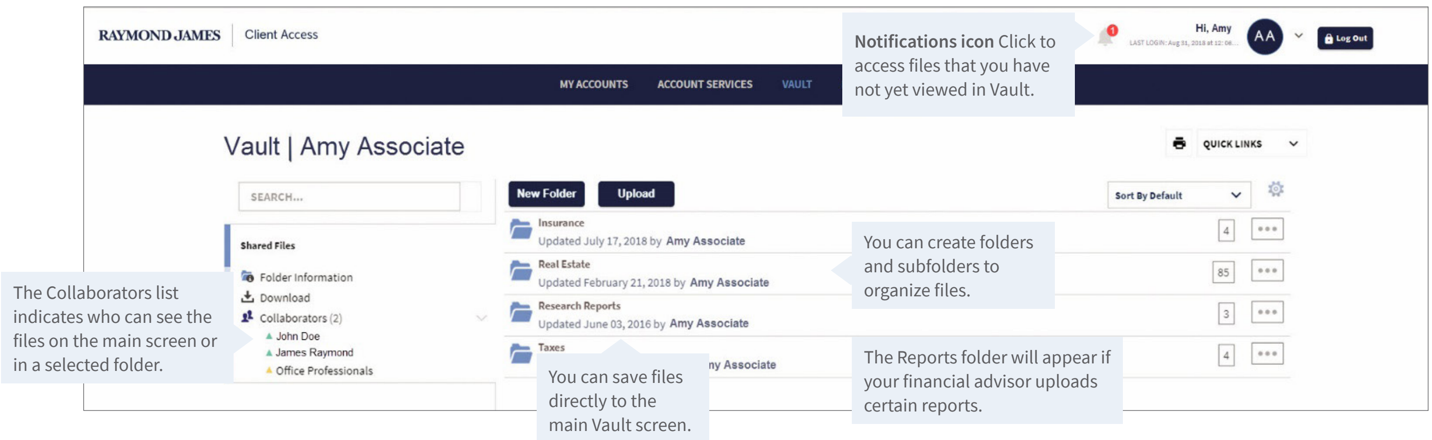
RAYMOND JAMES

Using Vault

Client Access Vault enables you to share files for the purpose of collaboration with your financial advisor, their support staff and authorized representatives. (Authorized representatives are those parties that have previously been granted view-only access to your accounts in Client Access.)



VIEWING FILES

By default, all files that are uploaded to Vault are visible to you, your financial advisor and their support staff with the appropriate permissions. In addition, you can elect to share folders (and the files within those folders) with authorized representatives on a view-only basis.

A small number of file types, such as executable or .exe files, cannot be uploaded to Vault. You'll receive a message letting you know the file type cannot be uploaded. Some file types can be uploaded to Vault, but must be downloaded to your local computer in order to view content.

To view a file that has not yet been accessed, click the Notification icon in the upper-right side of the banner. (The icon is available throughout Client Access.)

To view a file from the Vault screen:

1. Click the Vault tab to access the screen.
2. Click any file listed on the main Vault screen to open it, or navigate through any folders to access the files within them.

You can also search for the file.

SEARCHING AND SORTING FILES AND FOLDERS

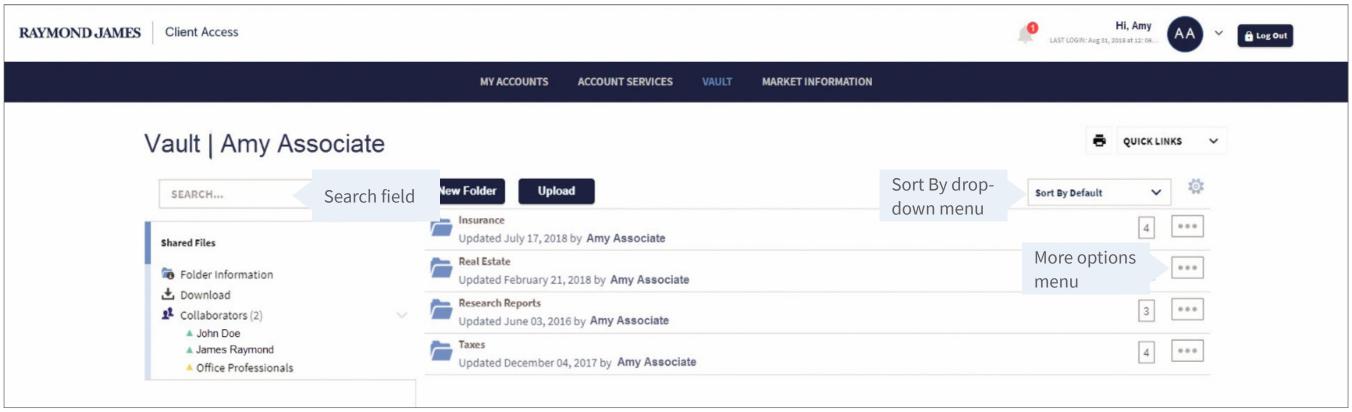
The search feature in Client Access Vault enables you to search for files and folders based on their name or description. You can also search for the name of the person who uploaded the file.

To search, enter the search terms in the Search field and press **Enter**.

To sort the files and folders on the screen, click the **Sort By** drop-down menu and select an option.

UPLOADING FILES

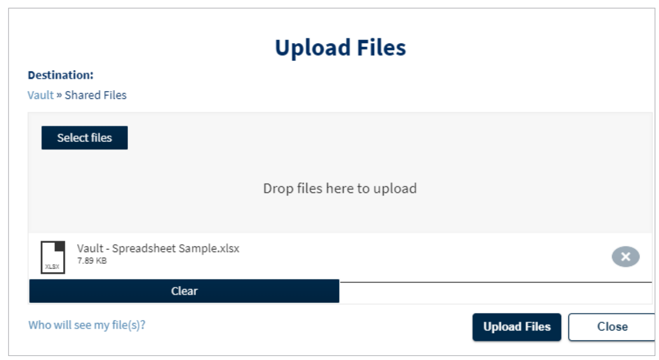
You, your financial advisor and their support staff can upload files to Vault. (Authorized representatives cannot upload files to Vault.)



To upload files to Vault:

1. Stay on the main Vault screen to upload the file there or navigate to the folder where you want the files to be uploaded.
2. Click the **Upload** button.
3. Do one of the following:
   - Click the **Select Files** button, navigate to the files you want to upload and select them.
   - Drag and drop files to the area indicated on the Upload Files screen. The selected files appear on the Upload Files screen.
4. Click the **Upload Files** button.
5. When the upload is complete, click the **Close** button to return to the Vault screen.

The files appear on the screen. Your financial advisor (and any authorized representatives that you've shared the folder with) are automatically notified that you have uploaded a file.



Note: One or more files can be uploaded at a time, but the maximum total file size per upload is 200 megabytes (MB).

To see the collaborators who will be able to view the file, click the **Who will see my file(s)?** link on the Upload Files screen.

DOWNLOADING FILES

You can download a file (or an entire folder) that has been uploaded to Vault. Be aware that downloading a folder with numerous large files can take a significant amount of time.

To download files from Vault:

1. Locate the file on the main Vault screen or by navigating through folders as needed. You can also search for the file.
2. Click the **More Options** icon for the file or folder and click **Download**.
3. If you are downloading a folder, click **Yes** on the Confirm Download screen.
4. Select an option to open or save the file.

MOVING FILES

You can move any files that have been uploaded to Vault:

1. Locate the file on the main Vault screen or by navigating through folders as needed. You can also search for the file.
2. Click the **More Options** icon for the file and select **Move**.
3. Select the new location on the Move File screen and click the **Save** button.

DELETING FILES

You can delete any files that have been uploaded to Vault:

1. Locate the file on the main Vault screen or by navigating through folders as needed. You can also search for the file.
2. Click the **More Options** icon for the file and select **Delete**.
3. Click **OK** in the Delete File dialog box.

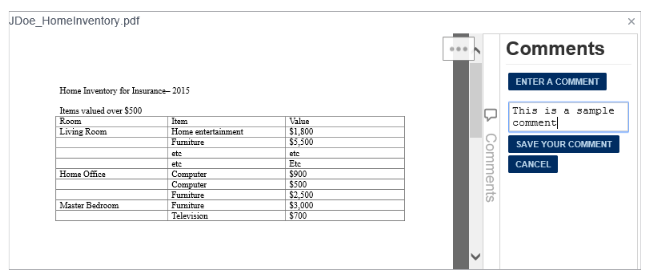
COMMENTING ON FILES

You can comment on files that have been uploaded to Vault. When you add a comment to a file, your financial advisor and any authorized representatives that you've shared the folder with automatically receive an email notification. You do not have to take any action.

When your financial advisor, office professional or authorized representative comments on a file, you receive an email, unless you have turned off email notifications.

Note: Comments that have been added to a file in Vault cannot be deleted. To add a comment to a file:

1. Locate the file on the main Vault screen or by navigating through folders as needed. You can also search for the file.
2. Click the **Enter a Comment** button to the right of the document viewer window.
3. Type your comment and click the **Save Your Comment** button.
4. Click the **Close** button in the upper-right corner to close the document viewer and return to the Vault screen.



ORGANIZING WITH FOLDERS

You can create folders to organize the files in Vault. By default, all folders and files in Vault are visible to you, your financial advisor and their support staff with the appropriate permissions.

In addition, you can elect to share a folder (and the files within it) with your authorized representatives on a view-only basis.

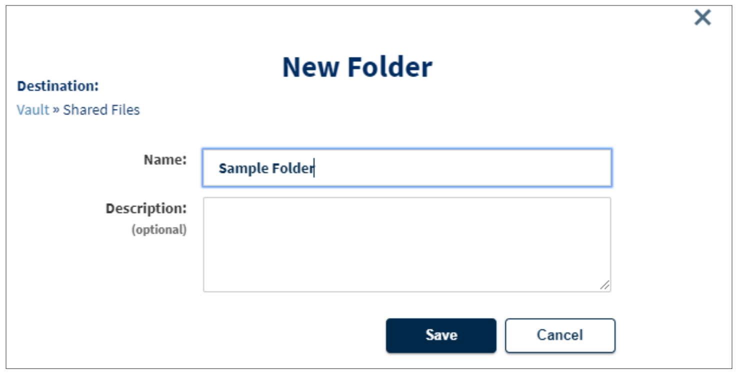
If your advisor shares certain reports with you, a system-generated “Reports” folder will appear in Vault. (The folder name “Reports” is reserved for this default folder, so you’ll receive an error message if you try to use this name.)

CREATING A FOLDER

You can create folders on the main screen or create subfolders within existing folders.

1. On the main Vault screen, navigate to the location where you want the folder created.
2. Click the **New Folder** button.
3. Type a name and a short description for the folder and click the **Save** button. (The folder name “Reports” is reserved by the system and cannot be used.)

The new folder appears on the Vault screen. You can now upload and move files to the folder.



DELETING A FOLDER

1. Locate the folder on the main Vault screen or by navigating through folders as needed. You can also search for the folder.
2. Click the **More Options** icon ••• to the right of the folder name and select **Delete.**
3. Click **OK** to delete the folder.

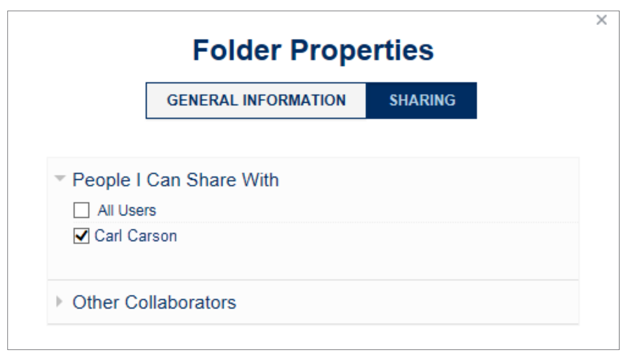
SHARING A FOLDER WITH AN AUTHORIZED REPRESENTATIVE

You can elect to share folders with authorized representatives.

Authorized representatives can view, comment on and download all files in a folder that has been shared with them, but they cannot upload or delete files. (Files located on the main Vault screen cannot be shared with authorized representatives; a folder must be created.)

To share a folder with an authorized representative:

1. Click the **More Options** icon ••• to the right of the folder name and select **Share**.



2. Select the check box for the authorized representative or select the **All Users** check box to select all authorized representatives.
3. Click the **Save** button.
4. Select the folder and verify that the authorized representative’s name appears in the Collaborators list in the left panel.

REMOVING SHARING FROM A FOLDER

To no longer share a folder with an authorized representative:

1. From the main Vault screen, navigate to the folder that has been shared. You can also search for the folder.
2. Click the **More Options** icon ••• to the right of the folder name and select **Share.**
3. Clear the check boxes for the authorized representatives you no longer want to have access.
4. Click the **Save** button.
5. Select the folder and verify that the authorized representative's name no longer appears in the Collaborators list in the left panel.

PRINTING FILES

Print capability is not available directly in Vault.

To print the files that are in Vault, first download the file and then print the file from your local computer.

TURNING OFF EMAIL NOTIFICATIONS

By default, you receive an email when a file is uploaded to Vault or a comment is added to a file in Vault. You can elect to turn off these notifications if you don't want to receive them.

To turn off email notifications:

1. On the Vault screen, click the **Site Preferences** icon.
2. In the Vault section of the General Setting screen:
   - Clear the **Receive Notification of Vault File Comments** check box to stop receiving an email whenever a comment is made to a file.
   - Clear the **Receive Notification of Vault File Uploads** check box to stop receiving an email whenever a file is uploaded to Vault.
3. Click the **Save** button.

To start receiving email notifications again, follow the steps above, but select the check box for the notification types you want to receive.

If you have questions, contact your financial advisor or Raymond James Client Access Support at 877.752.2237 or clientaccesssupport@raymondjames.com from 8 a.m. to 9 p.m. ET Monday through Friday, 8 a.m. to 5 p.m. ET Saturday and Sunday.

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