

Loring, Wolcott & Coolidge Trust

WebLink User Guide

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Welcome

WebLink provides access to your investment portfolio 24/7.

In order to conform to the Federal Financial Institutions Examination Council (FFIEC) Authentication Guidance, our WebLink site requires you to step through a multi-factor authentication process. The following information is provided to assist you with the WebLink login procedure.

This guide is meant to act as a resource for our clients as well as other users of this site. It will be most beneficial for first time users or for anyone who has recently had their password reset.

Additionally, there are some helpful tips for navigating the new site.

Reset Password / Log-in Issues

Please contact the LWC office by email at clientaccountaccess@lwcotrust.com or by phone at 617-523-6531 for assistance in resetting your WebLink password.

If you have issues with obtaining your One-Time PIN (OTP), please review this guide for necessary step-by-step instructions on how to fix common issues. If you continue to have trouble with logging in, please contact the Client Account Access group at the above phone number or email address for further assistance.

We are available to assist you during office hours: Monday through Friday (except holidays) between the hours of 9am and 5pm.

First Time Login

Enter your User ID and click on “Proceed”.



User Login

User ID *

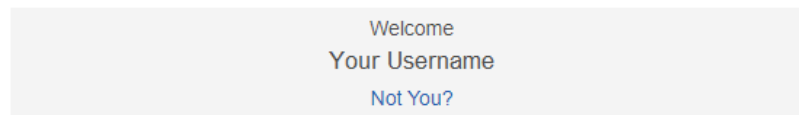
Remember my User ID

Proceed

[Trouble signing in?](#)

Enter your Password. Click on “Sign in”.

User Login



Password *

Cancel

Sign in

[Trouble signing in?](#)

If this is your first time logging into the site, or you have had your password reset, you must change your password. The next section outlines password requirements.

If you are an active user of our WebLink site, you will not be required to go through the password change process.

Password Requirements

The new password must contain at least 4 alphabetic characters and contain at least 1 numeric character. The new password must be different from the last 3 previously created passwords.

First, enter your “Old Password”. **This will be the temporary password that was emailed to you prior to login.**

Then enter your new password in the “New Password” and “Confirm New Password” fields. This is a password of your choosing.

Change Password

i This page allows you to update your password.
The following rules apply when changing passwords:

New Password must contain at least 4 characters. Password must contain at least 1 numeric character.

The new password must be different from the last 3 previously created password or passwords.

Personalized Image & Caption

You must select an image and provide a personalized caption. Both will become part of your login process from this point forward. The purpose of the image and caption is to prevent others from coaxing you into entering your password to a fake site. Your log in to our WebLink site will *always* display the image and caption that you have selected.

Click on an image of your choosing. You may click on “Get More Images” if you do not like any of the options displayed.

Select Security Image



Next, enter a personalized caption and click “Proceed”.

Image Caption




Your Personalized Caption:

Your caption here

Registering a Device

The next step is authenticating your login by registering an Out-of-Band PIN device. Click **Add a New Device**.

Select OTP Device

 Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. When prompted to enter your PIN, you will use that device to retrieve your PIN.

 Test Device

+ Add a New Device

Cancel

Proceed

The following screen asks for you to complete the device detail fields. Complete the device detail fields as follows:

- **Assign a Device Name.** You can enter any label for your device e.g. “Cell”, “Mobile” etc.
- **Select one of the ‘Device Profile’ options.** This field determines how you will receive your One-Time PIN. You can opt to receive your PIN by either **SMS text or a voice callback**.
- **Enter ‘Route to Number’.** Enter the phone number of the user in the following format: +(Country Code) (Phone Number) e.g. +18005551212.

**International clients: Please visit <https://countrycode.org/> if you do not know your country code. Upon clicking your country, the box located at the top of the page will display the code(s) needed to dial out from the USA to your international phone number*

Add a New Device ✕

Device Name: *

Device Profile:
SMS/Text Message

Route to Number: *

Format: +(Country Code)(Mobile Number) e.g. +44898988888

Click **'OK'**. The device will now appear under your list of 'Out-of-Band PIN Devices'. Select your newly added device and click **"Proceed"**.

Device Name (+18005551234)

Upon hitting proceed, a 6-digit PIN will be sent to your registered phone number in the delivery method chosen earlier (text or phone call). Enter the newly received 6-digit PIN in the 'OTP Code' textbox, then click **'Validate OTP'**.

OTP Code *

If you did not receive the OTP code, please wait a minute or try reconfiguring your device.

[Reconfigure OTP Device](#)

If an error message appears stating the PIN is incorrect, click the **'Reconfigure OTP Device'** link in blue to the left of the cancel button. Confirm that your phone number does not have any typos and is formatted properly. If anything is incorrect, please refer back to **page 7** to redo the steps.

The final step is to register your device.

- If you **are not** on the device you will be using all the time, select **“No, this is not my computer or mobile device.”**
- If you **are** on the device you will be using regularly, select **“Yes, this is my computer or mobile device that I use regularly.”**
This will result in an additional box where you will provide a device name. This is a free form box and anything can be entered (ie. Home computer, work computer, laptop, etc.).

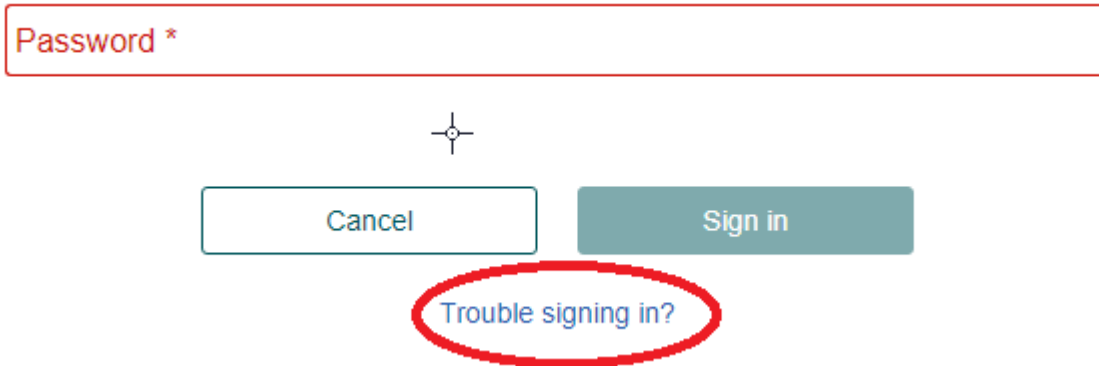
Click **‘Proceed’**.

Note: If you answer “Yes” here to register your device, you will *not* need to generate a One-Time PIN on this device for future logins.

Once the steps outlined above have been completed, you will be logged into the LWCT WebLink site.

One-Time PIN Device Registration Reset

At the login screen, **click on 'Trouble signing in?'**



Password *

Cancel Sign in

Trouble signing in?

Select **'I have problems with my One-Time PIN'**, enter your username in the textbox and click **'Proceed'**.

Problems signing in to your account.

Please select your issue:

- I forgot my password.
- I have problems with the One-Time-PIN.

Enter the email address, username or alias that you use to sign in.

Your username

Select **'I want to reset my One-Time PIN device'**, enter your password and click **'Proceed'**.

Problems signing in to your account.

Select your problem:

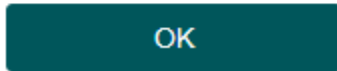
- I don't know my One-Time-PIN device.
- I want to reset my One-Time-PIN device.

Password *

The following message will appear. Click **'OK'**.

Problems signing in to your account.

Thank you. A temporary One-Time-PIN device reset link has been sent to your registered email address.

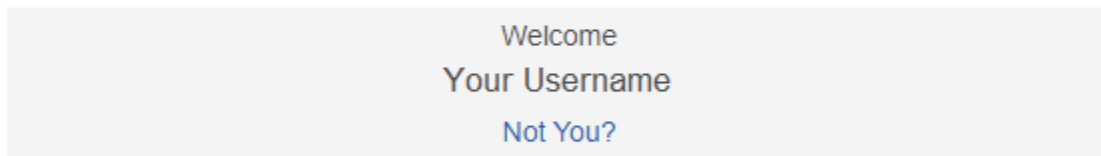
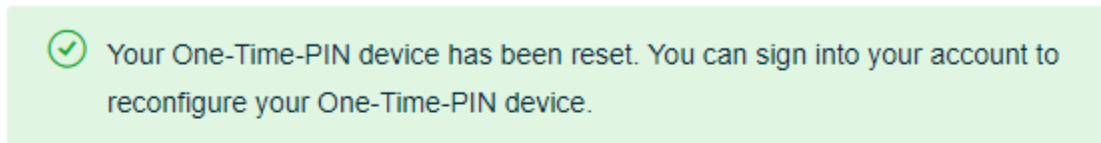


Now, check your email inbox for the below email message. If you do not receive it within 5-10 minutes, check your spam folder.



Click the link provided in the email to add/reset your registered device. The below page will generate. Enter your password and click 'Sign in'.

User Login



Password *

The next step is authenticating your login by registering an Out-of-Band PIN device. Please refer to **Registering a Device** section of this guide for further guidance, found on **page 7**.

Navigating the Site

Column Selection

Selecting columns now appear as check boxes, making it easier to add/remove columns in a single step. Some columns are identified as 'mandatory', ensuring a report cannot be blank. These mandatory columns do not apply to File Download. Use the Settings icon to view available columns on a report.

Some reports have been updated to include new columns, and some columns have been renamed.

Settings

Columns

<input type="checkbox"/> Account Number	<input type="checkbox"/> Accrued Income	<input type="checkbox"/> Book Value
<input checked="" type="checkbox"/> CUSIP	<input checked="" type="checkbox"/> Cost	<input checked="" type="checkbox"/> Description
<input type="checkbox"/> Earnings/Share	<input type="checkbox"/> Est Annual Income	<input type="checkbox"/> Industry
<input type="checkbox"/> Interest Rate	<input type="checkbox"/> Last Priced Time	<input checked="" type="checkbox"/> Market Value
<input type="checkbox"/> Maturity Date	<input type="checkbox"/> Moody's	<input type="checkbox"/> Original Face
<input type="checkbox"/> P/E Ratio	<input type="checkbox"/> Percent Category	<input type="checkbox"/> Percent of Total
<input type="checkbox"/> Pledged Units	<input type="checkbox"/> Price	<input type="checkbox"/> Price Date
<input checked="" type="checkbox"/> Quantity	<input type="checkbox"/> Standard & Poor's	<input checked="" type="checkbox"/> Ticker
<input type="checkbox"/> Unit Tax Cost	<input checked="" type="checkbox"/> Unrealized G/L	<input type="checkbox"/> Yield @ Market

CANCEL SAVE

Account Search\Look Up

The Account Lookup enhanced to allow “Begins With” search by partial name or number. A “Filter Search Results” is available to filter the results by “Contains” name or number.

Account Lookup 999 ✕

Search GO

	Account Number/Name
<input type="checkbox"/>	12345678 - ACCOUNT NAME 1
<input type="checkbox"/>	23456789 - ACCOUNT NAME 2
<input type="checkbox"/>	34567890 - ACCOUNT NAME 3
<input type="checkbox"/>	45678901 - ACCOUNT NAME 4
<input type="checkbox"/>	56789012 - ACCOUNT NAME 5
<input type="checkbox"/>	67890123 - ACCOUNT NAME 6
<input type="checkbox"/>	78901234 - ACCOUNT NAME 7

Filter Search Results RESET

SHOW ALL USE SELECTED

Posted Transactions

- Transaction Description now displays the first two lines of the transaction
- Two new Date Range options are now available: Fiscal Year to Date, All Available
- Two new Group By options are now available: Trade Date and Security Name
- When sorting by Transaction Type, Trade Type and Security Name now display totals of each sub-category

Posting Date...	Transaction Description	Ticker	CUSIP	Cash	Principal Cas...	Income Cash...	Cost	Quantity
06/01/2021	DIVIDEND ON 1,334 SHS C...	CHD	171340102	\$123.40	\$0.00	\$123.40	\$0.00	0
06/01/2021	INTEREST ON BLACKROCK...	TTTX	09248U551	\$5.60	\$0.00	\$5.60	\$0.00	0
06/02/2021	DIVIDEND ON 6,322.368 S...	VFSUX	922031836	\$78.90	\$0.00	\$78.90	\$0.00	0

- Posted Transaction Detail now condenses display of codes and related descriptions
- An advanced Filter is available to search for transactions. You can search by Security (CUSIP, Ticker or Security Name), Trans Codes, Cash, or Units. The values that display as available for search are based on the data returned on the Posted Transaction Report.

Advanced Filters ✕

Filter By Security

<input type="checkbox"/>	CUSIP - Security Name - Ticker
<input type="checkbox"/>	002824100 - ABBOTT LABORATORIES - ABT
<input type="checkbox"/>	G1151C101 - ACCENTURE PLC - ACN
<input type="checkbox"/>	00724F101 - ADOBE SYSTEMS INC - ADBE
<input type="checkbox"/>	023135106 - AMAZON.COM - AMZN
<input type="checkbox"/>	03027X100 - AMERICAN TOWER CORP - AMT

Cash Amount

Filter By Trans. Codes

<input type="checkbox"/>	Code - Desc.
<input type="checkbox"/>	ACCRUED INT - ACCRUED INT
<input type="checkbox"/>	BUY - BUY
<input type="checkbox"/>	CASH PD OUT - CASH PD OUT
<input type="checkbox"/>	CASH RCVD - CASH RCVD
<input type="checkbox"/>	DISBURSEMENT - DISBURSEMENT

Unit

CANCEL
CLEAR
UPDATE

Holdings

Ticker	CUSIP	Description	Quantity	Cost	Market Value...	Unrealized G/L
ABT	002824100	ABBOTT LABORATORIES	1,234	\$12,345.60	\$987,654.32	\$123,000.45
		CASH	0	\$100.50	\$100.50	\$0.00
DHR	235851102	DANAHER CORP SHS BEN INT	789	\$7,890.10	\$543,210.12	\$56,789.10

- Use the 'Group By' Drop Down to view specific categories such as Security Name, Industry Sector, or Sector within Investment Category.
- Use the Calendar Look up to select an earlier as-of-date.
- Choose the View of Settlement Date or Trade Date.

Click on the Ticker to obtain Price and other details of that asset. The following notice appears to let you know that you are leaving the Weblink site:

Notice

You are now leaving this website, headed to a third party website not operated by this site.

We are not responsible for the content of this new site, nor are we in control of any transactions that occur outside of our site.

External link to: <http://finance.yahoo.com/q?q=1&s=ABT>

CONTINUE

Accounts

Portfolio Review Available Cash Transactions Holdings Tax Lots **Accounts** File Downloads My Reports

Account List 20 99999999 - ACCOUNT NAME Q

	Cash	Market Value	Cost
Single Accounts 20	\$1,234,567.89	\$98,765,432.10	\$12,345,432.10
Account Groups 0	\$0.00	\$0.00	\$0.00
Consolidated Accounts 0	\$0.00	\$0.00	\$0.00

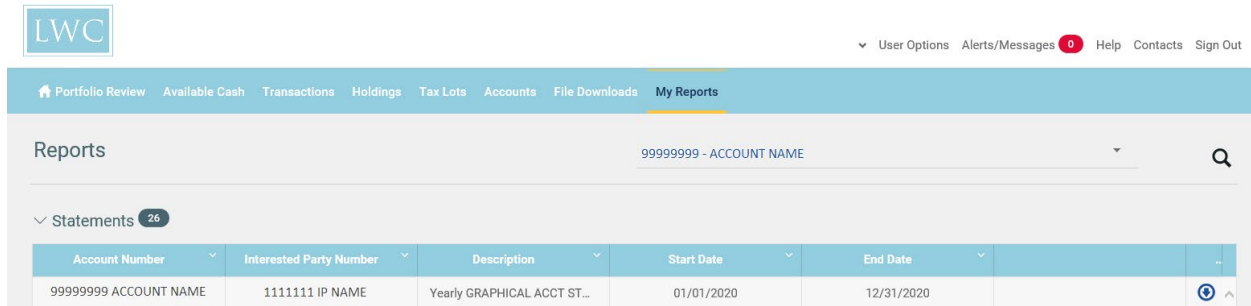
As Of Date: 06/02/2021 📅 View Settlement Date ▼ View All Accounts ⚙️ 📄 🖨️

Name Account Number Market Value Cash


- Presents Single Accounts, Account Groups and Consolidated Accounts.
- Shows total number of Accounts you have access to, next to Account List
- Displays Summary at the top of Cash, Market Value and Cost
- Detail listing of Accounts in order of Central Accounts, Group Accounts and then Master Accounts

Viewing Statements

My Reports



The screenshot shows the LWC (Lender Web Client) interface. At the top left is the LWC logo. On the top right, there are navigation links: User Options, Alerts/Messages (with a red notification bubble containing the number 0), Help, Contacts, and Sign Out. Below this is a main navigation bar with tabs: Portfolio Review, Available Cash, Transactions, Holdings, Tax Lots, Accounts, File Downloads, and My Reports (which is highlighted). Under the My Reports tab, there is a 'Reports' section with a search bar containing '99999999 - ACCOUNT NAME' and a magnifying glass icon. Below the search bar is a dropdown menu for 'Statements' with a notification bubble containing the number 26. A table is displayed below the dropdown with the following columns: Account Number, Interested Party Number, Description, Start Date, End Date, and an action column. The table contains one row of data.

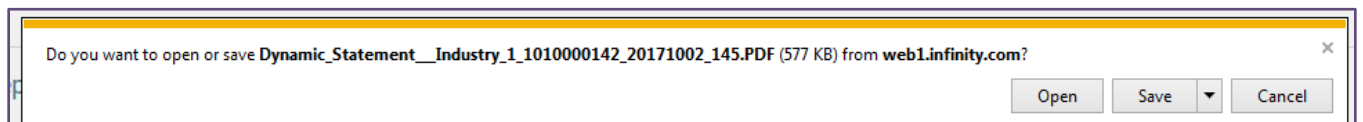
Account Number	Interested Party Number	Description	Start Date	End Date	
99999999 ACCOUNT NAME	11111111 IP NAME	Yearly GRAPHICAL ACCT ST...	01/01/2020	12/31/2020	

If you are receiving account statements electronically, use the My Reports menu tab to view them. Here you can view your statement online or use the down-arrow button to the right to download and save your statement.

The Web Statements generated for your account(s) display by date range.



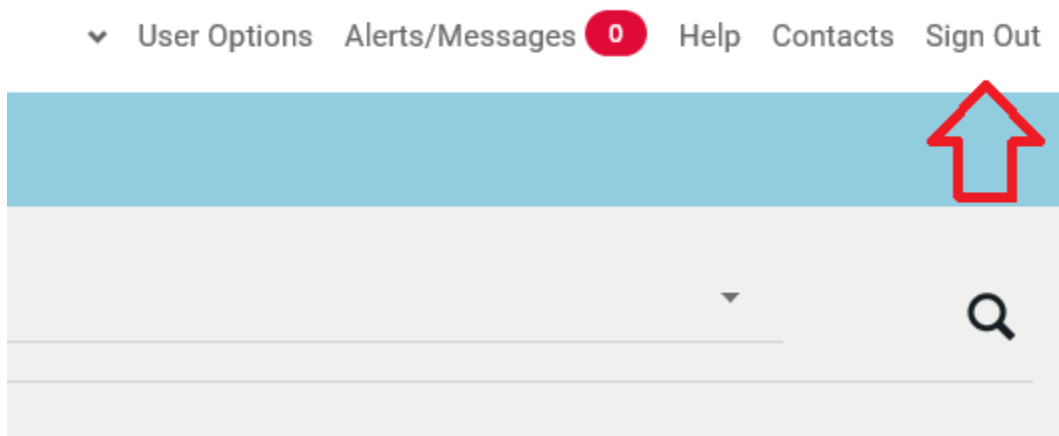
This button allows you to download your statement\report. The following option appears for you to choose to view your statement from the current session or save it.



Logging Out

Please remember to **always sign out** of your WebLink when finished viewing your accounts.

This is located at the top right corner of the screen.



Appendix

Supported Browsers

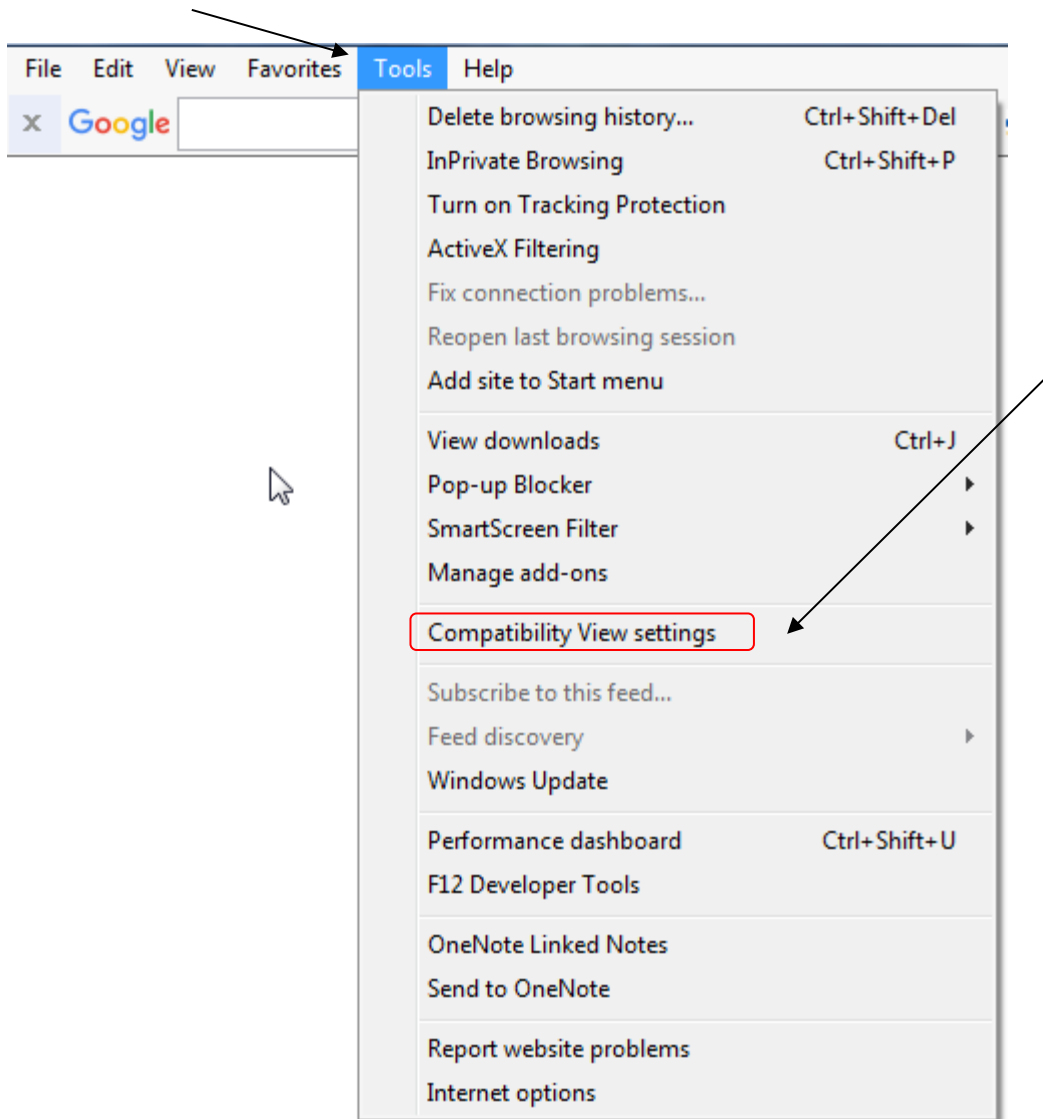
Below is a list of supported browsers and their operating systems. Supported browsers include Internet Explorer, Chrome, Firefox, Safari, and Opera. If your browser is not support you will be promoted to update your browser to a supportable version. You will not be able to log into WebLink unless your browser is supported.

Browser	Version
Internet Explorer (IE) 11 MS Edge	11
Chrome	91.X
Safari	14
Fire Fox	89.X
Opera	47

Note for Internet Explorer Users

In order to access Weblink when using Internet Explorer, you must check the Compatibility View Settings as shown below:

- 1) Click on Tools; then click on **Compatibility View Settings**



2) Be sure that all options are unchecked; then click on “Close”.

