

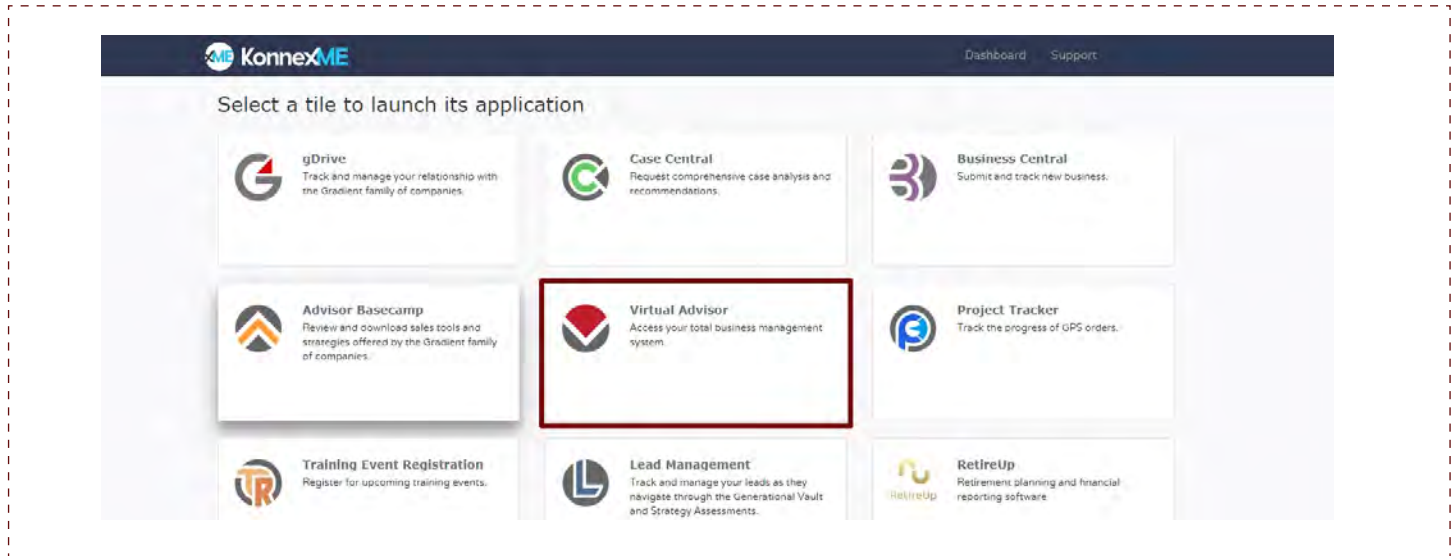
HOW TO CREATE A CASE



CASE CENTRAL PROCESS

Case Central is your team of CERTIFIED FINANCIAL PLANNER™ professionals and investment advisors who analyze consumer data and provide you with impressive, presentation-ready client solutions. We offer over a dozen unique and proprietary software reports – covering topics such as income planning, portfolio analysis and asset allocation – to help you bring your recommendations to life. Reports are customizable to your practice and available to you 24/7.

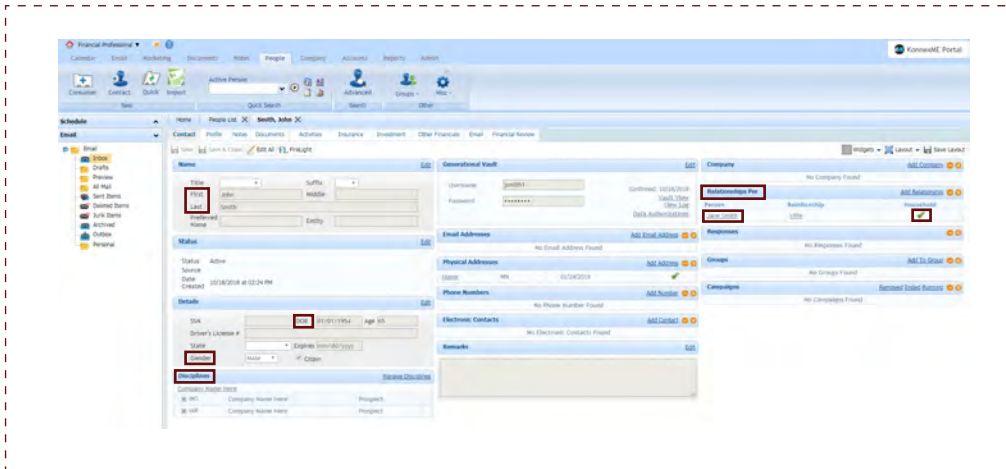
First, access Virtual Advisor through portal.konnexme.com.



To create your prospect's profile go to the **"People"** tab, then **"Add Consumer."** If the people record is already created, double click on their name to pull up this screen shown below. The following information is required in order to create a case:

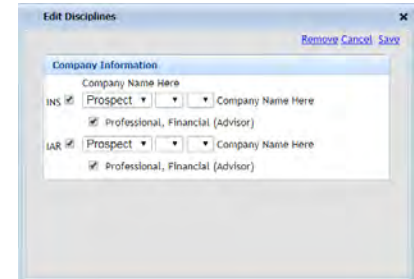
- **NAME**
- **DOB**
- **GENDER**
- **DISCIPLINE**

In a joint case scenario, create the spouse's profile with the same information, then link them via the **"Relationships Per"** widget.



EDIT DISCIPLINES.

This is where you indicate who will have access to the case.



“Household” the relationship.

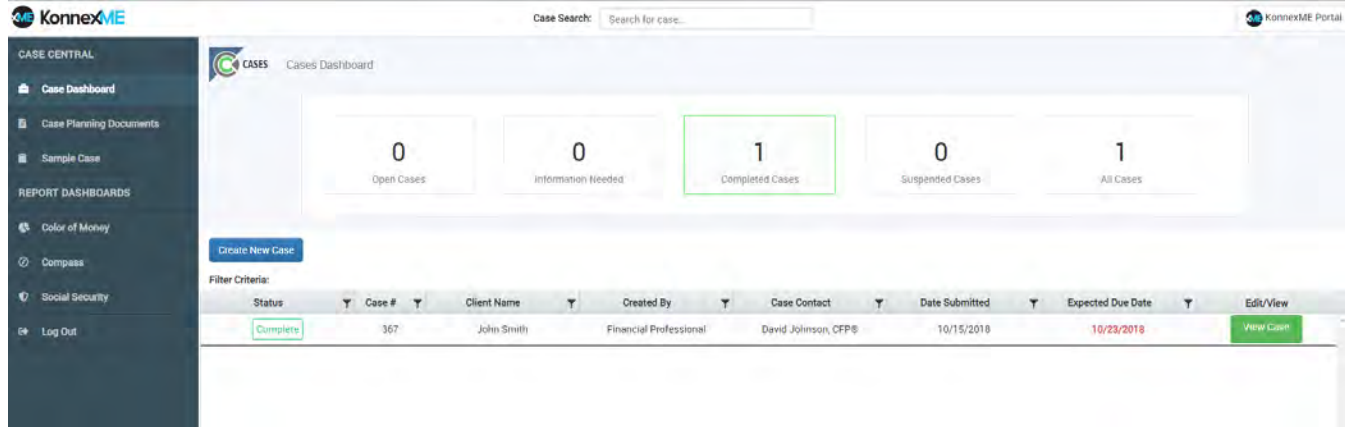
This links the couple, and is required in order to submit a **joint** case.



The screenshot shows a web form titled "Edit Relationship" for "John Smith". The form contains the following fields and options:

- Relationship To: Jane Smith
- John Smith is the: Husband
- Anniversary: (empty field)
- Householding:
- Household Head: John Smith
- Remarks: (empty text area)

Next, access the Case Central Dashboard through portal.konnexme.com. To initiate the case creation, select the “**Create New Case**” button (blue button).



The screenshot displays the KonnexME Case Central Dashboard. The dashboard includes a sidebar with navigation options and a main content area with a "Cases Dashboard" section. The "Cases Dashboard" section features five summary cards: Open Cases (0), Information Needed (0), Completed Cases (1), Suspended Cases (0), and All Cases (1). A "Create New Case" button is located below the cards. Below the cards is a table of cases with columns for Status, Case #, Client Name, Created By, Case Contact, Date Submitted, and Expected Due Date. A single case is listed with status "Completed".

Status	Case #	Client Name	Created By	Case Contact	Date Submitted	Expected Due Date	Edit/View
Completed	367	John Smith	Financial Professional	David Johnson, CFP®	10/15/2018	10/23/2018	View Case

Then search and select the consumer. For joint cases, if you created the spouse's profile and linked the relationship using the **“Household”** function, you will be able to select the spouse here.

Create New Case

Search for consumer:

John Smith x

Is this a joint or single case?

Joint

Single

Select a spouse:

Jane Smith

Reset Create Case

The next screen is the primary case creation screen. At the top of the page, you will select the **“Financial Services Professional”** and the key reports that you are looking for.

Client Name:
John Smith

Financial Services Professional:
Select Financial Services Professional

Reports

Select reports that you would like Case Central to complete. Case Central may add additional reports if needed.

Gradient Financial Group *(Requires at least 3 days)*

Color of Money	Safe Money Planning
Financial Overview	Financial Overview
Found Money Tax Reform Report	Tax Planning
Gradient Compass	Safe Money/Investment/Income Planning
Income Aviator	Safe Money/Investment Planning
IRA Legacy	Legacy Planning
Rule of 100	Safe Money Planning
Social Security Maximization	Social Security Analysis/Income Planning

On the bottom half of the primary case creation screen, you can add documents and add notes for your Case Central team to review.

Files

Add additional documents for Case Central to review.

[Attach file](#)

Attached by	Filename	Date
No files have been posted to this case. A new file can be added using the "Upload File" button above.		

Notes

Add a note or question and your Case Central team will be notified.

[New Note](#)

Posted by	Note	Date
No notes have been posted to this case. A new note can be added using the text box above.		

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10 items per page No items to display

Summary

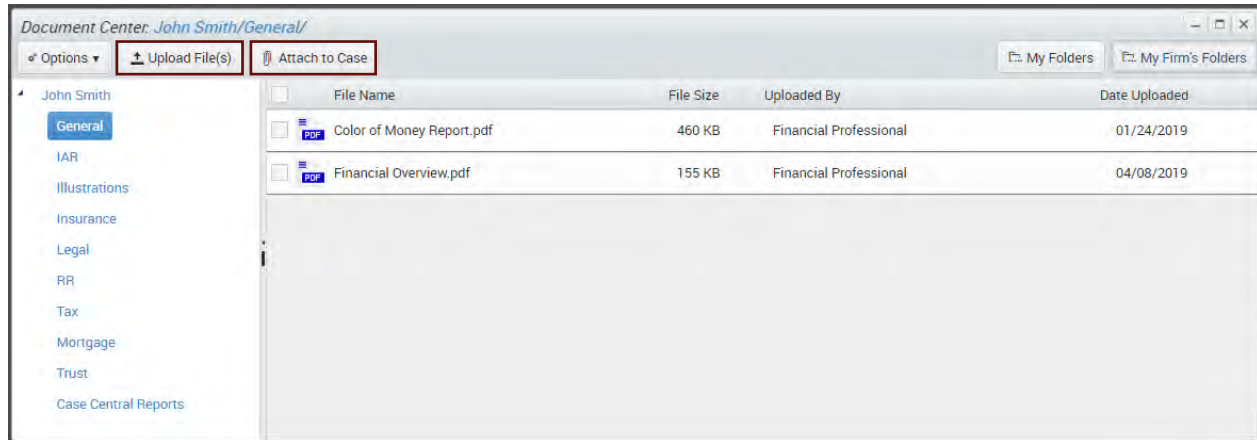
I verify that I have obtained a Privacy Acknowledgement from my client

Add a note or ask a question

[Submit Case](#)

When you click “**Attach File,**” the Document Center for this consumer profile appears. From here, there is a two-step process:

1. Select the “**Upload Files**” button to pull documents from your computer to the Document Center on your screen. New documents are saved to the “General” file in the Document Center.
2. To add the documents to the case, check the box next to the document and select “**Attach to Case.**”



Add notes for your Case Central team to view.

Notes

Add a note or question and your Case Central team will be notified.

New Note

Posted by	Note	Date
No notes have been posted to this case. A new note can be added using the text box above.		

10 items per page No items to display

Format

Cancel Add Note

Prior to selecting “**Submit Case**,” you are required to check the box below indicating that you have obtained a Privacy Acknowledgement from your prospect. You are **not** required to provide us with this document. You can keep it for your own records. You can find a copy of this one-page document under “**Case Planning Documents**” on the Case Central Dashboard.

Summary

I verify that I have obtained a Privacy Acknowledgement from my client

Add a note or ask a question

Submit Case

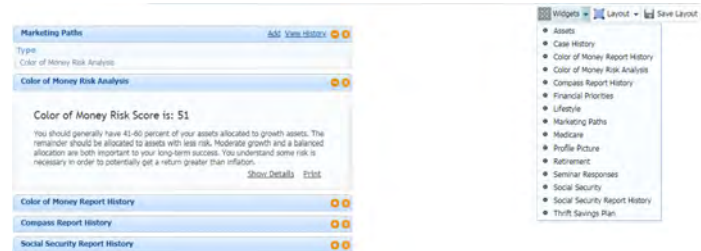
Once the case has been created, you can request a phone call from Case Central.

Request Case Review

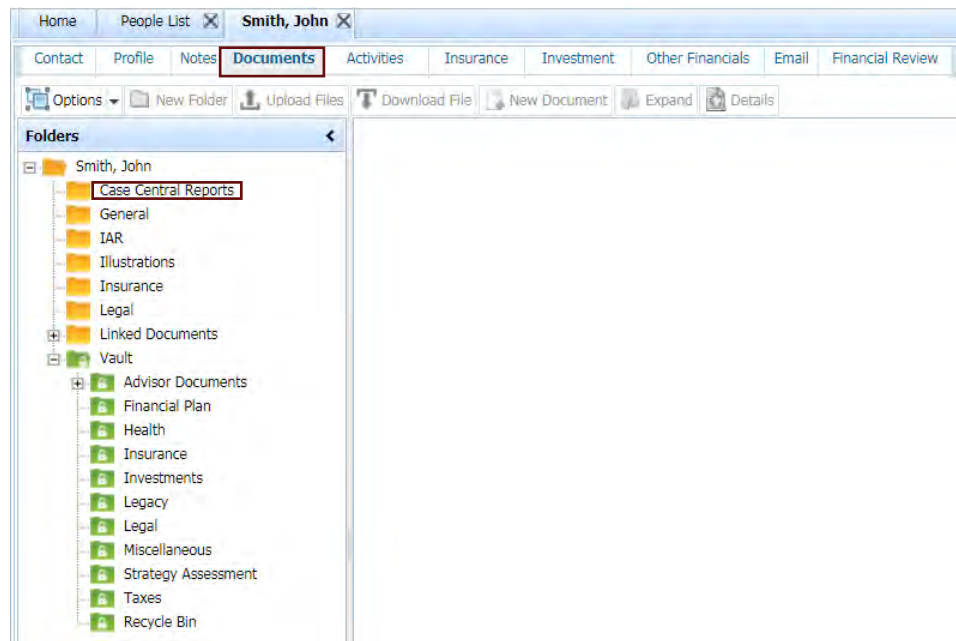
When your Case Central team completes your case, you are able to access the completed reports through the Case Central Dashboard or in Virtual Advisor. If you choose to view the completed reports in Virtual Advisor, they can be found in two different locations.



To view the Color of Money Report, Social Security Maximization Report, and Compass Report, go to the **“People”** tab and select the individual. Once the individual has been selected, go to the **“Profile”** tab. If the Profile section has not been set up, go to the “Widgets” section on the right to add the “Report History” for these three reports.



To view all other completed reports, instead of clicking “**Profile**” under the individual people record, select “**Documents**” (not to be confused with the documents tab at the top of the webpage). When the case is completed, a yellow folder appears titled, “**Case Central Reports.**”



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