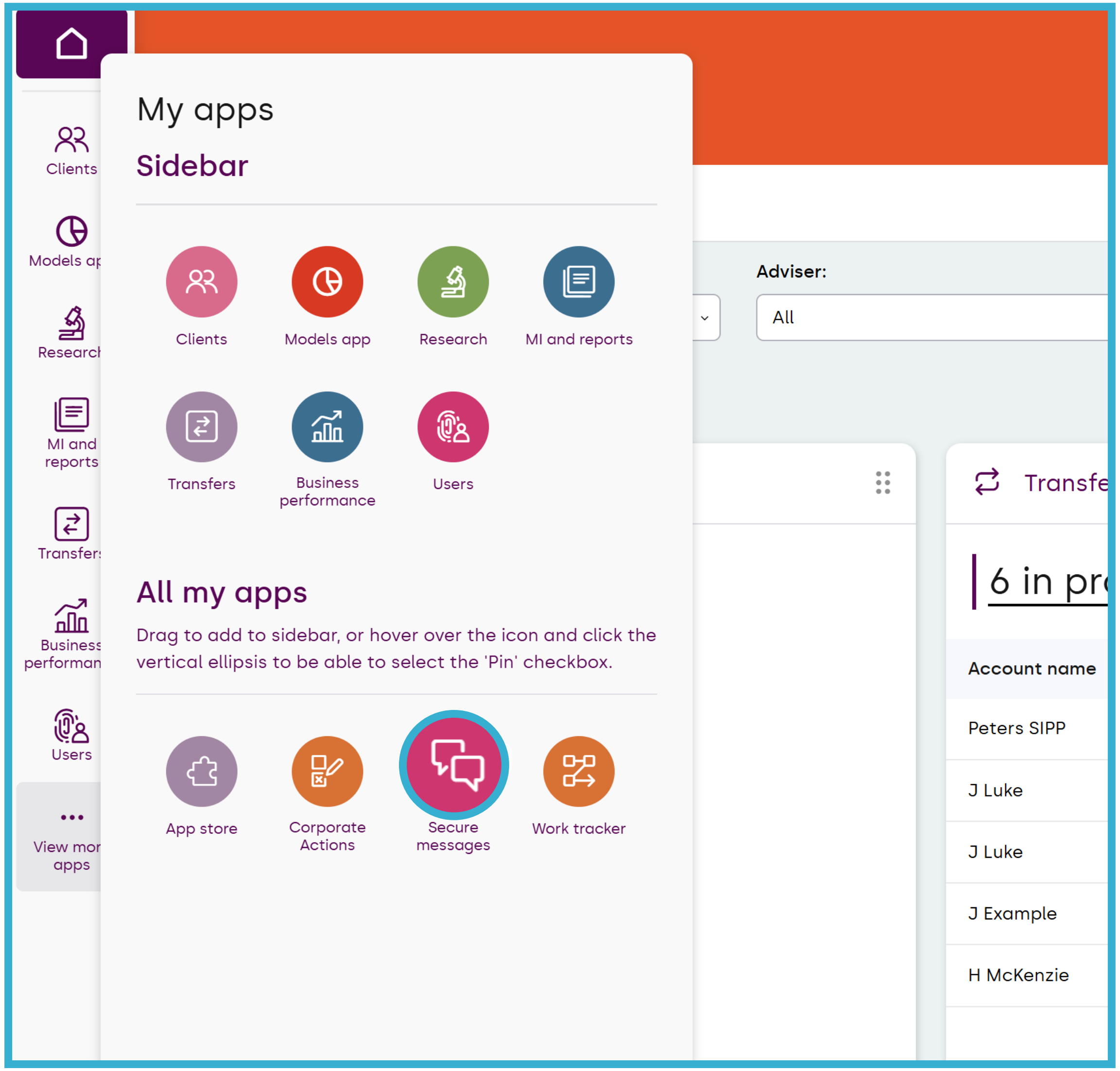
To configure the sidebar select '**View more apps**'.

To pin or unpin specific apps from the sidebar, select the vertical ellipses next to the app.



Secure messages

To send a secure message select the '**Secure messages**' app.



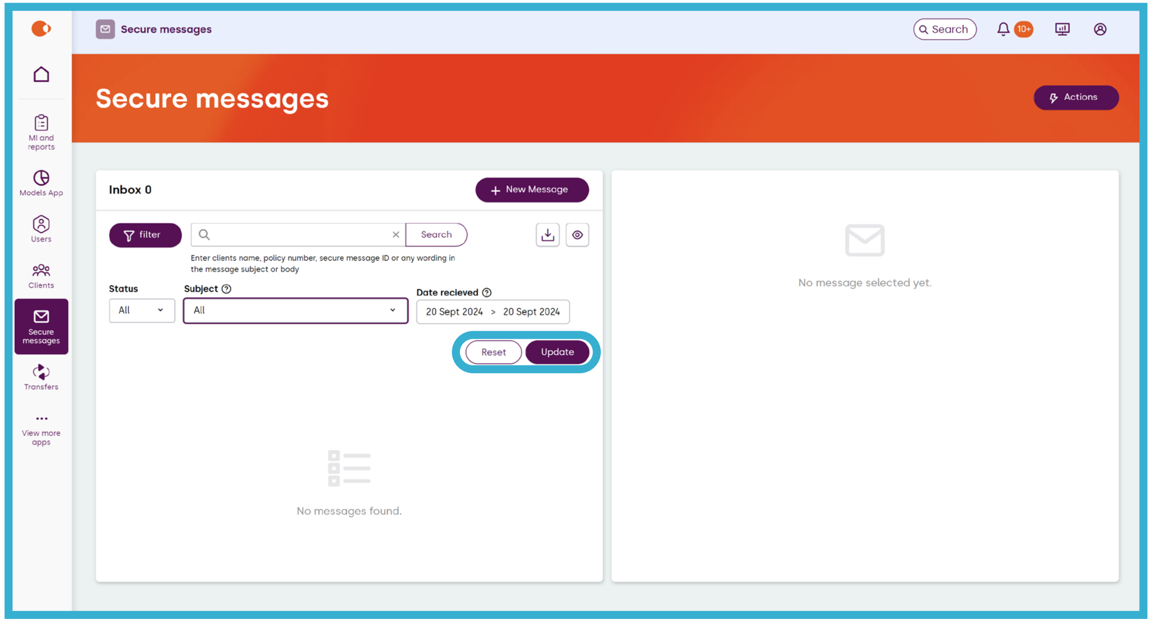
Secure messages

You can search by a client's name, policy number, message ID or a key word to locate a message.

Selecting the '**filter**' button provides additional fields to locate the secure message.

Select '**Update**' to apply these filters.

Select '**Reset**' to remove the filter details.



Select '**New Message**' to begin a new message.

Enter the client account number.

Select the subject from the drop down.

If you select '**Other**' you can type in a custom subject.

Key message

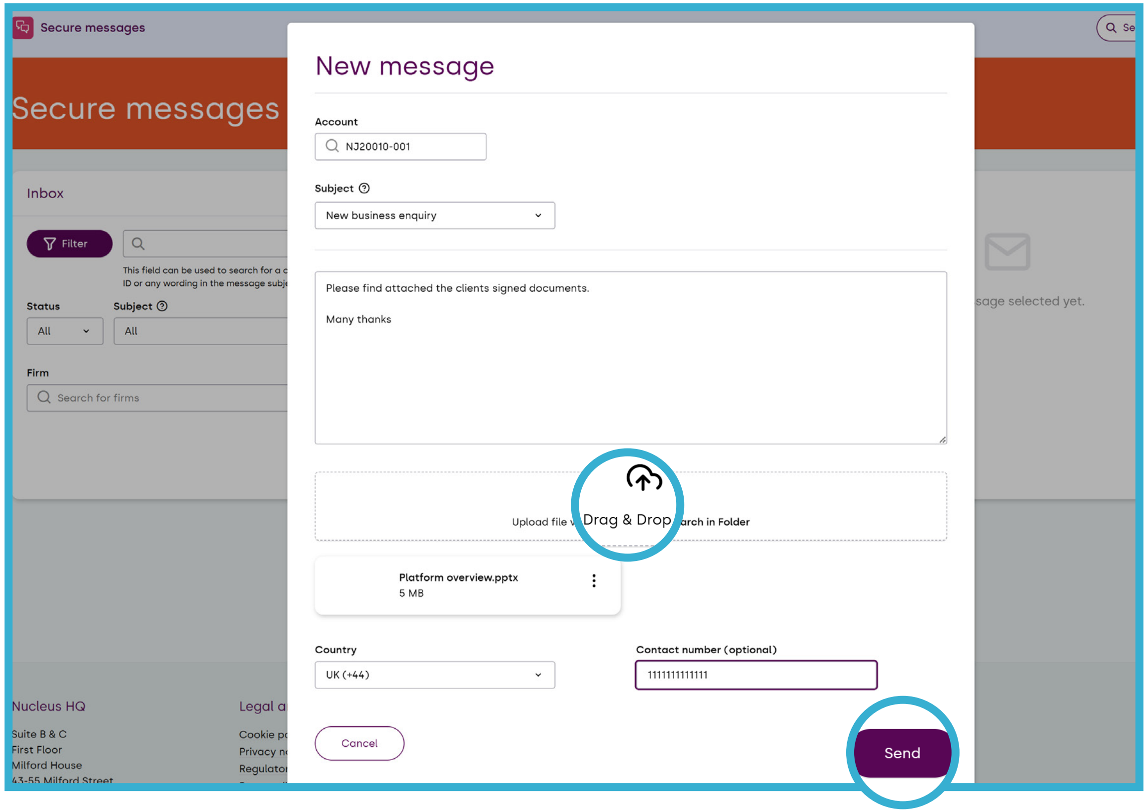
Selecting the correct subject allows the message to be allocated to the correct team easily and removes any unnecessary delays.

Enter your message.

Drag and drop or select '**Folder**' to attach file.

Enter your contact number. This field is optional.

Select '**Send**'.

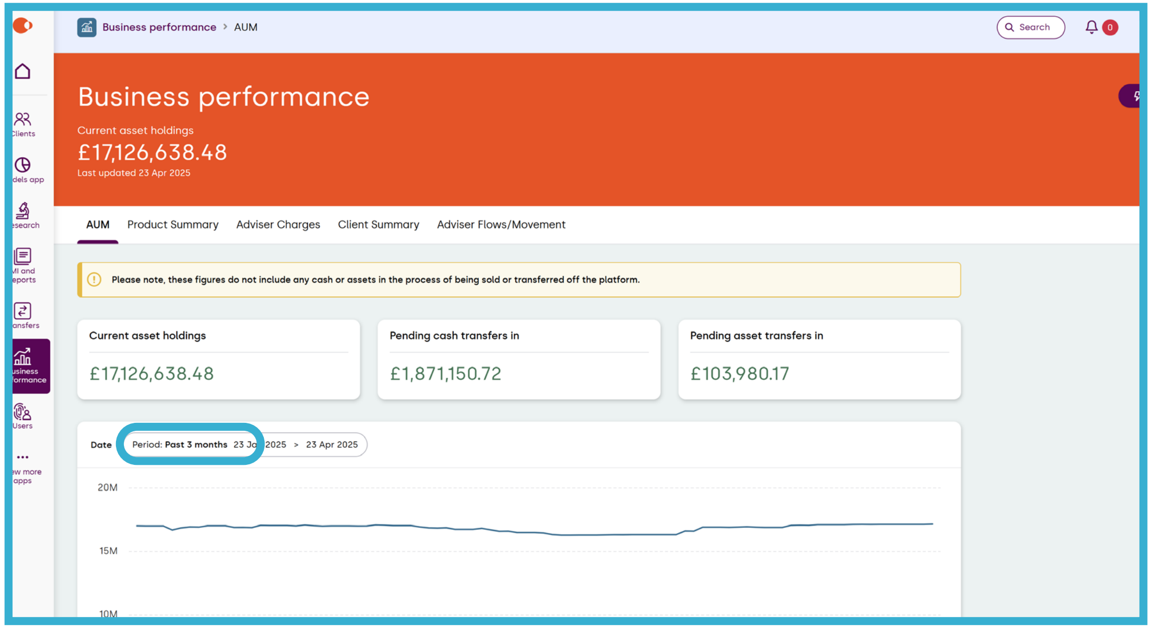


Business performance

AUM

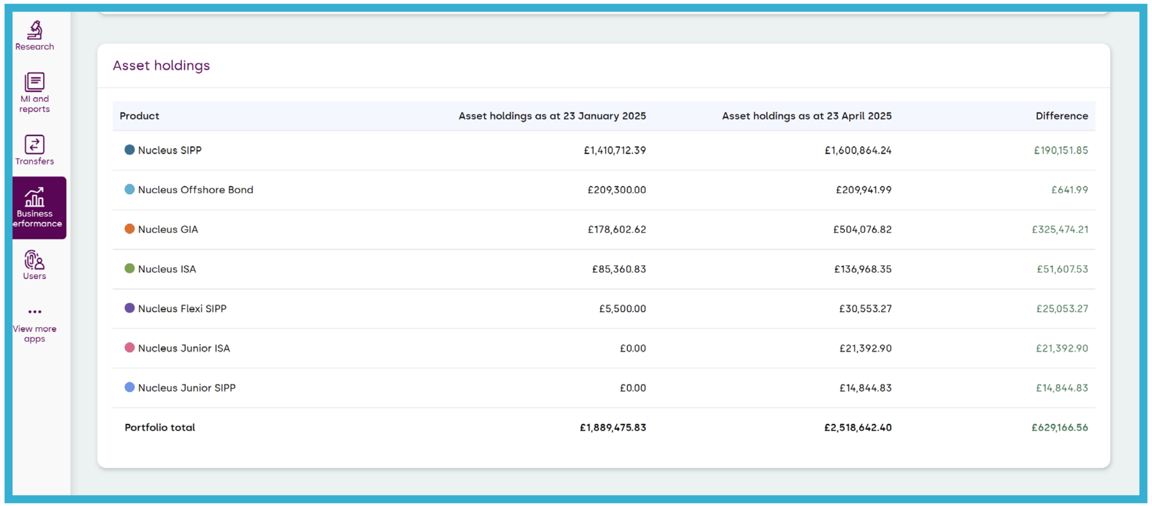
The page will show current asset holdings, pending cash transfers in and pending transfers in.

To filter the information by date range select '**Period:**'. This will give you preset options such as 'current tax year' as well as the ability to set a customised date range.



Asset holdings per product within the firm will be displayed.

The asset holdings will show the difference in holdings within a three month date range.



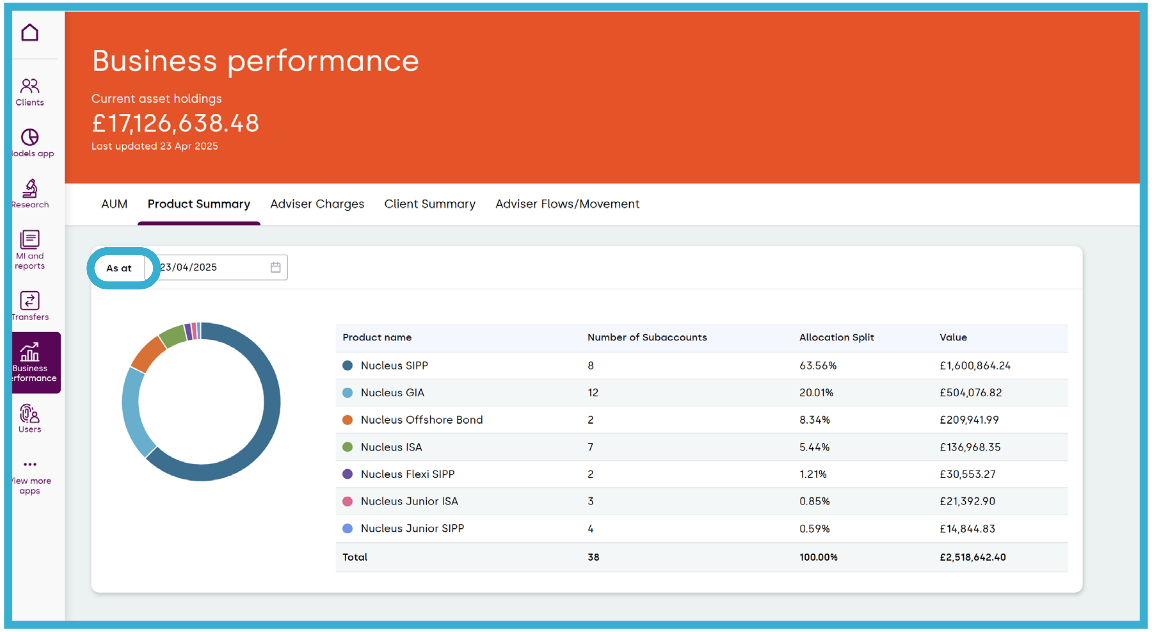
Asset holdings

Product	Asset holdings as at 23 January 2025	Asset holdings as at 23 April 2025	Difference
Nucleus SIPP	£1,410,712.39	£1,600,864.24	£190,151.85
Nucleus Offshore Bond	£209,300.00	£209,941.99	£641.99
Nucleus GIA	£178,602.62	£504,076.82	£325,474.21
Nucleus ISA	£85,360.83	£136,968.35	£51,607.53
Nucleus Flexi SIPP	£5,500.00	£30,553.27	£25,053.27
Nucleus Junior ISA	£0.00	£21,392.90	£21,392.90
Nucleus Junior SIPP	£0.00	£14,844.83	£14,844.83
Portfolio total	£1,889,475.83	£2,518,642.40	£629,166.56

Product summary

The page displays a summary of the number of accounts invested in each product, allocation split and the value within the clients in at your firm.

To filter the information by date range select '**As at**'. You will be able to see the product split within your firm as at any previous date.



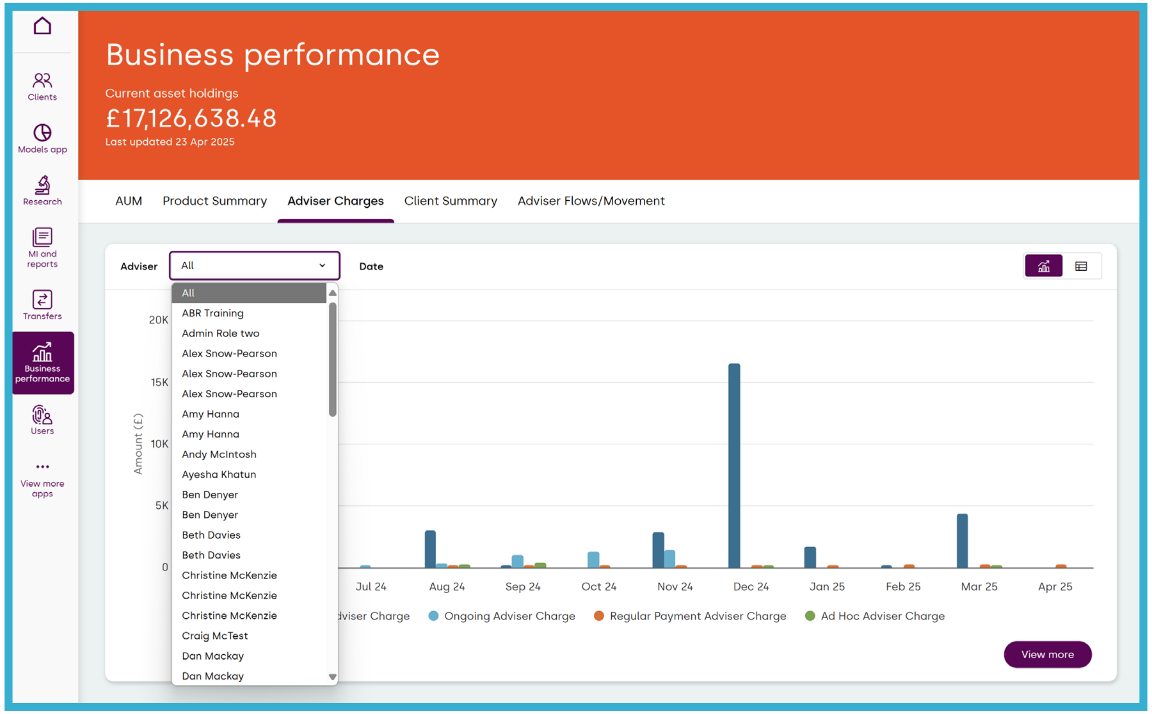
Adviser charges

The page shows all charges within your firm, including:

- Initial adviser charge
- Ongoing adviser charge
- Regular payment adviser charge
- Adhoc charges

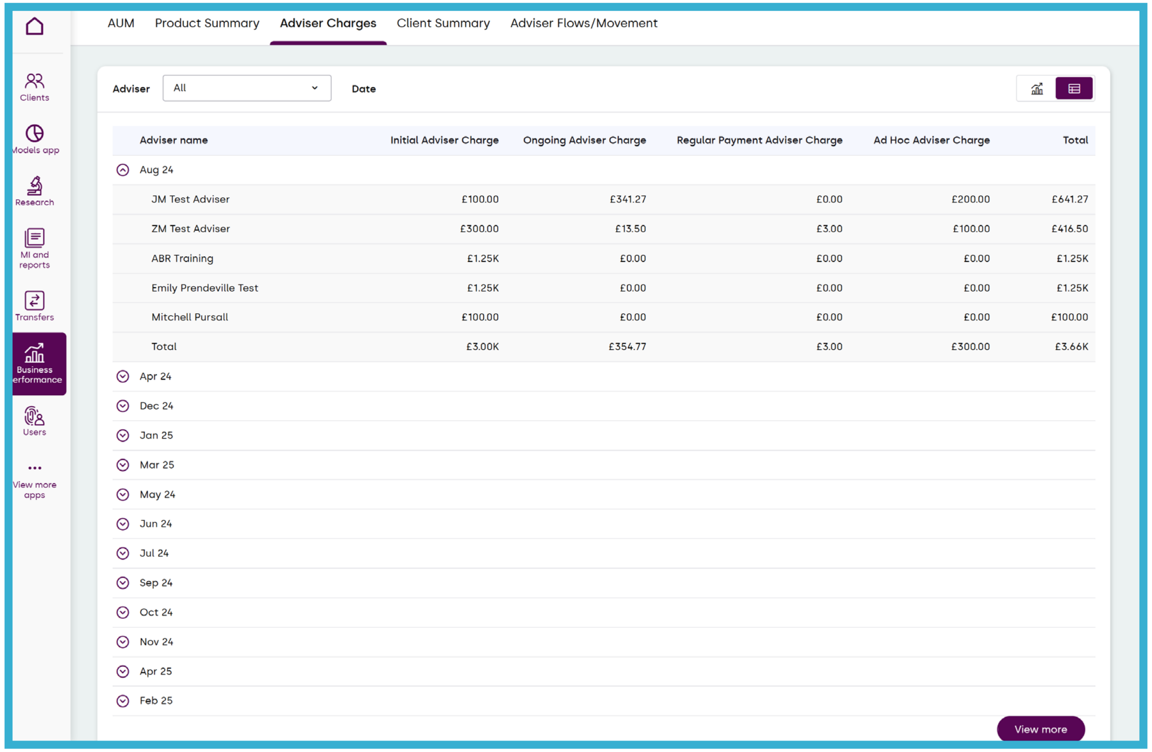
To filter the charges by adviser select the adviser from the drop down.

For further details on the adviser charges per adviser select the graph icon.



Select the arrow to expand the details on each month.

'**View more'** will redirect you to produce a remuneration statement

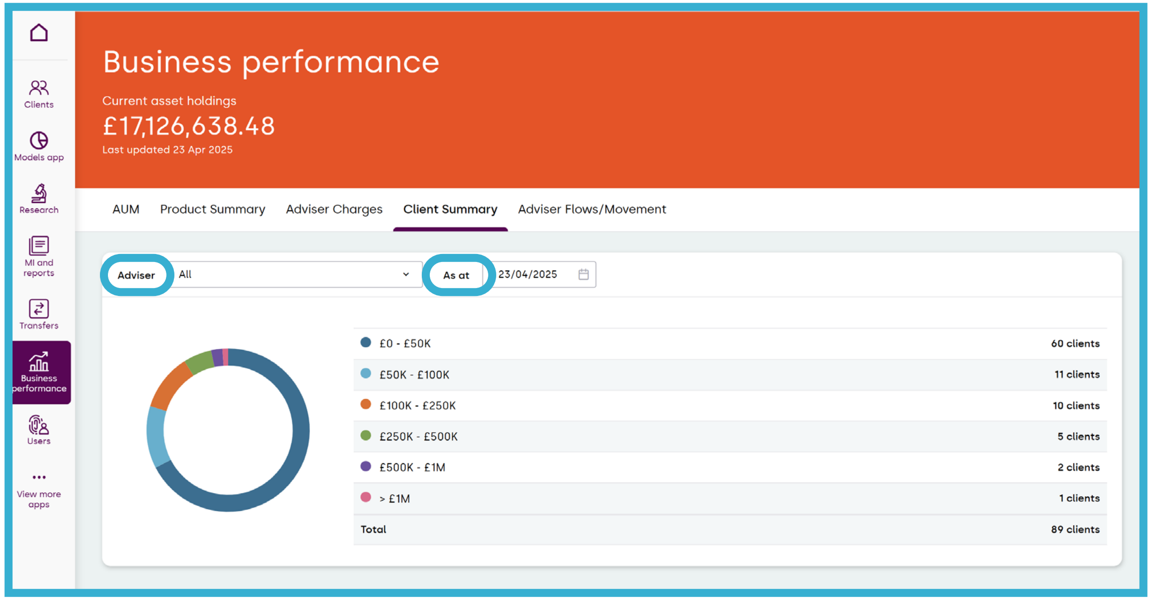


Client summary

The client summary tab displays how many clients have a total amount invested in each value bracket.

To filter the information by adviser, select '**Adviser**'.

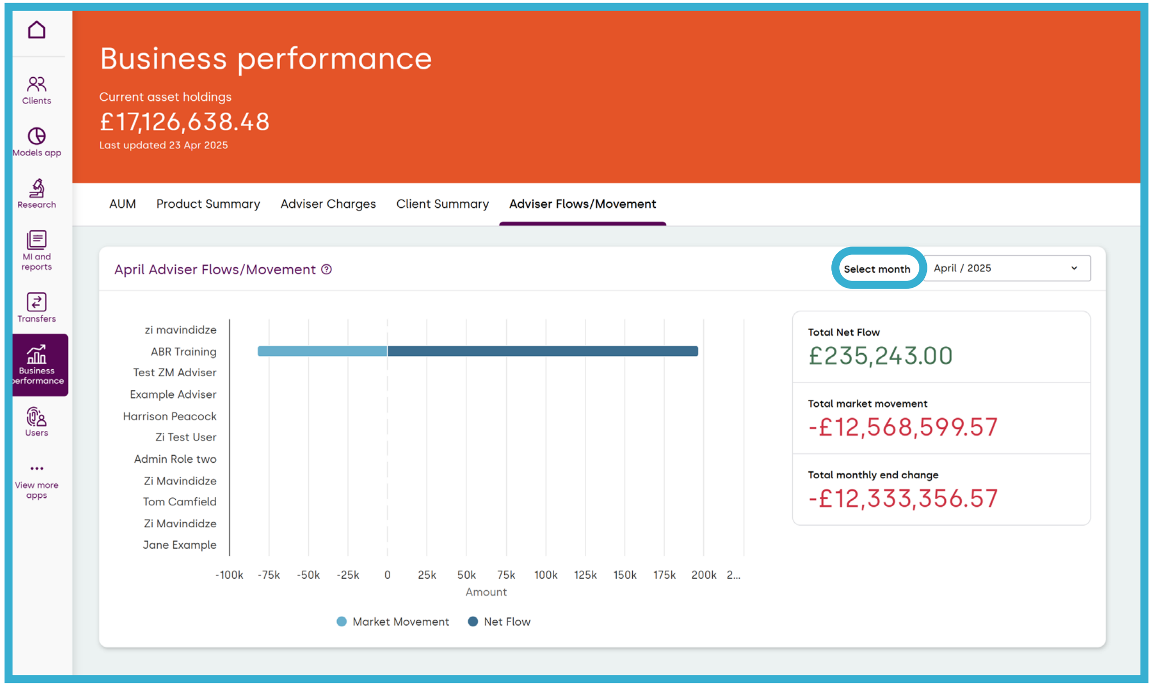
To filter the information by date range, select '**As at**'.



Adviser flows/movement

The adviser flows/movement tab show adviser net flows and market movement in at your firm.

To filter the information by date range, select '**Select month**'.

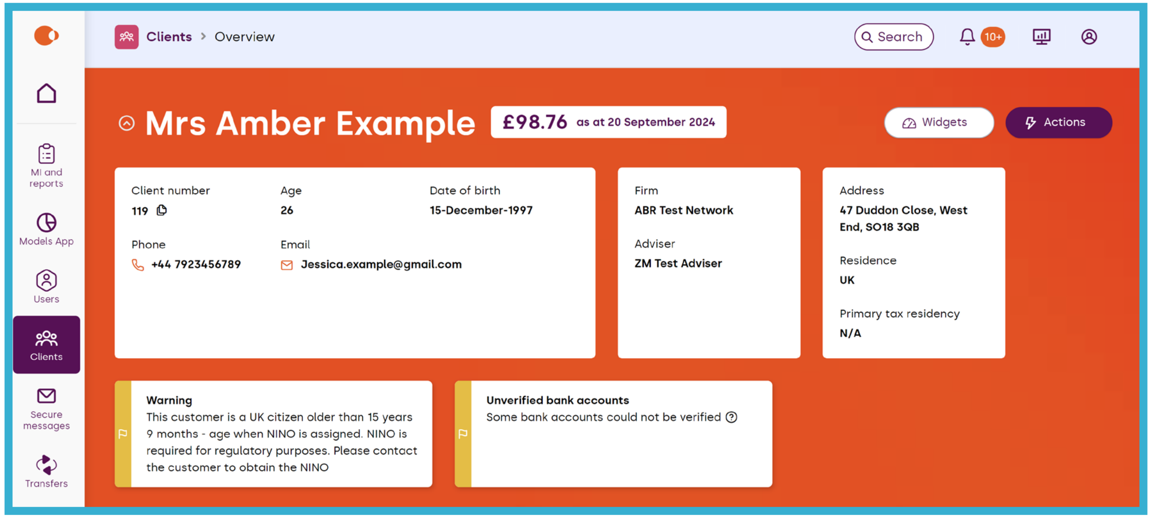


Client home page

After selecting your client, you'll land on their overview page.

The client's personal details are displayed in the banner.

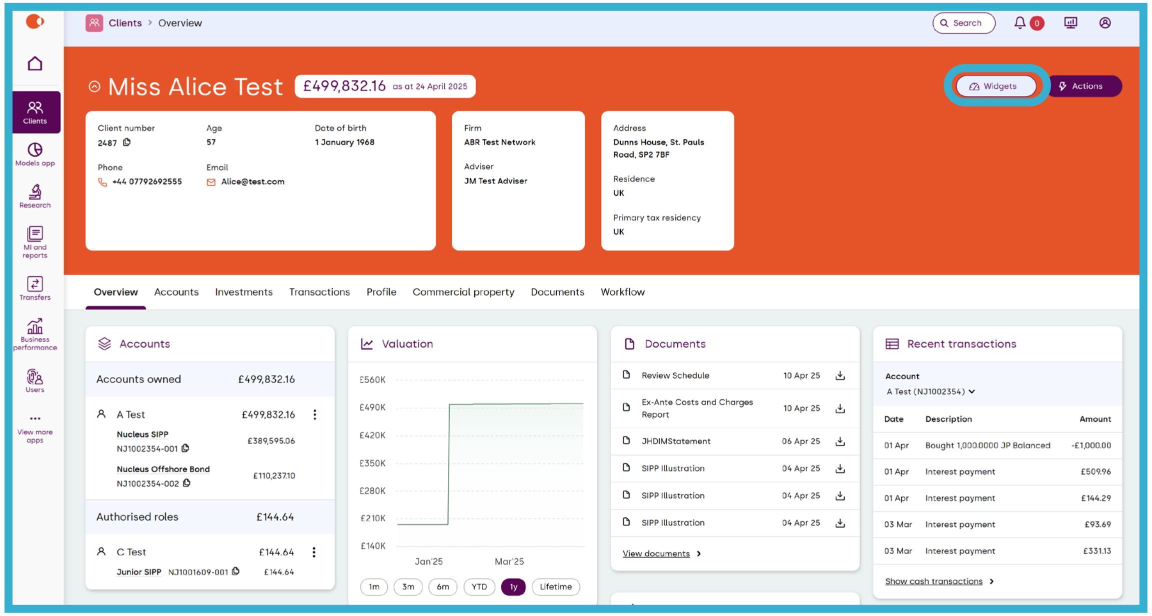
Any outstanding actions that require completion will be displayed as warnings on the banner.



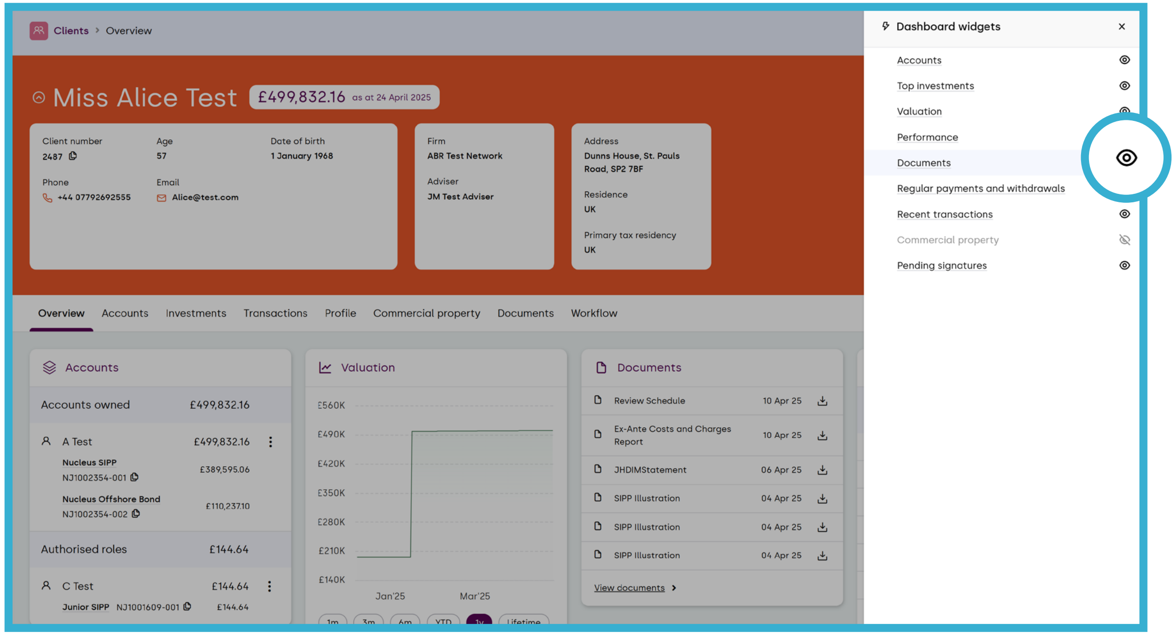
Overview

This tab will give you an overview of the client and their accounts, with fully customisable widgets to suit your needs.

The widget can be configured by selecting '**Widgets**'.



Select the eye icon on the widgets you would like to remove from your client's home page.

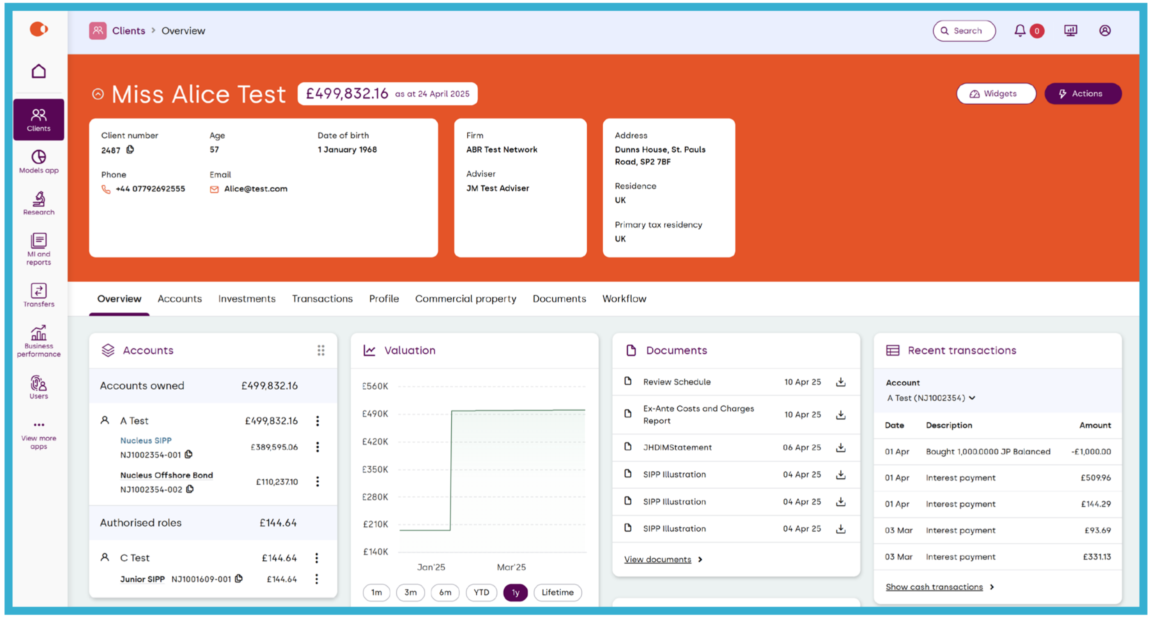


Any accounts the client holds will be under the '**Accounts**' widget. This also includes any accounts your client is linked to.

Select the account, to look at the product information.

Key message

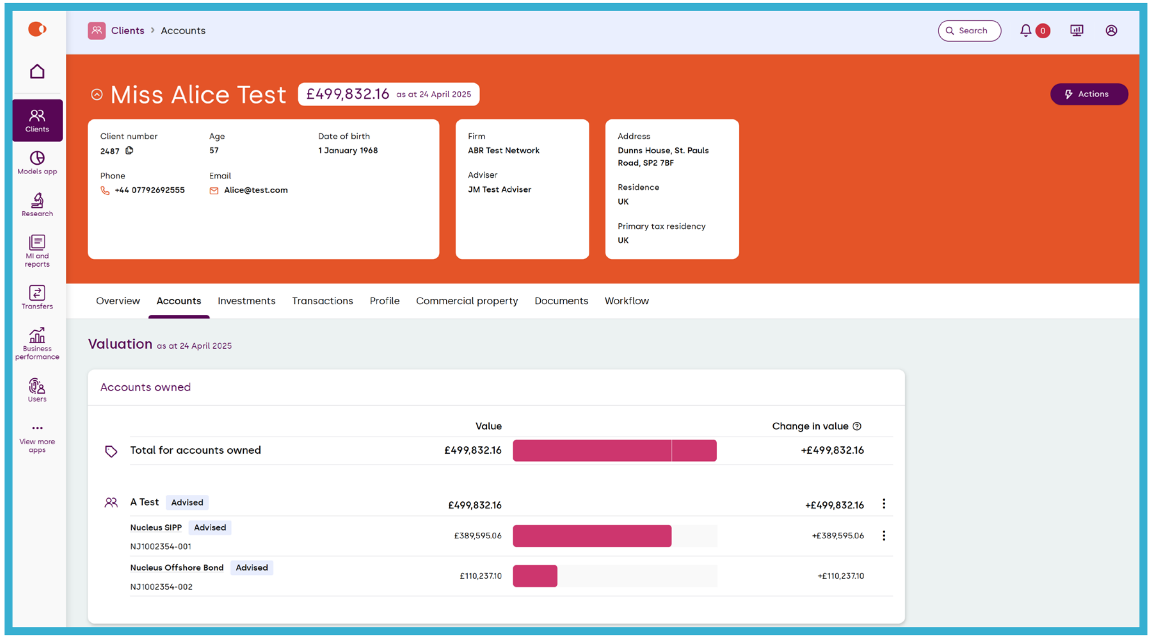
Product specific information, such as remaining ISA allowances, LTA will be found in the individual account.



Accounts

The accounts tab will provide a valuation of the accounts owned by the client.

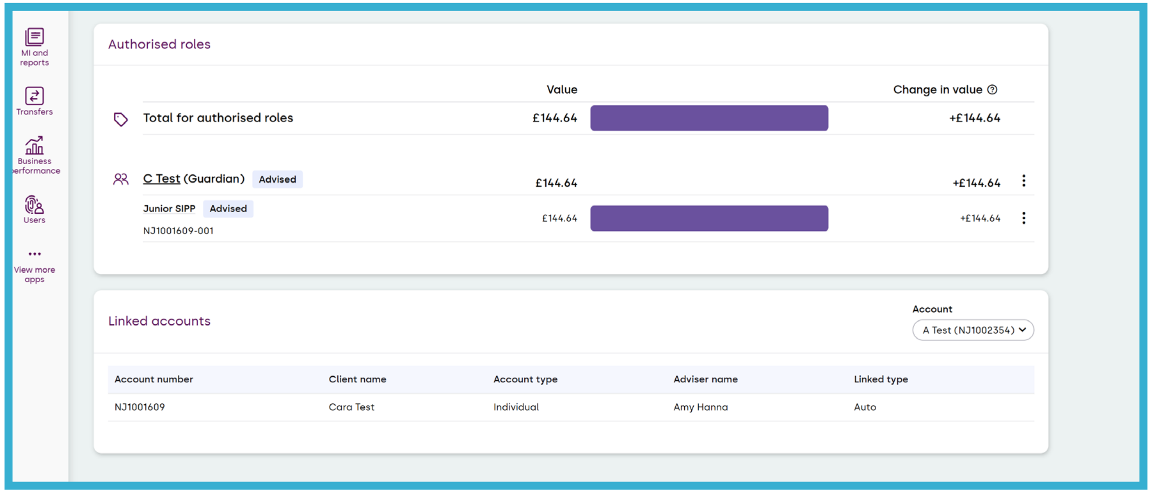
The page will show the difference in value of the accounts over the last 12 months.



This will also include accounts that your client has an authorised role.

The page will show the difference in value of the authorised role accounts over the last 12 months.

The accounts your client is linked to will be stated here.



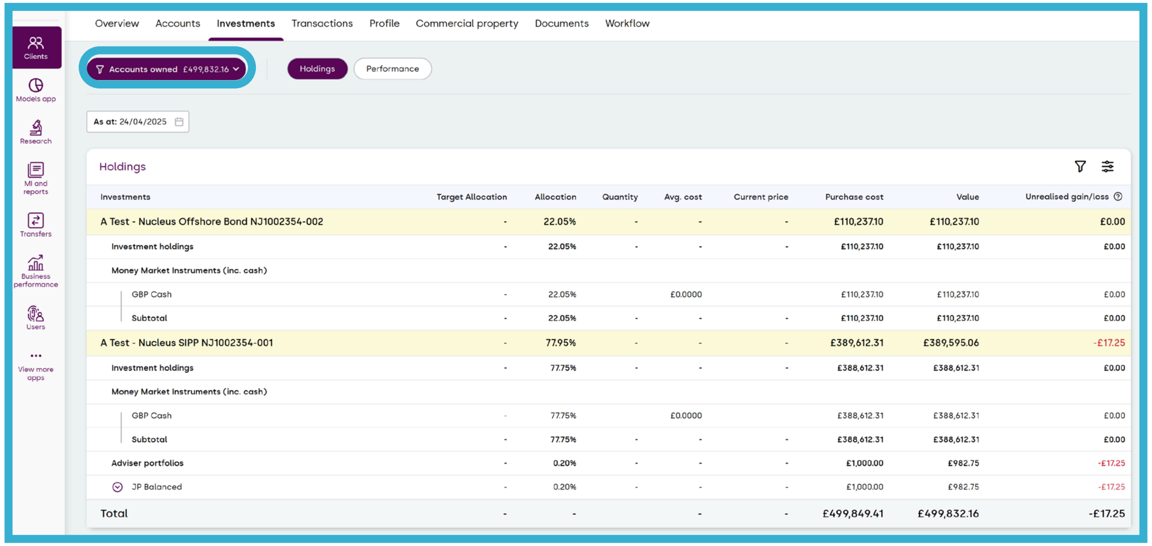
Investments

Holdings

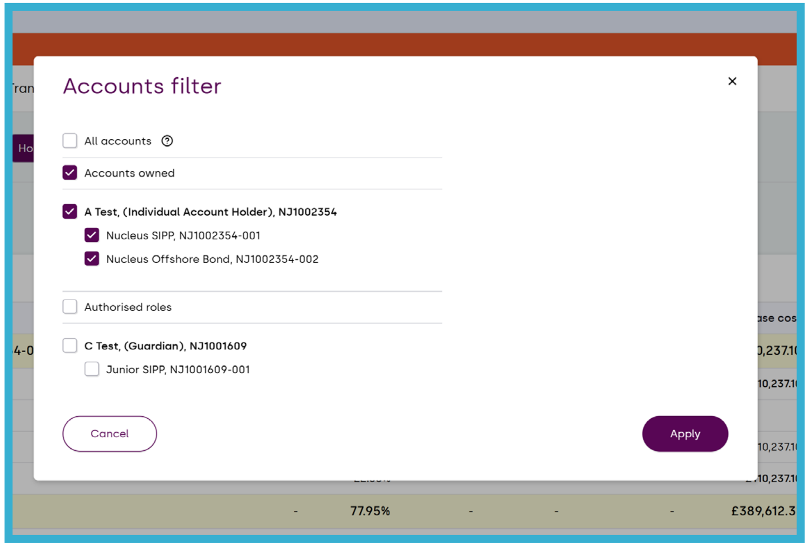
The page will default to '**Holdings**'.

The investments tab allows you to view your client's accounts, holdings and performance.

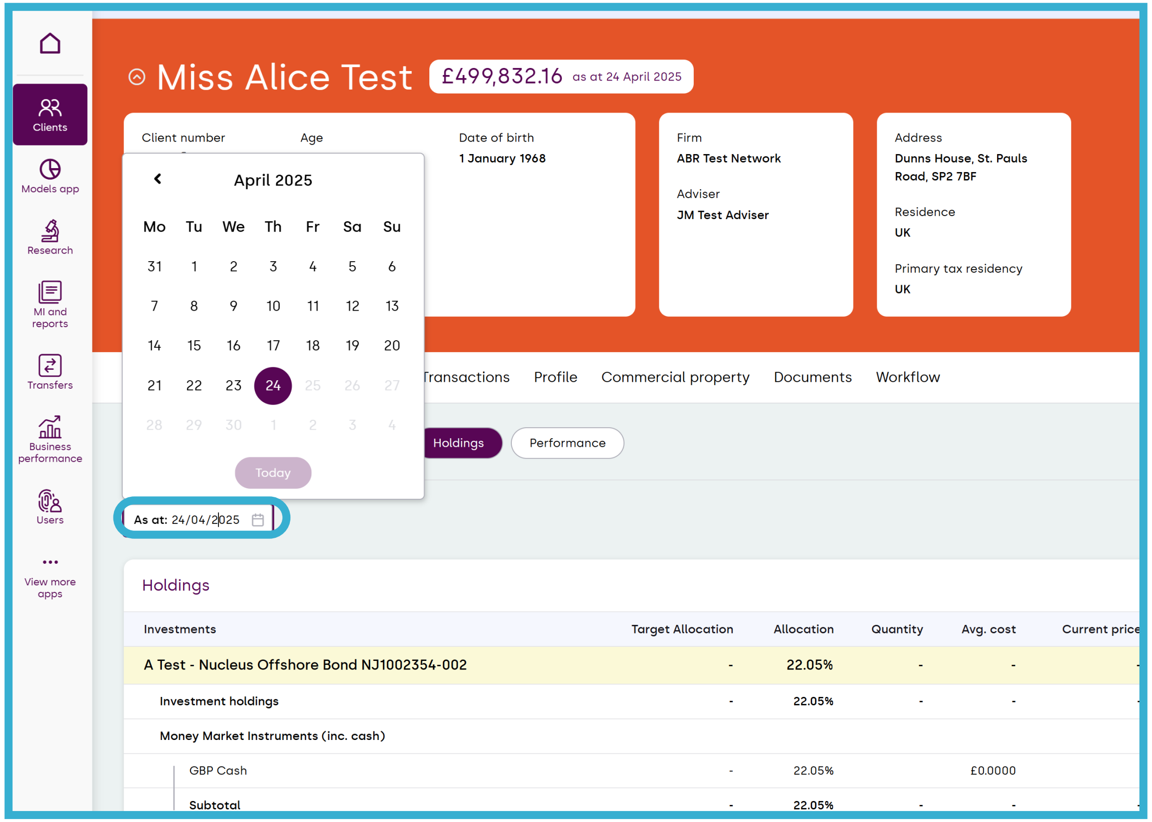
To filter the information by accounts, select '**Accounts owned**'.



Use the tick to add or remove an account.



To filter the information by date range select
'**As at**'.



Performance

Select ‘**Performance**’.

This tab displays the value of the accounts/ products within the selected date range.

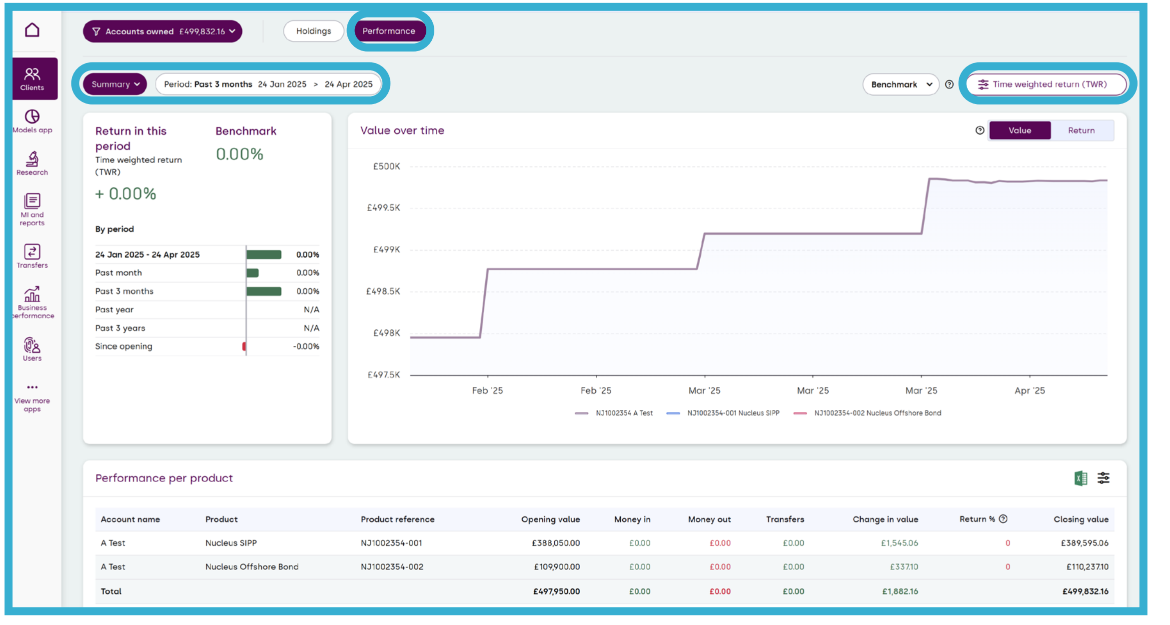
This can be shown by value or return over time.

The page will default to ‘**Summary**’.

To filter the information by date range select ‘**Period**’.

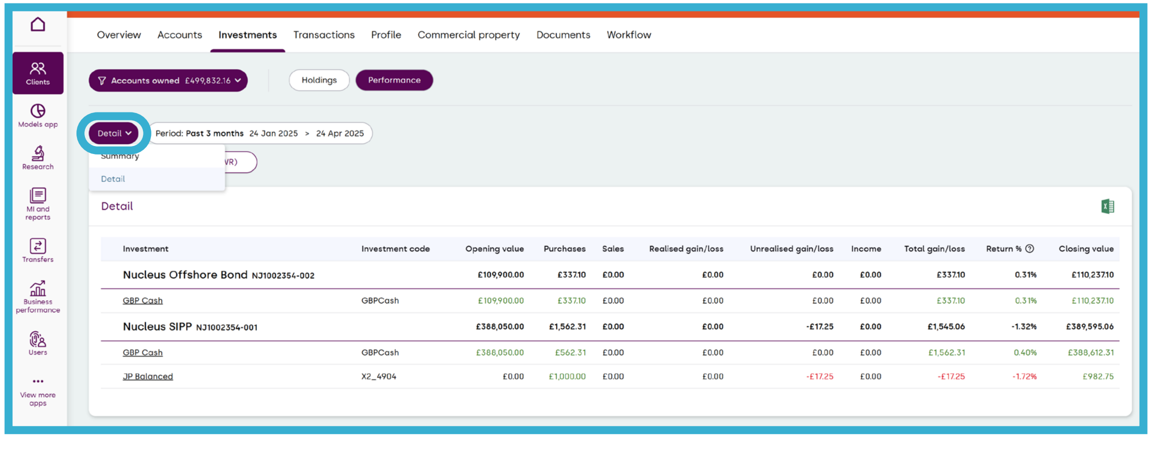
To change the performance calculation method and fees to include, select ‘**Time weighted return (TWR)**’.

Select the excel icon to export the information into an excel spreadsheet.



To filter the investments in more detail, select the summary tab and select ‘**Detail**’ from the dropdown.

Select the excel icon to export the information into an excel spreadsheet.



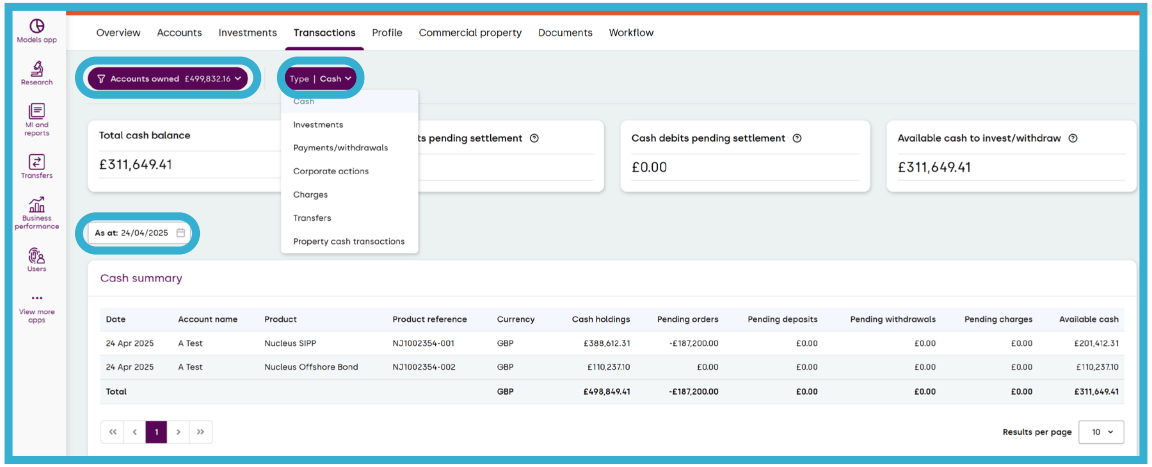
Transactions

You'll be able to view all transactions on your client's accounts.

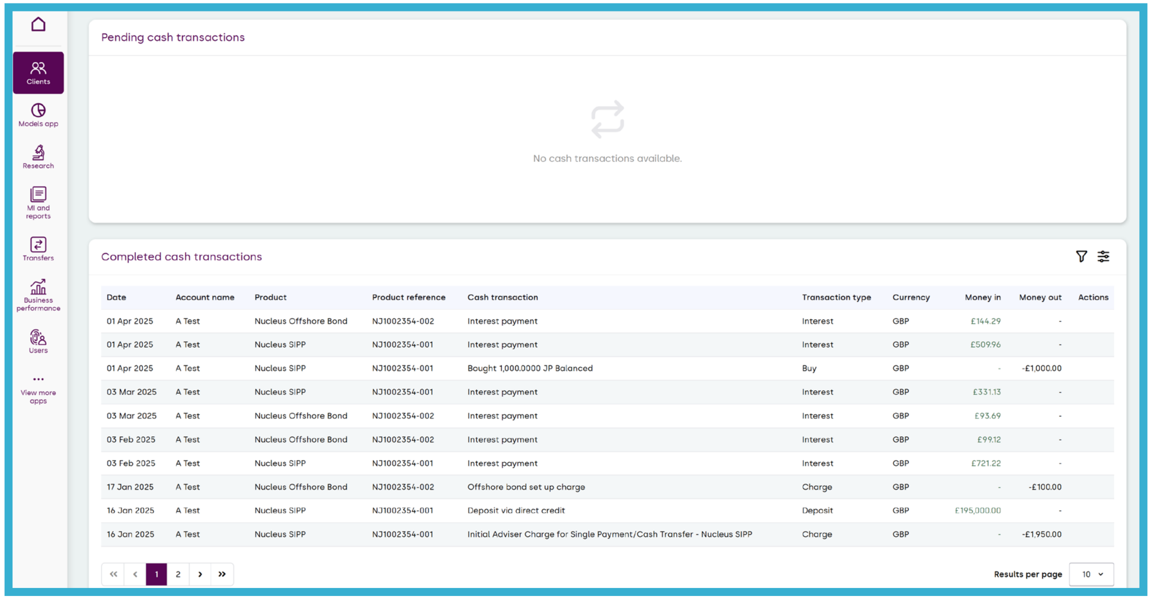
To filter by account, select '**Account owned**'.

To filter by transaction type, select '**Type**' and select the transaction type from the dropdown.

To filter the transactions by a date range, select '**As at**'.



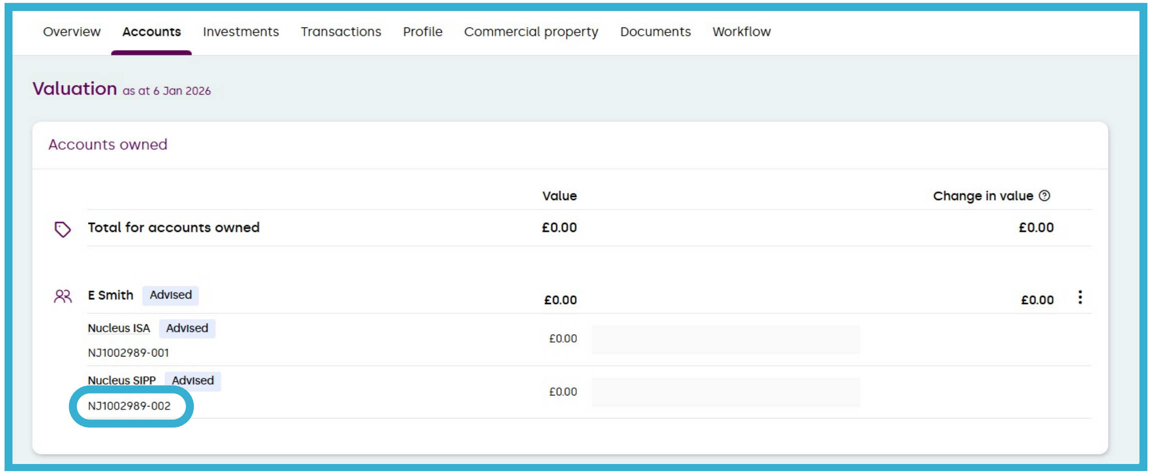
The transactions will be split into pending and completed transactions.



Transactions - Payer Types

To view payer types for payment transactions, from the client overview page, select the **'Accounts'** tab.

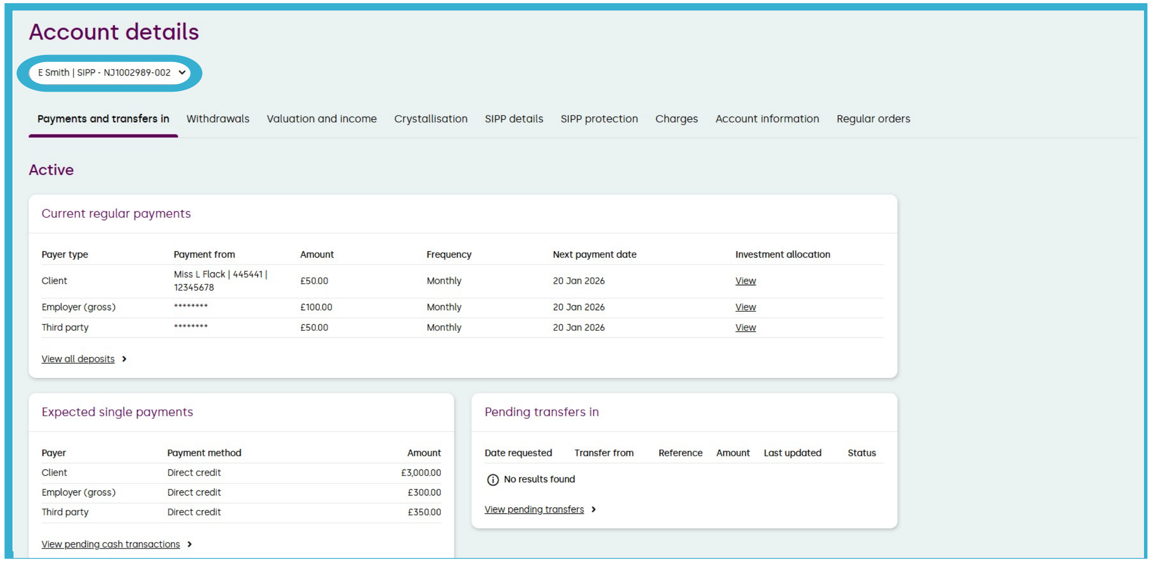
Then select the product within '**Accounts owned**'



The Account details screen displays all transaction activity, including current, pending, expected, and completed payments.

Here, you can view the payer types: Client, Employee, Employer, and Third Party.

You can use the drop-down menu beneath '**Account details**' to select another product.

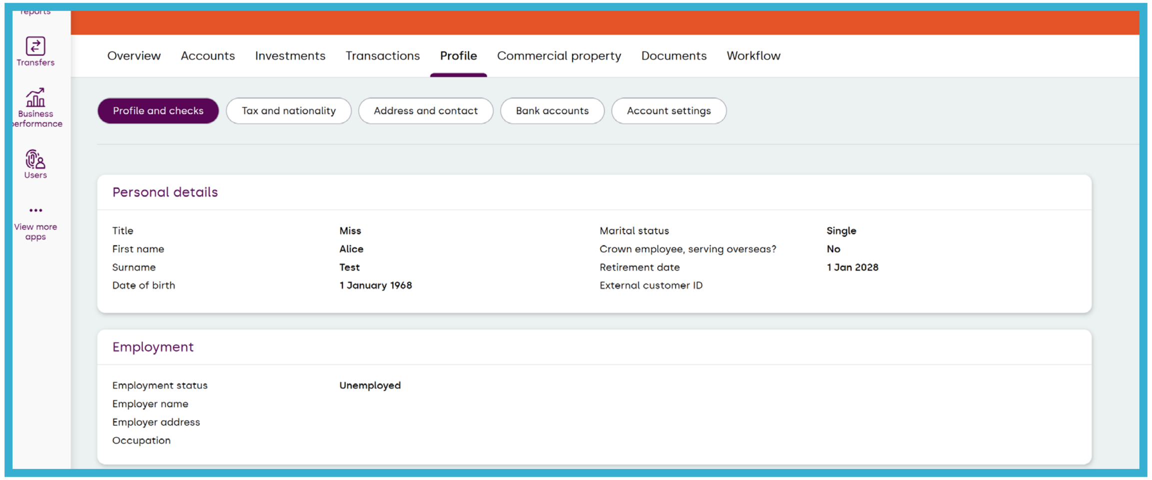


Profile

The profile tab will show your client's:

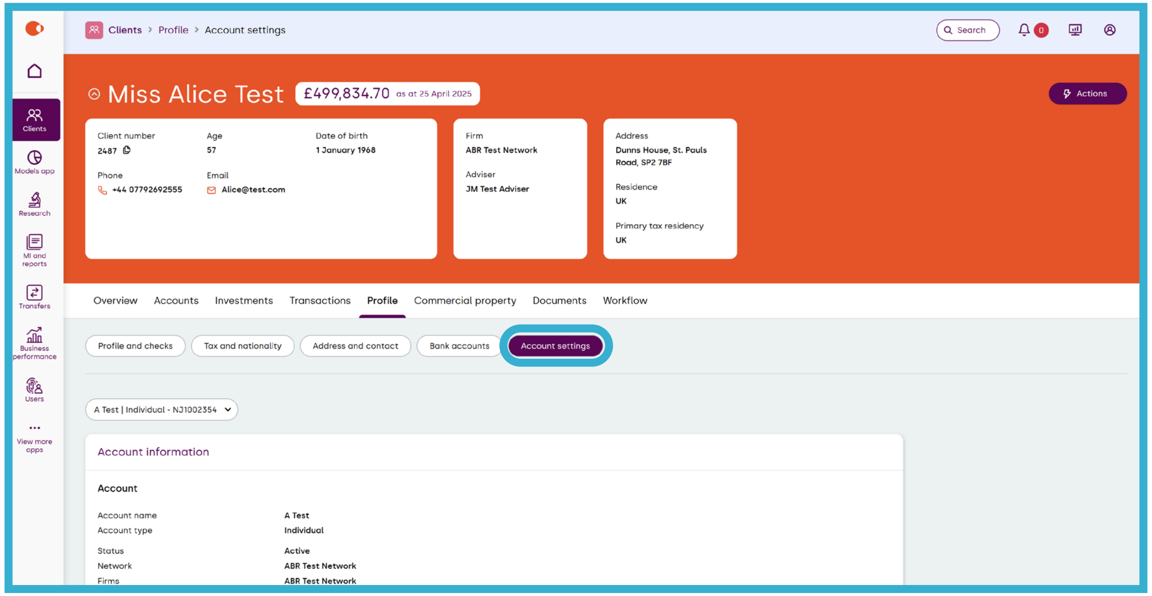
- Personal and employment details
- Tax residency and nationality details
- Address and contact details
- Bank account details
- Account settings

You'll be able to amend address and contact details, and bank account details. Please refer to the relevant guides on our Help hub for how to update these details.

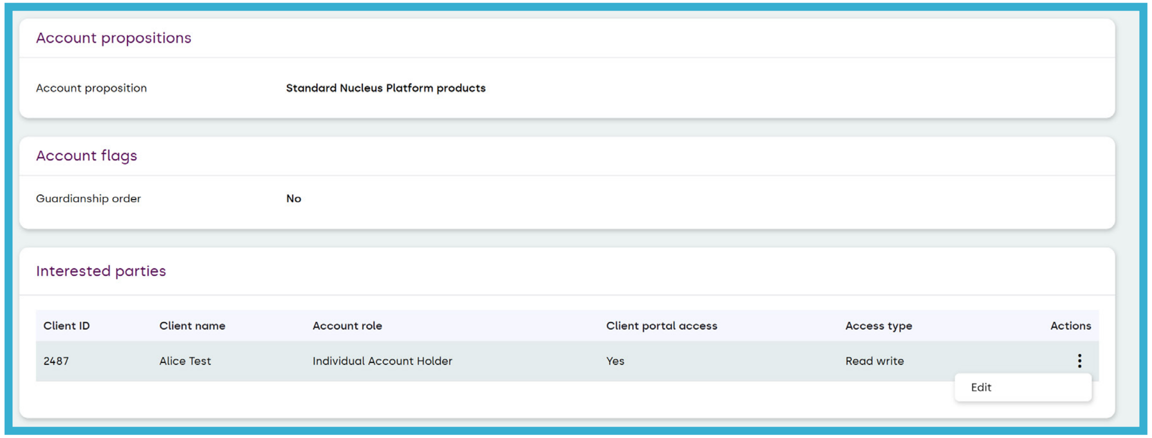


Amending interested parties

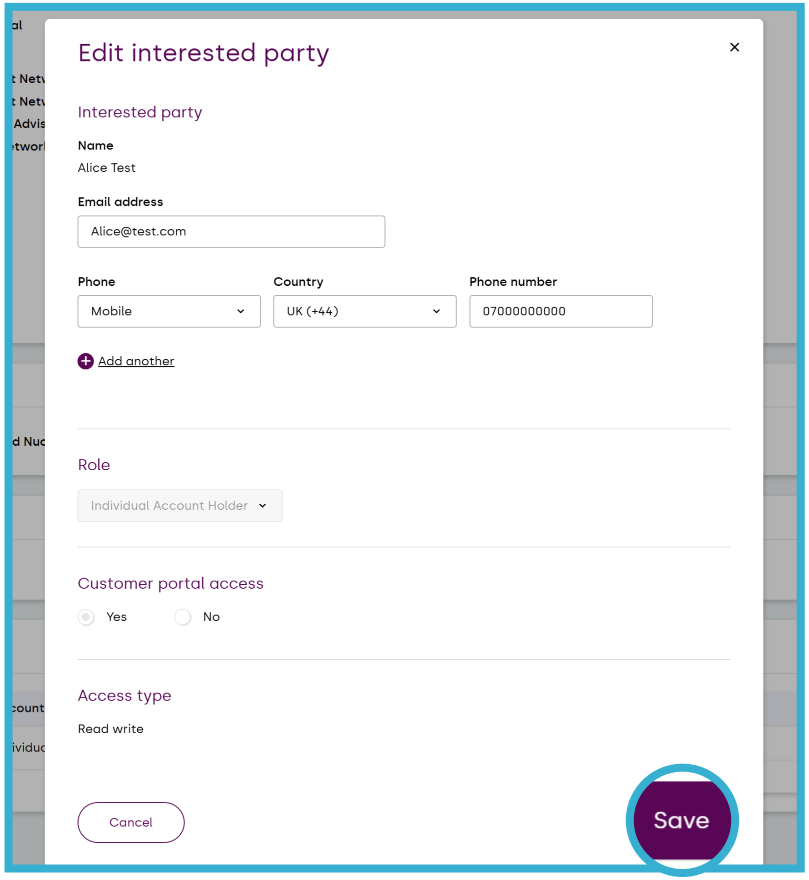
To amend interested parties on your clients account select '**Account settings**'.



Select the vertical ellipses on the interested party you wish to edit.



Enter details that require amending and select '**Save**'.



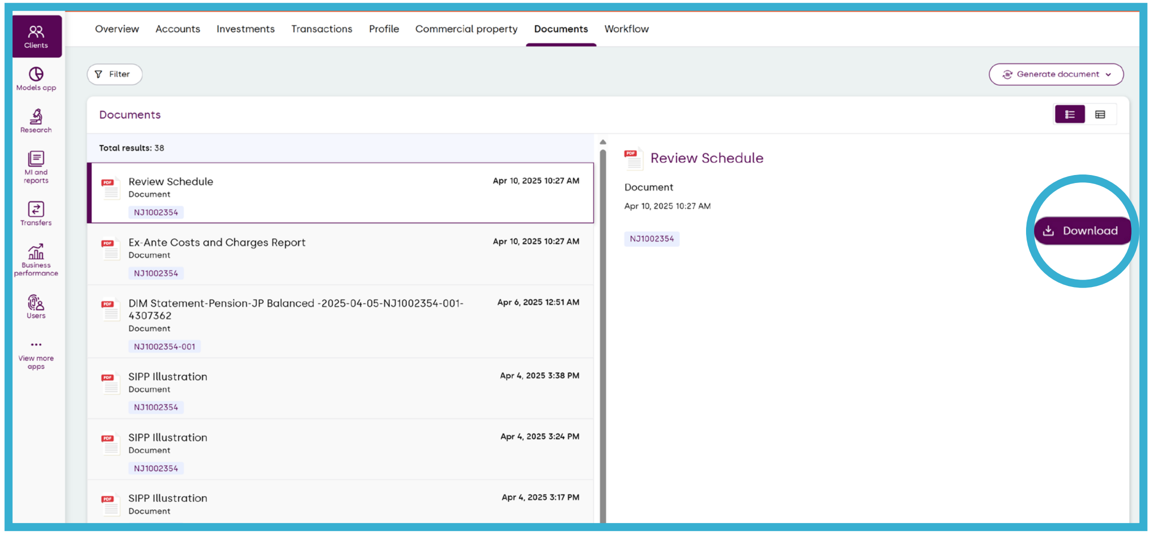
Documents

The document tab is your client's document library.

From the document library you can view a list of all documents associated with your client's accounts and download them.

You can filter the documents by date, account, document category, document status and document name.

Select the document you wish to view and select '**Download**'.

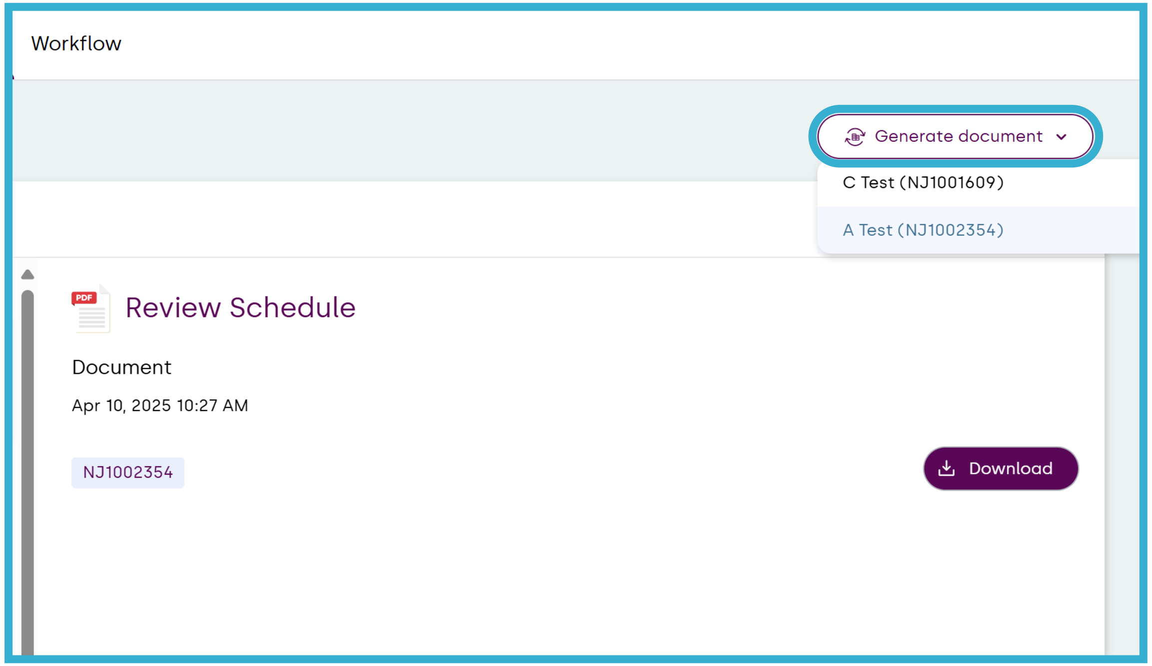


As you're saving these documents locally and some will contain your clients' personal details, please be aware of the Data Protection risks and consider clearing your downloads after use where appropriate.

To generate new documents, select ‘**Generate document**’.

Select the account to generate the document for.

The account can be changed by selecting the dropdown.



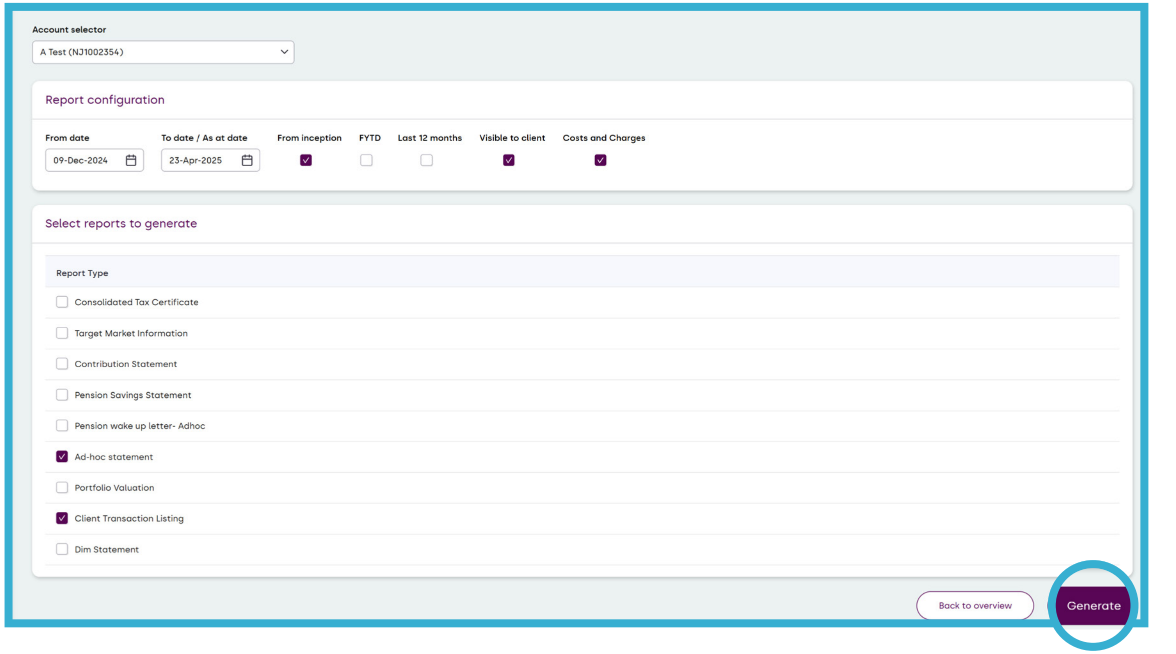
Select your report configuration.

Select the reports to generate.

Select '**Generate**'.

Key message

Multiple reports can be selected at the same time.



Workflow

The workflow tab will show an overview of all activity on the client's accounts, and the status of the activity.

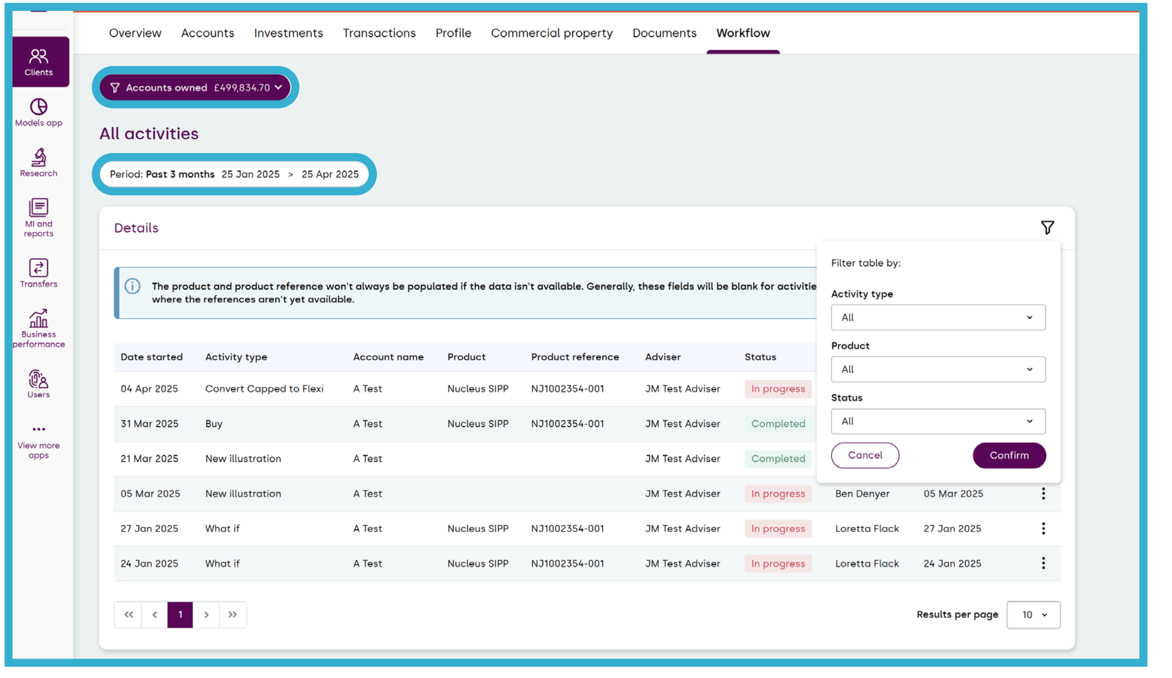
The activity details the name of the user who submitted it and the date of the submission.

To filter activities by account/product select '**Accounts owned**'.

To filter activities by date range, select '**Period**'.

Select the filter funnel button to filter activities by:

- Activity type
- Product
- Status

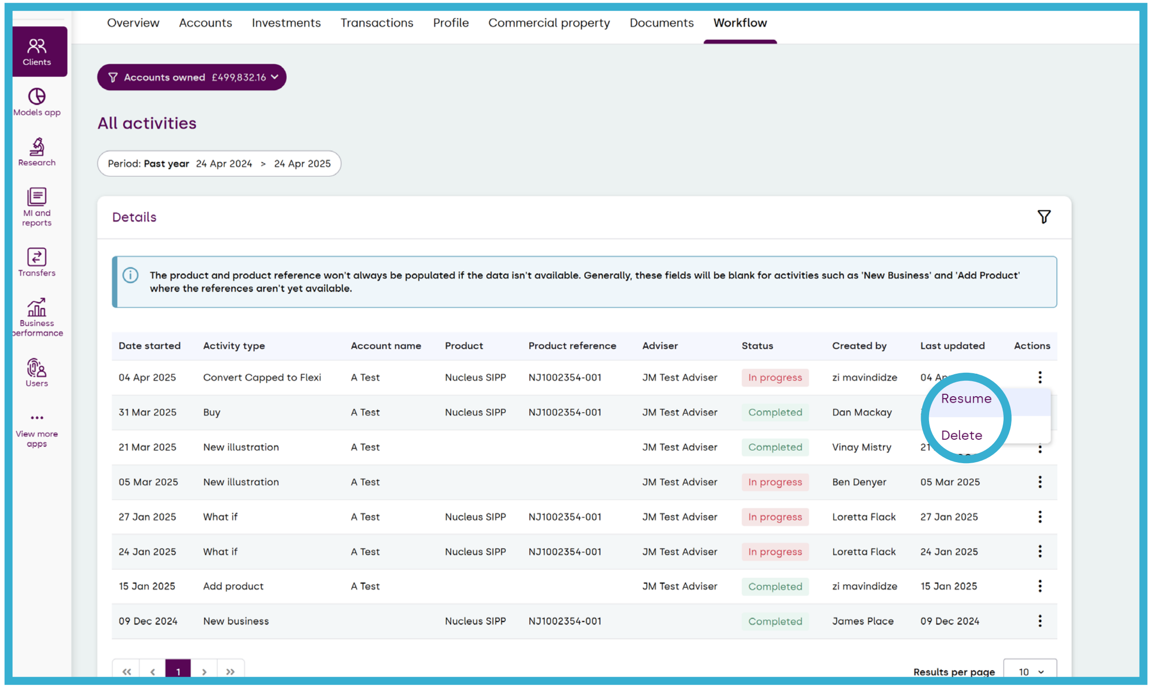


Select the vertical ellipses on an activity.

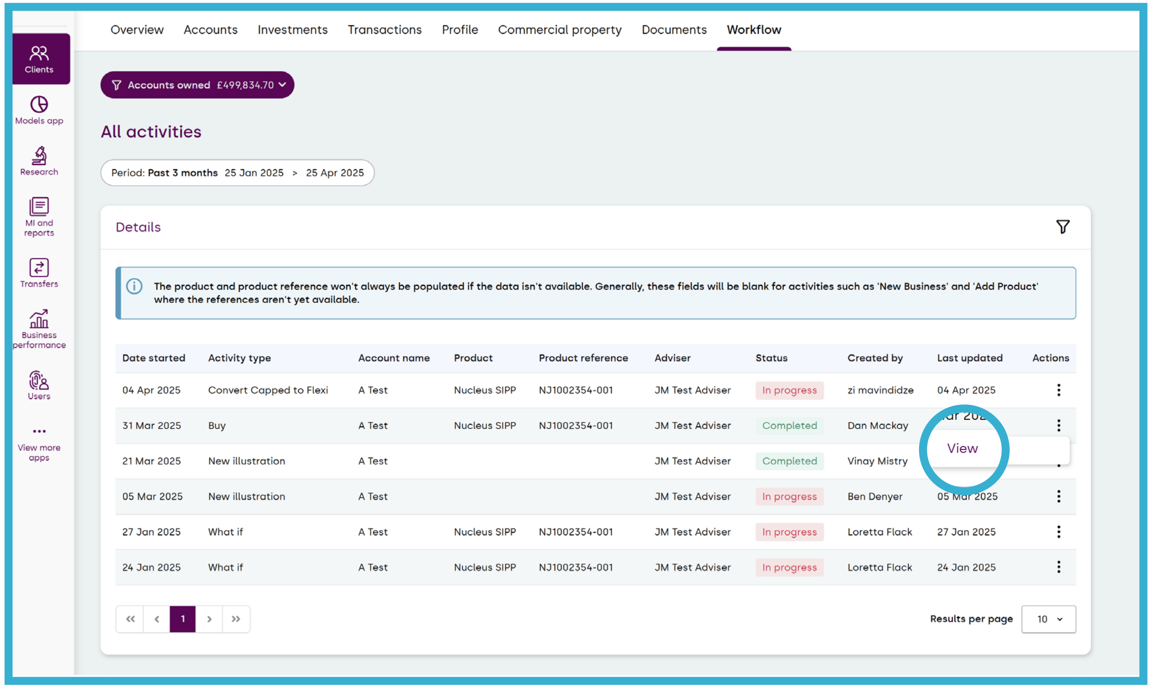
Any activity that's in progress you can '**Resume**' or '**Delete**' the activity.

Key message

Selecting '**Resume**' will redirect you to that activity to make amendments.



Any activity that's complete you can '**View**' only.



03455 212 414

ask@nucleusfinancial.com

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.

0186NU.09
04/2026