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.)

RAYMOND JAMES	Client Access	MY ACCOUNTS ACCOUNT SERVICES VAULT	Notifications icon Click to access files that you have not yet viewed in Vault.	HI, Amy LIST LOGR-Jeg 11, 258 at 12 GK AA 🎽 🗎 Log Out
2	Vault Amy Associate	New Folder Upload		Sort By Default
	Shared Files	Insurance Updated July 17, 2018 by Amy Associate Real Estate	You can create folders and subfolders to	4 ***
e Collaborators list licates who can see the	 Folder Information Download Collaborators (2) 	Updated February 21, 2018 by Amy Associate Research Reports Updated June 03, 2016 by Amy Associate	organize files.	3
es on the main screen or a selected folder.	A John Dee A James Raymond Gffice Professionals	You can save files directly to the main Vault screen.	The Reports folder will appear i your financial advisor uploads certain reports.	f

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 of 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.)

RAYMOND JAMES Client Access		LAST LOGEN: Aug 11, 2018 of 12:00
	MY ACCOUNTS ACCOUNT SERVICES VAULT MARKET INFORMATION	
Vault Amy Associate		S QUICK LINKS V
Search Search field		By drop- n menu
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Lowinicad Lollaborators (2) Alon Doe Alones Raymond Office Professionals	Resarch Reports Updated June 03, 2016 by Amy Associate Taxes Updated December 04, 2017 by Amy Associate	3 ***

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.

	Upload	Files		
Destination: Vault » Shared Files				
Select files				
	Drop files here	e to upload		
Vault - Spreadsheet Sample.xlsx 7.89 KB				×
Clear				
Who will see my file(s)?			Upload Files	Close

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.

			···· ,	•	Comments
Home Inventory for In	2015				ENTER A COMMENT
Items valued over \$50					This is a sampl
Room	Item	Value		Sec.	comment
Living Room	Home entertainment	\$1,800			
	Furniture	\$5,500		Comments	SAVE YOUR COMMEN
	etc	etc		3	
	etc	Etc		121	CANCEL
Home Office	Computer	\$900		E E	
	Computer	\$500		4	
	Furniture	\$2,500		쿲	
	Furniture	\$3,000 \$700		0,	
Master Bedroom	Television				

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.

Destination: Vault » Shared Files	New Folder	×
Name:	Sample Folder	
Description: (optional)		
	Save	

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 we to the right of the folder name and select Share.

	Folder Prope	erties
	GENERAL INFORMATION	SHARING
People	I Can Share With	
People I All Use		
	ers	
All Use	ers	

- 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 we 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.

RAYMOND JAMES

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