

# Client Information Portal User Guide

**Louisville, Kentucky (headquarters)**  
500 W. Jefferson Street, Suite 2600  
Louisville, KY 40202  
502-588-1801 | 888-878-7845

# Getting Started

---

## **Existing Users**

If you have accessed your account online in the past, you would have received communication from us with important information regarding a change to the sign in process. Starting in late February 2020, we implemented an enhancement to our User ID and password process which provides the user with the ability to troubleshoot their own password issues. If you did not receive that communication or have misplaced it, please contact our technology support group.

## **First Time Users**

First time users will be prompted to enroll in Secure Sign-On.

See our **New User Security & Sign-On Guide** for detailed instructions.

# Getting Started

---

## **Access Client Information Portal**

Visit our website (bairdtrust.com), click on the Login to Your Account button.

## **Need Help or Have Questions?**

### **Account Specific**

Please contact your Trust Officer or Portfolio Manager. Contact information for each is available on our website (bairdtrust.com).

### **Account Access, Passwords or Computer Technology**

Please contact our technology support group at 877-226-1244.

### **Technology Support**

Available Weekdays 7:30 a.m. - 5:00 p.m. EST



*It may be helpful to save the Client Information Portal site to your Favorites folder for future use.*





# Key Features

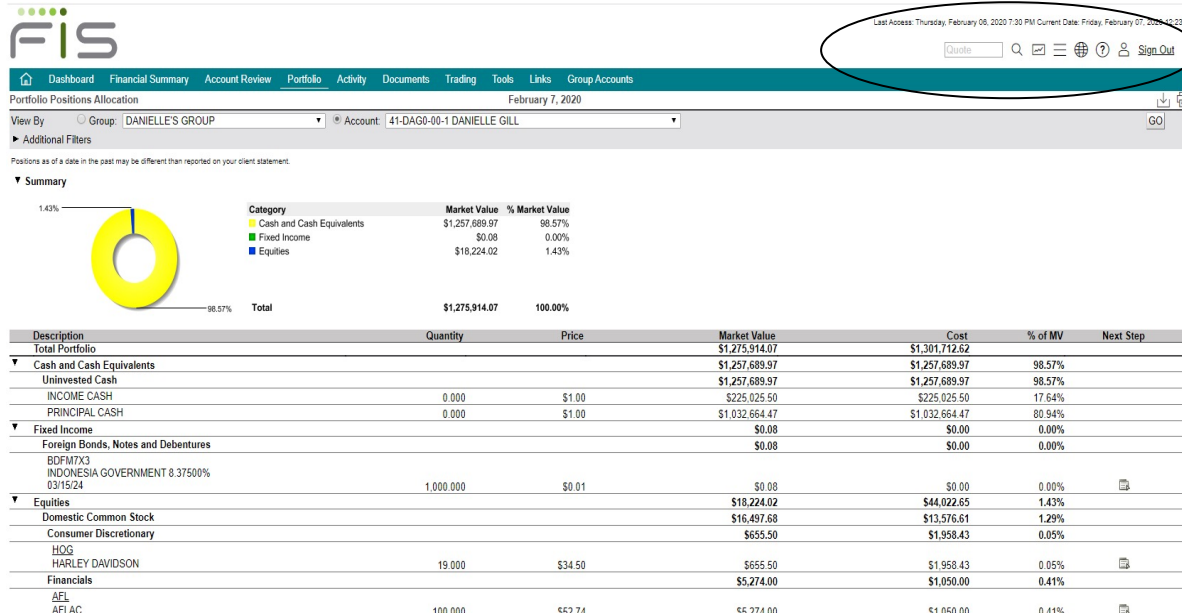
# Key Features

---

- Single-click to view an individual account or an aggregate of multiple accounts.
- A holistic presentation of your total portfolio.
- Enhanced analytical tools to help value and analyze your portfolio.
- Single-click to view a year-to-date summary of account activity with the option to drill down to view the underlying list of transactions.
- Convenient online access to statements.
- Data extraction through a direct feed to Quicken or the use of a sophisticated customizable extract feature.

# Page Features – Banner

Obtain a market quote direct from the exchanges with a single-click of the Quote button. Track the stock price on up to 20 individual stocks or indices.



The Banner Area Key Features

## Preferences

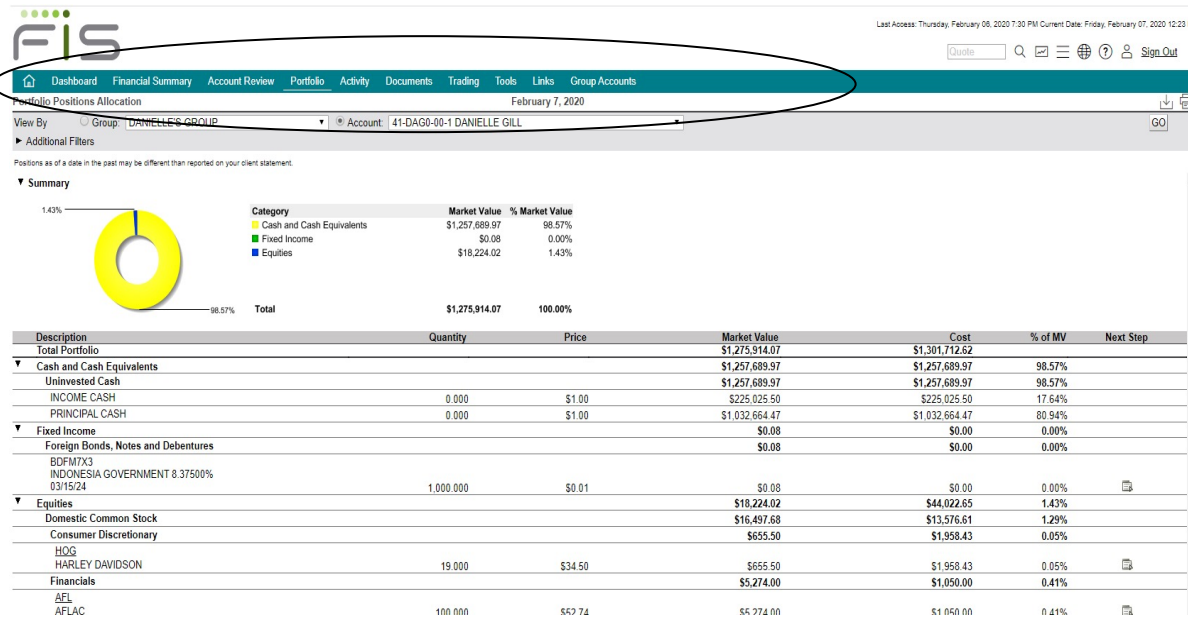
Your preferred viewing method, individual account versus a group of accounts; and various other options including the ability to change your password.

## Online Help

Page-level help, including descriptions of the fields of information on the page in view (Be sure to select the Product Info link within Help for more information on system settings and navigation tips)



# Page Features – Navigation Menu



## The Navigation Menu Key Features

### Portfolio

View position allocations and gains/losses, equity and fixed income analytics, and personal rates of return

### Activity

View a snap shot of year-to-date transaction activity with links to the individual transactions

### Documents

Access electronic statements

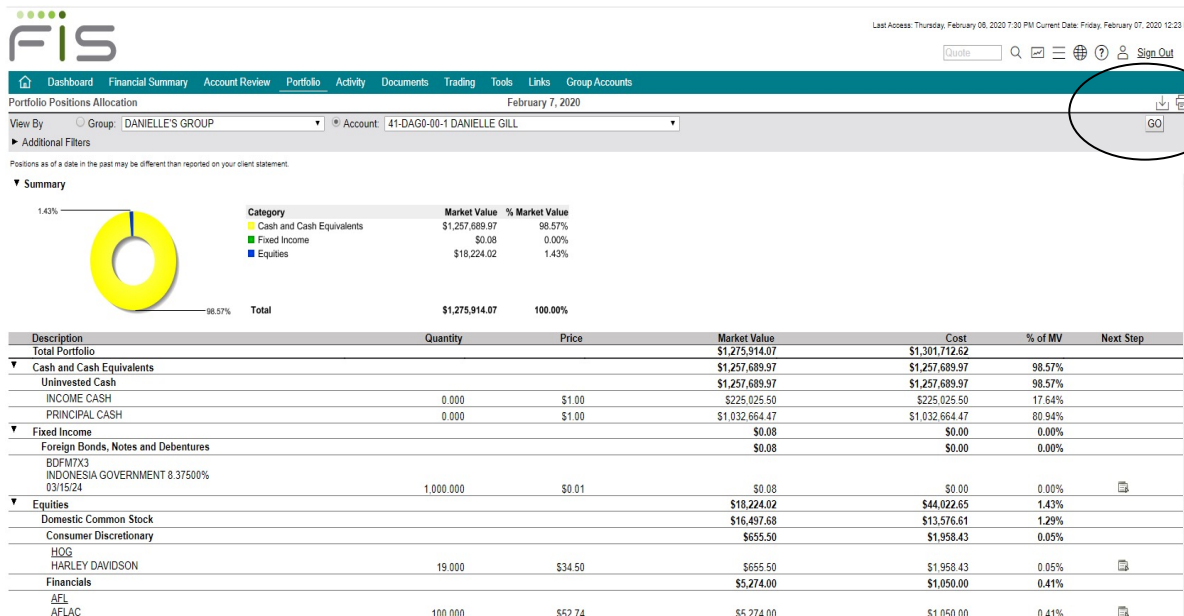
### Tools

Calculate cash flows, use calculators to plan for life events and download information for use in third party software like Quicken

### Group Accounts

Assemble authorized accounts into groups for easy review and management of investments

# Page Features – Download and Print Controls



Downloading and Printing

## Downloading

Selecting Download on a page will automatically launch a pop-up window confirming the desire to download the page information to a Microsoft® Excel® spreadsheet. Doing so allows you to use the information as desired. You may print or save the spreadsheet for your own use.

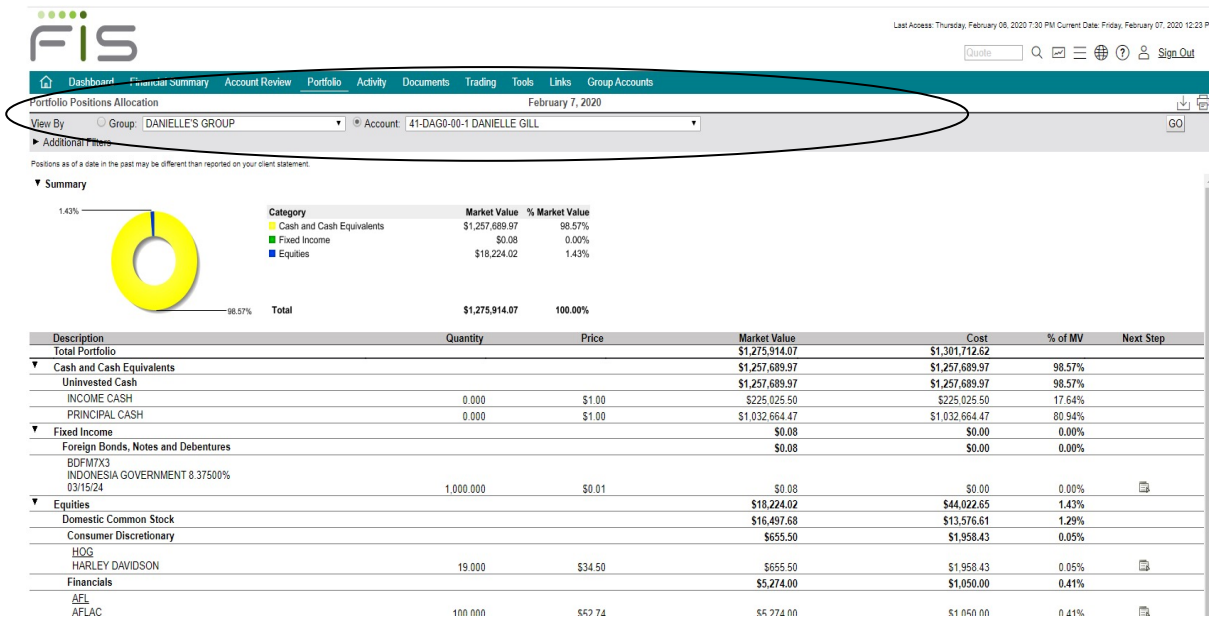
## Printing

Selecting Print will either launch a PDF type report or a browser print. PDF type reports can be printed or saved for your own use.



# Page Features – Filter Area

The Filter Area on the page allows you to view the information the way you want to see it.



The Filter Area

## Show/Hide Filter Options

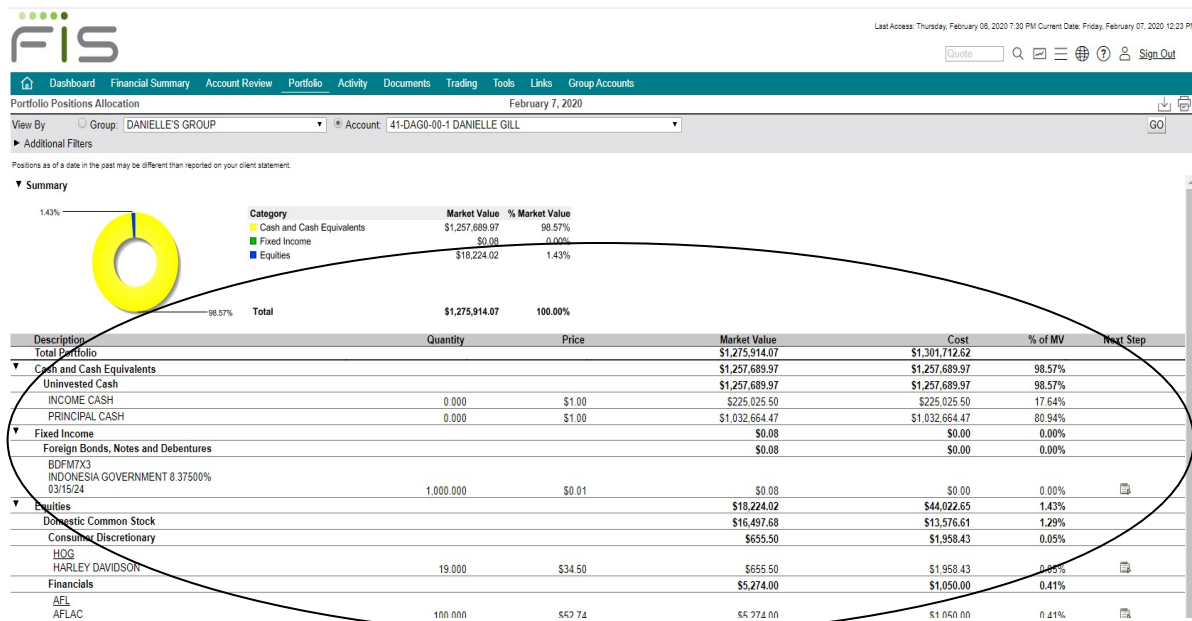
To create a custom view, select the icon next to the title Additional Filters. Populate the fields desired. Select the Go button to update the page. The site saves your request.

## Viewing a Group of Accounts

The Filter area provides single-click access to view an aggregate of accounts. This means that when viewing by group, the page will sum all of the information for the accounts in the group. For example, on the Portfolio Positions page, if View By Group is selected, the site will display only one position of a stock with the listed information as the sum of all the accounts holding it. It will not list the holding multiple times per the number of accounts held in.

# Page Features – Information Area

Many pages display the information totals at the top of the page eliminating the need to scroll down the page.



The Information Area

## Messages

Some pages include informational messages concerning the content on the page or instructions for viewing the page. These messages are located beneath the filter area.

## Show/Hide Summary Sections

Summary sections offer the opportunity to show or hide the graphic or chart. Your selection to show or hide will be stored on your PC so when you return to the page in the future, it is displayed as you last left it.

Some pages include Next Step options for obtaining additional information concerning a selected position or transaction activity. Selecting a Next Step option presents the information in a pop-up window so that you do not lose your place on the page. Examples of Next Steps include tax lot detail, transaction activity, and detailed security information.





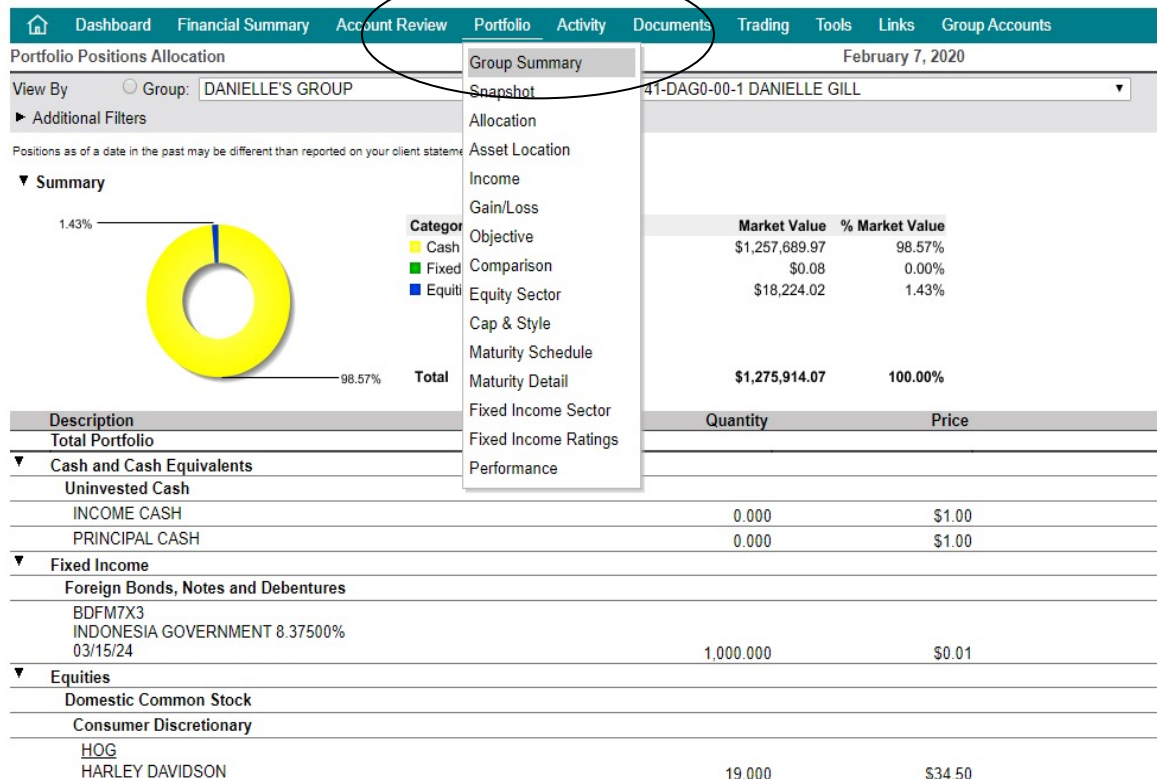
# Navigating Your Account

*Navigating through your account information is as easy as selecting any one of the main navigation tabs and then selecting the desired page to view. Included on the following pages are examples of just some of the information you may want to view.*



# Portfolio Positions

The “Positions” page provides additional choices for displaying the holdings of the account or group of accounts in a meaningful and analytical manner.



## Optional Views

- Sub Menu Options
- Show /Hide graphical summary section
- Totals
- Detailed list of assets

## Sub Menu Options

- Allocation – Asset diversification as compared to the total market value
- Income – The estimated income expected on the position and the yield to market
- Gain/Loss – Summarized gains/losses incurred and the unrealized impact per position

# Activity Summary

The “Activity” page displays a year-to-date view of all transaction activity in an account or aggregated for a group of accounts.

**FIS** Last Access: Thursday, February 06, 2020 7:30 PM Current Date: Friday, February 07, 2020 12:31 PM

Quote [Search] [Menu] [Help] [Sign Out]

Dashboard Financial Summary Account Review Portfolio **Activity** Documents Trading Tools Links Group Accounts

Activity Summary Summary January 1, 2020 - February 7, 2020

View By: [Group: DANIELLE'S GROUP] Activity List: [GO-00-1 DANIELLE GILL] [GO]

Additional Filters Pending Trades

This material is provided for informational purposes only and should not be used to calculate gains or losses or otherwise to prepare tax documents.  
Select a link to view the underlying transaction activity.

Deposit Activity:		Withdrawal Activity:	
Interest	\$0.00	Payments to/for Beneficiaries	\$0.00
Dividends	0.00	Fees	-8.33
Common Trust Fund Income	0.00	Federal and State Taxes Paid	0.00
Real Estate Income	0.00	Miscellaneous Disbursements	0.00
Miscellaneous Receipts	0.00	<b>Total Withdrawal Activity:</b>	<b>\$-8.33</b>
<b>Total Deposit Activity:</b>	<b>\$0.00</b>		

Trade Activity:		Realized Gain/Loss Activity:	
Cost of Assets Purchased	\$0.00	Short-term Gain/Loss	\$0.00
Proceeds on Sales/Maturities	0.00	Long-term Gain/Loss	0.00
Other Asset Changes	0.00	<b>Net Realized Gain/Loss Activity:</b>	<b>\$0.00</b>
Unsettled Trades	-10,568.18		
<b>Net Trade Activity:</b>	<b>\$-10,568.18</b>		

## Activity

- Click a category link to view the detailed list of transactions.
  - The transactions are grouped into major categories for ease in identifying cash flows.
  - The page also offers a one-click view to the underlying transactions by selecting the desired transaction category. A pop-up window will display the list of transactions comprising the category total.

# Documents

This feature provides quick access to your electronic statements. It displays the list of available statements for viewing and a link to launch the statement in a PDF.



Dashboard Financial Summary Account Review Portfolio Activity Documents Trading Tools Links Group Accounts	
Documents Disclosures	
Security Information	
Document	De Disclosures
<a href="#">Security Statement</a>	Read about the security measures we take to store and transmit your information.
<a href="#">Fraud Protection</a>	Proactively fight fraud and protect your assets using a few simple techniques.
<a href="#">Regulatory Disclosure</a>	This page displays regulatory information about the institution.
<a href="#">Privacy Statement</a>	Learn how we use and protect your personal information.
<a href="#">Legal Disclaimer</a>	Read about your institution's legal disclaimer.
<a href="#">Other Branded Security Information</a>	Brandable text here.

## Documents

- Click the desired statement link to launch the PDF
  - Adobe® Acrobat® Reader is required to view the statement in a PDF format. This software can be downloaded at [www.adobe.com](http://www.adobe.com). You can then save, print, e-mail, or close the PDF.



# Tools / Download Portfolio

Three separate “Download” options (Portfolio, Tax Lots & Activity) allow quick access to research an individual account or group of accounts. You can also save the format for future use.

Tools Download Portfolio

View By: Group: DANIELLE'S GROUP Account: 41-DAG0-00-1 DANIEL

Additional Filters

Specify download and filter information.

Download Information

Download Type: Individual Account

Format Type: Excel

All Fields

Select Fields

Download Filters

Asset Type

Symbol

Market Value Percent

Maturity Date Range

Standard & Poor's Quality Rating Code

Moody's Quality Rating Code

All Holdings

Greater than or equal to

From: To:

AAA

AAA

Save Rename Attach to ID Reset Delete

Go to Preview and E

## Tools

- Select the desired output format
- Select the desired fields of information

# Group Accounts

The “Group Accounts” feature gives you the opportunity to create your own grouping of accounts for information gathering and investment management.

**FIS**

Dashboard Financial Summary Account Review Portfolio Activity Documents Trading Tools Links **Group Accounts**

Group Accounts

Group: DANIELLE'S GROUP

Display Group By: Account Number First Start Authorized Accounts at:

To create an account group, select New Account Group from the Group drop-down.  
• To add all accounts to a group, select the All Accounts radio button, then Add, and select Save.  
• To create or modify a group with select accounts, choose the Selected Accounts radio button, then select the account(s) desired in the Authorized Account List menu box, click Add and select Save.  
• If you select a bolded account(s) to add, the system will automatically select all the underlying sub/related accounts to add as well.  
• Reset can be used to start over.  
To remove an account from a group, select the account(s), click Remove and select Save.  
• If you select a bolded account(s) to remove, the system will automatically select all the underlying sub/related accounts to remove as well.  
To delete an account group, select the group from the drop-down and click Delete Group.  
An asterisk (\*) next to an account indicates that the account was opened within the last 60 days.

142 Accounts

All Accounts Selected Accounts Expand All

**Authorized Account List**

- 11-1111-11-8 TEST #4
- 12-3456-78-2 TEST 2
- 22-2222-22-6 SMITH IRA
- 31-0000-01-3 TIM BANK TRUST UNDER WILL
- 31-0001-01-1 ATLAS GERMAN TUW
- 32-TEST-55-3 TEST
- 32-0000-01-1 ANDI ACCOUNT 1
- 32-0001-01-9 ANDI ACCOUNT 2
- 33-3333-33-4 TEST5
- 41-DAG0-00-1 DANIELLE GILL
- 41-MVL0-00-9 MVL TEST COPY \*
- 41-M1B0-00-6 MEGGIE BUSCH
- 41-R106-01-2 RACHEL OSSMANN REV TRUST
- 41-TR21-01-8 LUCAS R DAVENPORT TUA
- 41-TR23-01-4 MILO A STURGIS
- 41-0000-01-2 JUDY L CUSTOMER REV TRUST

**Current Account Group - DANIELLE'S GROUP**

- 41-DAG0-00-1 DANIELLE GILL

Add Remove

## Group Accounts

- Select the checkbox next to the desired accounts and click the Add link.
- Selecting an account with a Show/Hide icon will bring all the accounts in the relationship into the group.
- You determine the group name and select the underlying accounts. Once a group is created you can use the list throughout the site, eliminating the need to memorize account numbers or account titles.





# Changing Your Password

*Once logged into your account, you have the ability to change your Password.*



# Password and Access ID Changes

Once logged into your account, choose Access Management to change your Password.



## Access Management


- Choose the Access Management link.
- Check the Change Password.
- Enter the current Password. Next enter the new Password. Click Submit.

A screenshot of a 'Manage Password' dialog box. The title bar reads 'Manage Password' with a 'Close' button on the right. Inside the dialog, there is a radio button next to the text 'Change Password'. Below this, the instruction 'Select an option above to continue.' is displayed.

# Questions

---

## Account Specific

Please contact your Trust Officer or Portfolio Manager. Click on the **Contact Us** link  located in the Banner area of Client Information Portal to access individual contact information.

## Account Access, Passwords or Computer Technology

Should you need any further guidance, our technology support team is available weekdays from 7:30 a.m. to 5:00 p.m. EST. Contact them at 877-226-1244.

Please be sure to mention that you are trying to access the “**Baird Trust Client Information Portal**”. For verification purposes, the technology support team will need the **User ID and Account Number**. It is also important to note that the person to whom the User ID was issued is the individual who must make the phone call.

# System Requirements

---

## **System Recommendations**

1. Pentium Dual-Core/Athlon X2 minimum, Core 2 Duo/Athlon II X2 or higher recommended
2. 1024 x 768 or greater resolution
3. RAM 1G required minimum, 2G recommended
4. Additional software Microsoft® Excel® 2003, 2007 or 2010 Adobe® Acrobat® Reader 11.0 or newer

## **Supported Browsers & Supported Operating Systems**

Edge - Windows 10

Internet Explorer\*- Windows 7, Windows 8, Windows 8.1, Windows 10

Firefox - Windows 7, Windows 8, Windows 8.1, Windows 10

Chrome - Windows 7, Windows 8, Windows 8.1, Windows 10

Safari - Mac OS X 10.13 "Catalina"

iOS iPad 2, 3 and 4

*\* Client Information Portal may not be compatible using Internet Explorer on tablets or other mobile devices.*