



For financial advisers and firm administrators only

Your guide to Aegon Platform Bulk Data

The screens shown are for demonstration purposes only. The screens don't represent a real customer.

Contents

1. What is Bulk Data?
2. Assigning and viewing Bulk Data
3. Using Bulk Data with your third-party systems
4. Questions and answers
5. System matrix



Please remember – if you do need to email us, regardless of the reasons why, please don't email any personal, financial or banking information as it's not a secure method of communication. If you have a dedicated secure email service, for example Maillock, please use this service.

1. What is Bulk Data?

Bulk Data is a way for us to provide you with access to a range of information for your firm, including:

- Daily valuations
- Daily transactions
- Weekly fees and charges

This information is all provided by Bulk Data output. You have two different options on how to use the output:

- Use the output directly so you can work with the data.
- Integrate the Bulk Data with a third-party systems such as your back office, tools or client portal.

In 2020, we joined the Origo Integration Hub (OIH) which means we can now share the Aegon Platform data with any third-party systems, or adviser firm, also connected to OIH.





2. Assigning and viewing Bulk Data

To view Bulk Data, your firm administrator needs to assign you with a Bulk Data role.

The **Bulk Data user** role is for regular users of the service as this allows them to both view and download Bulk Data files (valuations, transactions and charges).

If you're set up with branch-level data access you'll only see files relevant to the branch you're associated with, rather than data files for all branches within the firm. A user with firm level data access will see data at firm level as well as the individual branches below the firm where data files have been activated.

Assigning Bulk Data users within your firm

The firm administrator is able to assign a user's access to Bulk Data. To do this follow these steps:

1. Sign in to the Aegon Platform.
2. Select the **Firm administrator dashboard**.
3. Either perform a search for an existing user or select **View all**.
4. Select **Manage** on the user you want to amend. Under **Additional access** you can see **Bulk Data access**, select either **Bulk Data admin** or **Bulk Data user** role.

Additional access

Additional access is automatically granted at firm level for the firm selected above.

Please select any additional firm level access you'd like this user to have.

- Firm Administrator
- Portfolio Manager

Bulk Data access

Bulk Data roles are available as additional roles to this user. Please select any additional access you'd like this user to have. [What are the Bulk Data user and admin roles?](#)

- Bulk Data admin
- Bulk Data user



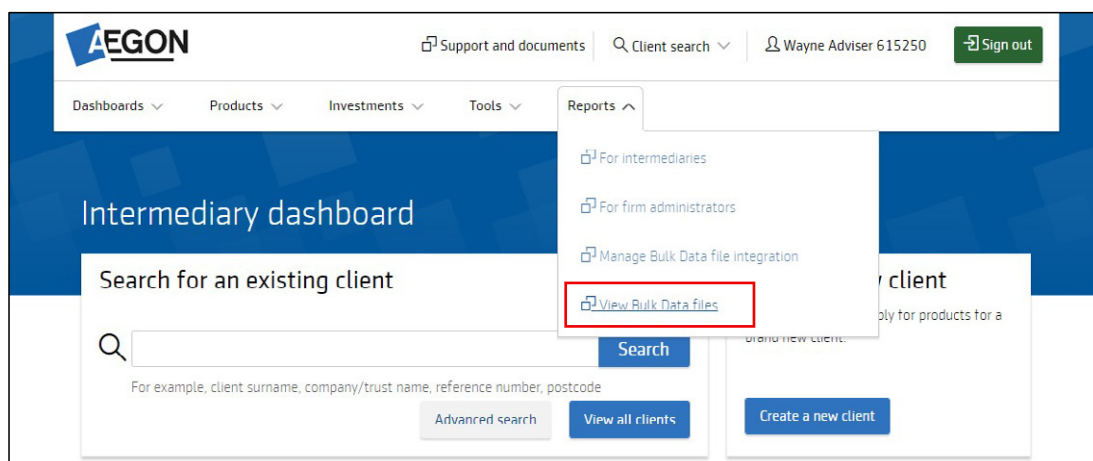
Handy hint

The Bulk Data admin role is solely for users to set up your Bulk Data with a third-party system such as your back office, tools or client dashboard.

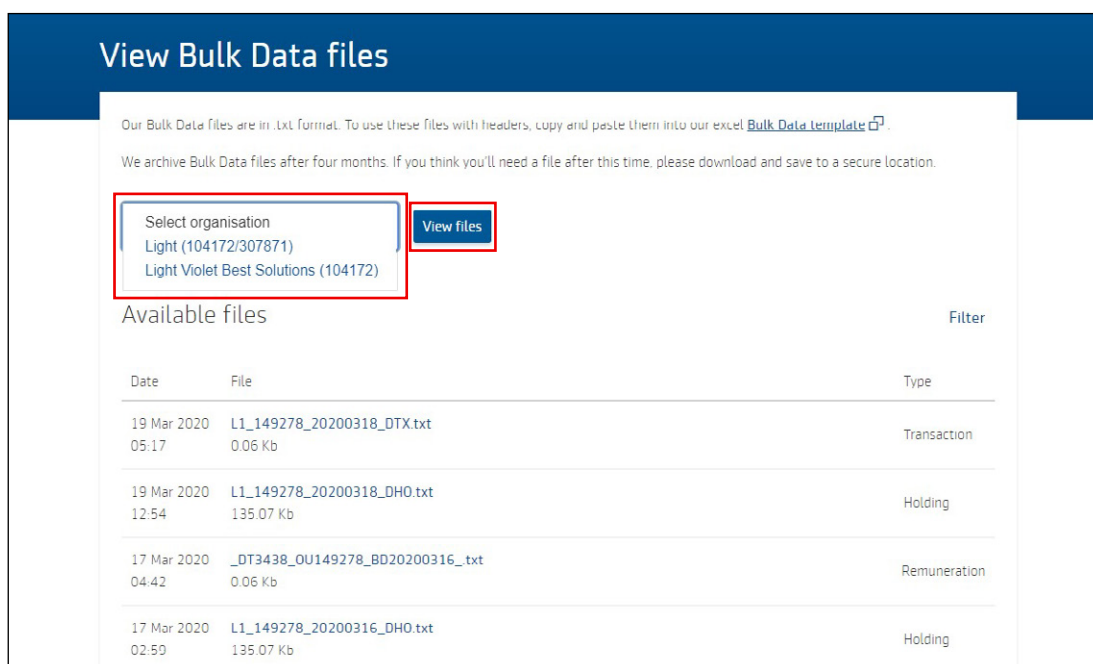


Viewing Bulk Data

After being assigned as a **Bulk Data user** by your firm administrator, you'll see an additional menu option under Reports from your dashboard.

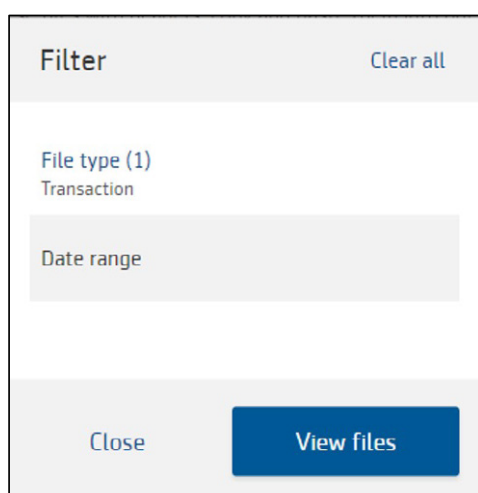


Select **View Bulk Data files**, then your organisation (if not already pre-selected) and **View files** and you'll see a list of available files for your firm based on your data access level.



If you don't see the files you expect, please contact escalationteam@aegon.co.uk

You can filter the available files to view the information you require.





3. Using Bulk Data with your third-party systems

You can integrate Bulk Data with your third-party systems including your back office, tools or customer portal. In order to do this you'll need to have the **Bulk Data admin** role (see [Assigning and viewing Bulk Data](#)).

Follow our steps for setting up a third-party system with Bulk Data. Depending on how your third-party system connects to the Aegon Platform, you may need to provide them with a one-time token that we explain in the steps below.

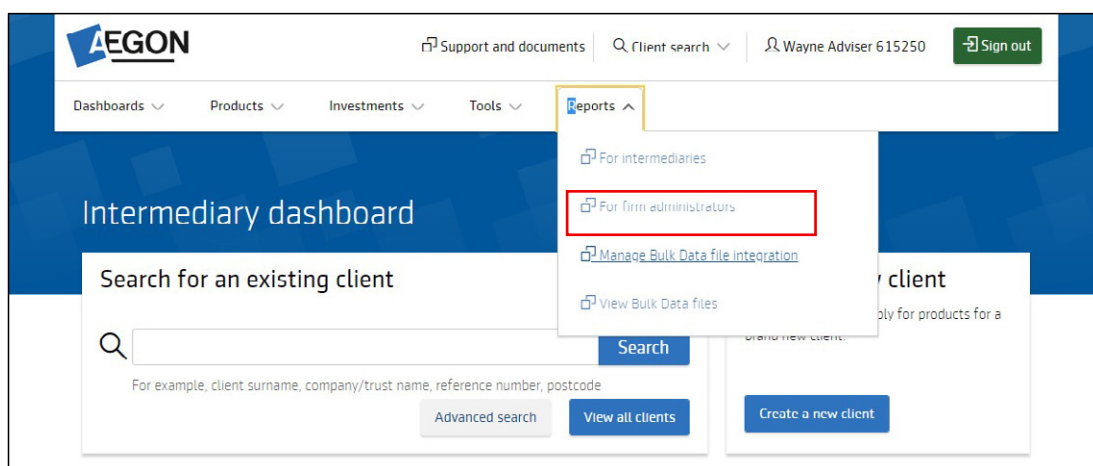


Handy hint

You don't need to follow these steps if your system uses Contract Enquiry only or has a manual upload process.

Step by step

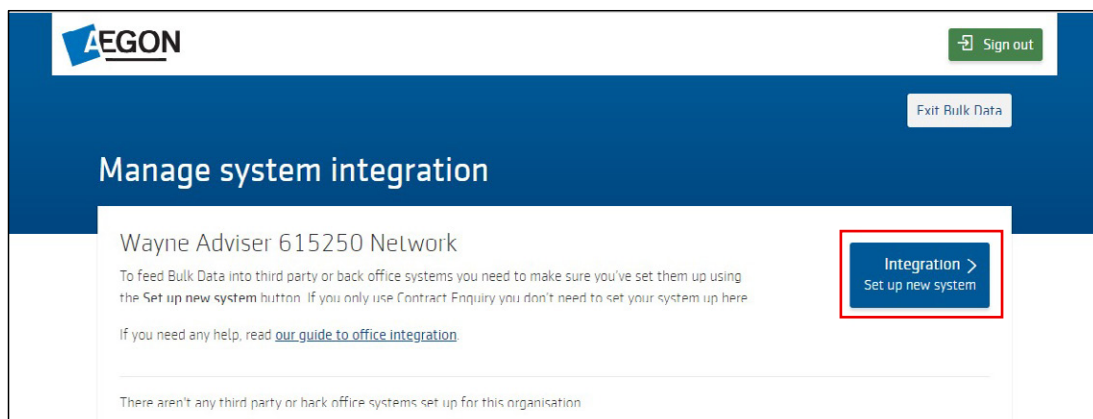
1. Select Reports > **Manage Bulk Data file integration** from your dashboard. You can set up as many third-party systems as you like, by repeating the process for each system.



Handy hint

If you don't see **Manage Bulk Data file integration** under Reports, this might be because you don't have the correct access. Check with your Firm Administrator to make sure you have Bulk Data Admin role.

2. Select **Integration > Set up new system** to set up a new system integration.





3. Select your back office or third-party system you'd like to integrate from the drop-down menu.



Handy hint

If you don't see your third-party systems listed here then your system provider doesn't take Aegon Platform Bulk Data from us. It could be that they instead use Contract Enquiry or use a manual process to upload data, both of which we don't cover in this guide.

4. Select the organisation you'd like to set up. If you don't see the organisation you require contact escalationteam@aegon.co.uk

5. Check with your third-party system which file types they can support, and select the ones

6. Then select **Add system**.

7. You now need to follow the relevant steps below depending on whether your third-party system is a centrally or locally hosted system.



Handy hint

If you're not sure whether the system you use is centrally or locally hosted please refer to our [system matrix](#). If you can't find your system provider here, they'll be able to confirm this with you directly. They can also confirm if their connection to the Aegon Platform is direct or via OIH.

Alternatively, if you're still not sure please contact escalationteam@aegon.co.uk



Centrally hosted system

You'll see an organisation ID and one-time token on the Success screen.

Please proceed to Step 9.

Success

The system for [Light (104172/307871) & 149278] has been added successfully.

You need to apply this one-time token to your system to activate the integration. The token is valid for five days.

One-time token
0672016005

+ Add another system

Close and return

If your one-time token expires before you apply it, you can easily generate a new token using Generate new token. (See our [Questions and answers](#) > How do I generate a new one-time token?)



Handy hint

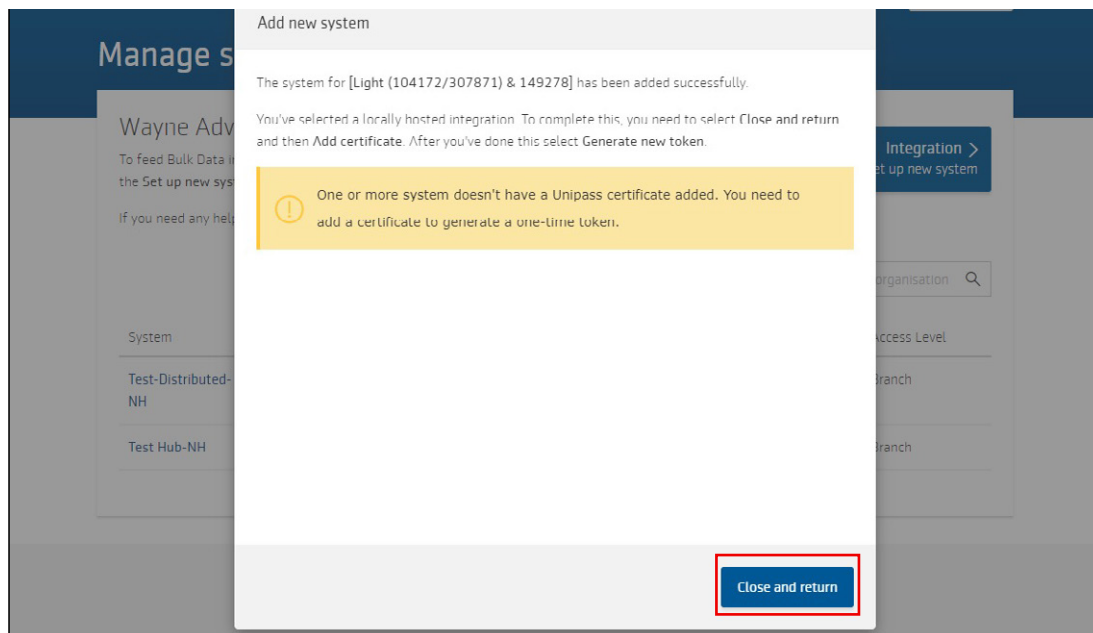
If you've already set up your integration successfully and see a message on the Manage system integration screen saying the integration set up isn't complete - you can disregard this. Additionally, you can disregard the one-time token if your third-party system connects to the Aegon Platform via OIH. To find out, please refer to our [systems matrix](#), or if you're still not sure, contact your system provider.



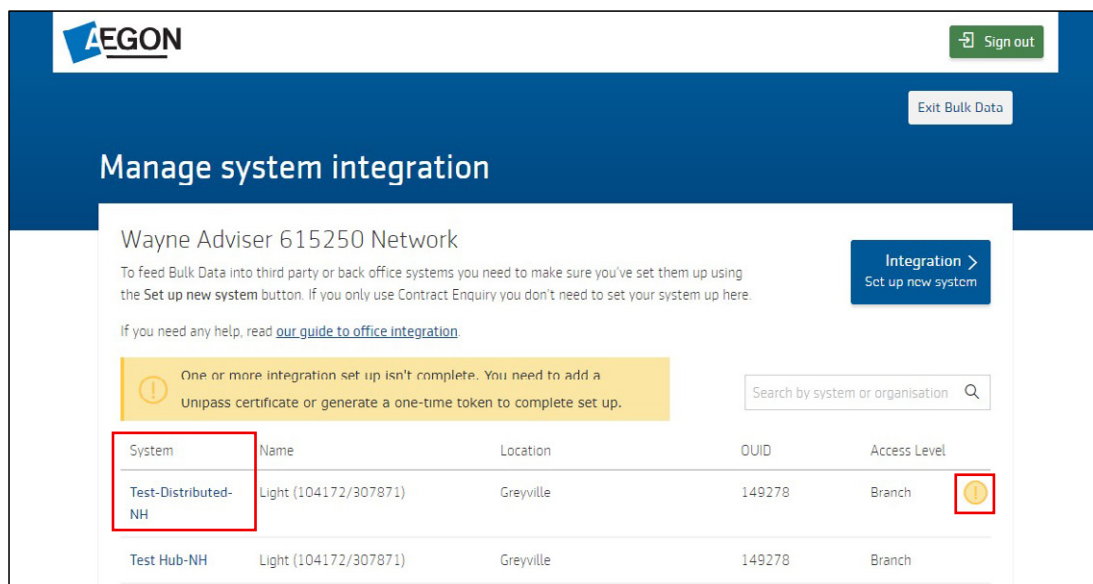
Locally hosted system

For locally hosted systems (where the software is installed on your computer or at your office) you need to add a Unipass certificate, and then generate a one-time token. This can be a company or individual Unipass. If you don't already have a Unipass to use with your back office systems please [contact Unipass](#) to apply for one.

To add a Unipass certificate select **Close and return**.



Then select your system name. We highlight the system(s) you've added without Unipass certificate.





Then select **Add Unipass certificates**.

Test-Distributed- Light (104172/307871) Greyville 149278 Branch

Integration details

One-time token	Integrated files	Last updated
You need to add a certificate before you can generate a token.	<input checked="" type="checkbox"/> Valuations <input checked="" type="checkbox"/> Transaction <input type="checkbox"/> Charges <input type="button" value="Save"/>	arc2_ap_0352@aegon.co.uk 19 Mar 2020

Add Unipass certificates > Delete this system

Enter the Unipass serial number along with a certificate name of your choice and select Add certificate. The Unipass serial number is 32 or 40 characters long and needs to be entered without any dashes or spaces.

If you're unsure how to do this we've included additional instructions in our [How do I find my Unipass serial number?](#) in questions and answers.

If you're still not sure where to find this either contact your IT department or escalationteam@aegon.co.uk

Unipass certificate(s)

As you have a locally hosted system, to access Bulk Data you'll need to use this along with a Unipass certificate. Please add all certificates below that you want to use - this can be individual or company Unipass certificates.

1. Enter a Unipass serial number or select it from the list available.

[Where do I find a Unipass serial number?](#)
2. What would you like to call this certificate?

For example, 'John Smith' or 'Liverpool Street branch'



8. When you've added one or more valid certificates select **Close**. Then select **Generate new token**.

Test-Distributed-NH	Light (104172/307871)	Greyville	149278	Branch	
Integration details ×					
One-time token	Integrated files		Last updated		
Generate new token	<input checked="" type="checkbox"/> Valuations	<input checked="" type="checkbox"/> Transaction	<input type="checkbox"/> Charges	Save	arc2_ap_0352@aegon.co.uk 19 Mar 2020

Generate new token?

If you generate a new token for Light (104172/307871) please remember to activate it with your third party or back office system. If you don't the system won't receive Bulk Data files. Generating a new token will break any existing feeds you have with Light (104172/307871).

[Cancel](#) [Generate new token](#)

9. Please contact your system provider directly for details of how to complete the set up on their system's screens in order to activate the Bulk Data feeds. This will differ depending on which system you use, and how the system provider connects to the Aegon Platform.

Please note, you'll only need your one-time token for systems which connect to the Aegon Platform directly. It isn't required for systems which connect to the Aegon Platform via OIH. The one-time token will expire five days after generation. If it expires before you apply it, you can select **Generate new token**.

System	Name	Location	OID	Access Level
Test-Distributed-NH	Light (104172/307871)	Greyville	149278	Branch

Integration details ×				
One-time token	Integrated files		Last updated	
0438905220	<input checked="" type="checkbox"/> Valuations	<input checked="" type="checkbox"/> Transaction	<input type="checkbox"/> Charges	Save
Generate new token			arc2_ap_0352@aegon.co.uk 19 Mar 2020	

[Manage Unipass certificates >](#) [Delete this system](#)



4. Questions and answers

Q. When setting up a new system integration what happens if I select a system and organisation from the drop down that I've already set up?

A. You'll see a message to say you've already set this up. You can edit your choices from your dashboard using **Reports > Manage Bulk Data file integration** screen.

Q. If all file types of valuations, transactions and fees show, does this mean my system can import all file types?

A. No not necessarily, you'll need to check with your third-party system provider which file types they can import.

Q. Why do I only see branch level data available to export to my third-party system rather than data for all of my firm?

A. This will be either because you're set up with permission to only view branch level data or your firm doesn't have firm level files activated. Contact the escalationteam@aegon.co.uk for help with changing your permissions or activating firm level data for you.

Q. What's the difference between locally hosted and centrally hosted?

A. A locally hosted system is where the software is installed locally on your computer or at your office compared with being centrally hosted through a third-party system. For example JCS is locally hosted and Intelliflo is centrally hosted. Refer to [our matrix](#) if you're unsure.

Q. What is the one-time token used for?

A. The one-time token is used for authentication. Your third-party system will use it to request a permanent passcode from us. The permanent passcode is stored behind the scenes in your third-party software and will be used for future requests for Bulk Data. This is only applicable to third-party systems which connect to the Aegon Platform directly.

Q. Why is there no change to my one-time token after I've updated my file choices?

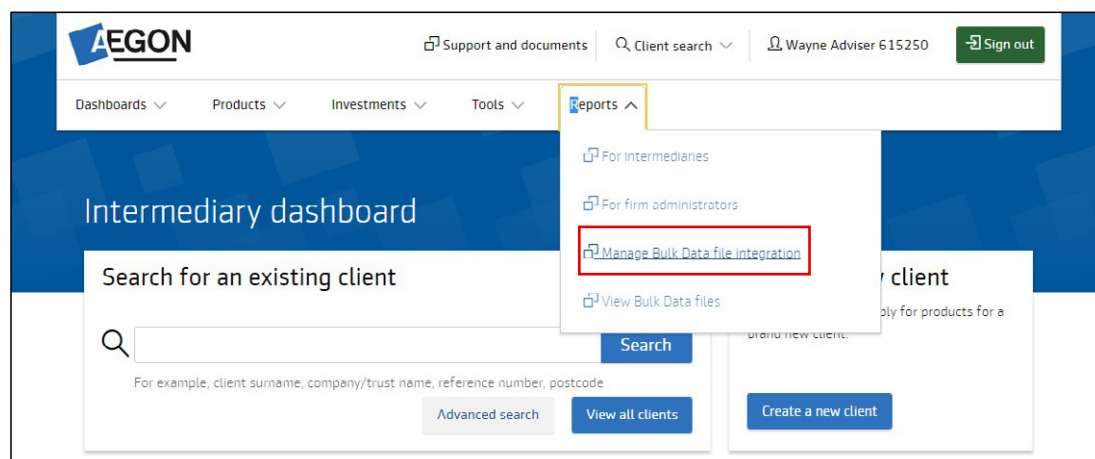
A. Updating your file choices doesn't require a new token to be generated for your third-party system.

Q. Would I ever need to generate a new one-time token?

A. You shouldn't need a new one-time token, unless you feel that your system security has been compromised or if it has expired before you had the chance to activate it in your third-party system.

Q. How do I generate a new one-time token?

A. Select **Reports > Manage Bulk Data file integration** from your dashboard.





Select the system that you want to generate a new one-time token for to expand the details. Then choose **Generate new token**.

System	Name	Location	ID	Level
Intelliflo	John Smith IFA Group	Liverpool	16901	Group

Integration details

One-time token	Integrated files	Last updated
12345678912345 Generate new token	<input checked="" type="checkbox"/> Valuation <input checked="" type="checkbox"/> Transactions <input type="checkbox"/> Charges Save	Chris Wheeler 09 Aug 2019

[Delete this system](#)

Q. How do I update my existing integrated file type choices for a third-party system I've already configured?

A. Select **Reports > Manage Bulk Data file integration** from your dashboard.

The screenshot shows the AEGON Intermediary dashboard. At the top, there is a navigation bar with 'Support and documents', 'Client search', 'Wayne Adviser 615250', and 'Sign out'. Below this is a main menu with 'Dashboards', 'Products', 'Investments', 'Tools', and 'Reports'. The 'Reports' dropdown menu is open, showing options: 'For intermediaries', 'For firm administrators', 'Manage Bulk Data file integration' (highlighted with a red box), and 'View Bulk Data files'. The main content area features a search bar for existing clients and a 'Create a new client' button.

Select the system you want to update to expand the details. Then update as required and select **Save**.

System	Name	Location	ID	Level
Intelliflo	John Smith IFA Group	Liverpool	16901	Group

Integration details

One-time token	Integrated files	Last updated
12345678912345 Generate new token	<input checked="" type="checkbox"/> Valuation <input checked="" type="checkbox"/> Transactions <input type="checkbox"/> Charges Save	Chris Wheeler 09 Aug 2019

[Delete this system](#)

Q. Can I set up more than one Unipass certificate?

A. Yes you can enter as many as you need. As the Bulk Data admin role you might be setting up a number of Bulk Data users who'll each have their own Unipass certificate.



Q. How do I edit a Unipass serial number?

A. Select **Reports > Manage Bulk Data file integration** from your dashboard.

Select the system you want to change your Unipass entry for and select **Manage Unipass certificates**.

Plum - locally hosted John Smith IFA Group Liverpool 16901 Group

Integration details

One-time token	Integrated files	Last updated
12345678912345 Generate new token	<input checked="" type="checkbox"/> Valuation <input checked="" type="checkbox"/> Transactions <input type="checkbox"/> Charges Save	Chris Wheeler 09 Aug 2019

[Manage Unipass certificates >](#) [Delete this system](#)

You'll see a list of Unipass entries. Please delete the entry you want to change and create a new entry to replace this.

Q. How do I find my Unipass serial number?

A. Either speak to your IT department, especially if you're using a locally hosted Unipass, or follow the instructions below to find Unipass installed on your pc. The Unipass serial number is 32 or 40 characters long (this should be entered without any dashes or spaces within it) and should be current and not expired.

Chrome

To find Unipass on your computer, open Chrome and select the menu at the top right corner and select Settings. Expand the **Advanced menu** option, select **Privacy and Security** and **Manage Certificates**. You'll see a list of installed certificate(s). Select the certificate you want to use with your back office and copy the serial number from the Details tab.

Internet Explorer (IE11)

In Internet Explorer select **Internet options** under the **Tools** menu > Select **Content**, then **Certificates**. You'll see a list of installed certificate(s). Select the certificate you want to use with your back office and copy the serial number from the **Details** tab.

5. System matrix

System	Central or locally hosted?	Bulk valuations	Bulk transactions	Bulk charges Fees, remuneration	On demand valuations single client - contract enquiry	Do I need to enter details on Aegon Platform?
Adviser Cloud	Central	✓		✓		Yes
Assyst Software - Client Assyst	Local	✓			✓	Only if using their bulk feeds
Contengo ¹	Central	✓	✓			Yes
Creative Technologies / Benchmark - Enable ¹	Central	✓				Yes
Durell Software					✓	No - contact escalationteam@aegon.co.uk for set up details
Dynamic Planner	Central	✓				Yes
FigureOut - 2plan	Central			✓	✓	Only if using their bulk feeds
Focus Business Solutions Ltd ¹	Central	✓				Yes
intelliflo office ¹	Central	✓	✓	✓		Yes
IRESS - 1st Services (E-revenue)	Central			✓		Yes
IRESS - XPLAN	Central	✓	✓	✓		Yes
JCS - IFA Professional	Local	✓		Manual upload		Yes
Moneyhub	Central	✓				Yes
Moneyinfo	Central	✓	✓			Yes
Plannr ¹	Central	✓				Yes
Plum Software	Local	✓		✓		Yes
Prestwood Professional/Truth	Central	✓	✓			Yes
Sprint Enterprise Technology - Fastrak	Central	✓	✓			Yes
Synaptic ¹	Central	✓				Yes

System	Central or locally hosted?	Bulk valuations	Bulk transactions	Bulk charges Fees, remuneration	On demand valuations single client - contract enquiry	Do I need to enter details on Aegon Platform?
Time4Advice Curo	Central	✓		✓		Yes
True Potential				Manual upload	✓	No - contact escalationteam@aegon.co.uk for set up details
Twenty7tec - FinPlan	Central	✓		✓		Yes
Wealthcraft ¹	Central	✓				Yes
WealthObjects - AdviceObjects ¹	Central	✓				Yes

1 Integration Partners who receive their bulk data from us through Origo Integration Hub.

