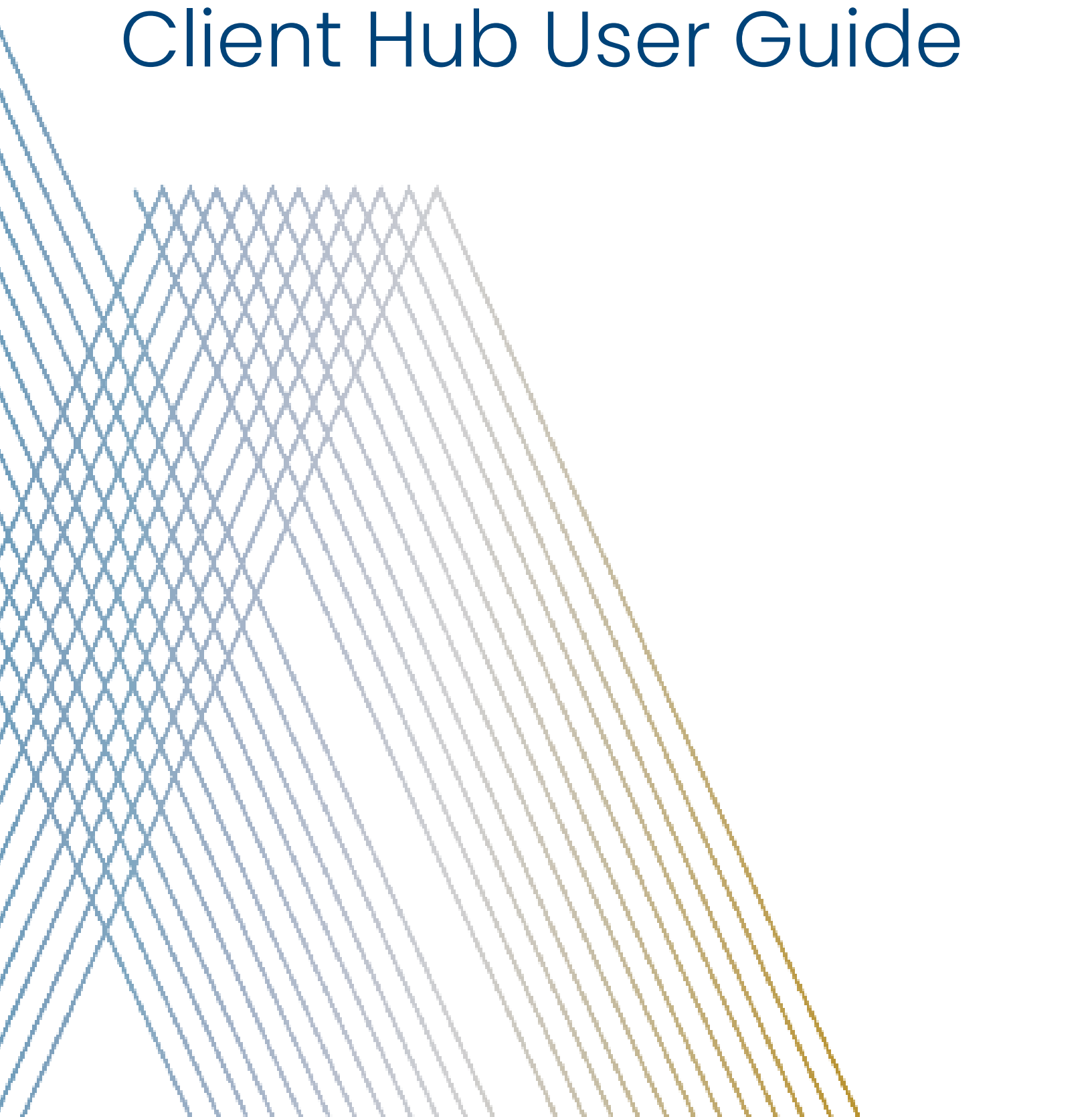




Thoughtful, Impactful  
Financial Counsel *Since 1983*

# Client Hub User Guide



## Office Locations

### Massachusetts

535 Boylston St., Suite 300  
Boston, MA 02116

(617) 247-0518

### New Jersey

56 Jefferson Ave.  
Westwood, NJ 07675

(201) 768-4600

### North Carolina (Morehead)

831 East Morehead Street, Suite 760  
Charlotte, NC 28202

(704) 358-3322

### North Carolina (Colony)

7615 Colony Road, Suite 120  
Charlotte, NC 28226

(704) 540-5535

### Georgia

5555 Glenridge Connector, Suite 150  
Atlanta, GA 30342

(678) 833-1166

### Florida

221 W. Main St., Suite A  
Inverness, FL 34450

(352) 746-4460

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# Initial Registration

1. Modera will send you an email with the subject “**New Client Hub.**” If you do not receive an email, please check your spam/junk folder and then contact a member of your advisory team (if necessary).
2. Click the “**Set New Password**” link. The link is valid for 72 hours. If unable to set a new password within the timeframe, simply contact a member of your advisory team to have a new email/link sent at your convenience.

Welcome Sam and Samantha Sample,

Great news! You now have access to the Modera Client Hub where you can view your portfolio and other related communications from your support team.

To activate the Hub, click the link below. You will be prompted to set a new password. This link will expire in 72 hours.

Please let us know if you have any questions.

Thank you.



[Set New Password](#)



3. Type your password in the boxes to confirm your password selection. Once completed, you will be directed to a login page to enter your username (email address where you received the registration link) and the password recently selected.

**SET PASSWORD**

Please set a new password for:  
**@gmail.com**

New Password

Confirm Password

**SET PASSWORD**

**Passwords must meet the following requirements:**

- Passwords must not contain your email address or parts of your full name that exceed two consecutive characters.
- Passwords must be at least 8 characters and must contain characters from three of the following four character categories:
  - Uppercase letters (A - Z)
  - Lowercase letters (a - z)
  - Numbers (0 - 9)
  - Non-alphanumeric (For example: !, \$, #, or % etc.)

4. Once logged in, you will need to set up your challenge questions. Be sure to select and answer a security question from each of the three drop down menus.

**SET UP CHALLENGE QUESTIONS**

Select and answer three challenge questions. When you sign into your portal from an unrecognized device, you'll be prompted to correctly answer one of these questions.

**Question 1**  
What is the name of a college you applied to but didn't attend?

Answer 1

**Question 2**  
Who is a memorable person from your childhood?

Answer 2

**Question 3**  
What was the first live concert you attended?

Answer 3

**SAVE**

**Challenge questions and answers must meet the following requirements:**

- You must select three challenge questions to provide answers for.
- Answers must be unique across the three questions.
- Answers are not case sensitive and may contain up to 64 characters.

# Initial Registration (Continued)

5. *(Optional)*: If you would prefer to authenticate your login via a code texted to your mobile phone, simply fill in your mobile phone number and click **Request Code.** Enter the code texted to your mobile phone and click **Save.** Upon completion, your dual factor authentication option will be changed to mobile text. This can be changed at any time under the **My Profile** section.

If you prefer to continue to use the security challenge questions as your dual factor authentication option, simply click on **I do not want to set up my phone.**

### SET UP MOBILE PHONE

Short Code Terms of Service

1. When you opt-in to the service, we will send you an SMS message to confirm your signup.
2. You can cancel the SMS service at any time. Just text "STOP" to 39156. After you send the SMS message "STOP" to us, we will send you an SMS message with instructions unsubscribing. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.
3. If at any time you forget what keywords are supported, just text "HELP" to 39156. After you send the SMS message "HELP" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.
4. We are able to deliver messages to the following mobile phone carriers:  
Major carriers: AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Alltel, Boost Mobile, Nextel, and Virgin Mobile.  
Minor carriers: Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central IL (ECIT), Cellular One of

I acknowledge that I have read, reviewed, and agree to the Short Code Terms of Service. ➔ I DO NOT WANT TO SET UP MY PHONE

**Which phone number should we send verification codes to?**  
We will send a numeric verification code to your phone whenever you sign in from a device that we don't recognize.

➔

➔

➔

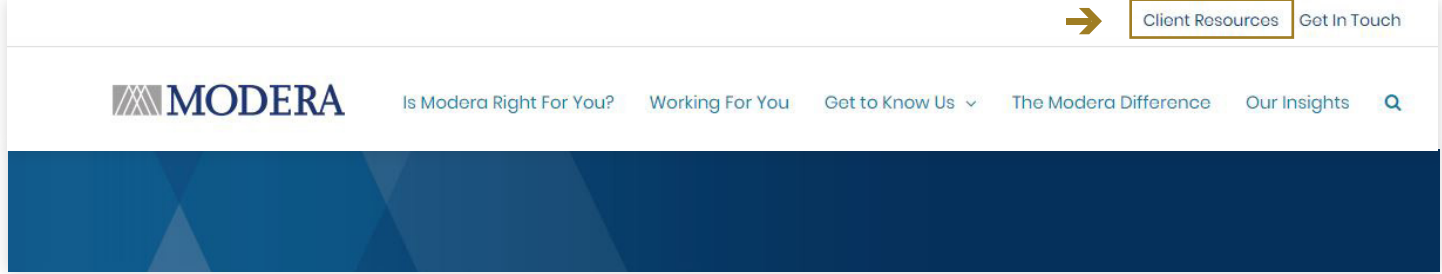
➔

**Mobile phone number requirements:**

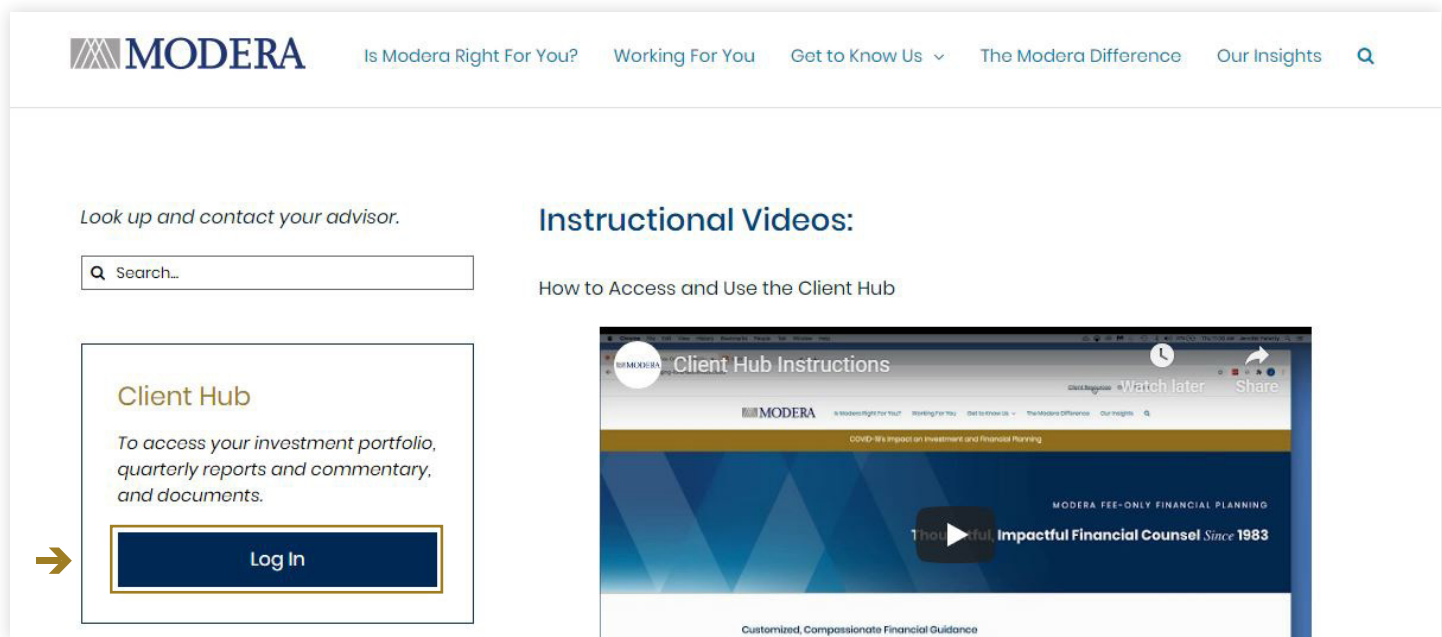
- Your mobile phone number must be a U.S. based number.
- The mobile phone number you entered will be verified when you click Request Code and you will be sent a text message with a verification code. To complete the process, enter the code and click Save.
- The verification code is valid for three (3) minutes.

# Accessing the Hub

1. Go to <https://www.moderawealth.com> and click “Client Resources” in the upper-right hand corner.



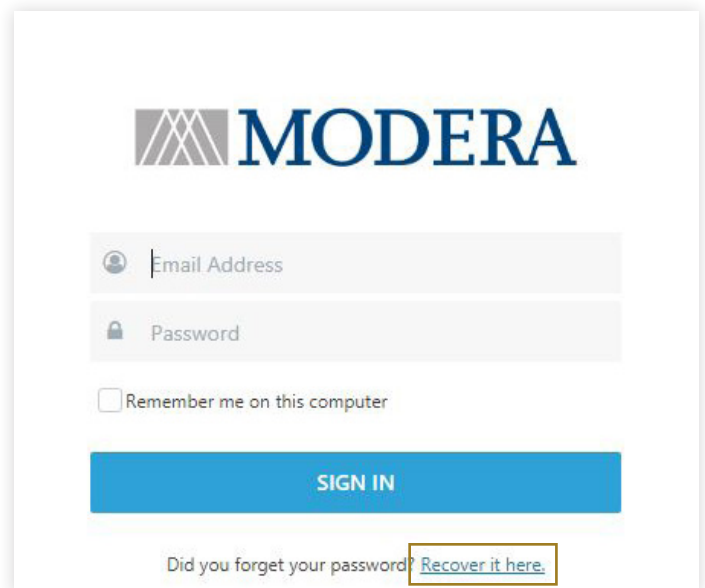
2. Once on the Client Resources page, click on the “Log In” button within the Client Hub box.



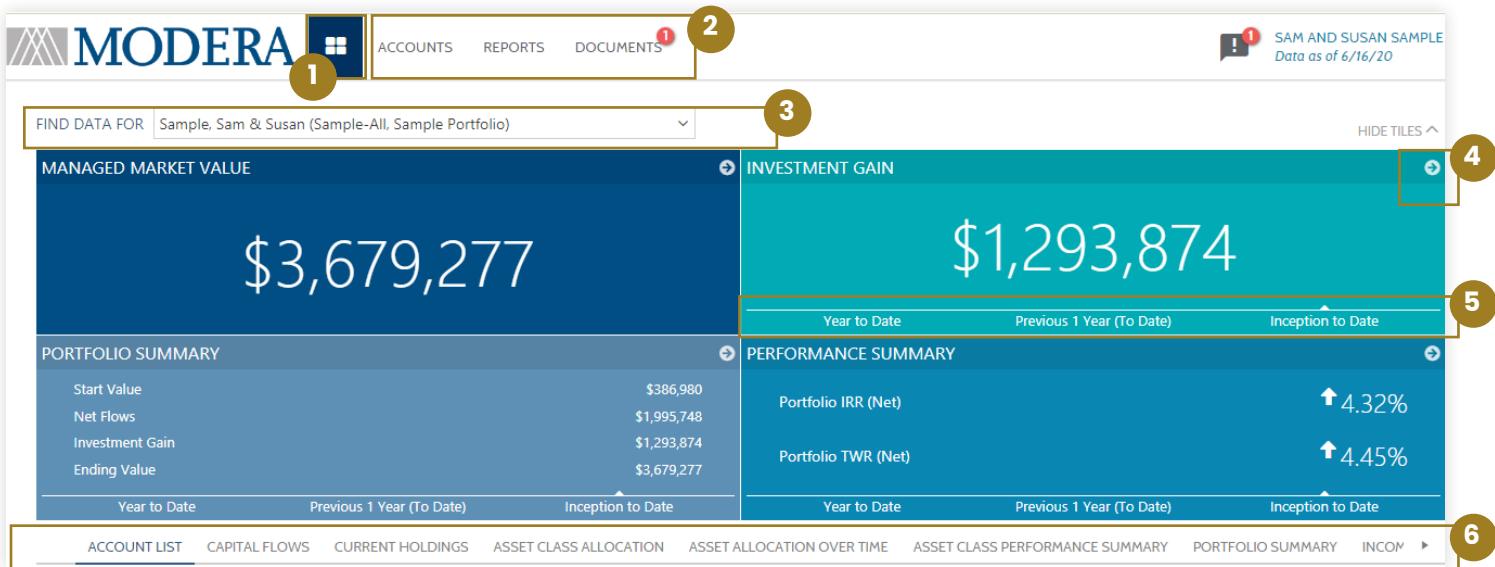
3. You will then type in your username and password and authenticate your login using the challenge questions or mobile text.

## How to Reset Your Password

If you have forgotten your password, simply click on the “[Recover it here](#)” link located below the sign-in button on the login screen.



# How to Navigate your Dashboard



1. The icon to access your personal dashboard.

2. Navigation Bar:

Accounts: Displays a list of your accounts and groups.

Reports: Detailed Performance, Holdings and Transactions reports.

Documents: Access your secure document vault where you can post and receive documents between you and your Modera Advisory Team.

3. Find Data For: Allows you to use the dropdown arrow to change the account/group you are wanting to display on your Dashboard, which will impact the results on your tiles.

4. Each of the 4 tiles displayed have a detailed report that you can navigate to by clicking on the "arrow" in the top right-hand corner.

5. Certain tiles will allow you to toggle between different date periods.

6. Reports Scroll Bar: Allows you to click on the report name to display the detailed report below your dashboard .

*These screenshots are intended only to demonstrate the content prepared for and available to clients via the Hub and are not intended to represent the performance, allocation or transactions of any actual client portfolio or of any expected portfolio performance. The portfolio performance and other portfolio figures shown here are presented for illustrative purposes only, are hypothetical and are not representative of or intended to be representative of the returns or performance experienced by any Modera client or of any expected returns or portfolio performance.*



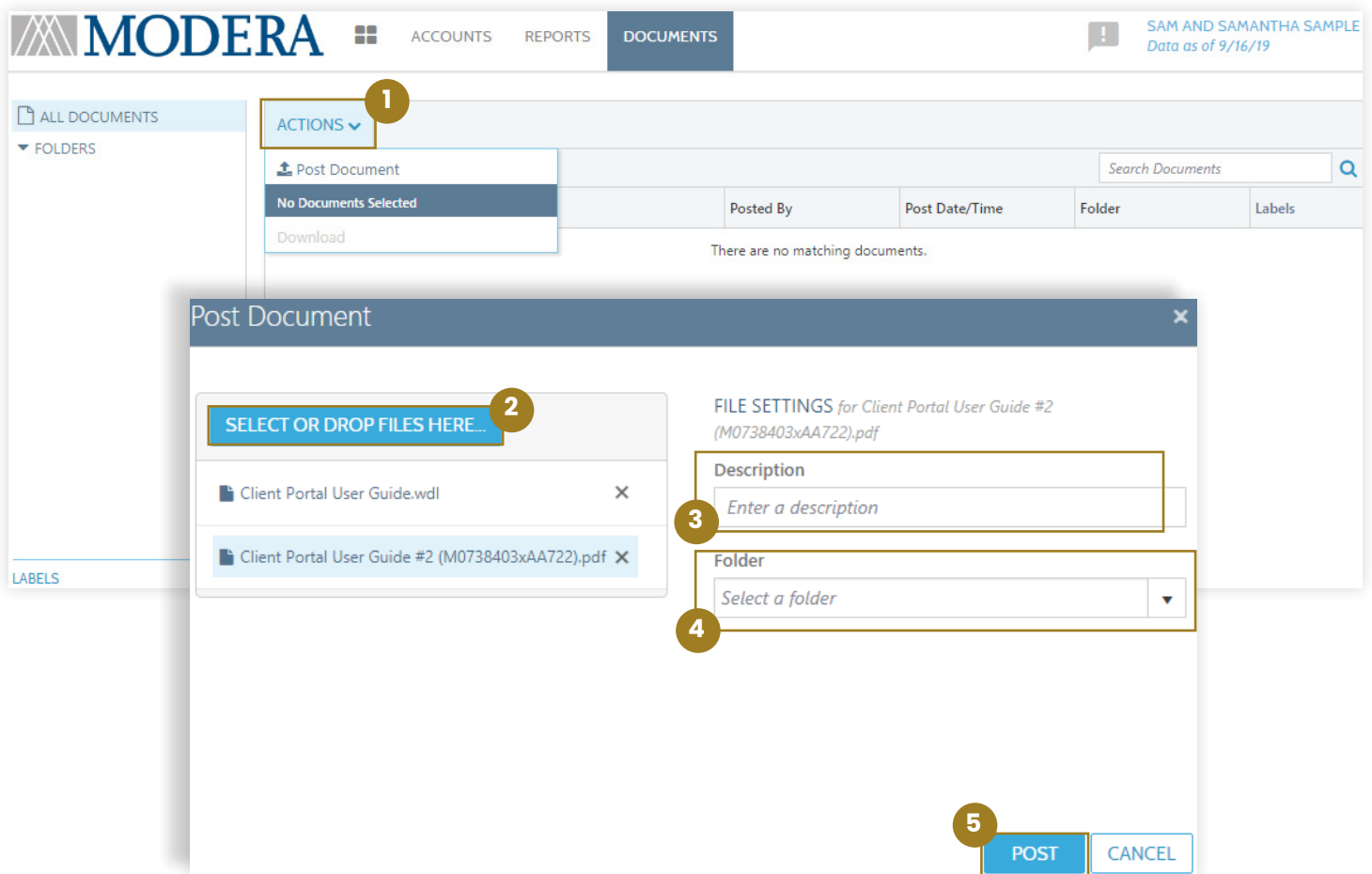
# Dashboard Notifications, Announcements and your Profile

The screenshot shows the MODERA dashboard interface. At the top, there is a navigation bar with tabs for ACCOUNTS, REPORTS, DOCUMENTS (highlighted with callout 1), and a notification icon (highlighted with callout 2). The user's name, SAM AND SAMANTHA SAMPLE, and the date of the data, 9/16/19, are displayed. A dropdown menu for the user profile (highlighted with callout 3) includes options for My Profile and Sign Out. Below the navigation bar, there is a search bar for finding data. The main content area is divided into four sections: MANAGED MARKET VALUE (\$3,679,277), INVESTMENT GAIN (\$1,293,874), PORTFOLIO SUMMARY, and PERFORMANCE SUMMARY. The PORTFOLIO SUMMARY and PERFORMANCE SUMMARY sections include data for Year to Date, Previous 1 Year (To Date), and Inception to Date. The PERFORMANCE SUMMARY section shows Portfolio IRR (Net) at 4.32% and Portfolio TWR (Net) at 4.45%. At the bottom, there is a navigation bar with various tabs including ACCOUNT LIST, CAPITAL FLOWS, CURRENT HOLDINGS, ASSET CLASS ALLOCATION, ASSET ALLOCATION OVER TIME, ASSET CLASS PERFORMANCE SUMMARY, PORTFOLIO SUMMARY, and INCOM.

1. Anytime a new document has been posted, you will notice a number identifier on the Navigation Bar over the Documents tab.
2. All Modera announcements will be posted and viewed from this icon. Anytime a new announcement has been posted, you will notice a number identifier on the icon.
3. Navigate to your profile to change your password, update security questions and opt-in to text message authentication.

*These screenshots are intended only to demonstrate the content prepared for and available to clients via the Hub and are not intended to represent the performance, allocation or transactions of any actual client portfolio or of any expected portfolio performance. The portfolio performance and other portfolio figures shown here are presented for illustrative purposes only, are hypothetical and are not representative of or intended to be representative of the returns or performance experienced by any Modera client or of any expected returns or portfolio performance.*

# How to Post Documents to the Vault



1. Click on Actions and then in the dropdown you will select Post Document.

Once selected a pop-up will display which will allow you to attach and post a single or multiple documents at once.

2. You can select one or multiple files to be uploaded to your Document Vault. You will also have the ability to drag and drop files for upload as well.

Once you have selected your document(s) to be uploaded, you will then have the option to provide a description for your Modera Advisory Team.

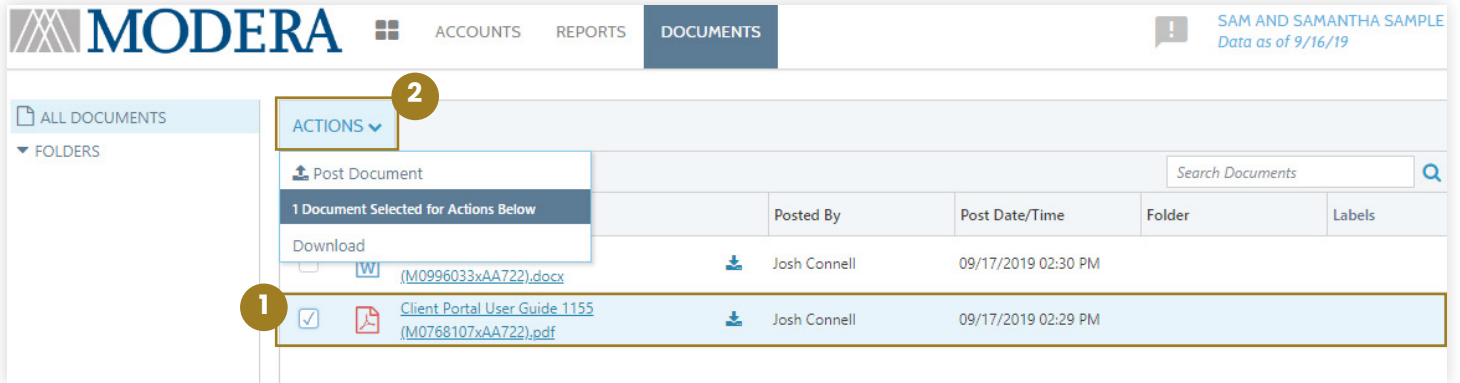
3. **Description:** Allows you to provide a brief description of the document(s) you are uploading.

4. **Folder:** There is no need to utilize this option as your Modera Advisory Team will be able to access your posted document(s) instantly.

5. Once you have selected your document(s) to be uploaded and have provided a brief description, simply hit Post and you're done.

Your Modera Advisory Team will be notified as soon as you've posted your document(s).

# How to Download Documents from the Vault



1. Select the document(s) you would like to download from your Document Vault by clicking on the empty box next to the document name.

**Note:** please do not click on the title to open a document. If there is any information that we pre-filled on your behalf, it will not appear.

2. Once you've selected your document(s) you will click on Actions and then Download.

You should now be able to access or save the documents(s) to your computer. If you run into any issues when attempting to download please see the troubleshooting section below.

## Troubleshooting

The main issue that prevents clients from being able to post or download a document through the Document Vault is due to their computer's Operating System and/or Browser not being supported.

Once you have confirmed you are using a supported Operating System and/or Browser and you continue to have issues posting or downloading documents, it is recommended that you check your Browser settings to ensure you are not blocking popups.

If you continue to have issues posting or downloading documents through the Document Vault, then please reach out to your Modera Advisory Team and they will be happy to assist.

### Supported Desktop Browsers:

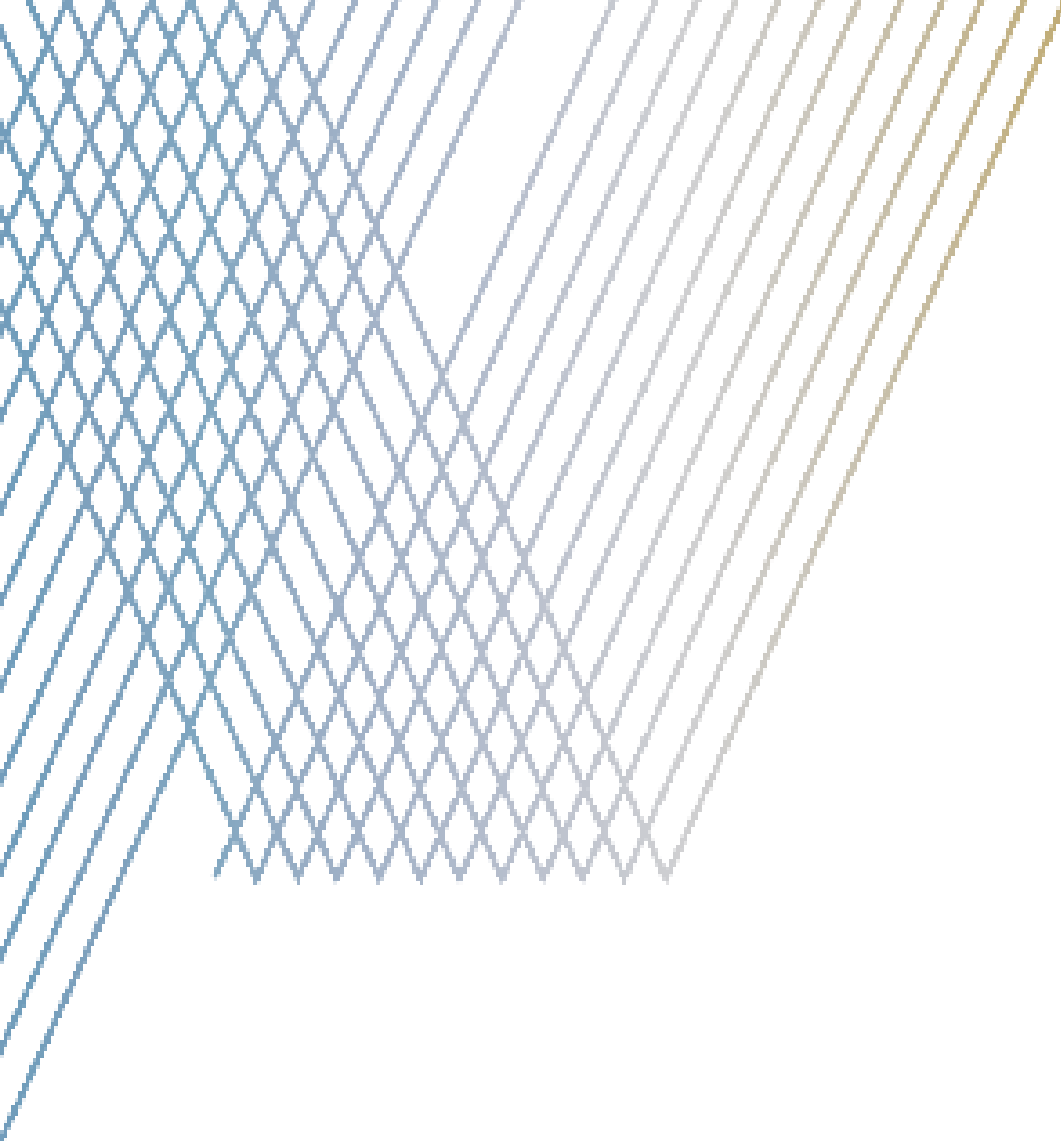
- Chrome (latest version)
- Edge (latest version)
- Firefox (latest version)
- Internet Explorer 11
- Safari (latest version)

### Supported Mobile Operating Systems:

- Android 7+
- iOS 10+

### Supported Desktop Operating Systems:

- iOS (latest version)
- OS X/Mac OS (latest version)
- Windows 7+



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