AMLHub Desktop Guide

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Intro

Please note: everyone is able to login to the AMLHub desktop (amlhub.co.nz) and the app (downloaded from either the App Store or the Google Play Store). However, users who have **app only** access i.e. Salesperson (App Only) and Admin (App Only) will not be able to access any feature of their entity on the desktop due to not being granted any permissions for this level of access.

Permissions of roles within the AMLHub vary and some users with desktop access will not have access to all features of the desktop i.e. Salesperson (Hub Access), ADMIN1, AML ADMIN. Please refer to the “User Roles & Permissions” document found in our FAQ section of the AMLHub website for further clarification on this.

Typically, the sole purpose of a sales agent within the AMLHub is to capture and upload information through the app. It is then the responsibility of the senior team (AMLCO, AMLSO, Owner, Senior Management, AML ADMIN) to verify this information on the desktop and ensure this is correct. For this and security reasons, we advise sales agents be granted access to the app only.

Login & Navigation

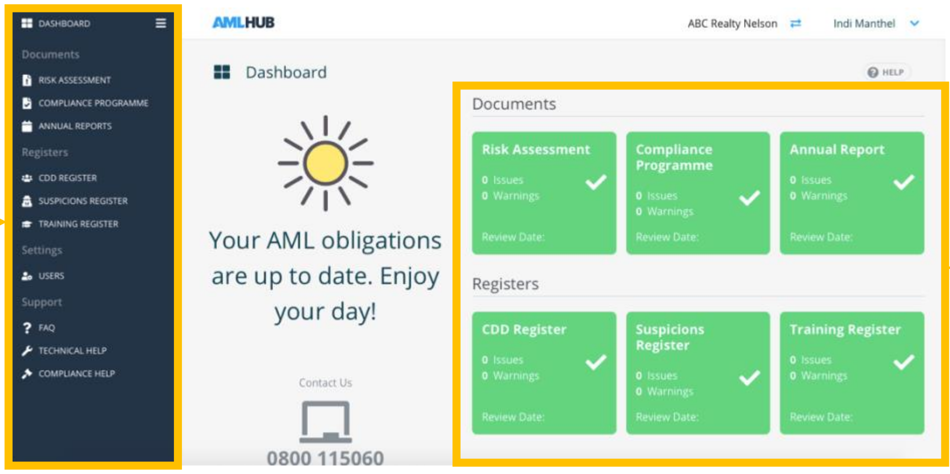
1. You will be sent a verification email from the AMLHub following the creation of your user account. Please check your junk mail if you cannot find this email in your primary inbox. Click “verify email” and set your password (minimum of 6 characters).

2. Visit the AMLHub desktop (amlhub.co.nz) and log in using the following credentials:
   Username: email address
   Password: as you created it through the verification email, unless you have changed this since then (must be a minimum of 6 characters)

3. You will be directed to the homepage, where it asks you to select an entity. Please click on the entity you would like to view i.e. access its documents, view its CDD Register, add salespeople etc.

4. You will be taken to the dashboard of that entity. A menu bar is displayed on the left-hand side of the screen. To navigate, use either the menu bar or the six tiles displayed on the homepage of your screen.

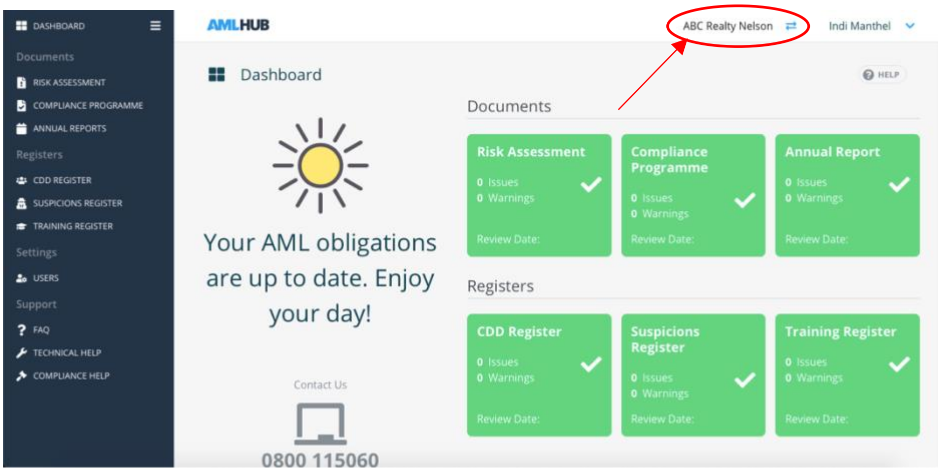
Menu bar



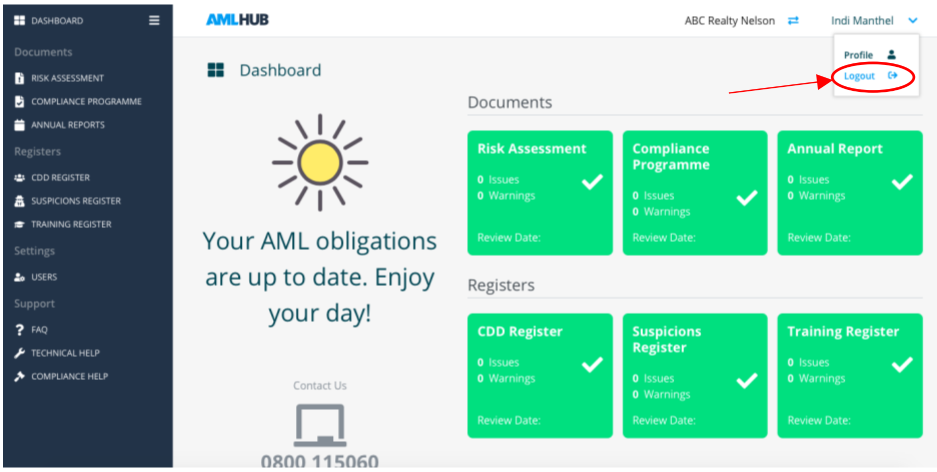
Tiles

N.B. these tiles may appear red in your dashboard because you have not set review dates. Please refer to our FAQ section for when these review dates should be set to.

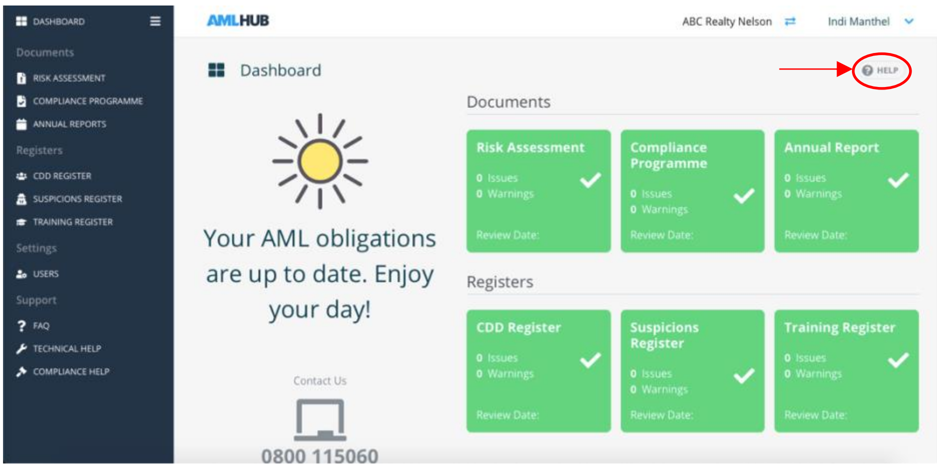
5. To switch entities i.e. change from one branch to another, please click on the blue arrows next to your current entity in the top right-hand side of the screen. Select an entity from those listed on your homepage.



6. If you would like to log out of your account, click on the blue downwards arrow next to your name in the top right-hand corner of the screen and click “logout”. This can be done from the welcome page also.

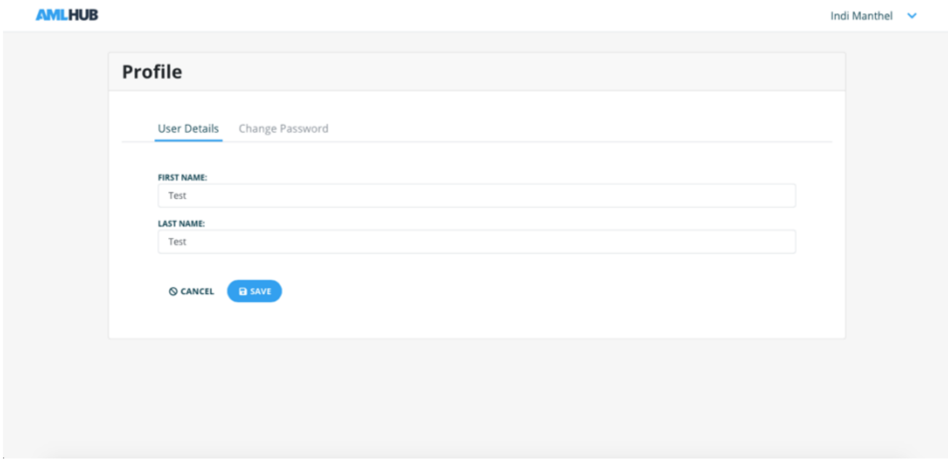


7. On some pages you will find a “?help” button, where you will be able to view training videos specific to that page. These videos will be continuously updated/added to following further releases.

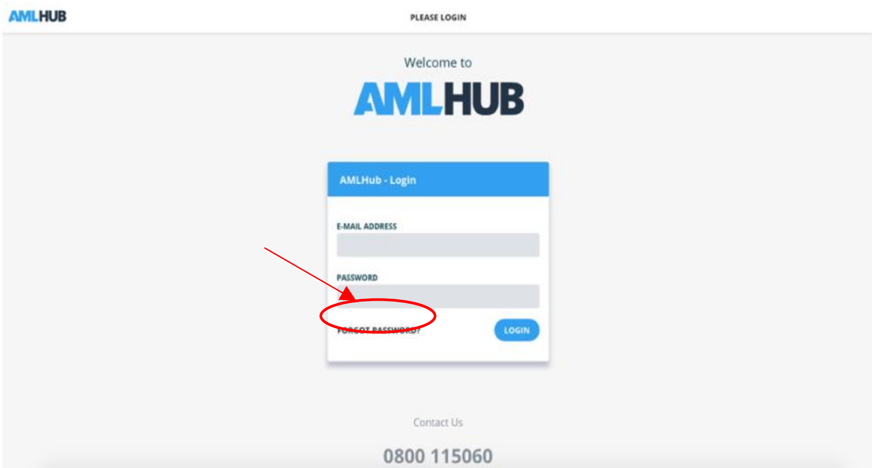


Update Name & Password Reset

1. If you would like to change either your **name** (not username) or **password**, click on the blue downwards arrow next to your name in the top right-hand corner of the screen (as above) and click “profile”. You will be taken to this page.



2. If you are unable to login to the app or desktop with your credentials i.e. are entering an incorrect password/have forgotten password, you are able to reset it from the login page when you click “forgot password?”.



After you have clicked “forgot password”:

⇒ Enter email address associated with your user account.

⇒ Confirm you are not a robot.

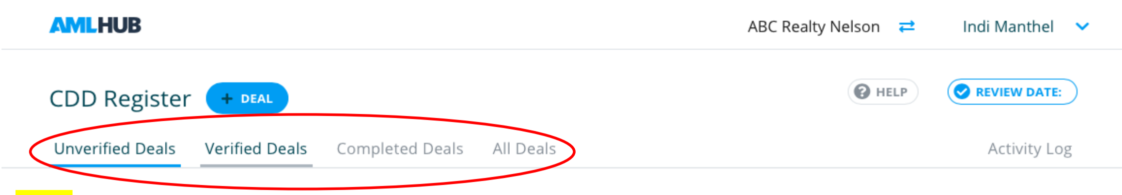
⇒ Select “send reset link”.

CDD Register

Navigation

1. To navigate to your CDD Register, you can do so either by clicking on the CDD Register tile or on the CDD Register section in the left-hand menu bar.

2. You will be automatically directed to the “unverified deals” section of your CDD Register. To navigate between unverified, verified, completed and all deals, use the menu panel located just beneath the CDD Register heading.



N.B.

- **Unverified deals**: initial creation of a deal will result in the deal appearing here. Creation of a deal can be done by anyone (salespeople & senior staff) through the app or by senior staff through the desktop.
- **Verified deals**: unverified deals will be moved to this section once the verification process has been completed by someone who has received appropriate training to do so i.e. AMLCO, AMLSO, Owner, Admin Staff. Once verified, deals can become a listing.
- **Completed deals**: deals should be moved to this category from the “verified deals” section if a sale is made or the client is lost i.e. they should not be deleted. The only deals that should be deleted/removed from the CDD Register are duplicates/test entries.
- **All deals**: displays a list of all deals in the CDD Register i.e. unverified, verifies and completed deals.

Updating Details

1. To update details of a **property address/deal name**:

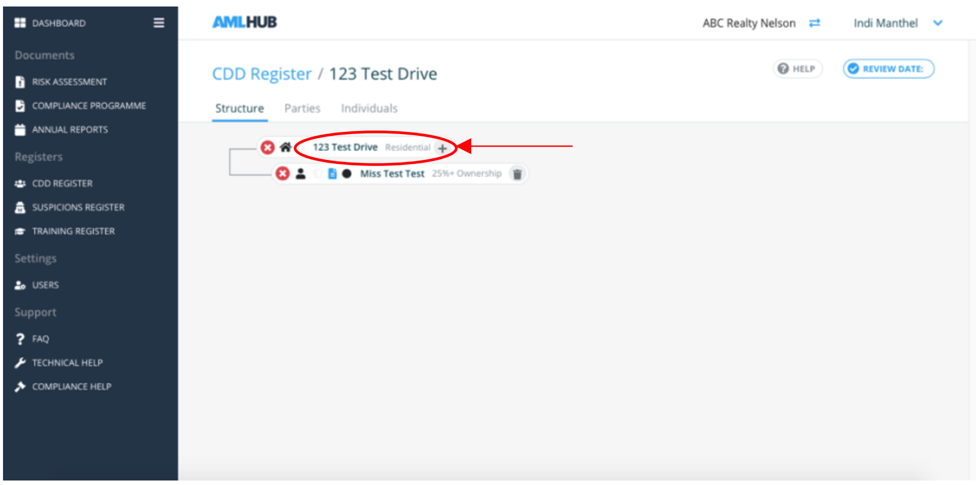
    - Navigate to the “unverified deals” section of your CDD Register.
    - Click on the three grey dots directly to the right of the address/deal name.

    - Click “update” and proceed to update details of the deal. Press the blue “update” button at the bottom of the screen when you are satisfied you have completed the update.

    OR

    - Navigate to the “unverified deals” section of your CDD Register.
    - Click on the deal name/address you would like to update. You will be taken to the structure page of that deal.
    - Click on the address/deal name.

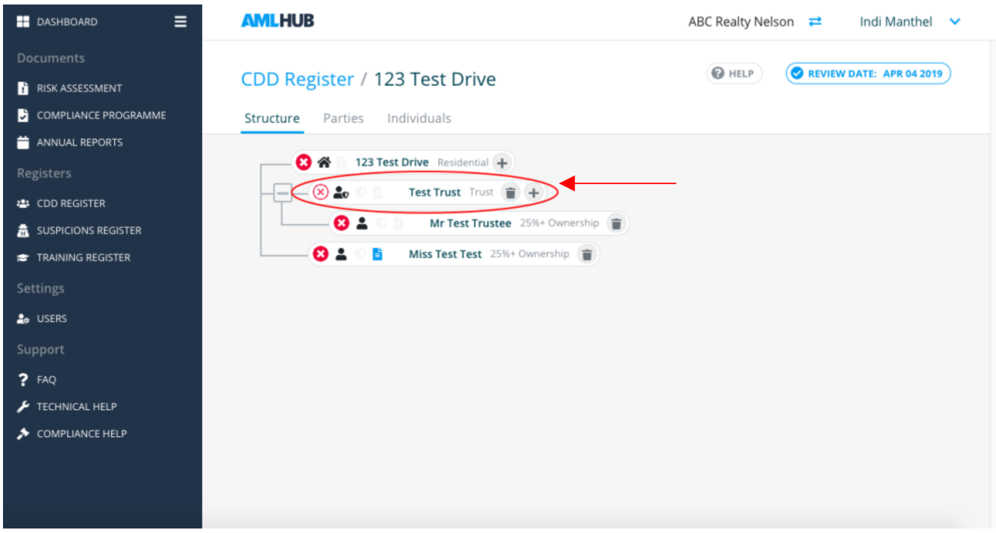
    

    - The same update page will appear as in the previous method. Refer to updating process above for further details.

2. To update details of a **party** (company, trust etc.):

    - Navigate to the “unverified deals” section of your CDD Register.

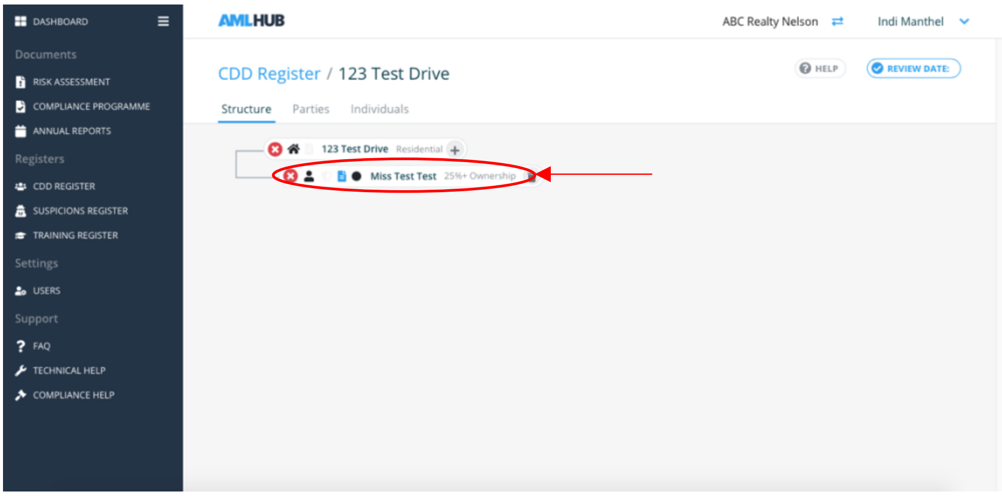
- Click on the deal name/address of which the party you would like to update is located. You will be taken to the structure page of that deal.
- Click on the name of the party.



- An update page should appear on the right-hand side of your screen. Proceed to update details of the party. Press the blue "update" button at the bottom of the screen when you are satisfied you have completed the update.

3. To update details of an **individual**:

- Navigate to the "unverified deals" section of your CDD Register.
- Click on the deal name/address of which the individual you would like to update is located. You will be taken to the structure page of that deal.
- Click on the name of the individual.

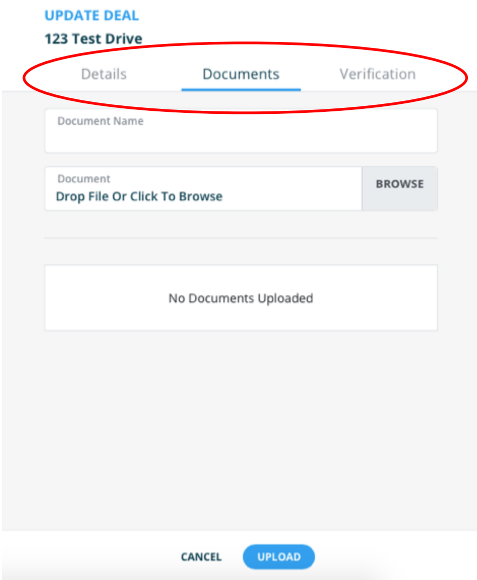


- An update page should appear on the right-hand side of your screen. Proceed to update details of the individual. Press the blue "update" button at the bottom of the screen when you are satisfied you have completed the update.

Document Upload

1. To upload documents to a **property address/deal name**:

- Navigate to the “unverified deals” section of your CDD Register.
- Click on the deal name/address you would like to upload documents to. You will be taken to the structure page of that deal.
- Click on the address/deal name.
- Navigate to the “documents” section of the update page by using the menu panel towards the top of the screen.

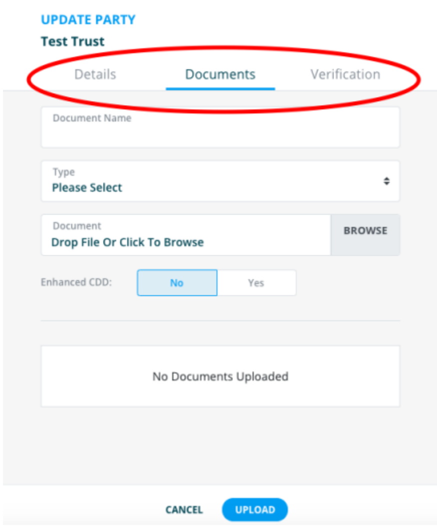


⇒ Enter name of document.
⇒ Select “browse” and choose the desired document to be uploaded.
⇒ Press blue “upload” button towards the bottom of the screen to upload document.

N.B. you are only able to upload one image at a time. For example, you cannot add two photos of the front and back of a driver’s license in the same document. These should be added as separate documents and, for example, titled “Driver’s License Front” and “Driver’s License Back”. Please refer to CDD guidelines for required documents.

2. To upload documents to a **party** (company, trust etc.):

- Navigate to the “unverified deals” section of your CDD Register.
- Click on the deal name/address of which the party you would like to upload documents to is located. You will be taken to the structure page of that deal.
- Click on the name of the party you would like to upload documents to.
- Navigate to the “documents” section of the update page by using the menu panel towards the top of the screen.



⇒ Enter name of document.
⇒ Select document type.
⇒ Select “browse” and choose the desired document to be uploaded.
⇒ Select whether Enhanced CDD needs to be conducted. Refer to our FAQ section for further guidelines.
⇒ Press blue “upload” button towards the bottom of the screen to upload document.

N.B. you are only able to upload one image at a time. For example, you cannot add two photos of the front and back of a driver’s license in the same document. These should be added as separate documents and, for example, titled “Driver’s License Front” and “Driver’s License Back”. Please refer to CDD guidelines for required documents.

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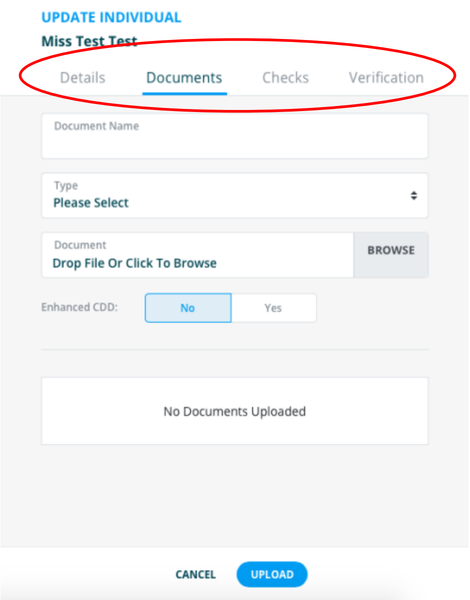

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⇒ Select document type.
⇒ Select “browse” and choose the desired document to be uploaded.
⇒ Select whether Enhanced CDD needs to be conducted. Refer to our FAQ section for further guidelines.
⇒ Press blue “upload” button towards the bottom of the screen to upload document.

N.B. you are only able to upload one image at a time. For example, you cannot add two photos of the front and back of a driver’s license in the same document. These should be added as separate documents and, for example, titled “Driver’s License Front” and “Driver’s License Back”. Please refer to CDD guidelines for required documents.

Assigning Users

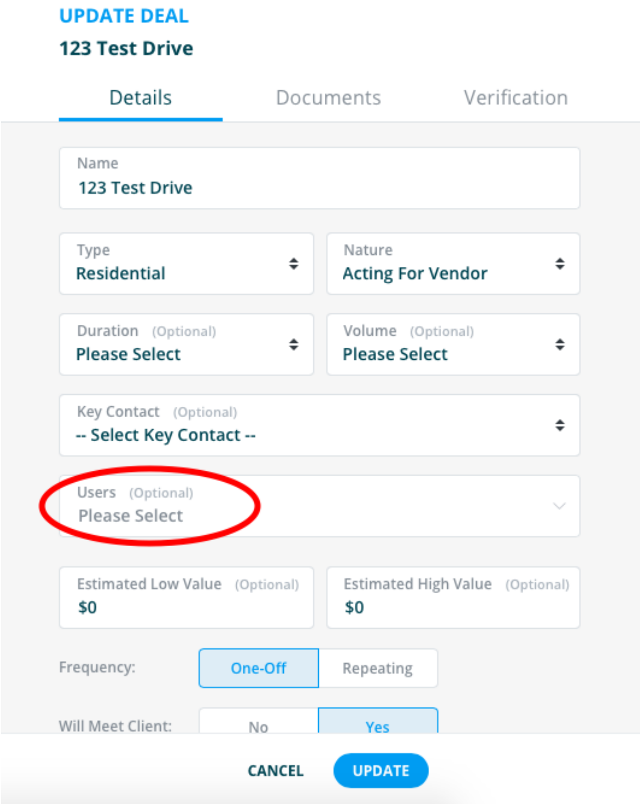
Please note: sales agents will only be able to view properties in their update deals section that have been assigned to them. This can be done by anyone (sales agents & senior staff) upon the creation of a deal through the app, or by senior staff members through the AMLHub desktop following the creation of a deal. This is for security reasons, to prevent all sales agents from an entity having access to update any property.

Upon the creation of a deal in the app, sales agents are provided with the option to assign staff members to their particular deal. If they do not do this or following the creation of the deal more users need to be assigned, please see below for how to assign users to a deal through the AMLHub desktop.

To assign a sales agent to a property via the AMLHub desktop, please follow the procedure below:

1. Visit amlhub.co.nz
2. Login to the AMLHub using your credentials i.e. email and password.
3. Select the entity you wish to proceed with (the entity your salesperson is registered under).
4. Click on your CDD Register.
5. Click on the three grey dots to the right of the property you would like to assign a sales agent to and choose “update”.

6. In the “details” page, there will be a “users” section. Click on this section and choose the sales agent/s you would like to assign to that particular property from the drop down menu.



N.B. anyone who wants to be able to edit the property through the app should be assigned to it (can be more than one). All senior staff with access to the CDD Register on the AMLHub desktop are already able to update any property through the desktop without needing to be assigned to it. However, if they would like to edit this property through the app too, they will need to be assigned.

Manual Verification

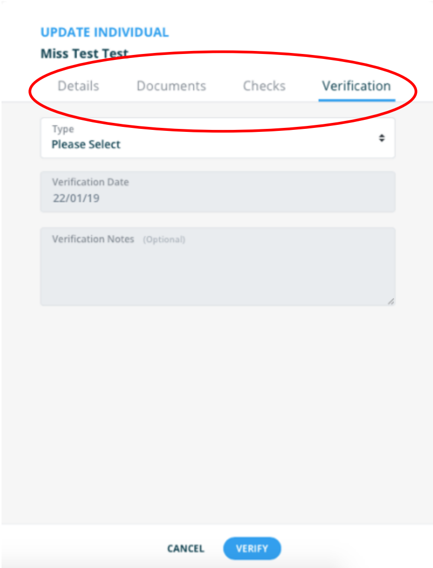
When you are confident with the information and documentation uploaded to each individual and the property itself, you may undergo the verification process in order to convert the deal to a valid listing.

The most common type of verification is “manual verification”. For further clarification on the different types of verification, please refer to our FAQ section.

N.B. you must verify each individual loaded to the deal before you can verify the property/name itself. If you attempt to verify the property prior to doing so, you will be given the message “cannot verify a deal with unverified children”.

1. To manually verify an **individual**:

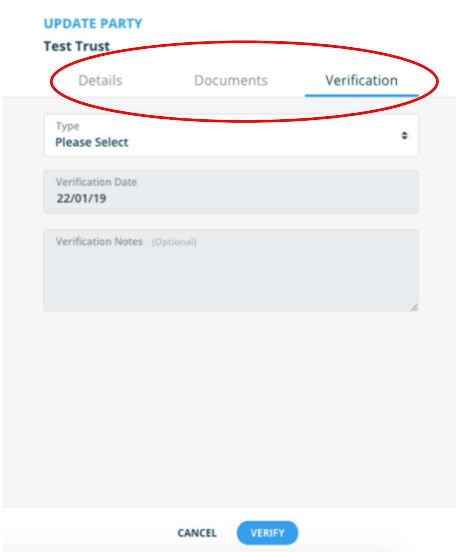
- Click on the individual's name and use the menu bar of the update page to navigate to the "verification" section.



⇒ Select type of verification.
⇒ Enter verification date.
⇒ Add any notes you may think necessary (this field is optional).
⇒ Press blue "verify" button towards the bottom of the screen to verify the individual.
⇒ Repeat this process for each person.

2. To manually verify a **party**:

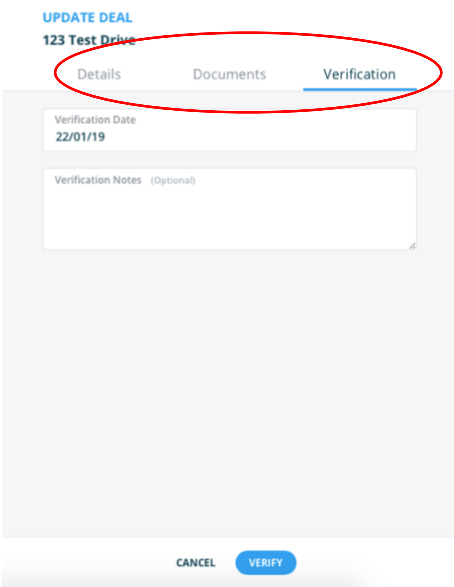
- Click on the party's name and use the menu bar of the update page to navigate to the "verification" section.



⇒ Select type of verification.
⇒ Enter verification date.
⇒ Add any notes you may think necessary (this field is optional).
⇒ Press blue "verify" button towards the bottom of the screen to verify the party.

3. To manually verify a **property address/deal name**:

- Click on the property's address and use the menu bar of the update page to navigate to the "verification" section.



⇒ Enter verification date.
⇒ Add any notes you may think necessary (this field is optional).
⇒ Press blue “verify” button towards the bottom of the screen to verify the property.

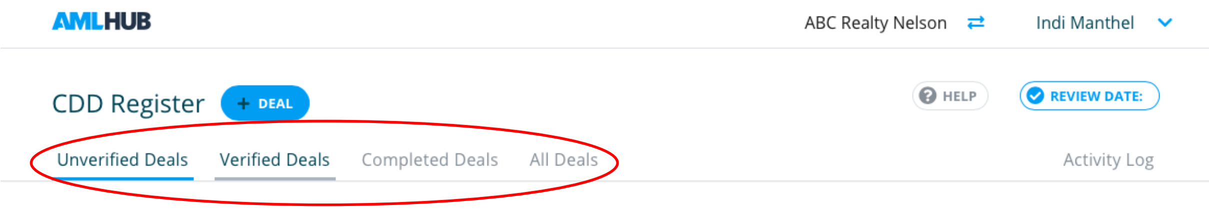
Deleting Deals

Deleting a deal can only be done by someone with access to the CDD Register on the AMLHub desktop. To delete a deal in your CDD Register, the deal must be unverified.

N.B. When a sale is made or a client is lost, these deals should be moved to the “completed deals” section of your CDD Register as opposed to being deleted. To move a verified deal to the “completed deals” section, click on the three grey dots directly to the right of the property’s address and select “complete”.

To delete a duplicate deal:

1. Navigate to your unverified deals section using the menu panel located just beneath the CDD Register heading.

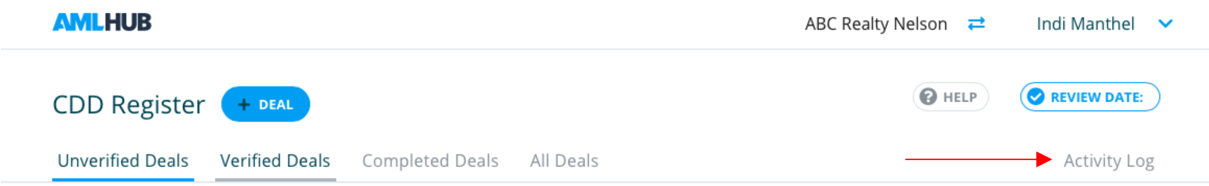


2. Click on the three grey dots directly to the right of the deal you would like to delete.

3. Select “delete”.

Miscellaneous Features

1. To view the **activity log** of the CDD Register, click on the “activity log” option directly to the right of the menu panel located just beneath the CDD Register. This will display all activity conducted by sales agents and senior staff.



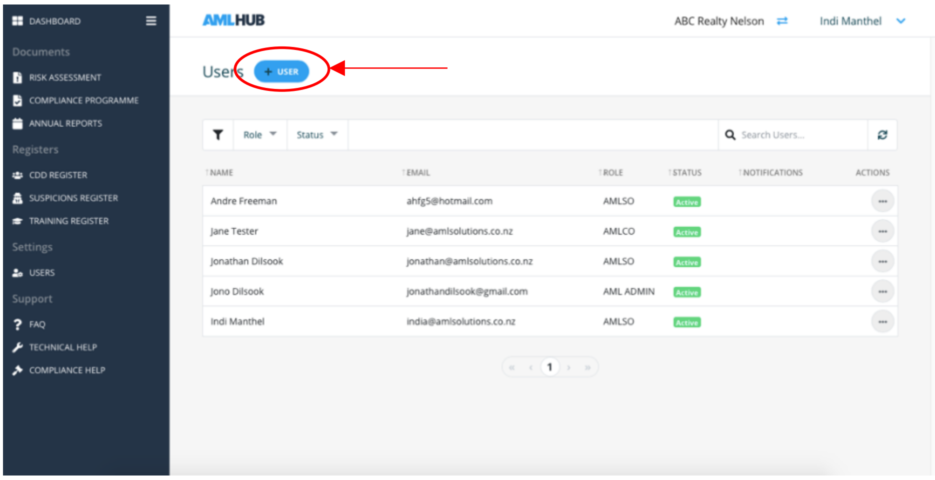
Users

To navigate to the users page, you can do so by clicking on the “users” section in the left-hand menu bar.

Adding & Removing Users

1. To add a user:

    - Click the blue “+user” button next to the heading.



    - Enter first name, last name, email address and role of user.

      N.B. if you would like this user to be added to the training register upon the creation of their account (this is recommended), please select a training role for them. If this is not done whilst creating the user account and following this you would like to assign them training, you will need to manually add them to the training register.

   Refer to “User Roles & Permissions” document in the FAQ section of our website if further clarification is needed.

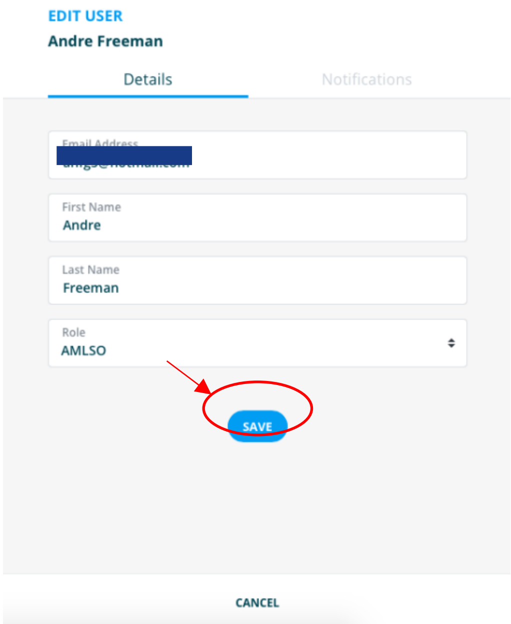
2. To remove a user from a particular entity (this will not delete their actual user profile):

    - Click on the three grey dots directly to the right of their name.
    - Select “delete”.

Updating Details

To update details of a user:

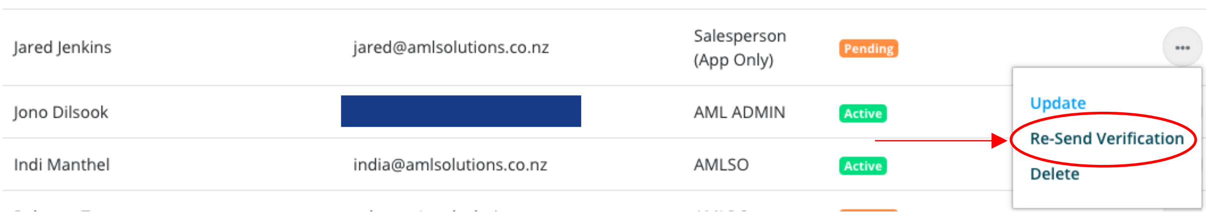
1. Click on the three grey dots directly to the right of their name.
2. Select “update”.
3. On the update page, you will be able to edit the user’s first name, last name, email address and role (in that entity).
4. Once you are satisfied with your updates, click the blue “save” button.



Re-send Verification Email

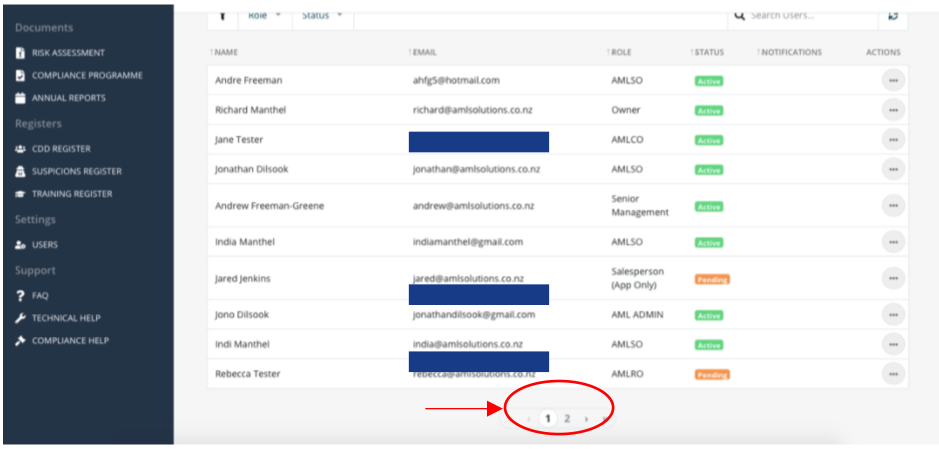
If you would like to send another verification email to a <u>pending</u> user’s email address:

1. Click on the three grey dots directly to the right of the user.
2. Select “re-send verification”.



User Summary

If the entity has more than ten users registered under it, users will be displayed in pages of ten. To navigate between pages, scroll down past the list of ten users and click on the page numbers.



Further Questions

Please read our FAQs found in the support section of the left-hand menu bar in the AMLHub desktop to see if we have already answered your question before trying to contact us.

Following reading our FAQs, if you are still in need of assistance, please lodge either a technical or compliance form found just below the FAQ section in the left hand menu bar of the AMLHub desktop. Your query will be forwarded to our support team, who will then direct this to the correct department to be answered as soon as possible.

If you find yourself unable to log into the AMLHub and need to lodge a query, please visit our website (amlsolutions.co.nz), hover over the “AMLHub” menu option and choose to submit either a “Technical Help Contact Form” or “Compliance Advice Contact Form”.

Please note: the time frame on a reply will depend on the complexity of your query and lead times may vary.

Alternatively, you can call our AMLHub helpdesk phone on 0800 115060 if you have an **urgent technical query** that isn’t answered in our FAQ section.