Getting started with Addepar Portal and Mobile

Addepar is a tech and data platform that specializes in data aggregation, analytics and performance reporting. Your advisors use Addepar to consolidate and unify all your data to easily analyze your portfolio, provide you with a more complete and meaningful financial picture and offer the best possible advice. With Addepar's Client Portal, you can see the status of your investments anytime. Your financial information is presented via a secure channel, with detailed information about your portfolio curated by your financial advisors.

How to sign in

You can sign in to the Client Portal when your financial advisor sends you an activation email to create a password. We recommend using Google Chrome as your browser, but Mozilla Firefox, Microsoft Edge and Apple Safari are also supported.

1 Your financial advisor will send you an email from no-reply@addepar.com containing a secure link. If you haven't received this email, contact your advisor.

2 Click on the link and follow the instructions to set your password.

3 Sign in to the Client Portal at the secure link using your email and password.

How to access the Client Portal from a mobile device

To sign in to the mobile app:

1 Download the Addepar mobile app from the App Store on your iOS device.

2 Tap the Addepar icon to open the app and sign in with your credentials.

3 Set up a PIN, then enable Touch ID or Face ID. The PIN will be used if Touch ID or Face ID fails.

How to navigate the Client Portal

1 **Select a portfolio.**
Here you'll see all portfolios that your advisor has shared with you. These might include your main portfolio, portfolios for specific entities and more.

2 **See your information from different perspectives.**
Select an analysis or transaction view here and it will display on the right. Each view offers different ways of understanding your investments, displayed in tables or charts.

3 **Select a date range.**
This changes the range of data reflected in the view.

4 **See files your advisor has uploaded, as well as the files you've uploaded.**
If your advisor has not uploaded any files, this list will be empty.

Steps above labeled on Portal view below
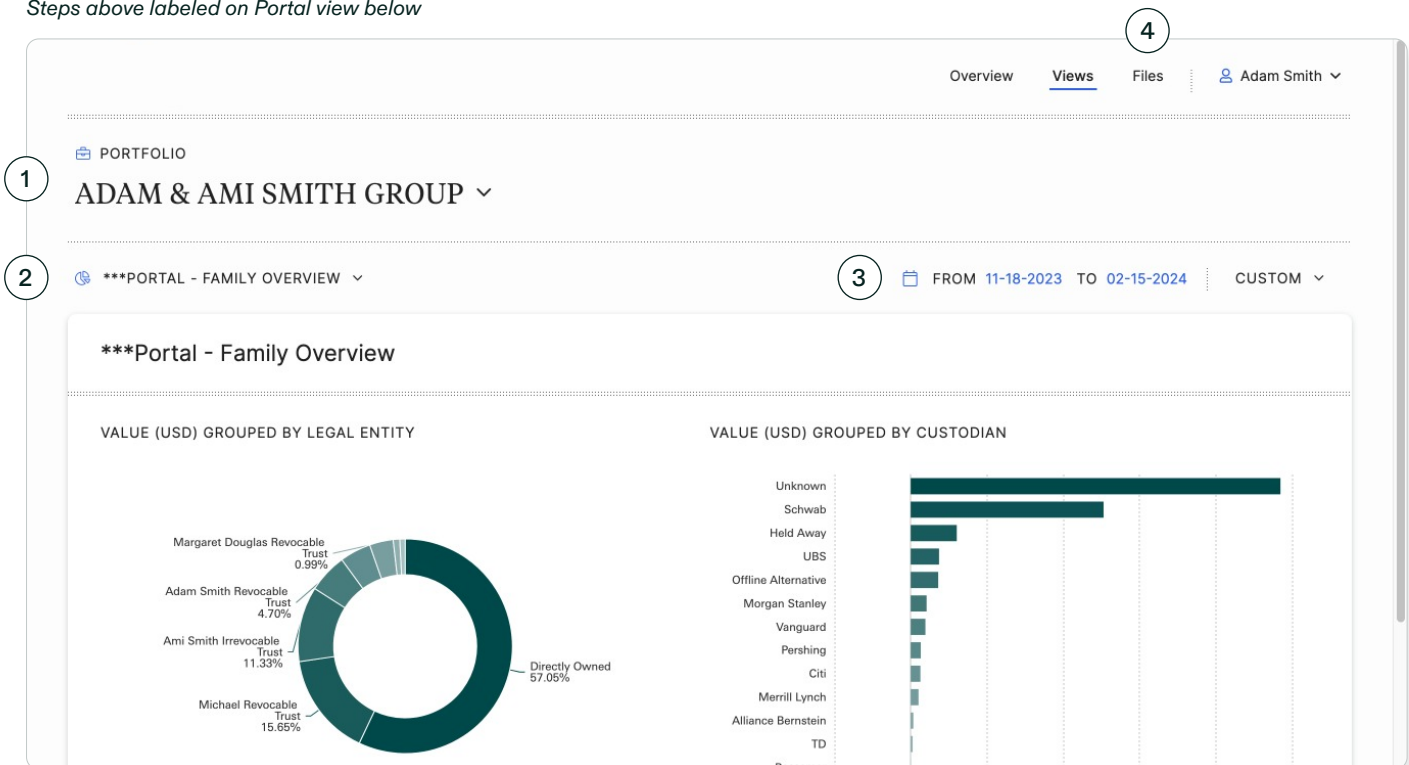
How Addepar's Client Portal works

Your Client Portal is the hub for your financial information. Your financial advisor gathers the data you need and delivers it in an easily accessible format.
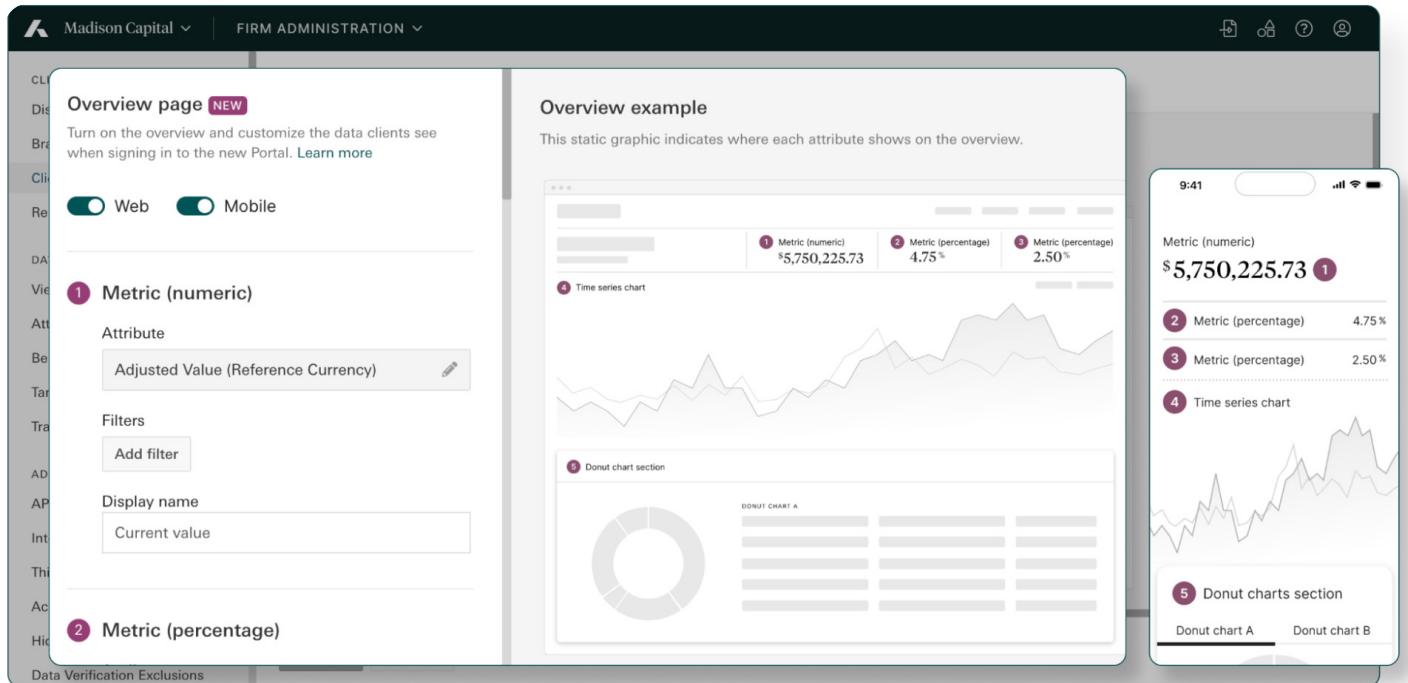
Overview tab

The Overview tab offers a consolidated, high-level summary of your portfolio's performance, focusing on the metrics that matter most. Effortlessly observe your net worth, rate of return, historic change in value and asset allocation all on a single page.
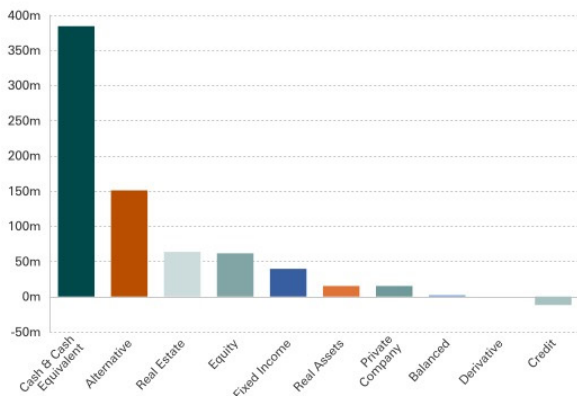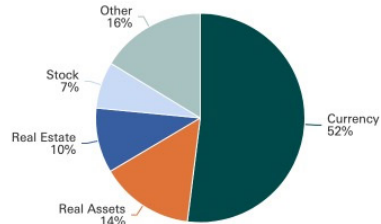
Portfolio tab

Explore in-depth insights into your portfolio's performance, allocation and other relevant details within the Portfolio tab. From the left menu, you can display different aspects of your investments by choosing a view from the left dropdown. These views can give you insights into your portfolio's performance, asset allocation and more to ensure you have visibility at all levels of granularity for your assets and holdings.

Files

⊼ Upload

| Shared with you | Your uploads | | Search current folder 🔍 | 🗂 ALL PORTFOLIOS ⌄ |

NAME ▲	PORTFOLIOS & ASSETS	LABELS	DATE CREATED	SIZE	
📄 Cason Quarterly 2 for Aaron Smith at 03-31-2023.pdf	Person 8933812		05-17-2023	570.9 KB	↓
📄 Christi's Report for Aaron Smith at 06-30-2023.pdf	Person 8933812		08-15-2023	1.2 MB	↓
📄 Christi's Report for Adam Smith at 06-30-2023.pdf	Person 1304930		08-15-2023	1.8 MB	↓
📄 Decker Wealth for Adam Smith at 05-03-2023.pdf	Person 1304930		08-08-2023	1.7 MB	↓
📄 Forum Report for Adam Smith at 06-30-2023.pdf	Person 1304930		08-11-2023	2.7 MB	↓
📄 nyC for Aaron Smith at 11-21-2022.pdf	Person 8933812		11-21-2022	329.3 KB	↓
📄 Quarterly Portfolio Report for Aaron Smith at 03-31-2021.pdf	Person 8933812	Philanthrophy Strategy	06-14-2021	364.2 KB	↓
📄 RJ - ERR 041322.pdf	Cabot Team		04-13-2022	4.1 MB	↓

Files tab

In the Files tab, you can:
• Access and download all available files
• Filter by files that have been shared with you, or by files
  that you have shared with your advisor
• Filter files by the specific portfolio to which they apply
• Search for a particular file by name
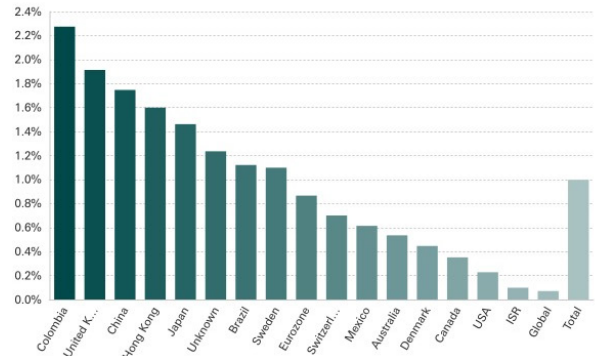
Profile dropdown

From the Profile Dropdown you can:

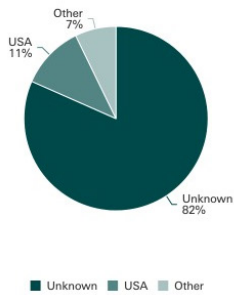• Enable or disable two-factor authentication

• Send a password reset email to yourself

• Sign out

Frequently Asked Questions

I don't see what I want in my Client Portal.

If you'd like your portfolio data displayed in a certain way, or if you'd like other data, contact your advisor.

How often is my data updated?

Your data is updated as often as your financial institutions provide it. For example, some providers send updated data once a day. Others provide it once a month.

Is Addepar able to integrate with other tools and platforms?

Our partner directory features 100+ providers, empowering you to connect Addepar to your existing tools, from CRMs to general ledgers. We also have a suite of open APIs and resources to develop new solutions and seamlessly integrate Addepar with almost any system or workflow, proprietary or third-party. Contact your advisor if you'd like to get started.

How are my views sorted?

Your advisor configures the sort order of your views in Addepar. Contact your advisor if you'd like the sort order changed.

How secure is my information?

Your Client Portal is built on Addepar's technology, which follows rigorous security practices and procedures.

All information in Addepar is secured with an industry-standard asymmetric encryption technology. Financial institutions transmit that secured data through an encrypted channel using the Secure Socket Shell (SSH) protocol. That data remains secure, with only your Client Portal able to decrypt it.

Your Client Portal's database is protected by full disk encryption from Amazon Web Services. From the source files to transmitting data to your Client Portal, data is encrypted at every level to ensure the flow of safe data that clients can trust.

Frequently Asked Questions

How do I set up two-factor authentication?

- Enabling two-factor authentication improves your account's security by requiring an additional six-digit code every time you log into your Client Portal. You will find this code in an authentication application you install.

- Download and install an authentication application for your mobile device; we recommend Google Authenticator. Sign in to your Client Portal. Click your name on the top right corner of your screen, and select Enable two-factor authentication.

- Click Next, enter your password, and click Next again.

- Using your authentication application, scan the QR code on the screen.

- Enter the code the authentication application displays.

- Your Client Portal will generate five backup codes you can use to sign in if you don't have access to your authenticator. Write these down and store them in a safe place. Click Next.

- Click Done.

The next time you sign in to your Client Portal, you'll need to enter the six-digit authentication code generated by your authenticator. Select "Don't ask again on this computer" if you want your Client Portal to remember your code for the next 30 days.

How do I disable two-factor authentication?

You can remove two-factor authentication anytime. Note that this will remove an additional layer of security on your account. If you don't have access to your mobile device, or if you've lost your backup codes, contact your advisor.

- Sign in to your Client Portal.

- Click your name on the top right corner of your screen.

- Enter your password, and click Disable.

- A confirmation message will appear in the bottom left corner of your screen confirming that two-factor authentication is disabled.

When you disable two-factor authentication, your existing account on your mobile device's authentication application will no longer work. If you want to re-enable two-factor authentication, you will need to set up a new account.

Frequently Asked Questions

How do I reset my password?

There are two ways to reset your password:

You can reset your password by clicking "Forgot Password?" on the sign-in page.
- Access your Client Portal by using the secure link your advisor sent you. If you have not received a secure link, contact your advisor.
- Click "Forgot Password?" on your Client Portal's sign-in page.
- Enter your email address and click Submit. You'll receive an email with instructions to reset your password.

If you don't receive an email:
- Check your spam or junk filters.
- Add no-reply@addepar.com to your address book, and try resetting your password again.

Click your name in the top right corner of your screen.
- You'll receive an email with instructions to reset your password.

If you don't receive an email:
- Check your spam or junk filters.
- Add no-reply@addepar.com to your address book, and try resetting your password again.

Want to see more data?

Your advisor sets up your financial information in ways that are most useful to you. If you'd like to see your data organized differently, contact your advisor.