WebLink User Guide
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Welcome to WebLink

WebLink is an online module that allows you to view your portfolio, daily account transactions as well as create reports and view your online statements.

Please ensure you are using one of the below browsers to log onto WebLink. The following browsers/versions and Operating Systems are currently supported for WebLink:

- Current minimum browser versions for use with new WebLink
  - Google Chrome 27.0
  - IE 9.0
  - Apple Safari 6.0.5
  - Firefox 25.0.1
  - Opera 17.0

WebLink’s optimal viewing resolution is either 800x600 pixels or 1024x768 pixels with at least 32,768 colors. However, WebLink style sheets and fonts were developed to minimize the impact of high resolutions and changes in browser or desktop fonts.

Data transmission security is via SSL (Secure Socket Layer).

**PLEASE REVIEW YOUR SETTINGS AND CHANGE THEM ACCORDINGLY TO ENSURE THE INFORMATION DISPLAYS CORRECTLY.**

**Note:** As of 1/1/2016, Microsoft no longer provides support of IE browser versions lower than IE 11. Microsoft only supports Internet Explorer 11 (IE11), and Edge (the new MS browser on Windows10).

Given the importance and sensitivity of the confidential financial information delivered via WebLink; and to maintain the security and stability provided by supported MS browsers, all IE users should now be using no lower than version IE11.

While IE 9 & 10 may continue to function for some time on new WebLink; it is strongly recommended that WebLink users upgrade to the latest version of Microsoft browser.
Internet Explorer Browser Settings

Open your browser and select the following settings:

Recommended minimum IE Version 9 with the following settings:

Click on the “COG” and then click on “Internet Options”.

On the **General** tab:
Under General Tab, Browsing history click Delete. This will clear your browsing history. Click the box that has “Delete browsing history on exit”. Click Settings and place a check mark by each of the ITEMS as listed below. Under Security click Sites; make sure the proper sites are listed.
Under **Content, Settings** check the boxes at listed below.
WebLink Features

Below are a few of the key features WebLink offers:

- HTML5 compatible for tablets
- Immediate access to your Portfolio Information from any location via the Internet.
- Portfolio Information displayed on a Settled or Traded basis.
- Portfolio Information displayed on Current or As-of-Trade Date Basis.
- Long and Short Term Gains/Losses displayed.
- User-selected options for customization of data displayed on reports.
- Ticker Symbol hyperlinks to an Investment Information site on the Internet.
- Portfolio information displayed graphically.
- Cash Projection information for up to 99 days.
- All reports are viewable and printable.
- Drill Down capabilities for viewing individual asset or transaction detail, including individual tax lot information for each asset.
- Download of information into a spreadsheet format, such as EXCEL.
- Reporting capabilities for viewing the status of your trades.
- Capability to view a statement on your Portfolio Management/Trust Account via the Internet.
Accessing WebLink

Once your Internet settings have been verified, you can now access WebLink. Please go to www.esl.org to log into WebLink.

Registration Process

In order to access the WebLink application, you will be sent an email containing your temporary password. A sample of the email is below. Note that the email will come from profilemanagement@rt-wms.com. Please add that email address to your safe senders list so the email is delivered to your inbox and not to spam.

The URL and your User Name will be provided by your administrator for security purposes. Once you receive all three pieces of this information, you are ready to login.

Step 1:
Once you have the URL, User Name and temporary password, go to the URL and enter your User Name and password at the screen pictured below.

Step 2:

The next screen takes you to the Profile Management section of WebLink where you will need to set up a profile. To begin the process, you will be asked to enter your User Name and Password. The User Name is supplied by your administrator, and the password is the temporary password token that was supplied in the email sent to you from ProfileManagement@rt-wms.com.

Enter your User Name and Password and click the Log In button.

Step 3:
The next step in setting up your profile is to change your password. The Current Password is the temporary password sent to you via email. This is the same password you entered on the previous screen. You will need to choose a new password by following the Password Rules in the blue box on the right side of the screen.

You will notice that as you type your new password, the red $\times$ at the beginning of each line in the blue box turns to a green $\checkmark$. All the rules must have a green check mark for the system to accept your new password.

Click Submit when you have completed the current password field and both new password fields. Please note that your password will not expire.
Step 4:

Next, you will need to validate all of your personal information, which includes your Full Name and Email address.

If you would like to enter a mobile phone number to receive notifications, please choose Mobile Text Alert in the drop down and enter your area code and phone number (e.g., 404556347.) For assistance entering your mobile phone number, please use the Telephone Number Format option on the right hand side of the screen. If you enter your phone number in an invalid format, the system will not allow you to move forward with your profile set up.

If you do not wish to enter a Mobile Phone number, either do not choose a drop down option or click the box to the left of the drop down to Delete this option.

If you choose to utilize a mobile number and select it as your default, password reset requests will still be delivered via email. The mobile number will only be used to send you a one-time password if the system recognizes a login attempt outside of a reasonable location range of your recent login attempt. If you do not choose a mobile number and this situation arises, email will be sent notifying you of the attempt and with a temporary password. For more information on this feature, please refer to the explanation of geolocation on page 30 of this document.

You will then need to choose an image for the dual authentication process. Once you have selected an image, enter a phrase to identify the authentication image and click Next.
Step 5:

You will then be asked to choose and answer five security questions. Please note that these are not case sensitive. In the future, if you choose to change your profile, register a new computer, or forget your password, you will be required to answer three of these five security questions.
Step 6:

The final screen confirms that you have completed the registration process. Once you click ‘Next’ you will be taken back to the logon screen.

Step 7:

After setting up your profile, you will now need to log in with your new password. At the logon screen, please enter your User Name and password. Click the Next button.
Step 8:

You will now enter the NEW password that you selected. You should also see your image and phrase that you selected.

Click the Login button.
Step 9:

The first time you are logging in with your new credentials, you will be asked to answer three security questions. Once you successfully answer these questions and click the Register This Machine checkbox, your computer will be registered and future login attempts will not require you to answer the security questions. You are able to register up to five machines.

Please keep in mind that if you have a laptop and move locations you may be asked these three questions again for security reasons. The system recognizes that the computer has moved locations, and requests that you answer your questions as a security measure.

Once you click the Log In button on this screen, you will be in the main page of WebLink.
Log In Process After Registration

Once you have completed the registration process by setting up your profile, you are now ready to enter the system without going through the registration process.

Step 1:

At the Log In screen, enter your User ID and password and click Next.
Step 2:
Validate that the image and authentication phrase are correct, enter your password and click Log In.

There is also an additional option on this screen:

- Forgot your password? (see page 18 of this guide for more details)
Step 3:

If you checked the Register this machine checkbox while registering, you will be presented with the front page of WebLink.

If you did not check the Register this machine checkbox while registering, or if you moved locations or changed your IP address or password, you will be prompted to answer three of your security questions. Please answer the questions and click Log In.

If you are logging in from a trusted computer and would like to use it in the future to access your account, check the Register this machine checkbox. If you do not check this box, you will be required to answer the security questions each time you log in to your account. You are able to register up to five computers.

* Notice masked login ID and password.
Voila! You are now successfully logged into WebLink. Below is an example of how your home screen should appear.
Forgot Your Password?

When you enter your User Name at the Log In screen, it takes you to the next screen where you enter your password. If you have forgotten your password, click the Forgot your password? link.
Step 1:
Once you click the Forgot your password link, it will take you to the Profile Management screen (below). Enter your User Name and click OK.

Step 2:
Once you have validated your authentication image and phrase, please answer the three security questions. Please remember these are not case sensitive.
Step 3:

The system will then send you an email. The screen below verifies that an email has been sent to you. Click on OK button to return to the Log In screen.

![Profile Management](image1)

Step 4:

Retrieve your temporary password from your email account. The email will come from ProfileManagement@rt-wms.com.

An example of the email is below.

![Profile Management Information](image2)
Step 5:

Enter your User Name and temporary Password received via email and click Log In.

Step 6:

In the Current Password field enter the temporary Password sent to you via email. Complete the New Password and Confirm Password fields with your chosen permanent password. Note that your new Password must follow the password rules as detailed in the blue box. Click on Submit.
Step 7:

If the system accepts your new password, you will be presented with the screen below. Click Done or on one of the Self-Administration Actions to change additional information in your profile.

If you clicked Done on the previous screen you will be presented with the screen below. Click OK to return to the logon page where you can login with your new credentials.
Manage your account

If you would like to make updates to your account profile, click the user options link from within Weblink.
USER OPTIONS

Change Password Option

Should you wish to change your password, click on User Options and select “Change Password”. This is the option you will use when your password is about to expire, which is every 90 days. Changes made here take effect next time you log in. You will receive an email prior to the actual expiration notifying you that your password will expire in 5 days.

CHANGE PASSWORD OPTION
EMAIL OPTION

*It is very important for you to keep up to date contact information.* Notifications are sent via e-mail to change your password as well as notification that your E-Statement is available.

![User Options Interface](image)

*Change Email Address*:

Enter new Email Address, re-enter to confirm, and click submit.

Change Email note: The local part of the email address before the @sign may be upper & lower case letters, numbers and any of these letters #%&*+-=?-_ The following characters may not be used anywhere in the email address: !"$^\_*~
CHALLENGE QUESTIONS

Changing your Challenge Questions: is done by clicking on User Options and Challenge Questions
**SELECT START PAGE OPTION**

Choose the view you wish displayed as the first page on each visit to WebLink.

**ACCOUNT GROUP MAINTENANCE**

If you have access to multiple accounts, you have the ability to create group views. This enables you to view account information for specific sets of accounts.

**UNREGISTER ACCOUNT**

To avoid answering a challenge question, you might have registered a PC or Laptop that you use to access your account(s) on a regular basis. Should you purchase a new PC or need to change PC’s you can unregister the old PC via this User Option.
CHANGE CHALLENGE IMAGE

You may change your Challenge Image that is your part of your “Welcome Message” under this Tab.
Geolocation Feature

When someone attempts to use your credentials to login from outside of a reasonable distance of your last login attempt, an extra level of security protects your credentials by producing a one-time password. For example, if you log on from Atlanta, Georgia and 20 minutes later someone attempts to log into the website in San Diego, California using your credentials, a feature called geolocation will activate. The system knows it is physically impossible for a user to be in both locations at one time and will not allow the user to log in without using a one-time Pass Code to your email. This Pass Code must be used in order to access WebLink, protecting your account.

If you chose Mobile Text Alert as your default method of communication as described in the Registration Process section of this document, the system will send you a text with a one-time token (Pass Code). This token will expire in 15 minutes as an added level of security. The text message will come from phone number (404) 520-2673 and will read “One-Time Token: (XXXXXXX) Token will expire in 15 minutes PLEASE DO NOT REPLY”.

If you chose email as your default communication method as described in the Registration Process section of this guide, the system will send you an email with the one-time Pass Code. A sample of the email is below:

From: Profile Management
Sent: Monday, February 10, 2014 1:10 PM
To: CLIFF EKHE
Subject: One Time Password

Hello Entretrust User 4,

Your one-time password is JXXXXX. It expires on Mon Feb 10 13:10:05 EST 2014.

Administrator

The email address terramanaent@web.com is an unattended email box. Any messages sent to this email address will not be received by the intended recipient. Please contact your account administrator for assistance.

The next time you attempt to login, the below screen will appear asking for the Pass Code once you pass the screen that requires a password. Enter the Pass Code you were provided to gain access to the system.
System Navigation

Navigation Rules

Navigation Guidelines

**NOTE:** Do not use the Back and Forward buttons in your browser to move from page to page in WebLink; instead, use the links and navigational tools provided in WebLink to ensure that all files are closed properly when you leave a page.

Navigational features in WebLink include:

- Header Links
- Navigation Bar tabs

**Header Links**

Header links are displayed in the Header at the top of each WebLink page. These links can be set up and customized by your administrator, however, the following are typically included:

- **User Options** - provides links to the user administration functions.
- **Sign out** - logs you out of WebLink portal.
- **Help** - displays useful information about using WebLink.
- **Contact Us** - displays contact information for personnel assigned by the institution to the account in focus.

**Navigation Bar**

Below the Header at the top of each page is the WebLink Navigation bar, containing the following tabs that link to the main pages in WebLink:

- **Homepage** is the default page when you start a WebLink session. For more information, refer to **Homepage**.
- **Investment Summary** is the page where you can view the major categories in which the selected account is invested. For more information, refer to **Investment Summary**.
• **Available Cash** is the page where investment advisors can view a consolidated report of investable amounts in the selected account. For more information, refer to Available Cash.

• **Transactions** is the page where you can view posted and pending transactions. For more information, refer to Transactions.

• **Holdings** is the page where you can view asset detail for a central, group or master account. For more information, refer to Holdings.

• **Cash Projections** is the page where you can view transactions grouped by transaction type and the effect of the transactions. For more information, refer to Cash Projections.

• **Accounts** is the page where you can view a list of all central, master and group accounts for which you have authorized access. For more information, refer to Accounts.

• **File Download** is the page where you download account data in a specified output format to use in other applications. For more information refer to File Download.

• **My Reports** is the page where you can view a list of available statements and any other reports to which you have access. For more information, refer to My Reports.

A report/activity tab line displays with every view. Each tab represents a different group of reports or specific actions you may view. When accessing a specific report, you can click on any underlined word or phrase and "drill down" to a more detailed level of information. Refer to on-line help to learn more about each area.
Online Help

After your system login is complete, you can select one of the eight available portfolio views. For easy navigation, a toolbar presents as part of each view. When you access the "Help" area, the following view displays. Click on any of the underlined topics (for example, Homepage), the information regarding that topic (Homepage) is displayed. The “Help” area includes complete instructions for using all areas. To exit the "Help" area, click on the "X" button in the upper right hand corner of the screen. Please take advantage of this user-friendly instruction format.

Click on the Help button in the upper right hand corner of the screen to access Online Help.

Please review this information thoroughly prior to using WebLink in order to take full advantage of all the features offered.
User Options

The User Options link in upper right corner of the WebLink Header provides easy access to specific user administration functions.

The following tabs are available for you to change settings related to your user ID:

- **Change Password** - Change your password.
- **Email Options** - Change the email address associated with your user ID.
- **Challenge Questions** - Change or choose forgot password challenge questions and/or the answers.
- **Start Page Options** - Change your Start Page which is automatically displayed when you access WebLink and becomes your home page.
- **Account Group Maintenance** - Create and maintain groups of accounts to consolidate specific WebLink reports by account group.
- **Unregister Desktop** - Unregister/remove the cookie that identifies this particular device.
eStatement

Under the eStatement tab, a list of the statement blocks currently setup for your account(s) will display. On the top right, Change Delivery Option? lists the available delivery options you may choose.

Your current delivery method will be coded with a blue radio button. For example, if your account is set up with a paper statement, the radio dial next to Paper will be blue. If you want to change to eStatements, you click on the radio button next to eStatement, click and read the Terms and Conditions, and then click Agree and Submit.

Once you submit this request an email confirmation will be sent to your email in your WebLink profile acknowledging this request. The email will be sent from ProfileManagement@tr-wms.com.

If a change in delivery method is chosen your account administrator may contact you for any additional information needed. You may not see this change for 1-2 cycles, depending on how frequently you receive statements.
Messages

Below is an example of your Message tab. It lists several Message subjects in the small box, and, as you click on the subject, the Message will appear in the larger box.

If you do not have any Messages to read, the gold envelope will not appear and the Message tab will be greyed out, and you will be unable to click on it.

If the message contains a URL, you can click on it and it will open a new browser window with the website.

If the message contains an email address, you can click on it to open a new Outlook message to that individual.
Start Page

If you have access to multiple accounts, you can change the Start Page in WebLink to customize what information appears after logging in.

Click User Options, then Start Page, and then select either the Investment Summary or the Account List page. Changes made here take effect next time you log in.
Account Group Maintenance

WebLink provides the capability to form a GROUP containing a list of accounts. Example: If you are a financial advisor and wish to establish a Group of accounts belonging to a specific Family, Use the Account Group feature to perform this task. You define the Group ID by starting with G followed by 5 numbers, along with a Group Name and Description. Next step is to add the accounts to you want associated with this Group.
Downloading and Printing

The ability to print and download as well as view data as of a certain date and on a trade or settlement basis is available on each report view. If a report is too large for display on one page, the data presents on multiple pages. You can move between pages by clicking NEXT, PREVIOUS, or entering a specific page number. To see all pages of information on one continuous screen, click on the VIEW ALL button. You will then need to use the scroll button to view all of the information.

Downloading While Viewing a Report

To download the information for the current view, click on the DOWNLOAD button. Then, click the file type and click Submit.
The EXCEL spreadsheet will display. You may have to tweak the columns to display data correctly.

**Downloading Information**

Clicking on the File Download Tab will provide the choice of download formats:

Excel, Comma Delimited, Semi Colon Delimited, Tab Delimited and Fixed Length.

You can select the view (Trade Date or Settled Date), Data to Export, Date.
Depending on the information you are downloading, additional selection options may be available. When you have made all your selections, click FINISH to download the information to your PC.
Printing

Click on the print icon to print the report as viewed on the page.
WebLink Trust Report Views

Once your User ID and Password are verified, you are presented with Accounts, Investment Summary or Holdings View. If you have access to more than one account, a dropdown box provides a list of the accounts to which you have access. The ten accounts you have used most recently list first. You may add accounts to this list via the Look Up button. To access additional accounts, click on the account you wish to view and the account information displays.

Other views are available by simply clicking on the desired report name tab or highlighted word or phrase.

Click for Calendar display. You may view information from a previous date.

Account lookup is available by account name or account number.

All Reports can be printed or saved to your hard drive.

Click on the Summary Category or Arrow to drill down to a more detailed view of the information.

Trade Date or Settlement Date
HOLDINGS

Hyperlink to Investment Information Web Site

Customizing the View is as simple as clicking on a button. As of date and trade/settlement date

Drill Down for Tax Lot Investment Information

Additional sorts provided for Holdings Details

DRILLDOWN TAX LOT DETAIL
TAX LOTS

AVAILABLE CASH
ACCOUNT TRANSACTIONS

Displays balances. Click on Arrow to view parameters and transaction detail.

Detail transactions based on selected criteria.
Pending Transactions

Cash Projection Reports

The Cash Projection Reports provide the capability to preview an Accounts projected cash transaction activity. The number of days to project can be from 1-99. Although, the best timeframe to use is 7 days out. The types of activity reported are:

- **Receipts**
  - SMAC sell – Represents a completed trade
  - Completed sell and block sell orders
  - Miscellaneous asset sells – Represents mutual fund trades
  - Maturities occurring within the date range
  - Dividends/return of capital
  - Interest
  - Principal distributions
  - Mortgage backed security payments
  - Miscellaneous receipts – Represents recurring receipts such as social security, pension payments, etc.
  - Interest from trade transactions
  - Receipts from account transfers generated

- **Disbursements**
  - Buys
  - Completed buys or block buy
  - Trade orders in a completed status
  - Miscellaneous asset buys – Represents mutual fund trades
  - Fixed dollar remittances
  - Estimated federal tax payments
Cash Projection Report

This is the Summary Report.

Cash Projection Detail

By clicking on the expansion arrow, you can view the detail transaction(s).

All Accounts

This view displays all accounts assigned to your User ID. *This view is only available if you have access to multiple accounts
Download Capabilities

The File Download function provides the capability to download report information for further viewing, printing, and analysis. As an example, you can download a file, save it to disk, and import the file into Microsoft Excel.

Choose the program you would like to export your saved data to and click Next.
Choose the data to export, the associated data elements and the desired date range, where applicable.

Choose the accounts to include by clicking the desired account in the Available Account box and then clicking the >>Add button will move it into the Accounts to Download box.

Report can be saved for future use - save template.

Download the report to your PC.
From here you can save, delete or submit - Submit for file download completion

Save Template
E-Statements

To view your e-Statements, you must have Adobe Acrobat Reader installed on your computer. Once you have logged onto WebLink, click on My Reports.

This is the view for your e-Statements. The e-Statements that have been generated for your account(s) are displayed by date range.

Click on the statement you wish to view. The system opens an Adobe Acrobat Reader window to display the statement.

Generated Statements are displayed by date range. Click on the desired date and your statement is displayed.