

Client Access – My Portfolio

Overview

The [Raymond James Client Access](#) site is a secure online portal where clients can view their statements and updated portfolio details; manage their account preferences, such as document delivery method; and gain access to market information, and insightful Canadian and US research. The Client Access site's responsive design also allows you to navigate the site using a variety of devices: cell phone, tablet, desktop computer, etc.

This guide assists you with navigating the MY PORTFOLIO module, which gives you access to detailed account information: Consolidated Summaries, Asset Allocation, Risk Tolerance & Objectives, etc.

Important: Reach out to your Advisor if you have any questions about the information provided under the My Portfolio page, including Gain/Loss information.

Topics Included

DESKTOP VIEW	MOBILE DEVICE VIEW
<ul style="list-style-type: none">• FAQs• HOME• MY PORTFOLIO VIEWS<ul style="list-style-type: none">○ DASHBOARD○ ACCOUNTS○ ACCOUNT DETAILS○ ASSET ALLOCATION• CREATE ACCOUNT NICKNAME(S)	<ul style="list-style-type: none">• FAQs• HOME / MENU BAR• MY PORTFOLIO VIEWS<ul style="list-style-type: none">○ DASHBOARD○ ACCOUNTS○ ACCOUNT DETAILS○ ASSET ALLOCATION• CREATE ACCOUNT NICKNAME(S)• ADD A CLIENT ACCESS SITE BOOKMARK (APP) TO A MOBILE DEVICE

Client Access – My Portfolio

FAQs

Topic	Answer
Cash & Cash Equivalents	<ul style="list-style-type: none">• Cash Equivalents are included in the 'Securities total' on the Dashboard page (not the 'Cash total').• Use the <i>Filter > Group By > Asset Categories</i> option on Account Summary, Asset Allocation and Account Details pages to display Cash & Cash Equivalents together.
Closed Accounts	<ul style="list-style-type: none">• Portfolio details are only available for accounts that are currently open.
Devices	<ul style="list-style-type: none">• Depending on device that is used, specifically its screen size, some features may not be available (ex. Objectives and Risk Tolerance graphics).
Filters	<ul style="list-style-type: none">• There is no 'reset to default' button. To reset all filters to the default settings, navigate to another page (or click My Portfolio on the menu bar).• Filters allow you to select which accounts are displayed on a page, as well as customize how accounts/securities are grouped on a page (ex. by asset category, industry, etc.)
Market Value	<ul style="list-style-type: none">• Market value includes accrued interest.• Values for CAD and USD accounts shown in their respective currencies.• The Consolidated Summary shows CAD and USD holdings. The total for all accounts is shown in CAD only.
Transactions	<ul style="list-style-type: none">• Transactions (i.e. account activity) is reflected on the Portfolio page in real-time.
Price	<ul style="list-style-type: none">• Prices are as of previous day market close.• Price displays in the currency of the account on all Portfolio pages.
USD Accounts	<ul style="list-style-type: none">• Any USD holdings are converted into CAD based on the daily base USD to CAD exchange rate.• USD accounts will display holdings on the 'USD Holdings' line of the account summary.• CAD holdings line will still display for USD accounts with a balance of \$0.00
Account Nickname	<ul style="list-style-type: none">• An Account Nickname only displays for the individual that created it. It will not display for any other individual that has access to the same accounts online, under a different username.

Client Access – My Portfolio

HOME

The **My Portfolio** section provides you with a quick view of Consolidated Market Values for all accounts that you have access to online.

RAYMOND JAMES Client Access Logout

HOME MY PORTFOLIO | MY DOCUMENTS | MARKET INFORMATION | RESEARCH | MY PROFILE | HELP

Welcome to Raymond James Client Access Online

The RRSP and TFSA Contribution Reminders

The deadline for making tax-year 2021 RRSP contributions is March 1, 2022. The RRSP contribution limit is equal to 18% of earned income in the previous year minus an individual's

My Portfolio

Total of Investments	\$706,542
Cash	\$36,373
Securities	\$670,169

MY PORTFOLIO - DASHBOARD

Consolidated Summaries and Consolidated Asset Allocation details for all accounts that you have access to online (Market Value). **To access the page:** Click the **My Portfolio** tab on the menu bar.

RAYMOND JAMES Client Access LOGGED IN: [User] LAST LOGGED IN: 12 Aug 2024, 11:54 Pacific Time Logout

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My Portfolio - Dashboard

Dashboard Consolidated (CAD) Account Details

Accounts

Asset Allocation

Your Portfolio Summary as of 2024-08-12

1 Consolidated Summary

	Cash	Securities	Total
CAD Holdings	\$16,551.87	\$3,196,983.30	\$3,213,535.17
USD Holdings	\$1,147.50	\$333,514.21	\$334,661.71
Total (CAD)	\$18,127.39	\$3,654,898.31	\$3,673,025.70

2 Consolidated Asset Allocation

- Equities
- Alternatives and Other
- Fixed Income
- Cash and Cash Equivalents
- Preferred Shares

3 - Summary

	Cash	Secur	12	Cash (CAD)	00
CAD Holdings	\$7,602.56	\$1,746.40	12	Cash (CAD)	00
USD Holdings	\$1,147.50	\$330.54	12	Cash (USD)	00
Total (CAD)	\$9,178.08	\$2,200.23			

View Accounts

View Asset Allocation

3 - Summary

	Cash	Securities	Total
CAD Holdings	\$7,996.37	\$908,781.77	\$916,778.14
USD Holdings	\$0.00	\$0.00	\$0.00
Total (CAD)	\$7,996.37	\$908,781.77	\$916,778.14

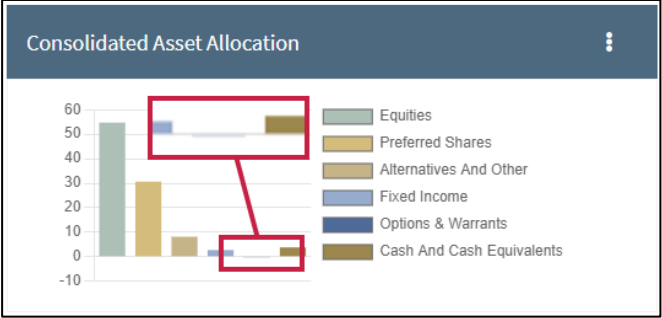
3 - Summary

	Cash	Securities	Total
CAD Holdings	\$952.94	\$541,795.11	\$542,748.05
USD Holdings	\$0.00	\$2,974.21	\$2,974.21
Total (CAD)	\$952.94	\$545,878.70	\$546,831.64

* Prices are as of previous day market close.
** Market value includes accrued interest.
*** Cash Equivalents are included in the 'Securities' total.

4

Client Access – My Portfolio

#	Description/Options
1	<p>Consolidated Summary of all the accounts that you have access to online (Market Value).</p> <p>To view more consolidated details and the list of all accounts:</p> <ul style="list-style-type: none"> • Mouse over Consolidated (CAD) at the top right of the page and select Accounts; <u>or</u> • Mouse over the three-dot icon and select View Accounts.
2	<p>Consolidated Asset Allocation for all the accounts that you have access to online.</p> <p>To view all accounts broken down by asset class:</p> <ul style="list-style-type: none"> • Mouse over Consolidated (CAD) at the top right of the page and select Asset Allocation; <u>or</u> • Mouse over the three-dot icon and select View Asset Allocation. <p>Important: The Consolidated Asset Allocation chart will revert to a bar chart if any asset class (such as Options & Warrants) has a negative value.</p> 
3	<p>Consolidated Summary broken down by Client ID (Market Value).</p> <ul style="list-style-type: none"> • Mouse over the three-dot icon and select View Accounts to access account details for a specific Client ID. • Mouse over the three-dot icon and select View Asset Allocation to view asset allocation details for a specific Client ID.
4	<p>Price, Interest and USD Conversion details.</p>

Client Access – My Portfolio

MY PORTFOLIO - ACCOUNTS

Access the Accounts summary (consolidated view) of all accounts that you have access to online. Options are available to only view summary and details of specific accounts, as well as export page details.

To access the page: Click the **My Portfolio** tab, mouse over **Consolidated (CAD)** and select **Accounts** at the top right of the page.

#	Description
1	Click Filter to confirm or edit which Clients and/or Accounts you want to view on the Accounts page. Make your selections, and then click Filter again to apply any changes.
2	Export the details of all accounts listed on the page to Excel (.csv file format).
3	Click on the Right Arrow (to the left of a listed account) to view details pertaining to holdings within an account (ex. Holdings, Price, Book Value, Percentage of Assets, etc.)
4	Mouse over the three-dot icon (to the far right of an account) to view additional account information on a separate Account Details page (ex. Holdings, Activity, Orders and Realized Gain/Loss).

Important: The Account Details page is accounts can be displayed in USD.

Client Access – My Portfolio

MY PORTFOLIO – ACCOUNT DETAILS

Access the Account Details of one account. This includes added details for RRSPs and TFSAs (ex. beneficiary, contributions, withdrawals, etc.). Options are available to select a different account, as well as export page details.

To access the page: Click the **My Portfolio** tab, mouse over **Accounts** at the top right of the page, and select the **Account Number**.

The screenshot displays the 'My Portfolio - Account Details' page. At the top, there's a navigation bar with 'HOME', 'MY PORTFOLIO', 'MY DOCUMENTS', 'MARKET INFORMATION', 'RESEARCH', 'MY PROFILE', and 'HELP'. The 'MY PORTFOLIO' tab is active. Below this, there's a sub-navigation bar with 'Accounts >', 'Dashboard', and 'Consolidated (CAD) | Accounts >'. A dropdown menu for 'Accounts' is open, showing three options: '12 - Cash (CAD)', '12 - Cash (CAD)', and '12 - Cash (USD)'. A 'FILTER' button is highlighted with a red box and a red circle '1'. Below the filter, there's a table with columns: 'Book Value', 'Market Value', 'Gain/Loss', and 'Assets'. The table has three rows: 'Cash (CAD)', 'Securities (CAD)', and 'Total (CAD)'. Below the table, there are two charts: 'Objectives' (Income, 100%) and 'Risk Tolerance' (Low, 100%). A red box and a red circle '2' highlight these charts. At the bottom, there are tabs for 'Holdings', 'Activity', 'Orders', and 'Realized G/L', with 'Holdings' selected. A red box and a red circle '3' highlight these tabs. To the right of the tabs is an 'Export' button, highlighted with a red box and a red circle '4'. Below the tabs, there's a table with columns: 'Symbol', 'Holding', 'Qty', 'Price', 'Avg. Cost', 'Book Value', 'Market V...', 'Accr. Int.', 'G/L (\$)', 'G/L (%)', and 'Assets'. The table has one row: 'CASH', '\$0.00', and '0%'.

#	Description
1	Click Filter to confirm or edit which account you want to view on the Account Details page. Make your selection, and then click Filter again to apply any changes.
2	Review Objectives and Risk Tolerance details.
3	Access Holdings , Activity (transactions) , Orders and Realized Gain/Loss details for the account.
4	Export all account details to Excel (.csv file format).

Client Access – My Portfolio

MY PORTFOLIO – ASSET ALLOCATION

Access the Asset Allocation Summary and Asset Breakdown for all the accounts that you have access to online. Options are available to select particular accounts, as well as export page details.

To access the page: Click the **My Portfolio** tab, mouse over **Consolidated (CAD)** at the top right of the page and select **Asset Allocation**.

#	Description
1	Click Filter to confirm or edit which Clients and/or Accounts that you want to view on the Asset Allocation page. Make your selection, and then click Filter again to apply any changes.
2	Review Asset Allocation Summary details. Important: The Asset Allocation Summary chart will revert to a bar chart if any asset class (such as Equities) has a negative value.
3	Click the Right Arrow to the left of an asset class to view holdings details.
4	Export the Accounts Holdings details to Excel (.csv file format).

Client Access – My Portfolio

CREATE ACCOUNT NICKNAME(S)

You have the option to create an Account Nickname for any account that you have access to online. An Account Nickname will only display for the individual that created it. It will not display for any other individual that has access to the same accounts online, under a different username.

RAYMOND JAMES Client Access

LOGGED IN: LAST LOGGED IN: 3 Oct 2023, 10:32 Pacific Time

HOME | MY PORTFOLIO | MY DOCUMENTS | MARKET INFORMATION | RESEARCH | **MY PROFILE** | HELP

Account Display Preferences

Security Settings 12 **3**

Document Settings 12

Account Nicknames **2**

Cash (CAD)

Account Number Nickname **4**

Cash (USD)

Account Number Nickname

Last update on 17/05/2022 11:10:15 AM

5

#	Description
1	Click My Profile .
2	Select Account Nicknames on the navigation bar to the left.
3	Click the Down arrow to expand a section, and view all accounts under a specific Client ID.
4	Enter a Nickname for one or more accounts (maximum 50 characters).
5	Click Save .

Client Access – My Portfolio

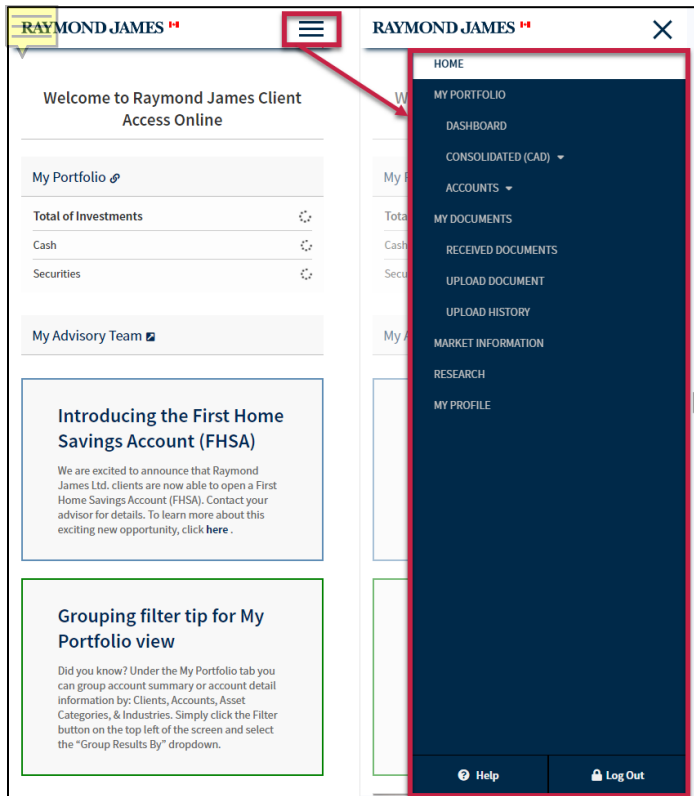
MOBILE DEVICE VIEWS & OPTIONS

The Client Access site's responsive design allows you to navigate the site using a variety of devices (ex. iPhone, iPad, Nest Hub, Surface Pro, Samsung Galaxy, Pixel 5, etc.). The site changes the location of tools or removes non-essential graphics to best fit your device's screen size. This ensures a seamless navigation of the site, regardless of the device being used.

- [FAQs](#)
- [HOME / MENU BAR](#)
- [MY PORTFOLIO VIEWS](#)
 - [DASHBOARD](#)
 - [ACCOUNTS](#)
 - [ACCOUNT DETAILS](#)
 - [ASSET ALLOCATION](#)
- [CREATE ACCOUNT NICKNAME\(S\)](#)

[ADD A CLIENT ACCESS SITE BOOKMARK \(APP\) TO A MOBILE DEVICE](#)

HOME / MENU BAR



The **HOME** page provides you with a quick view of Consolidated Market Values for all accounts that you have access to online (in Canadian dollars).

To access the Menu Bar:

1. Click on the **hamburger menu** (three-line icon) at the top right of the screen.
2. **Select an option from the drop-down menu** (ex. Home, My Portfolio, Dashboard, Consolidated (CAD), Accounts, My Documents, My Profile, etc.).

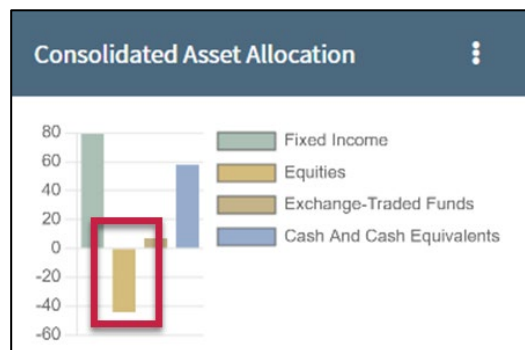
Client Access – My Portfolio

MY PORTFOLIO – DASHBOARD

The screenshot shows the 'My Portfolio - Dashboard' page. At the top right is the 'RAYMOND JAMES' logo and a hamburger menu icon (callout 1). Below the logo is the title 'My Portfolio - Dashboard' and a subtitle 'Your Portfolio Summary as of 2024-08-15'. A 'Filter by holdings' dropdown menu is highlighted with a red box (callout 2), showing options: 'All Holdings (CAD)', 'All Holdings (CAD)', 'CAD Holdings', and 'USD Holdings'. Below the filter is a 'Consolidated Summary' section with a 'View Accounts' link and a three-dot menu icon (callout 3). This section displays 'Total of Investm...' at \$736,058.72, 'Cash *' at \$37,714.67, and 'Securities *' at \$698,344.05. Below this is a 'Consolidated Asset Allocation' section with a 'View Asset Allocation' link and a three-dot menu icon (callout 4). It features a donut chart showing 'Equities' at 85.69% and a legend with categories: Equities, Preferred Shares, Cash And Cash Equivaler, Trust Units, and Fixed Income. At the bottom is another 'View Accounts' link with a three-dot menu icon (callout 5).

1. Click on the **hamburger menu** (three-line icon) at the top right of the screen and select **Dashboard**.
2. **Filter holdings** by CAD or USD. The total of all holdings will display in CAD.
3. **Consolidated Summary** of all the accounts that you have access to online (Market Value) and access to view all accounts and holdings.
4. **Consolidated Asset Allocation** for all accounts that you have access to online and access to view all accounts broken down by asset class.

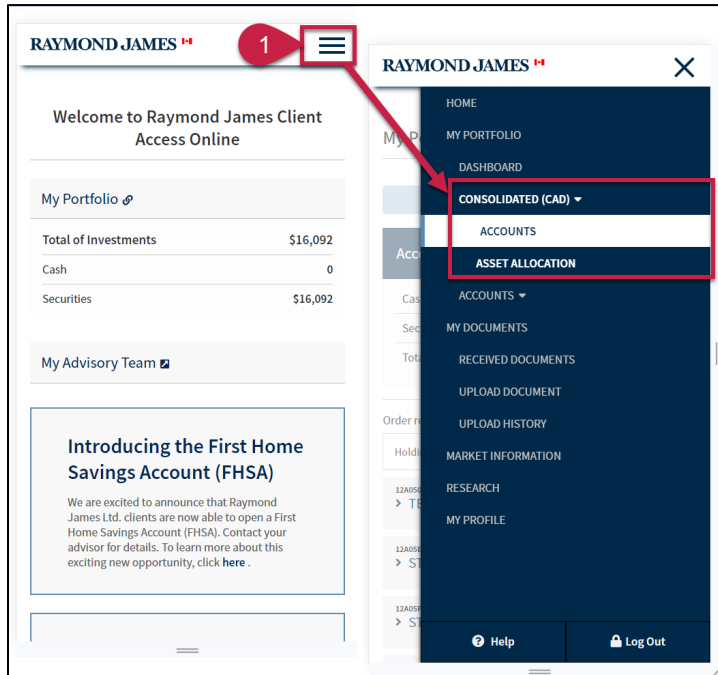
Important: The Consolidated Asset Allocation chart will revert to a bar chart if any asset class (such as Equities) has a negative value.



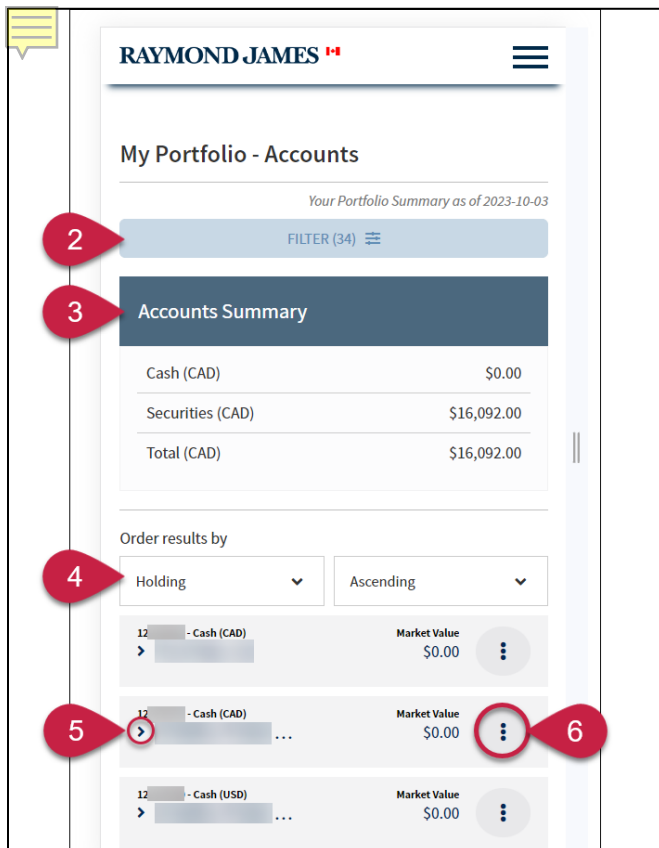
5. **Consolidated Summary broken down by Client ID** (Market Values) and access to view details for accounts specific to the Client ID.

Client Access – My Portfolio

MY PORTFOLIO – ACCOUNTS



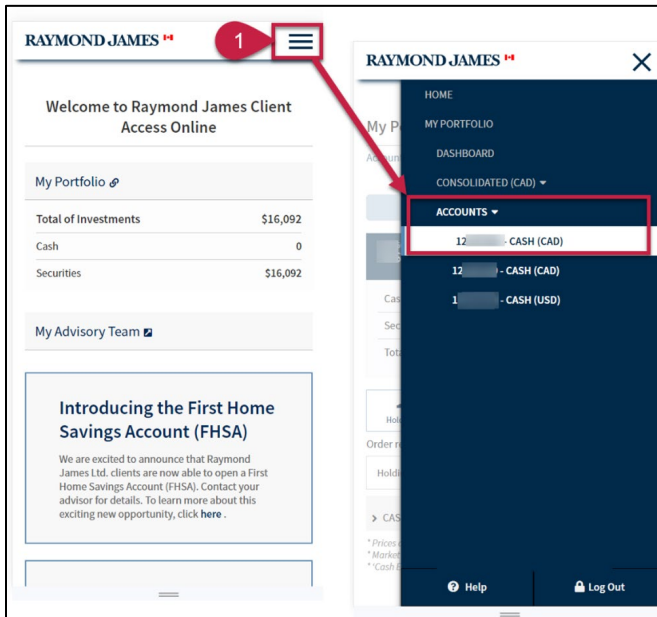
1. Click on the **hamburger menu** (three-line icon) at the top right of the screen, click **Consolidated (CAD)** and select an **Accounts**.



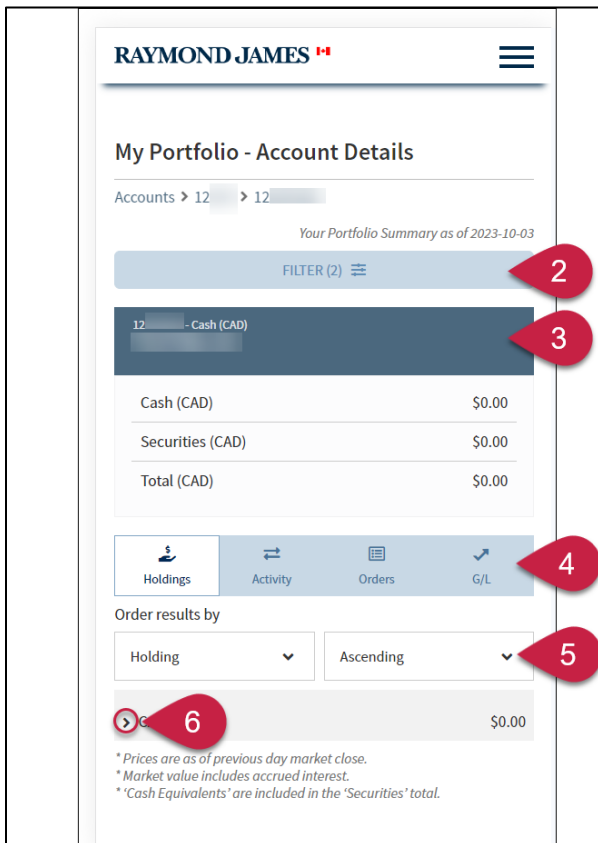
2. Click **Filter** to confirm or edit which Clients and/or Accounts that you want to view on the Accounts page. Make your selections, and then click *Filter* again to apply changes.
3. **Consolidated Accounts Summary** of all accounts that you have access to online or for specific accounts that you have selected through the Filter option (Market Value/Canadian Dollars).
4. Use **Filters** to sort the list of accounts by Quantity, Book Value, Symbol, etc. You can also sort the list in Ascending or Descending order.
5. Click on the **Right Arrow** (to the left of a listed account) to view details pertaining to holdings within an account (ex. Holdings, Price, Book Value, Percentage of Assets, etc.)
6. Click on the **three-dot icon** (to the far right of an account) to view additional account information on a separate **Account Details** screen (ex. Objectives, Risk Tolerance, Holdings, Activity, Orders and Realized Gain/Loss).

Client Access – My Portfolio

MY PORTFOLIO – ACCOUNT DETAILS



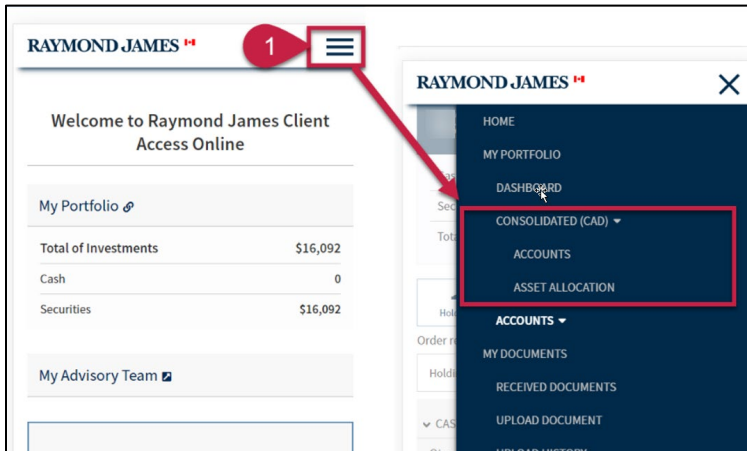
1. Click on the **hamburger menu** (three-line icon) at the top right of the screen, click **Accounts** and then select an **Account**.



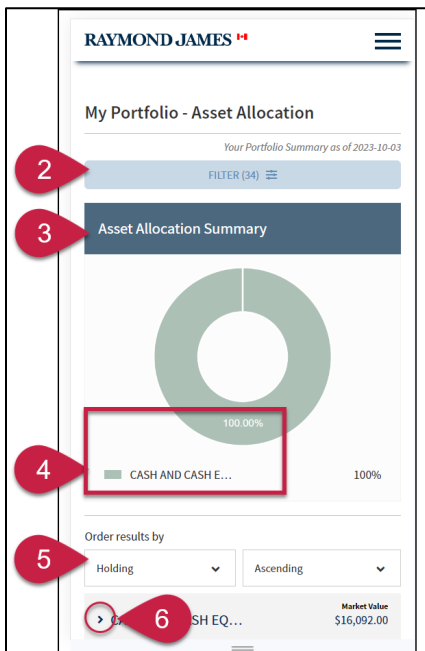
2. Click **Filter** to confirm or edit which account you want to view on the Account Details page. Make your selection, and then click *Filter* again to apply any changes.
3. **Account Summary** (Cash, Securities and Total) in the currency of the specific account (US or CAD).
4. Access **Holdings, Activity (transactions), Orders and Realized Gain/Loss** details for the account.
5. Use **Order filters** to sort the list of accounts by Quantity, Book Value, Symbol, etc. You can also sort the list in Ascending or Descending order.
6. Click on the **Right Arrow** (to the left of a listed account) to view additional holdings, activity order or gain/loss details.

Client Access – My Portfolio

MY PORTFOLIO – ASSET ALLOCATION

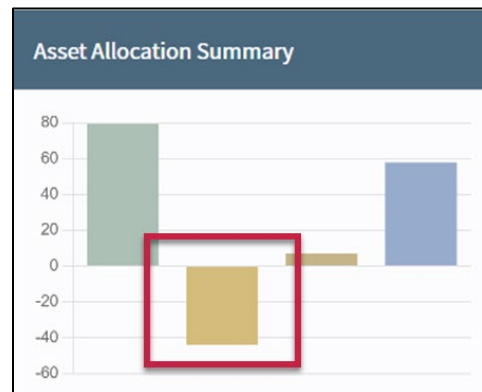


1. Click on the **hamburger menu** (three-line icon) at the top right of the screen, click **Consolidated (CAD)** and select **Asset Allocation**.



2. Click **Filter** to confirm or edit which account you want to view on the Asset Allocation page. Make your selection, and then click *Filter* again to apply any changes.
3. **Asset Allocation Summary** for all accounts that you have access to online or for specific accounts that you have selected using the Filter option.

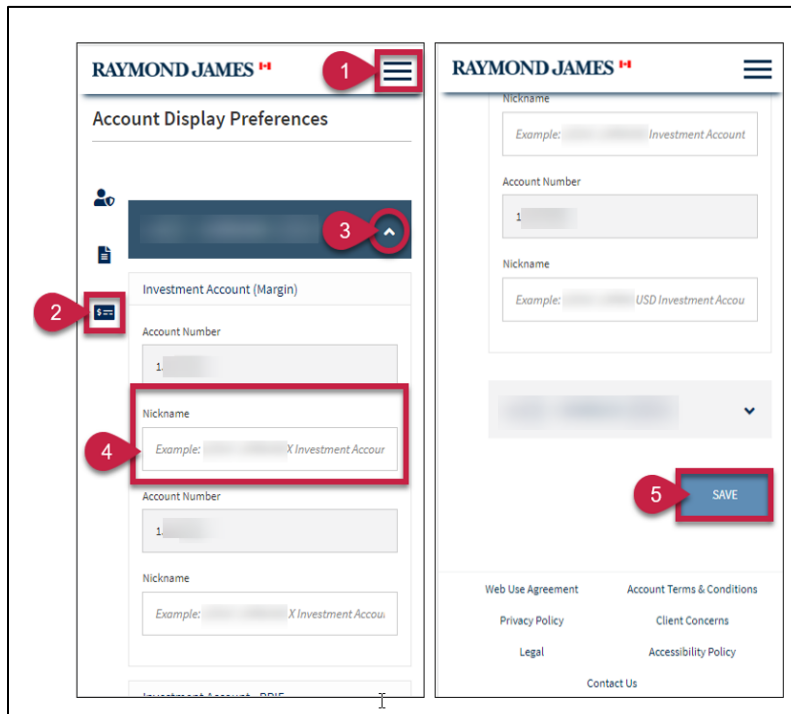
Important: The Asset Allocation Summary chart will revert to a bar chart if any asset class (such as Equities) has a negative value.



4. Click on an **asset class** to view its location in the asset allocation graph.
5. Use **Order filters** to sort the list of accounts by Quantity, Book Value, Symbol, etc. You can also sort the list in Ascending or Descending order.
6. Click on the **Right Arrow** (to the left of a listed account) to view all holdings under a particular asset class and to access additional holding details.

Client Access – My Portfolio

CREATE ACCOUNT NICKNAME(S)

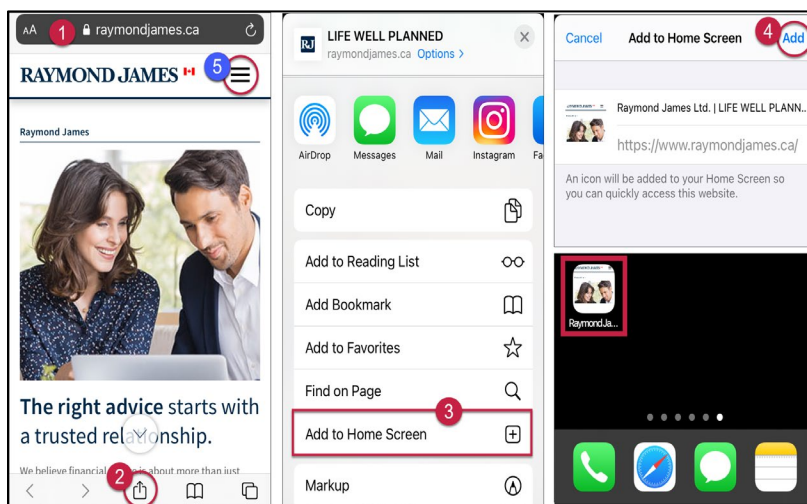


1. Click on the **hamburger menu** (three-line icon) at the top right of the screen and select **My Profile**.
2. Select **Account Display Preferences icon** on the navigation bar to the left.
3. Click the **Down arrow** to expand a section, and view all accounts under a specific Client ID.
4. Enter a **Nickname** for one or more accounts (maximum 50 characters).
5. Click **Save**. **Note:** An Account Nickname will only display for the individual that created it. It will not display for any other individual that has access to the same accounts online, under a different username.

ADD A CLIENT ACCESS SITE BOOKMARK (APP) TO A MOBILE DEVICE

Clients can add the RJ Website to their mobile device as a bookmark (App) icon.

See instructions to the right for how to add a bookmark to an iPhone. **Note:** A bookmark can be added to an Android device using Google Chrome by following similar steps.



1. Use your browser to access the [Raymond James Canada](https://www.raymondjames.ca/) website.
Important: Verify that the Canadian flag appears to the right of the RJ logo at the top left of the page.
2. At the bottom of the browser, locate and tap the **Share** icon.
3. From the list of *Share* options, select **Add to Home Screen**.
4. Click **Add**. The RJ Canada website appears as an icon on the iPhone Home Screen.
5. To access the *Client Access* homepage, click the **hamburger menu** and select **Account Login**.