

Portal Reference Manual

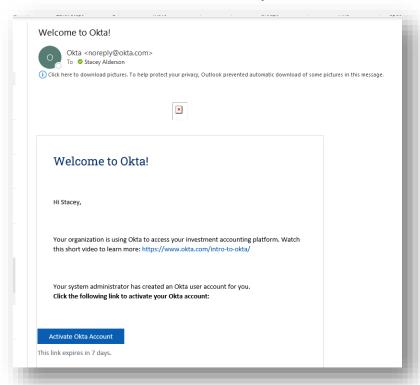
October 31, 2023

Logging into the new Chandler Client Portal

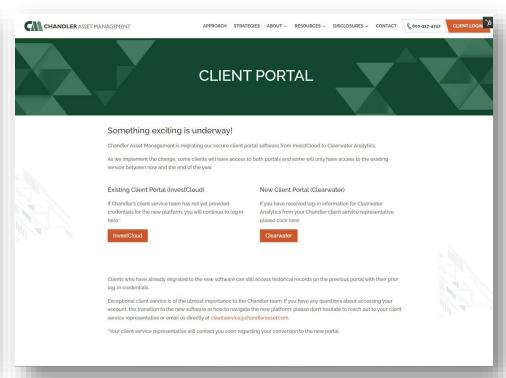


- You will receive an email to activate an OKTA account for Multi-Factor Authentication. (Note: The OTKA link expires in 7 days so it is important to set this up as soon as possible.
- You will also receive an email from your Chandler Client Service Representative with your initial login credentials. Once you have received these you will use them to log into your account using the following URL: www.chandlerasset.com/clientportal or going through the Chandler website as noted below.

OKTA Account Activation Email Sample:



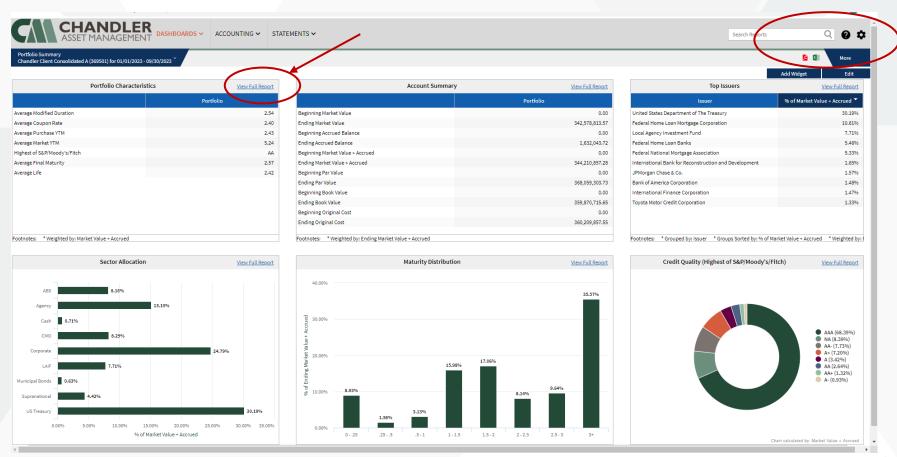
Client Portal Log-in Page:



Dashboards - Default Dashboard



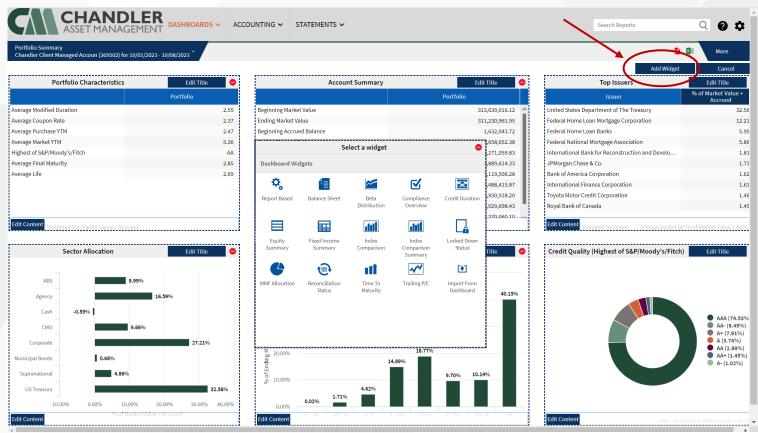
- When you log into the portal you will see a summary dashboard, similar to the portfolio summary report on your monthly statement.
- You can see the underlying data for each section by clicking on the "View Full Report" link on the upper right-hand side of the section.
- Other useful navigation tools you will see throughout the portal: export to excel or pdf icon, help icon, gear icon (this icon allows you to manage various user, account, or report settings within the portal. They are located on various pages through the portal).



Dashboards - Customizing your dashboard



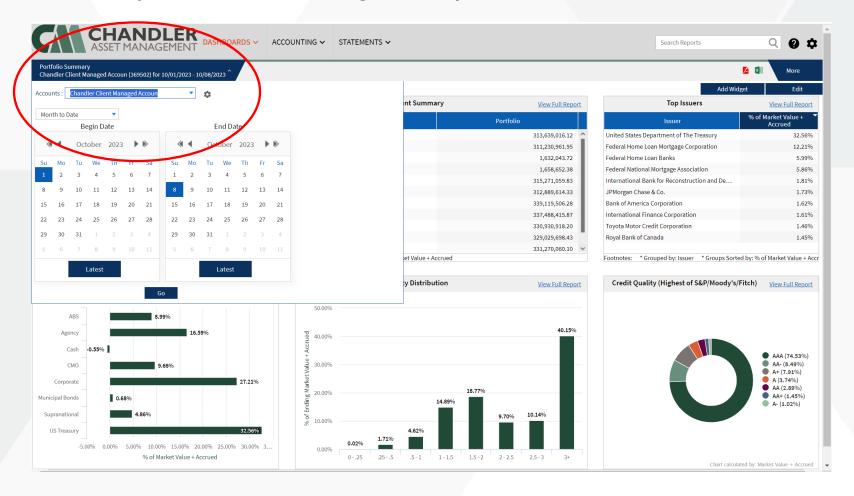
- This dashboard can be customized per user. Any changes you make will only apply to your user setup.
- To customize, click on "Add Widget", you can then add or remove sections.
 - To remove a section, click on the red (-) next to the "edit title" button.
 - To add a section, click on the widget that shows what you would like to add, and then the program will take you through a series of selections. To navigate through setting up a new widget you will click next in the bottom right corner of the selection box, when you have made all necessary selections, you will click finish and it will add the new widget to your dashboard.



Dashboards - Selecting Accounts/Date Range



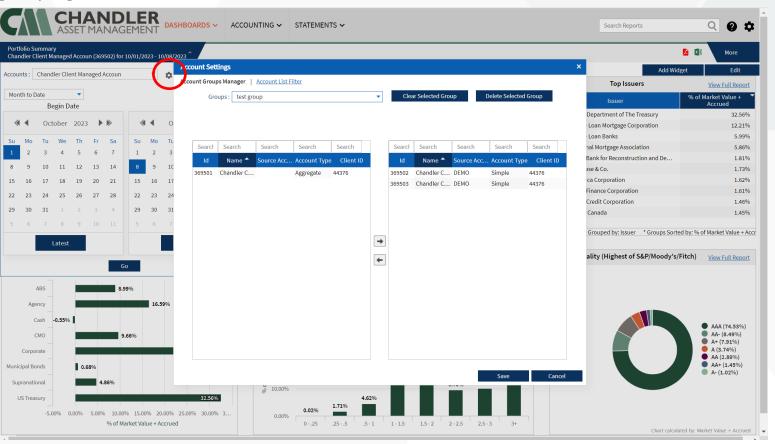
To change the time frame or portfolio you are viewing, click on the blue "Portfolio Summary" drop-down. This will pull up the below drop-down where you can choose which account you are viewing as well as the time frame you are viewing. Select the account you want, and the date range then click on "Go" at the bottom of the page to update the dashboard. This functionality works the same throughout the portal.



Dashboards - Grouping Accounts



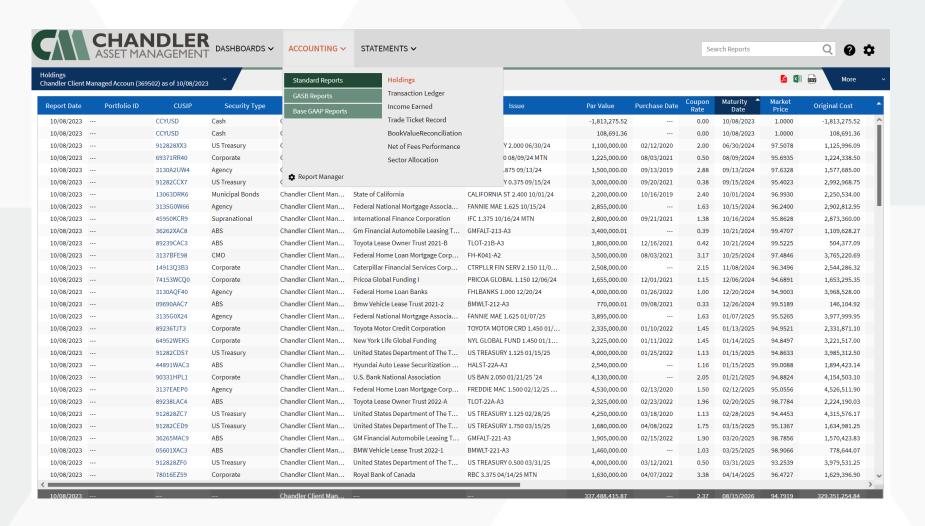
- If you have multiple accounts that you need grouped differently than what we have set up as the standard consolidated accounts in the system, you can do this using the below functionality.
- Click on the gear icon next to the "Accounts:" drop-down. You will then see the below screen. From here you can move accounts into any grouping you like by using the right and left arrows in between the boxes. Insert the name you would like in the "Groups:" line then click save to save the grouping.



Accounting – Standard Reports



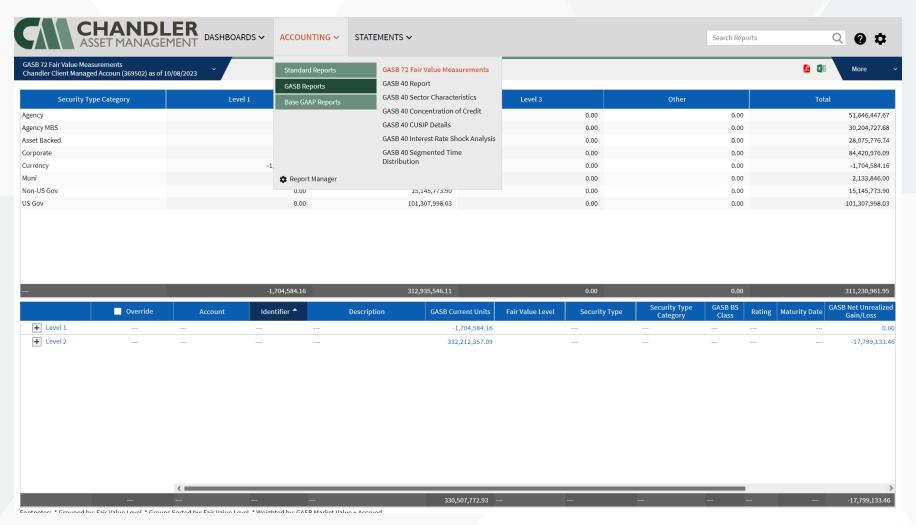
 The standard reports are similar reports to what was previously available on the prior Chandler client portal. These are exportable to either Excel, PDF, or CSV files.



Accounting – GASB Reports



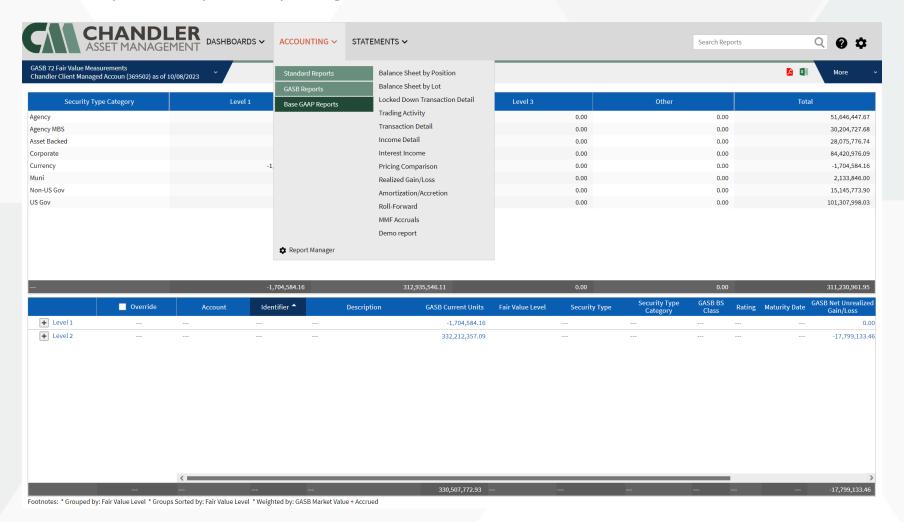
■ The GASB 40 & 72 reports can be run and exported to Excel or PDF on a real-time or historical basis.



Accounting – GAAP Reports



- These reports are system-standard GAAP reports.
 - These are good report options to use as a starting point when building out custom reports for specific reporting needs.



Customizing Reports



More

Save Report As Summary Only

- You can customize reports to meet specific reporting needs.
- To customize a report: right-click on any column header then select what you want to customize.
 - Depending on what you choose, additional selection options will pop up that you can then set up as required.

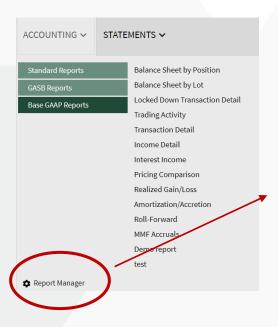
 Once the report is set up as you like you will need to go to the "More" drop-down and do a "Save Report As". (Note: You can not save over an existing report.)

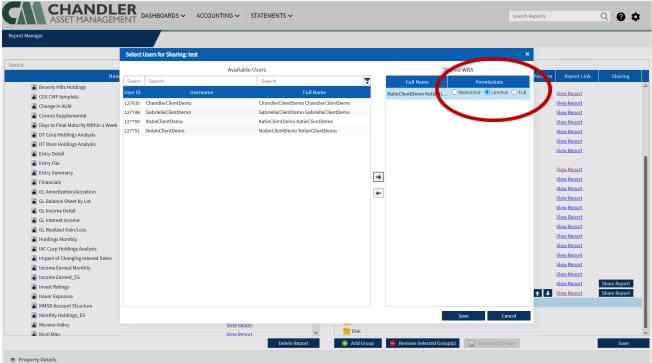
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SAAP Balance Sh Chandler Client M	eet by Position Managed Accoun (369502) as of 10/08/2023	•								<u>▶</u> ■ More			
Identifier 📤	Description	Original Units	Current Units	Currency	Secu	T	iginal Cost	Book Value	Interest/ Dividend Due	Accrued Balance	Net Unrealized Gain/Loss	Market Price	Market Va
23135BX3	AMAZON.COM INC	3,780,000.00	3,780,000.00	USD	CORP	A Sort A-Z	3,763,670.40	3,771,540.09	0.00	15,435.00	-377,649.59	89.7855	3,393,
2582JJR2	AMXCA 2021-1 A	3,000,000.00	3,000,000.00	USD	ABS	↓Z Sort Z-A	2,913,554.69	2,952,193.37	0.00	1,800.00	-107,153.27	94.8347	2,845,
2582JJT8	AMXCA 2022-2 A	2,595,000.00	2,595,000.00	USD	ABS		2,594,425.99	2,594,635.82	0.00	5,864.70	-91,668.53	96.4535	2,502,
2665WDJ7	AMERICAN HONDA FINANCE CORP	2,300,000.00	2,300,000.00	USD	CORP	Rename Column	2,173,224.00	2,206,648.20	0.00	13,662.64	-128,378.57	90.3595	2,078,
5601XAC3	BMWLT 2022-1 A3	1,460,000.00	787,243.84	USD	ABS	Add Column	778,644.07	783,864.66	0.00	336.77	-5,228.47	98.9066	778,
5602RAD3	BMWOT 2022-A A3	965,000.00	965,000.00	USD	ABS		964,949.82	964,969.06	0.00	1,204.64	-23,275.06	97.5849	941,
6051GHT9	BANK OF AMERICA CORP	3,000,000.00	3,000,000.00	USD	CORP	Remove Column	2,906,241.60	2,933,403.12	0.00	49,232.83	-134,636.13	93.2922	2,798,
6051GHY8	BANK OF AMERICA CORP	1,200,000.00	1,200,000.00	USD	CORP	Edit Multiple Columns	1,240,692.00	1,214,547.61	0.00	3,761.33	-87,127.62	93.9517	1,127
6051GJD2	BANK OF AMERICA CORP	1,200,000.00	1,200,000.00	USD	CORP		1,202,184.00	1,200,945.38	0.00	4,836.33	-103,538.64	91.4506	1,097
6367WB85	BANK OF MONTREAL	3,000,000.00	3,000,000.00	USD	CORP	f _x Add Formula	3,102,390.00	3,040,083.99	0.00	24,358.33	-228,193.02	93.7297	2,811
6406HCQ0	BANK OF NEW YORK MELLON CORP	2,200,000.00	2,200,000.00	USD	CORP	Add Comparison Column	2,254,802.00	2,231,436.81	0.00	34,035.83	-117,651.49	96.0812	2,113
9690AAC7	BMWLT 2021-2 A3	770,000.01	146,120.00	USD	ABS		146,104.92	146,116.38	0.00	18.75	-699.44	99.5189	145
3063DRK6	CALIFORNIA ST	2,200,000.00	2,200,000.00	USD	MUNI	▼ Add Filter	2,250,534.00	2,210,028.37	0.00	1,173.33	-76,182.37	96.9930	2,133
4913Q3B3	CATERPILLAR FINANCIAL SERVICES	2,508,000.00	2,508,000.00	USD	CORP	Pivot on Security Type	2,544,286.32	2,516,311.42	0.00	22,617.28	-99,862.82	96.3496	2,416
4913R2V8	CATERPILLAR FINANCIAL SERVICES	1,320,000.00	1,320,000.00	USD	CORP		1,318,323.60	1,319,109.79	0.00	18,201.33	-42,854.86	96.6860	1,276
4422EWR6	JOHN DEERE CAPITAL CORP	1,200,000.00	1,200,000.00	USD	CORP	Freeze Security Type	1,218,468.00	1,215,861.59	0.00	12,508.33	-46,446.69	97.4512	1,169
130A2UW4	FEDERAL HOME LOAN BANKS	1,500,000.00	1,500,000.00	USD	AGCY B	☑ Edit Advanced Grouping	1,577,685.00	1,514,480.75	0.00	3,114.58	-49,988.24	97.6328	1,464
130AQF40	FEDERAL HOME LOAN BANKS	4,000,000.00	4,000,000.00	USD	AGCY B		3,968,528.00	3,986,970.94	0.00	12,111.11	-190,959.78	94.9003	3,796
130AWN63	FEDERAL HOME LOAN BANKS	5,100,000.00	5,100,000.00	USD	AGCY B	Group by Security Type	4,982,190.00	4,985,377.64	0.00	48,166.67	-69,397.52	96.3918	4,915
130AWTR1	FEDERAL HOME LOAN BANKS	8,600,000.00	8,600,000.00	USD	AGCY BON	D 09/08/2028	8,526,737.38	8,527,430.13	0.00	67,934.03	-102,825.41	97.9605	8,424
133EPME2	FEDERAL FARM CREDIT BANKS FUN	4,000,000.00	4,000,000.00	USD	AGCY BON	D 06/08/2028	3,975,400.00	3,977,056.16	0.00	52,097.22	-156,244.32	95.5203	3,820
135G04Z3	FEDERAL NATIONAL MORTGAGE AS	4,400,000.00	4,400,000.00	USD	AGCY BON	D 06/17/2025	4,382,840.00	4,393,264.81	0.00	6,844.44	-324,193.65	92.4789	4,069
135G05X7	FEDERAL NATIONAL MORTGAGE AS	4,500,000.00	4,500,000.00	USD	AGCY BON	D 08/25/2025	4,464,790.50	4,485,305.15	0.00	2,062.50	-368,323.55	91.4885	4,116
135G06G3	FEDERAL NATIONAL MORTGAGE AS	4,000,000.00	4,000,000.00	USD	AGCY BON	D 11/07/2025	4,009,408.00	4,004,102.16	0.00	8,444.44	-363,820.12	91.0071	3,640
135G0W66	FEDERAL NATIONAL MORTGAGE AS	2,855,000.00	2,855,000.00	USD	AGCY BON	D 10/15/2024	2,902,812.95	2,865,601.28	0.00	22,423.65	-117,950.37	96.2400	2,747
135G0X24	FEDERAL NATIONAL MORTGAGE AS	3,895,000.00	3,895,000.00	USD	AGCY BON	D 01/07/2025	3,977,999.95	3,916,442.47	0.00	16,175.07	-195,684.24	95.5265	3,720
137BFE98	FHMS K-041 A2	3,500,000.00	3,486,315.46	USD	FHLMC	10/25/2024	3,765,220.69	3,572,989.13	9,212.59	2,456.69	-174,370.20	97.4846	3,398
137BFXT3	FHMS K-042 A2	0.00	0.00	USD	FHLMC	12/25/2024	0.00	0.00	6,675.00	0.00	0.00	96.6154	
137BKRJ1	FHMS K-047 A2	4,661,000.00	4,661,000.00	USD	FHLMC	05/25/2025	4,906,031.57	4,762,066.48	12,930.39	3,448.10	-258,598.96	96.6202	4,503
137BTAC5	FHMS K-060 A2	1,000,000.00	1,000,000.00	USD	FHLMC	10/25/2026	1,007,890.63	1,005,402.78	2,750.00	733.33	-63,478.28	94.1925	941,
		337,488,415.87	330,507,772.93	USD		08/15/2026	329,351,254.84	329,029,698.43	108,691.36	1,658,652.38	-17,798,736.48	94,7919	311,230

Sharing Custom Reports



- Once you have created a custom report, you have the option to share it with other users within your organization.
- To share a report, use the "Report Manager" gear icon to get to the report manager tool. Once there, you can choose who within your organization you would like to share your report with by using the right and left arrows to move the user from the "Available Users" list to the "Shared With" list.
 - Once you select a user you will need to choose what level of access you want them to have to the report.
 - Restricted Access allows them to view and run the report but not make any edits
 - Limited Access allows them to edit the report but not save over the report (any edits made would need to be saved to a new report and shared as needed).
 - Full access allows them to make changes and save over the report which would change it for all users with access to the report.

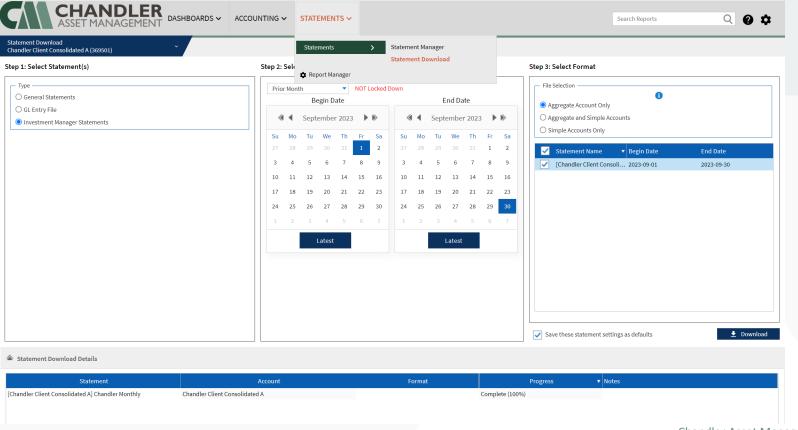




Accessing Your Monthly/Quarterly Statements



- To download your monthly or quarterly statements, choose "Statement Download"
 - In step 1 choose "Investment Manager Statements"; in step 2 choose the time frame you are looking for (this will default to the prior month); in step 3 select the statement(s) you want to download and click download. You can monitor the download status under "statement download details" at the bottom of the page.
 - Once the download completes a file will pop up in the upper right corner (or in the download folder on your computer) where you can then open and save the file where needed.



Statement Manager



- You can set up a group of reports to run as a statement using the "Statement Manager" Option under Statements.
- To set up a report you can select any available report on the left side of the screen using the left and right arrows you can add and remove statements to build custom statement grouping. Fill in the Statement name and description boxes, once you have the reports you would like to run as one group click save and then you will be able to run this in the "Statement Download" as needed.
 - Once saved you will also have the option to share the report with other users. The other users must have access to all reports in the statement to be able to share the statement with them.

