GP User Guide to using PEARonline

Reporting

GP User Guide to using PEARonline for Reporting

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Welcome to Version 2 of PEARonline

- As part of our continuing commitment to stay at the forefront of developments in investor communications, PEARonline is evolving.

- Version 2 will showcase an improved user interface and exciting new functionality, while retaining all the features and ease of use that our clients love.

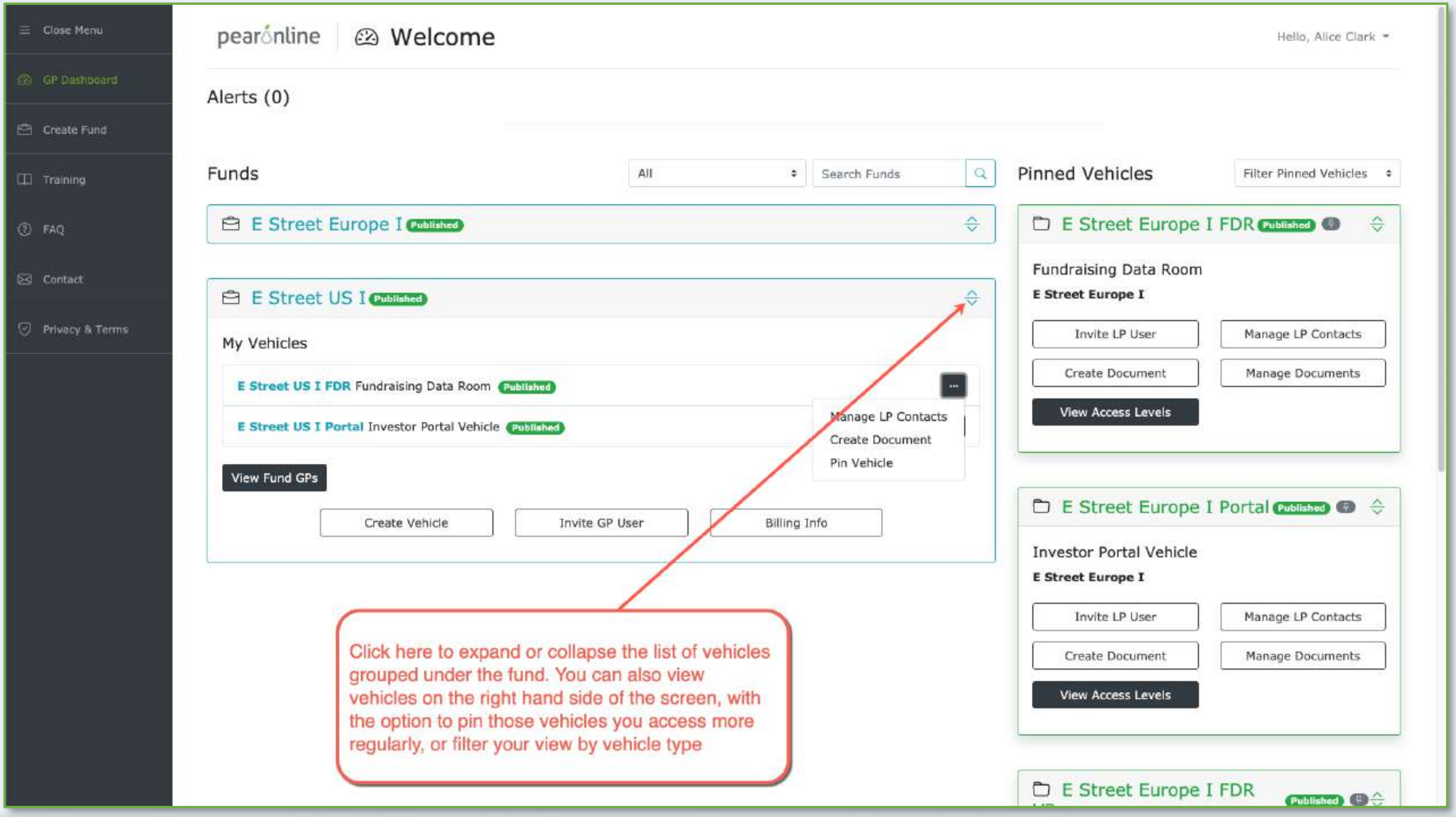
- By taking advantage of up-to-date technology, V2 also puts us in an excellent position to respond to client feedback and develop the product further.

We are sure you will have questions…

Welcome to version 2 of PEARonline

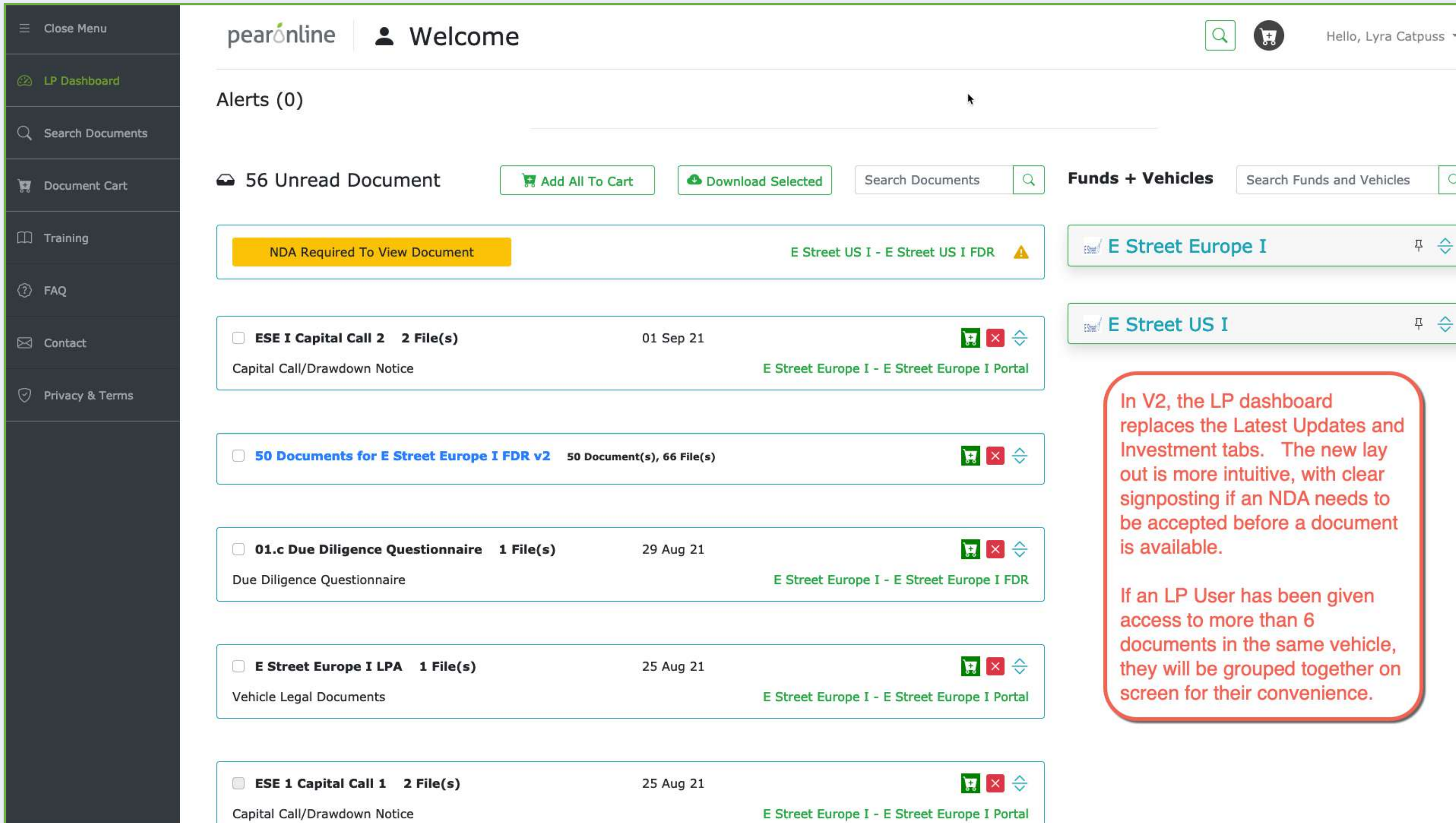
Q: What can a GP User expect to see after the migration to Version 2 of PEARonline?

A: You will notice that the page layouts look quite different. The GP Dashboard will display all your funds and vehicles, with vehicles grouped under a parent fund.



Welcome to version 2 of PEARonline

Your LP Users will also benefit from an improved UX with greater signposting for actions:



The LP dashboard lists unread documents. Documents where access is restricted by an NDA are clearly signposted with an eye-catching yellow alert button. Where there are more than six unread documents in the same vehicle, these are grouped under the vehicle name in blue font.

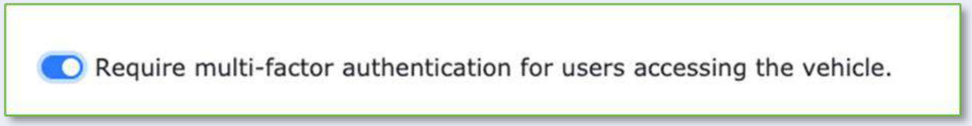
Welcome to version 2 of PEARonline

Q: What action will my LPs and I need to take?

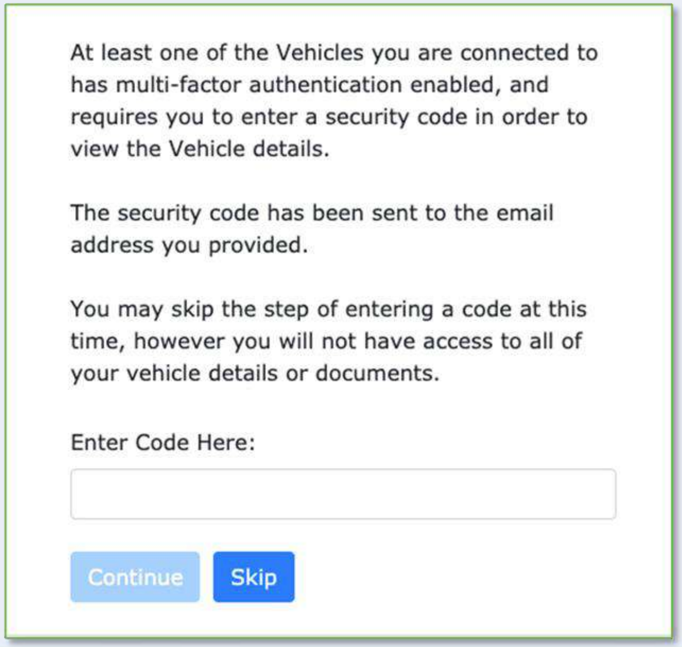
A: All PEARonline users will be required to set a new password for greater security. Passwords will need to be a minimum of 12 characters with upper and lower case characters, at least one number, and a special character.

Q: How will this affect my investors and prospects?

A: LP Users will find it far easier to navigate around documents and find what they are looking for. In addition to updating their passwords, GP Users may also require multi-factor authentication (MFA) for LP Users accessing the vehicle.



If MFA is switched on, users will have to apply a code which will be emailed to them before they can access that vehicle.



Welcome to version 2 of PEARonline

Q: What is the new functionality?

A: There are several new features in V2 of PEARonline, including:

- Potential for more sophisticated GP User permissions and approval processes (4-eyes functionality). Please see section 7
- Multi-factor authentication for GP and LP Users at your discretion. Please see section 15
- Greater control during implementation including the ability to pre-populate all users and distribution lists ahead of publishing your vehicle to 'live' status (sandbox). Please see section 18
- Enhanced activity reports, including negative reports to show you 'inactivity'. An example of this would be a search that allows you to see who has not downloaded a document. Please see section 16
- Browser View. Publishing a document as browser view will prevent your LP Users from downloading a copy directly onto their machine. Please see section 17
- Coming Soon: Language localization - the ability for language localization for LP users built in, with French and Mandarin coming soon.

If you are an existing client, the price for your fund is already locked in for life, which means you can enjoy all the additional functionality at no extra cost.

Welcome to version 2 of PEARonline

Q: Will there be any further changes to PEARonline?

A: Version 2 of PEARonline give us a platform that is a solid base for building new functionality into the service.

We will continue to focus on our core mission of improving the efficiency of the flow of information between GPs and LPs, and see plenty of places where such improvements can be made.

The development of Version 2 has been driven by feedback and ideas from our clients. We look forward to maintaining the close relationships we have with them to find new ways to help their processes and workflows.

Fund Structure Hierarchy

At PEARonline, we view funds in the same way that our clients do. A fund may include multiple vehicles or partnerships, with different requirements and investors, depending on the nature of the vehicle. As such, PEARonline employs a fund/vehicle hierarchy to help organize your funds.

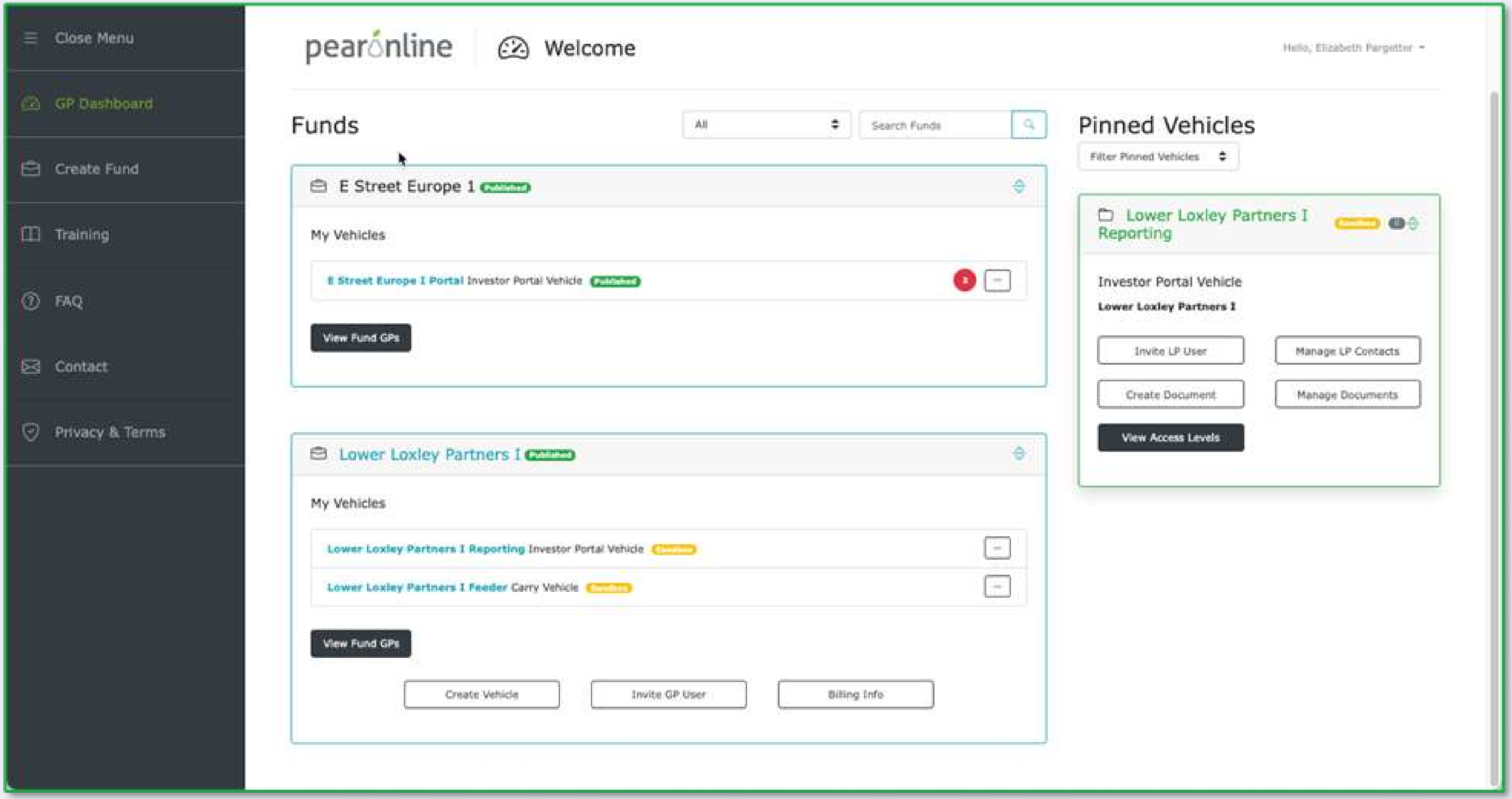
'Funds' are at the top of the PEARonline hierarchy. Each fund must have a minimum of two GP Super Users with the ability to create vehicles within the fund and manage the GP Users in those vehicles. Certain information about the fund is held at this level, including contacts and billing details.

Within funds, the GP has the option to create and manage vehicles. The different types of vehicles available are as follows:

- Fundraising Data Room (due diligence materials to prospects)
- Investor Portal Vehicle (reporting materials to existing investors in the main partnership)
- Feeder/Parallel Vehicle (reporting materials to existing investors in feeder or parallel vehicles)
- Carry Vehicle (reporting to carry holders)
- Co-Investment Vehicle (can be used for fundraising for or reporting on co-investments)
- Direct Investment (can be used for fundraising for or reporting on single purpose vehicles)

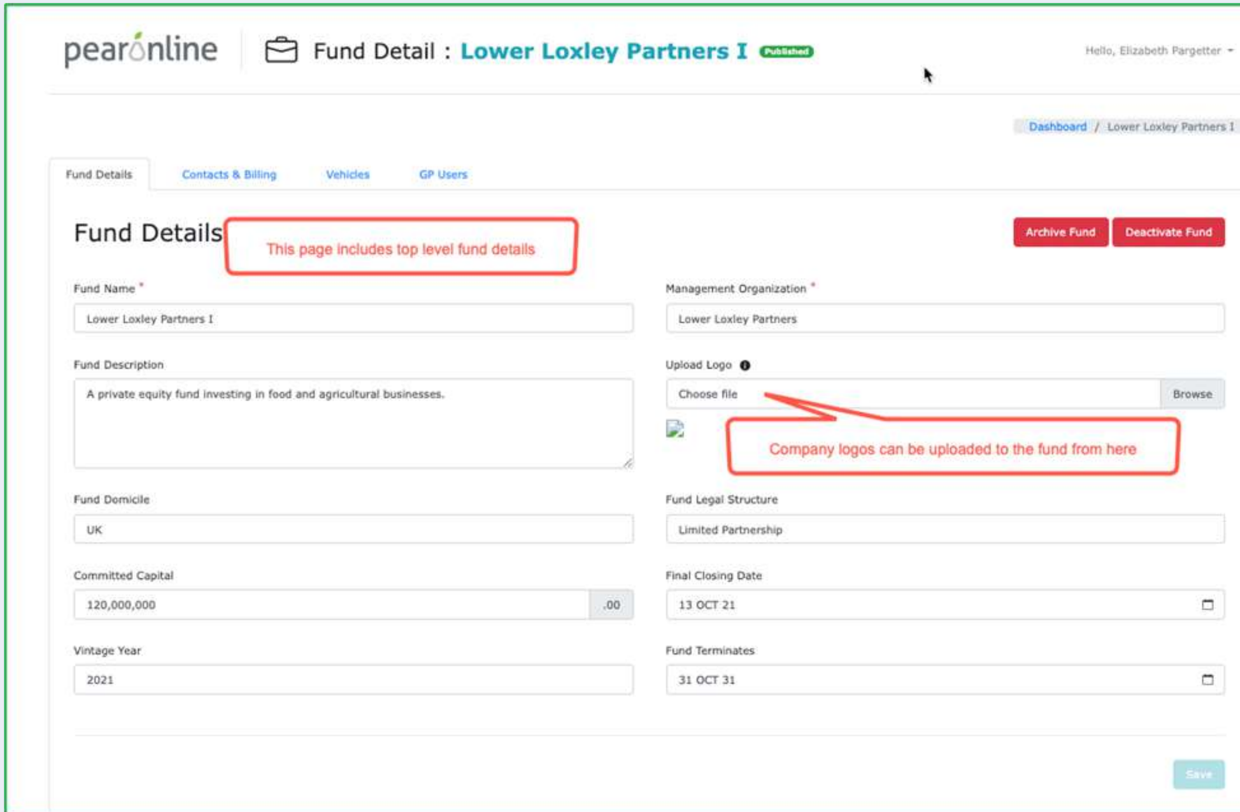
Fund Structure Hierarchy

The GP Dashboard is arranged as depicted below, with vehicles displayed grouped under their respective funds in the main section of the screen. 'Pinned' vehicles are listed on the right-hand side of the screen, helping GP Users easily access the vehicles they use most frequently.



Fund Structure Hierarchy

Once you have clicked the Fund name, you will land on the first of four tabs of information:



The following tabs are also available for each Fund:

- Contacts & Billing: includes key contacts, billing and cost information, number of allowed co-invest vehicles and terms and conditions
- Vehicles: Lists vehicles associated with the fund and includes the option to create new vehicles
- GP Users: view and edit GP Users at fund and vehicle level (GP permissions permitting)

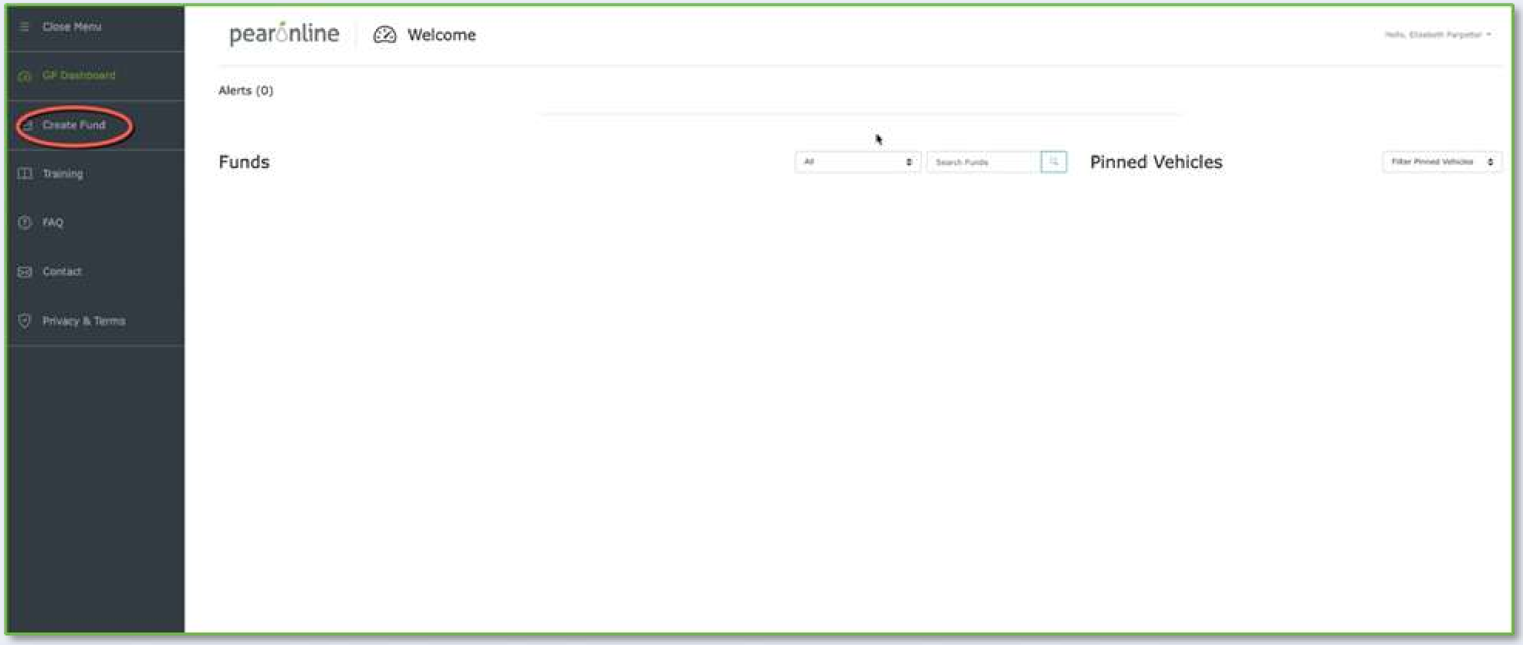
Create a fund on PEARonline

Before you can create a new fund on PEARonline you will need a registered GP User account. If you do not already have a GP User account, please contact support@pearonline.com.

Registering your PEARonline is a straightforward and simple process. You will receive an email from noreply@pearonline.com that will include a registration link.

Create a Fund

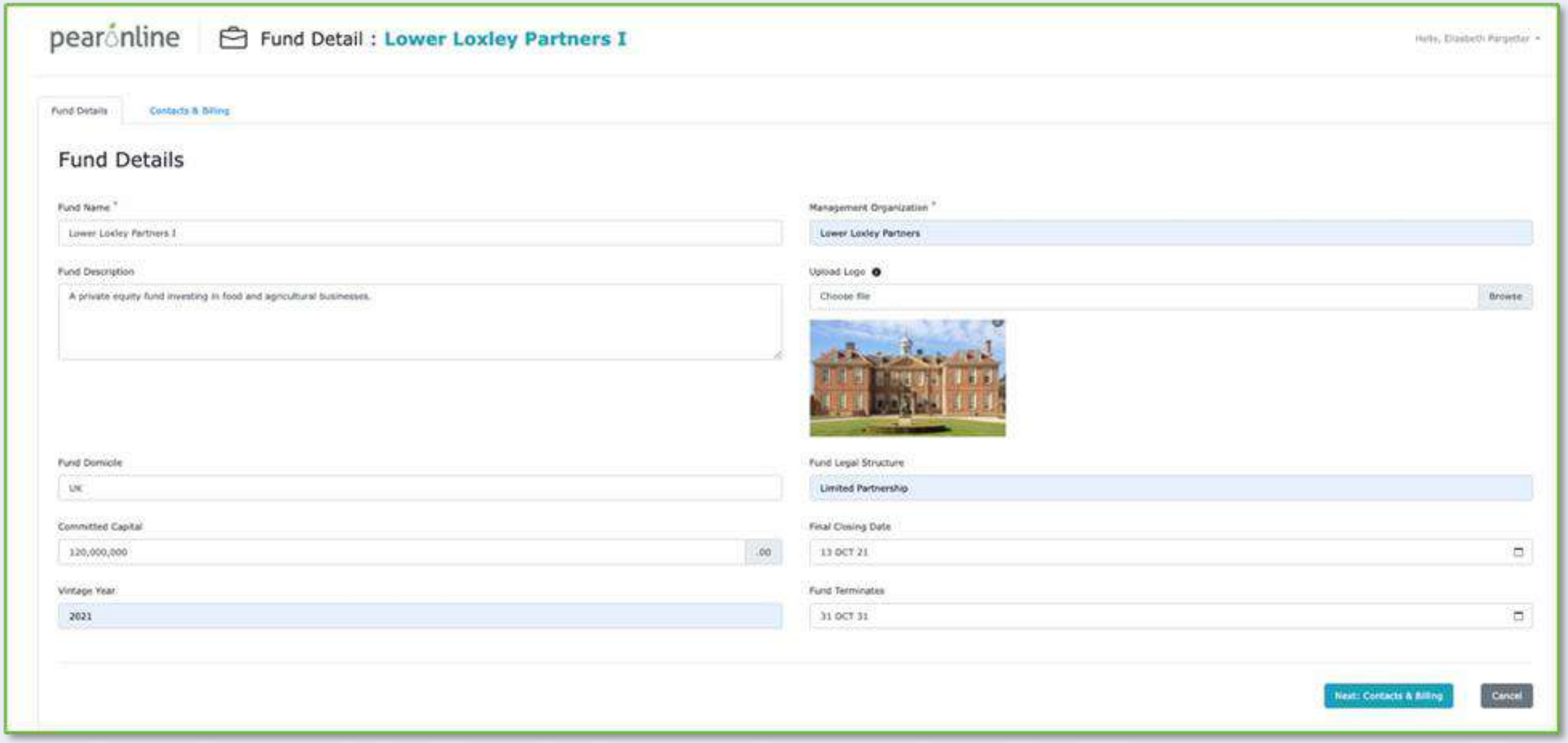
From the GP Dashboard, select Create Fund from the menu on the left-hand side of the screen:



Create a fund on PEARonline

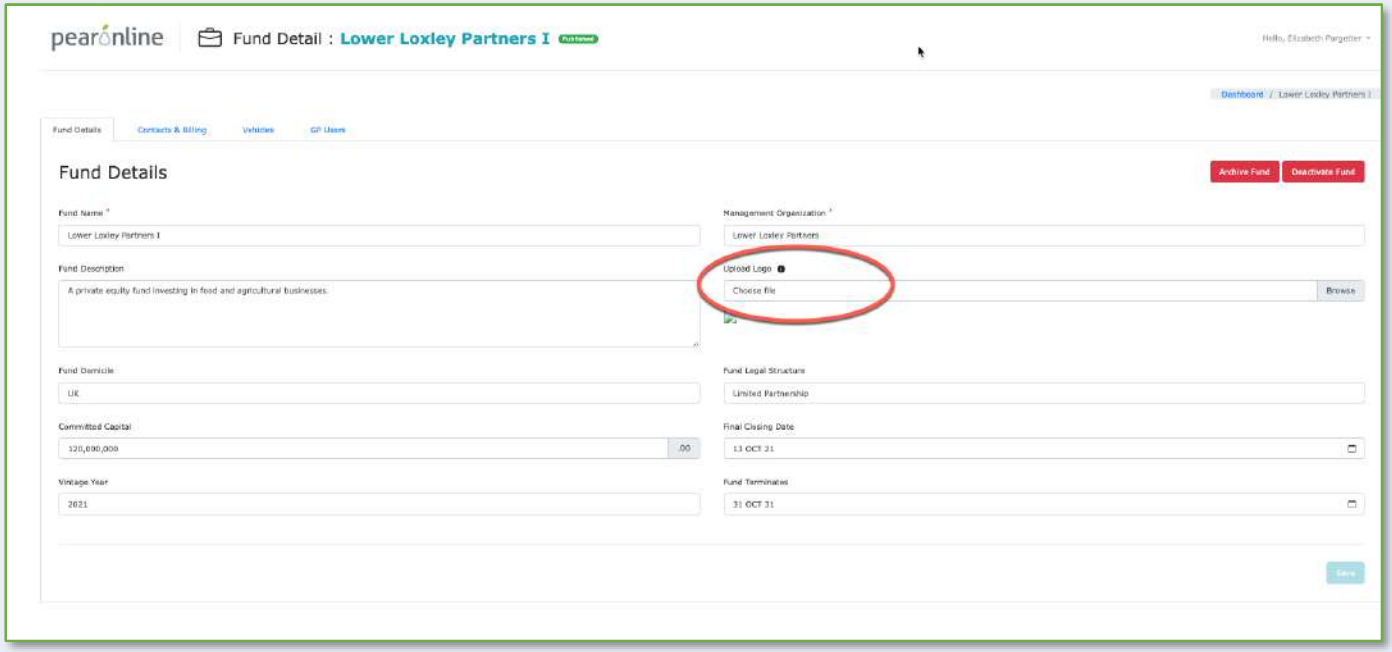
Fund Details:

Fund Name and Management Organization are required fields and must be completed before it is possible to proceed to the next step, Contacts & Billing. It is possible to go back and edit this page later if required. To do this you need to go to the GP Dashboard and click on the fund name. This will take you directly to the Fund Details tab. If you do make changes to this page, please remember to click on the 'Save' button in the bottom right-hand corner before leaving the page.

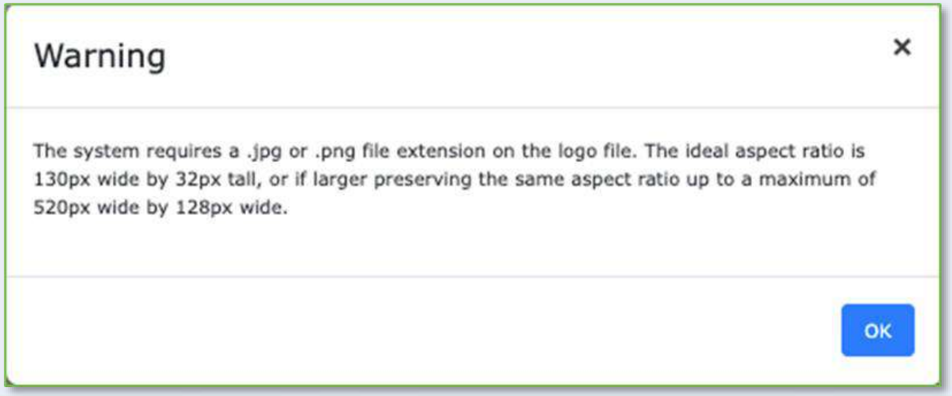


Create a fund on PEARonline

You can also upload your corporate logo to the fund from this page.

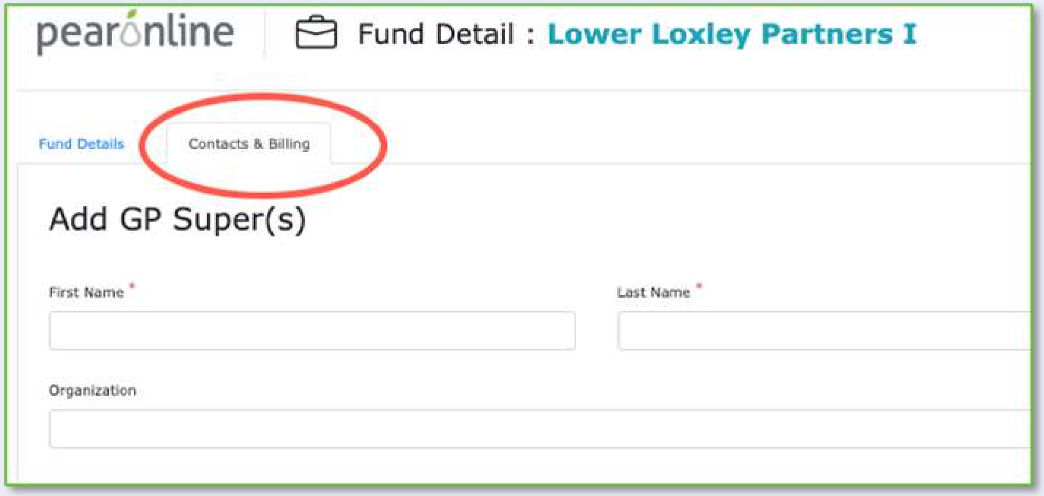


Please note the following requirements:



Create a fund on PEARonline

Contacts & Billing:



This page asks you to add a second GP Super User (fund level), confirm at least one (maximum two) key contacts and confirm invoicing information. Please note that the annual charge will depend on the fund size range. Terms and Conditions must be accepted to proceed and complete the fund creation process. The 'Create New Fund' button will become active when all the required fields are completed.

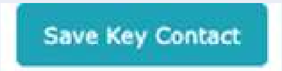
Create a fund on PEARonline

Add GP Super(s):

The person creating the fund will become a GP Super User for the fund. You must add details for at least one other GP Super User to proceed, as PEARonline requires a minimum of two GP Super Users at fund level. Please remember to click on the 'Add GP' Add GP button to save details. Once this has been done the GP Super User will appear on screen as below:

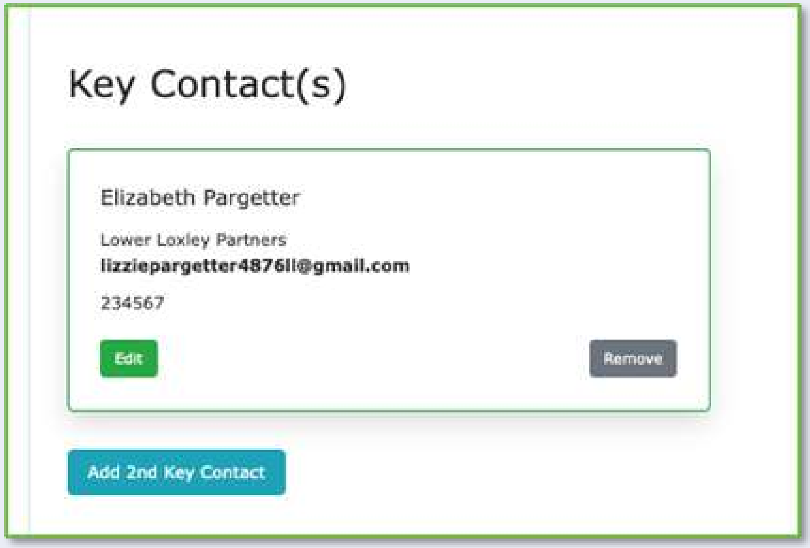
Create a fund on PEARonline

Key Contact(s):

Key Contact Information is visible to LP Users. There must be at least one Key Contact on each Fund, with the option to add a second if desired. Please remember to click on the 'Save Key Contact' 

button before you continue.

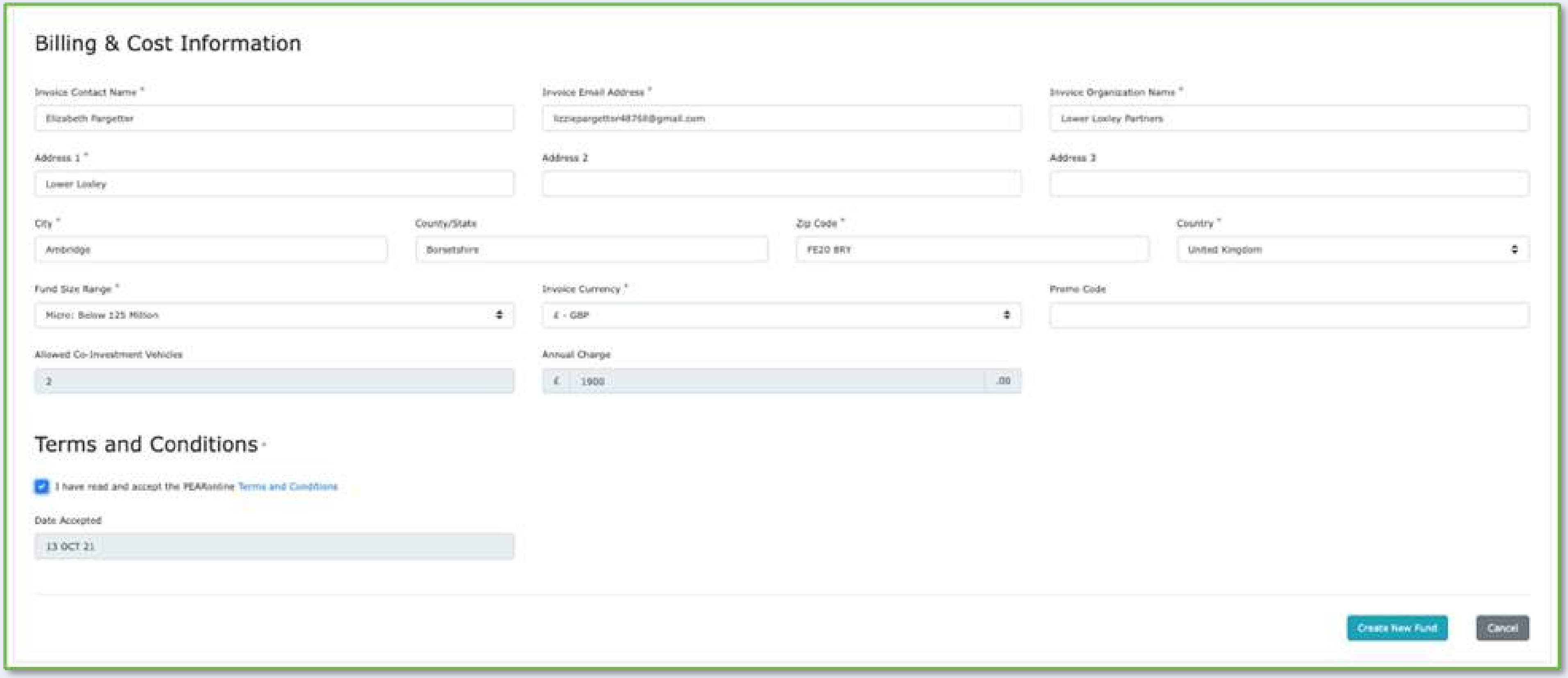
Once this has been done your key contact(s) will appear on screen as below:



Create a fund on PEARonline

Billing and Cost Information and Terms and Conditions:

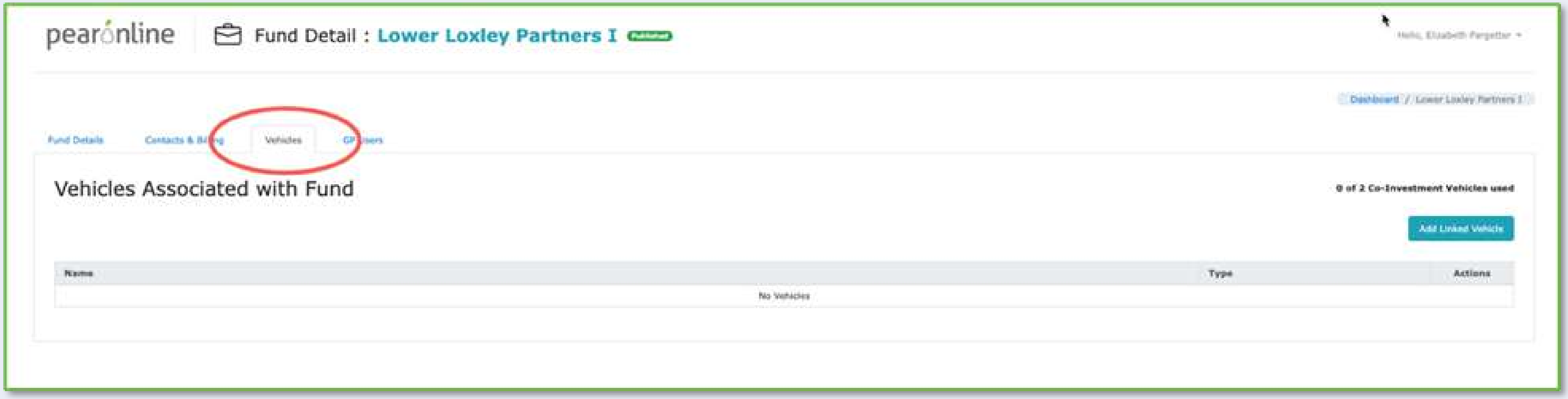
Please add invoicing details here. The annual charge for the fund will be determined by the fund size range. You will also need to accept the Terms and Conditions to proceed and complete the fund creation process.



Create a fund on PEARonline

Click 'Create New Fund'

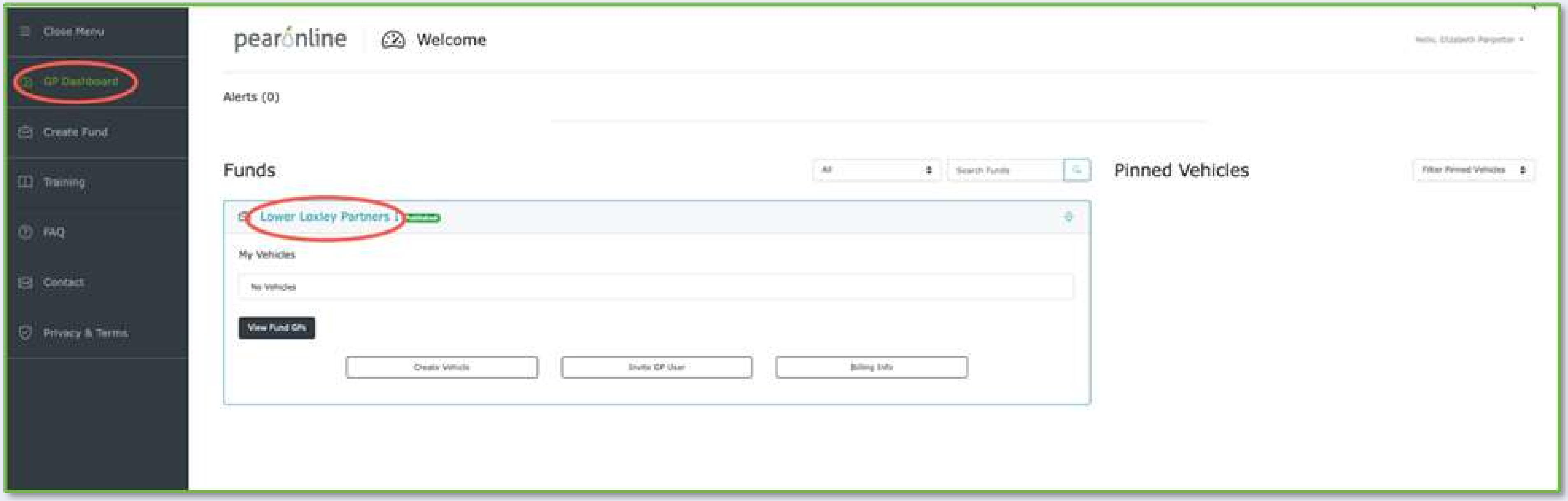
Once you have created your fund, the page will refresh and take you to the 'Vehicles' tab for this Fund, where you can create and manage your vehicles at fund level. Please click here for step by step instructions on how to create a vehicle.



Create a fund on PEARonline

Should you wish to review or edit any of the fund level information, this can be done at any time by going to the GP dashboard, clicking on the name of the fund in question and selecting one of the following four tabs:

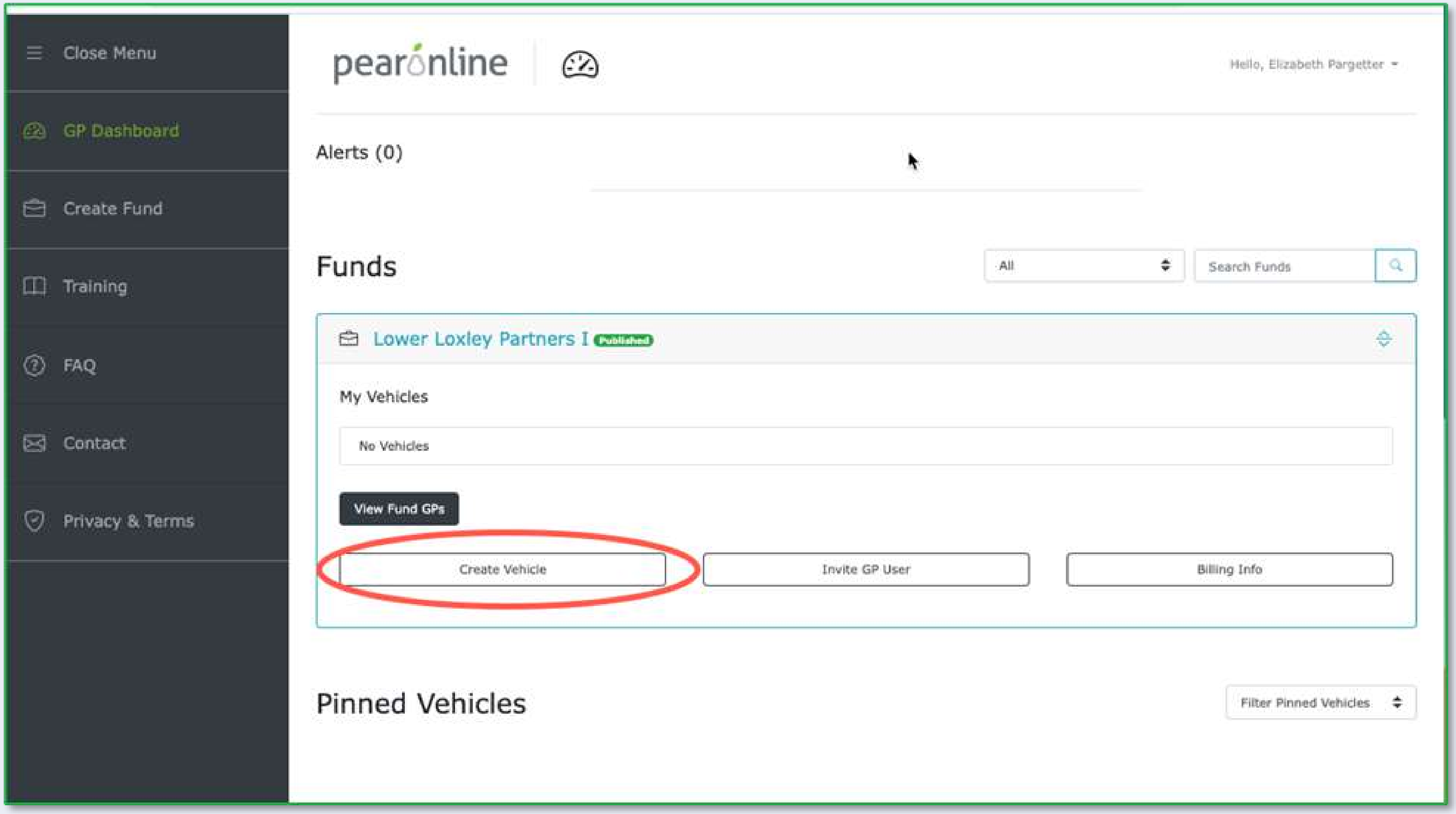
- Fund Details
- Contacts & Billing
- Vehicles
- GP Users



Create a vehicle on PEARonline

To create a vehicle you need to be a GP Super User at Fund level for the fund that this vehicle is grouped under. For further information on the different types of GP Users and permissions, please click here

From the GP Dashboard, locate the fund to which the new vehicle belongs and click 'Create Vehicle'



Create a vehicle on PEARonline

1. Complete the following vehicle information fields:

Vehicle Type (required field): Please choose from one of the following options:
- Fundraising Data Room
- Investor Portal Vehicle
- Feeder/Parallel Vehicle
- Carry Vehicle
- Co-Investment Vehicle
- Direct Investment

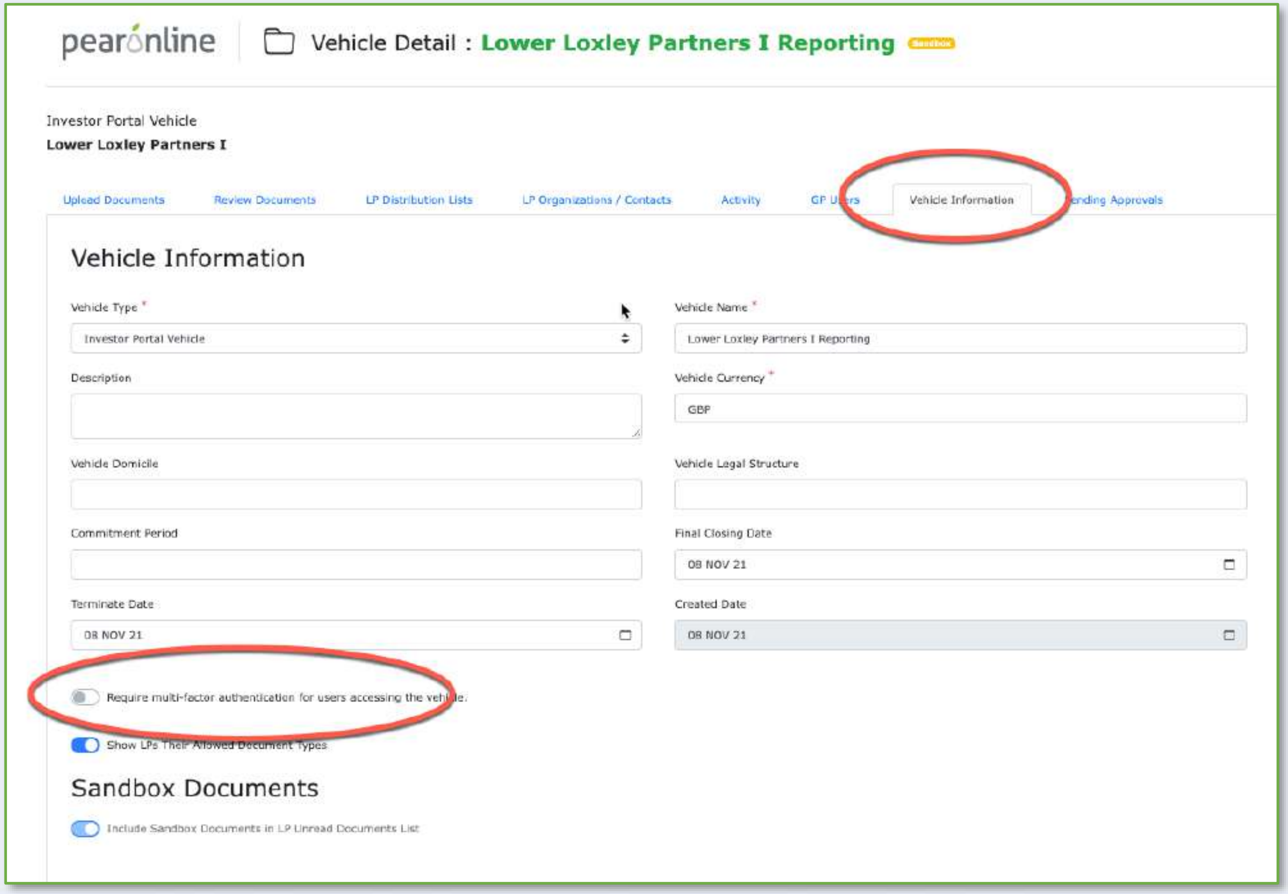
For more information about the different types of vehicles, please click here

Vehicle Name (required field)
Fund Name (this is pre-populated and inherited from the Fund)
Description (optional)
Vehicle Currency (required field)
Fund Size Range (pre-populated and inherited from the Fund)
Vehicle Domicile (optional)
Vehicle Legal Structure (optional)
Committed Capital (optional)
Commitment Period (optional)
Final Closing Date (optional)
Vintage Year (optional)
Created Date (automatically populated)

Create a vehicle on PEARonline

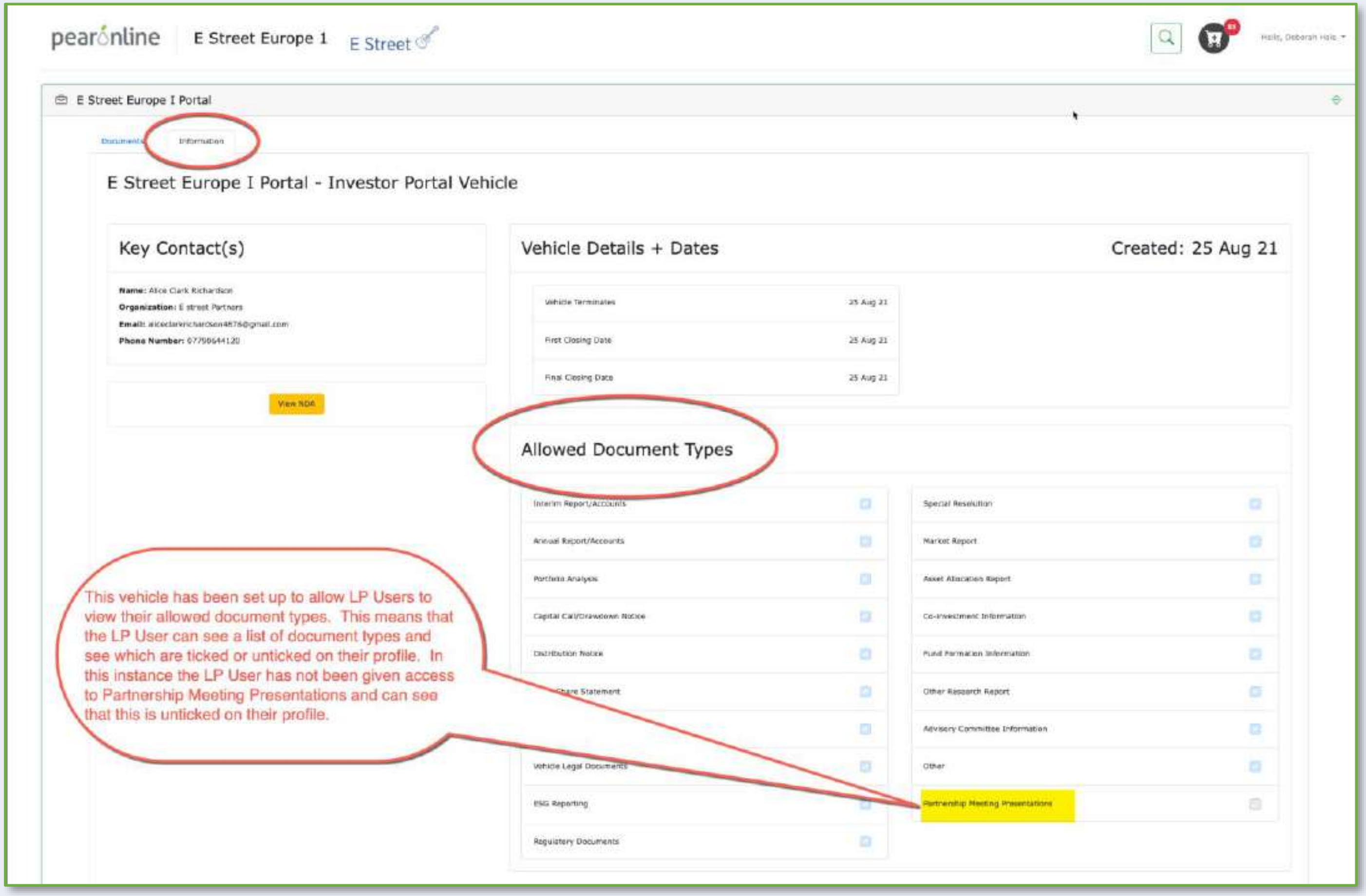
2. Require multi-factor authentication for users accessing the vehicle

By default this is switched on. If you do not need your GP and LP Users on the vehicle to use MFA, you can turn this off using the toggle button. Please click here for more information on MFA.



3. Show LPs their Allowed Document Types

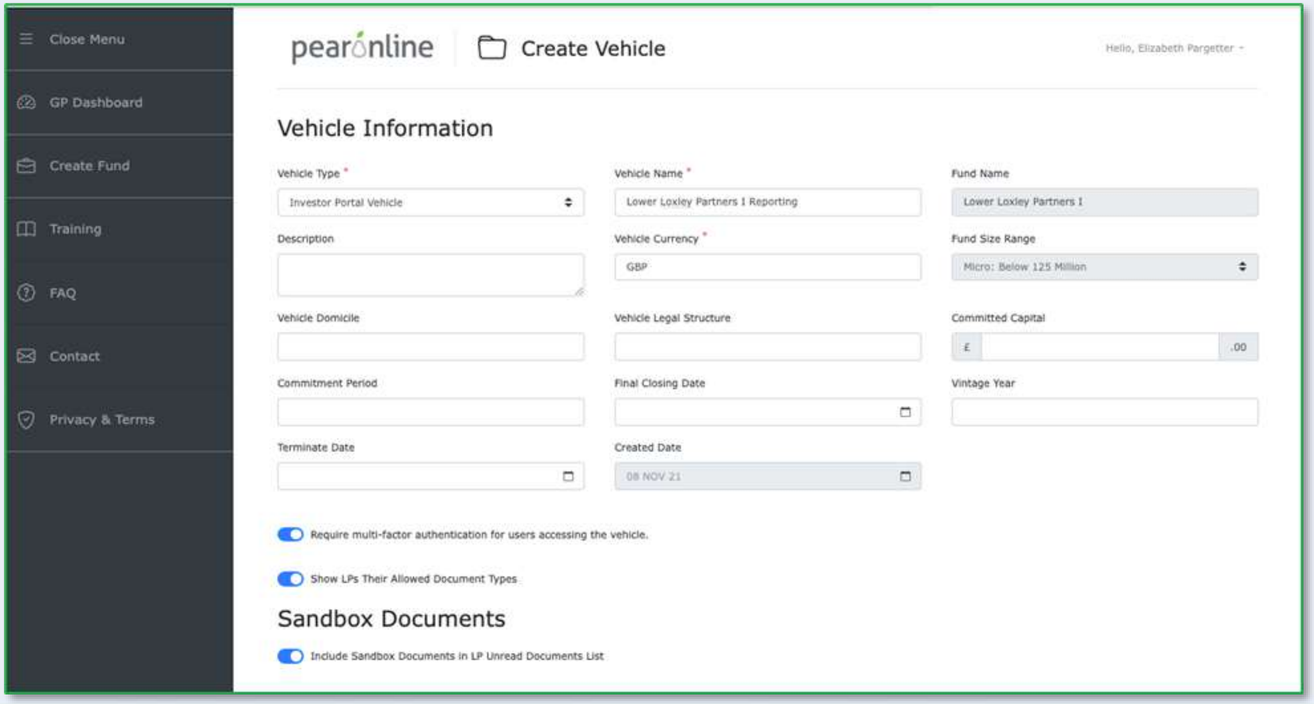
By default this is switched on. If you do not want your LP Users to see which document types they have/have not been given access to you can turn this off using the toggle button. When this is switched on, LP Users can see their allowed document types by going to the vehicle from their LP Dashboard and clicking on the 'Information' tab:



4. Sandbox Documents

By default this is switched on. This means that any documents posted to the vehicle while it is in the sandbox (click here for more information) will appear as unread documents on the LP Dashboard for your investors on publication of the vehicle. If the documents that you are going to post prior to publication are historical and you only wish to provide them as archive, you should switch this off.

Please note that this setting cannot be changed after the vehicle has been created, so it is important to be sure that you are happy with your selection before you complete the vehicle creation process.



Create a vehicle on PEARonline

5. Add GP User

You can add existing GP Users on this fund to the vehicle from here, or add a new GP User if required. When you add a GP User to a vehicle you need to set their permissions for vehicles, GPs, LPs, Documents and Sandbox. For further information on this, please click here

6. Key Contacts

Details for the GP User who is creating the vehicle will be displayed as the key contact, with the option to add a second key contact if appropriate.

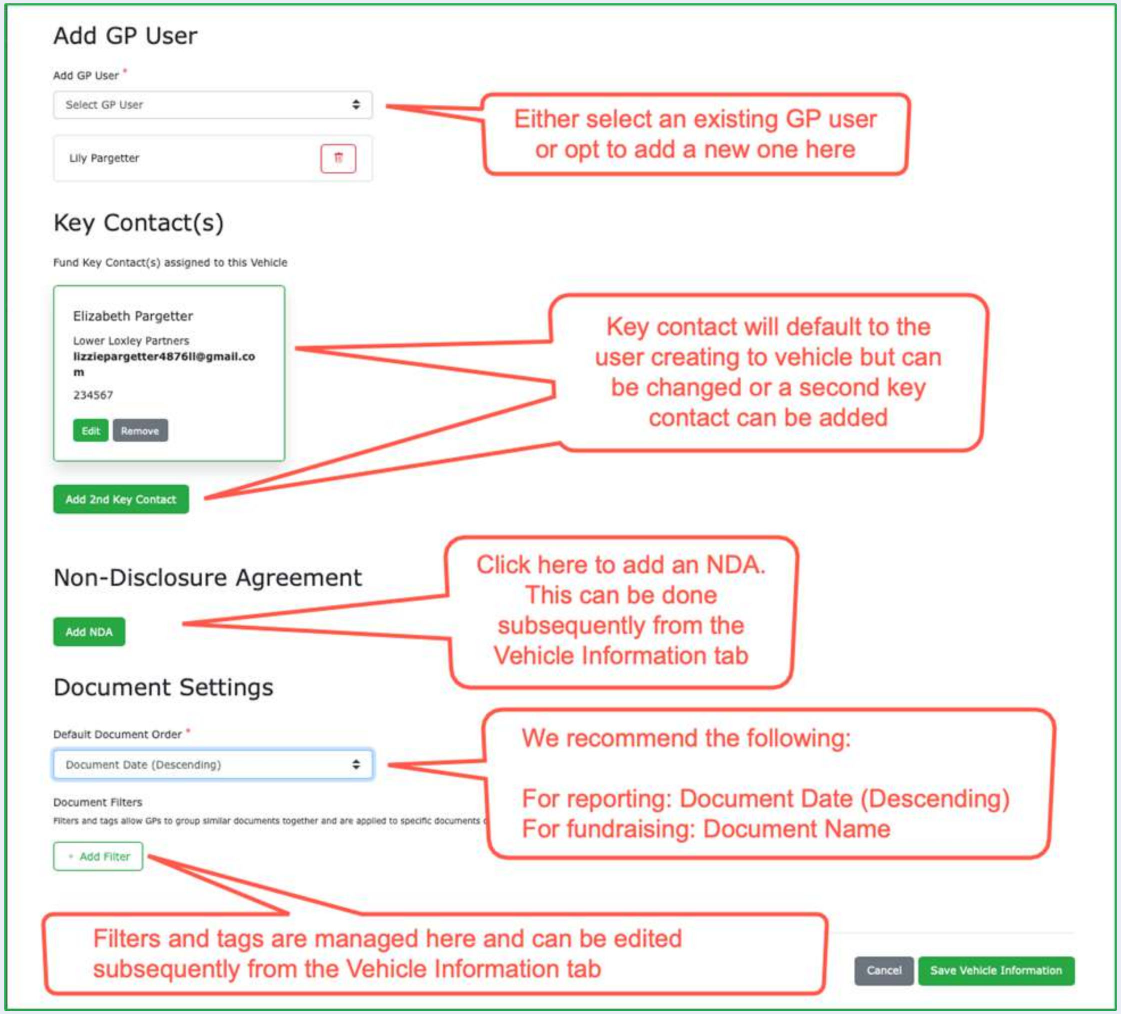
7. Non-Disclosure Agreement

Click 'Add NDA' to apply a Non-Disclosure Agreement to your vehicle. Please click here for more information about NDAs. If you wish to add the NDA at a later time, you can do this from the 'Vehicle Information' tab.

8. Document Settings

If this vehicle is being used for reporting purposes, select 'Document Date (Descending)'. This will ensure that your documents are ordered chronologically with the most recent at the top. If your vehicle is being used for fundraising purposes, you should select 'Document Name'.

Create a vehicle on PEARonline



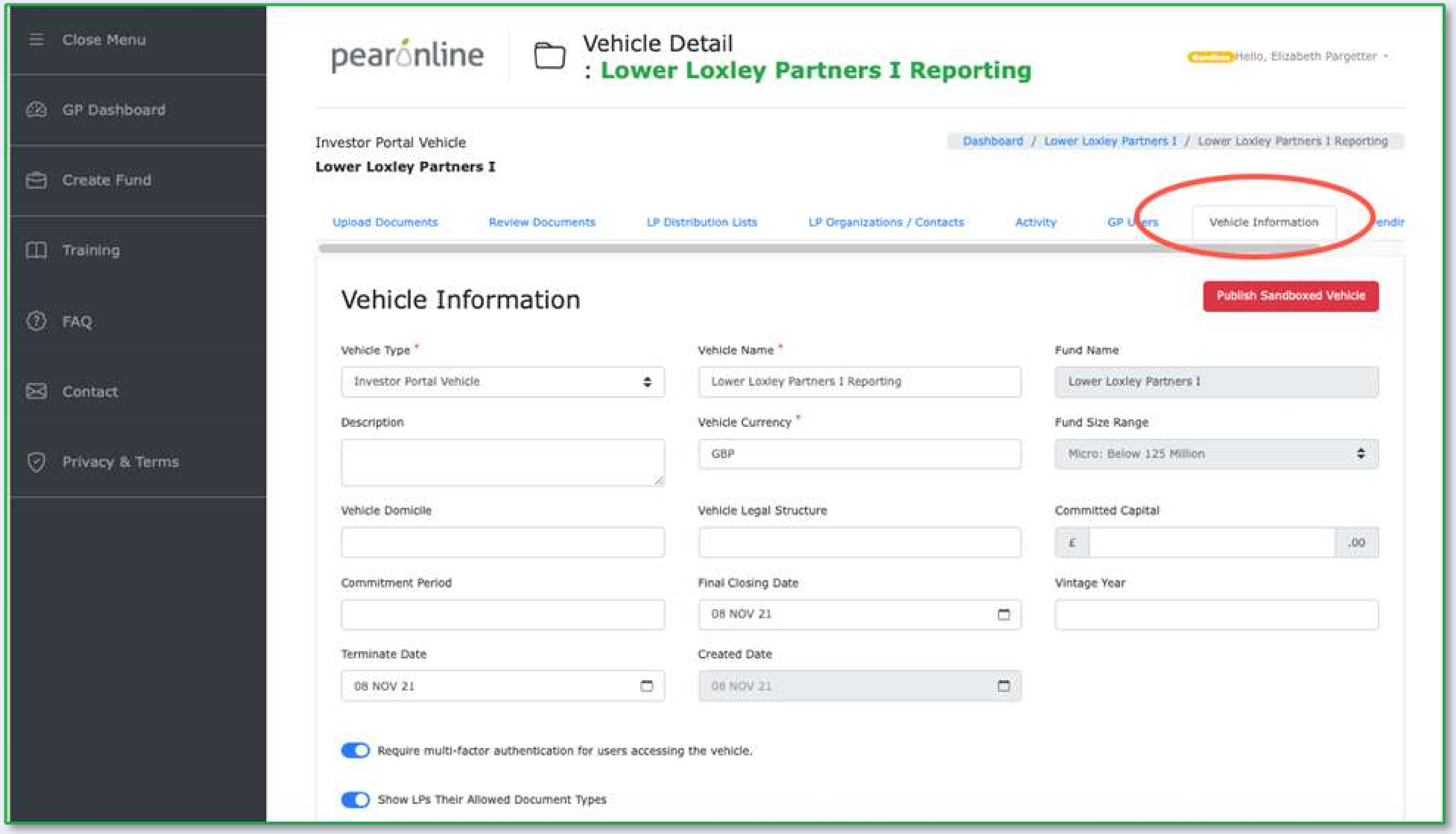
Once all the required fields are set, click 'Save Vehicle Information'.

Please note, if you have selected to keep multi-factor authentication switched on, at this point you will need to log out and log in using the MFA code that is sent to you by email.

Create a vehicle on PEARonline

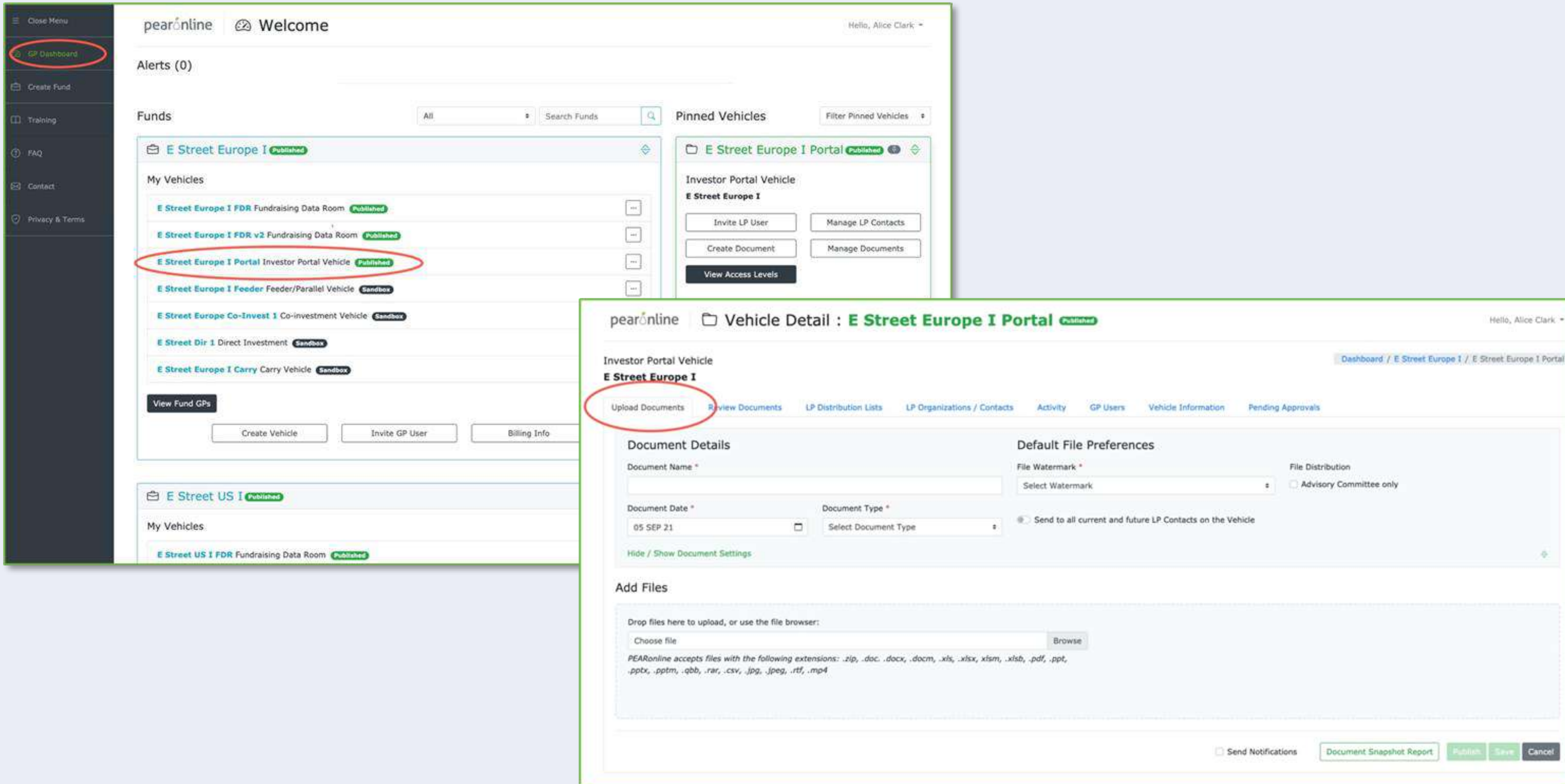
Your vehicle has been created and resides in the sandbox until you are ready to publish.

If you wish to make any changes to any of the fields set when creating the vehicles, you can do so by revisiting the 'Vehicle Information' tab. This is also where you can publish the vehicle (take it out of the sandbox). For more information on implementation and the sandbox, please click here



Uploading generic documents to portals

From the GP Dashboard, click on the appropriate vehicle and then go to the Upload Documents page

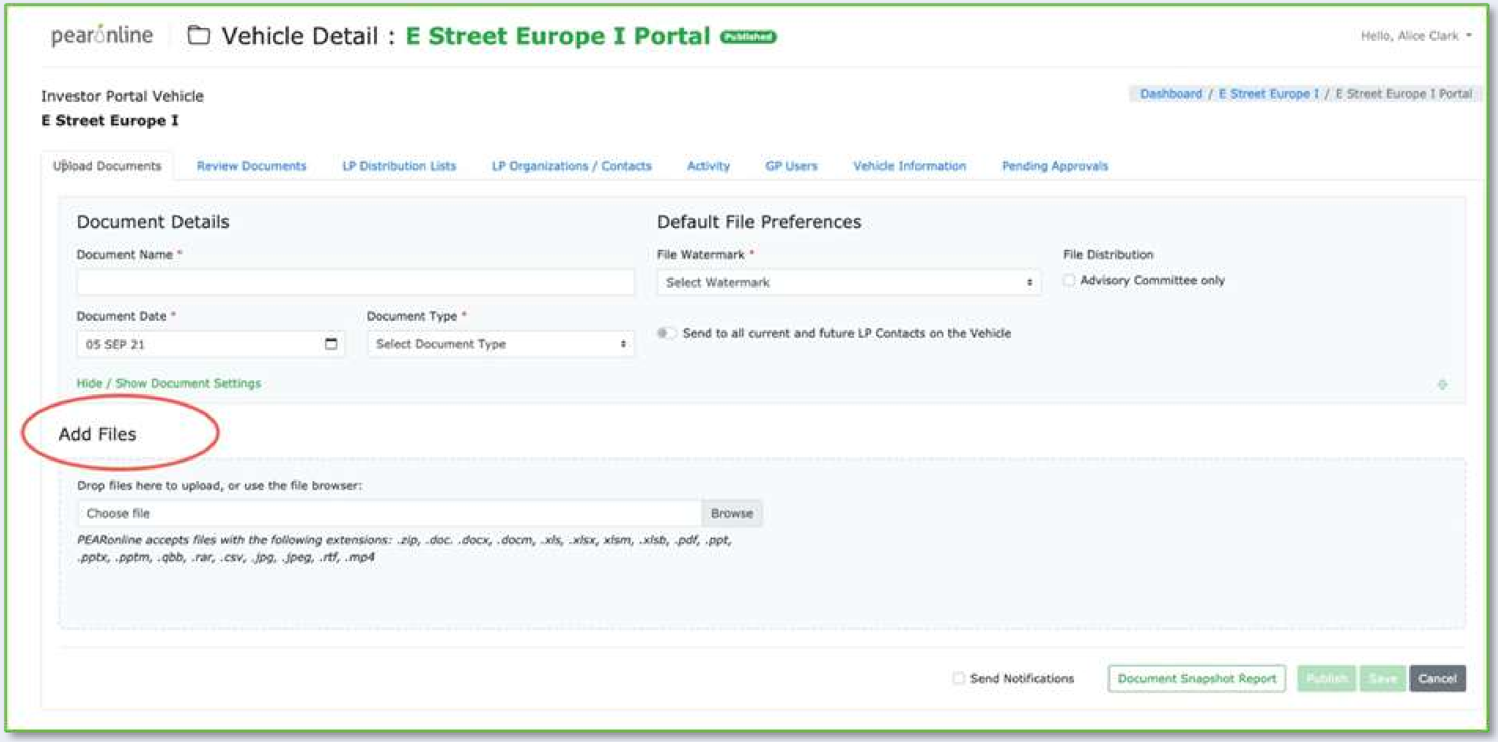


Uploading generic documents to portal

You can complete all the steps required to upload your documents from this single page by following these steps:

Add Files:

Either drag the file(s) into the window, or locate them via the browse button



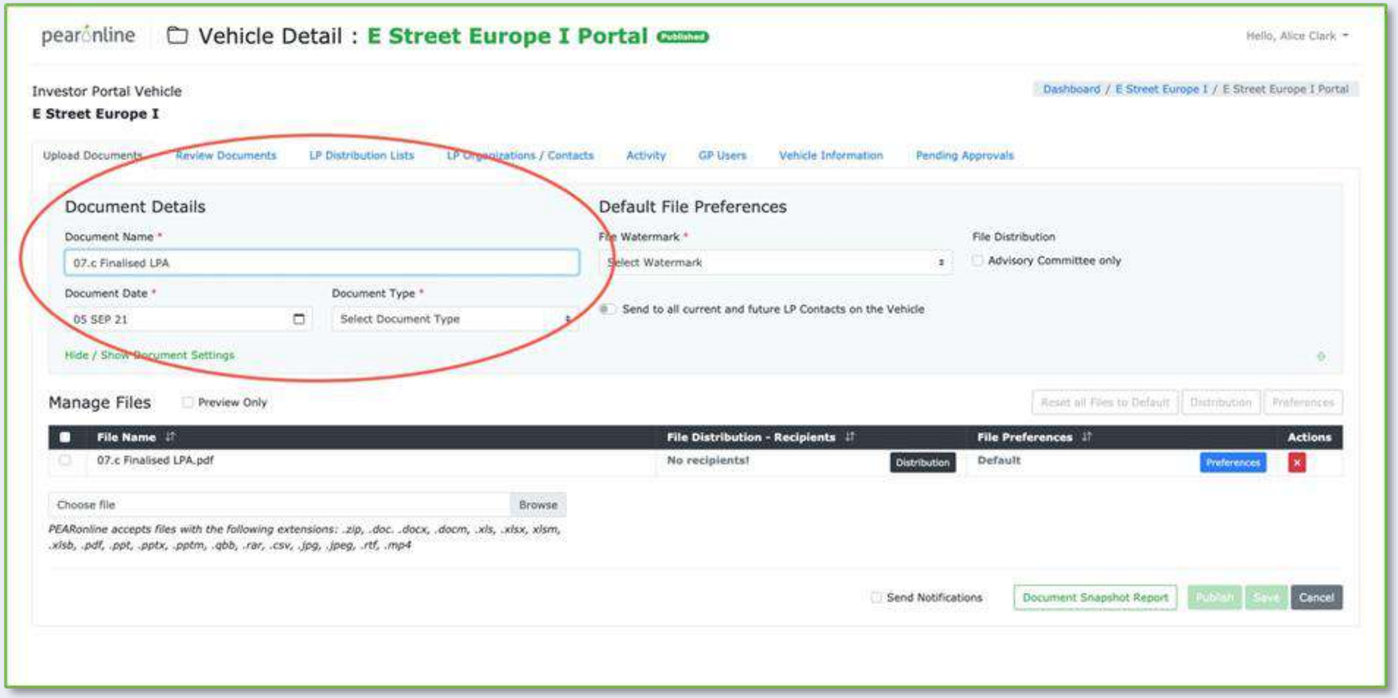
Uploading generic documents to portal

Document Details:

1. **Document Name:** If you have uploaded a single file, the Document name will default to the file name, however this field is editable. If you have uploaded multiple files, then you will need to overwrite this field with your document name as appropriate.

2. **Document Date:** This will default to the current date but can be changed by clicking the calendar icon

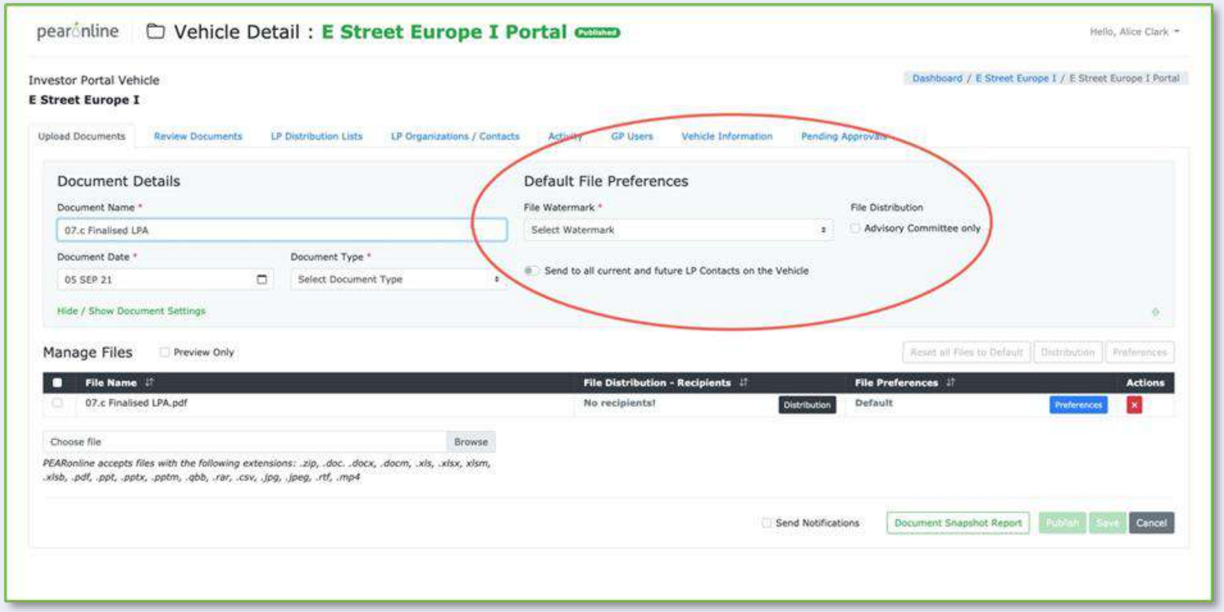
3. **Document Type:** Select from dropdown list



Uploading generic documents to portal

Default file preferences:
These are the preferences that your file or files will default to, unless you specify exceptions

1. **File Watermark:** Please note that this will only apply to .pdf files that are not print or password protected.
   The size and positioning of your watermark will depend on whether you select a 'small' or 'full' watermark, and will include the following information:
   - User name
   - User email address
   - IP address
   - Date and time of download



* If the File Distribution has been set to Advisory Committee only, the document will be made automatically available only to existing and future LP Users marked as advisory committee, and again only if the relevant document type is also ticked for that individual.

Uploading generic documents to portal

Default file preferences:

2. **Filters and tags:** If you have set up filters and tags on this vehicle, they are available to select here

3. **File Distribution:** Check this box if you wish this document to be restricted to **advisory committee members only**

4. **Send to all current and future LP Contacts on the Vehicle:** Switch this on if you are happy for all future LP Users with the relevant doc type to see this document. If you do not want it to be accessible to future LP Users, do not switch it on.

   If you switch this on:
   - All existing LP Users on this vehicle with access to the relevant document type* will automatically have access to this document
   - All future LP Users on this vehicle with access to the relevant document type* will automatically have access to this document

* If the File Distribution has been set to Advisory Committee only, the document will be made automatically available only to existing and future LP Users marked as advisory committee, and again only if the relevant document type is also ticked for that individual.

Uploading generic documents to portal

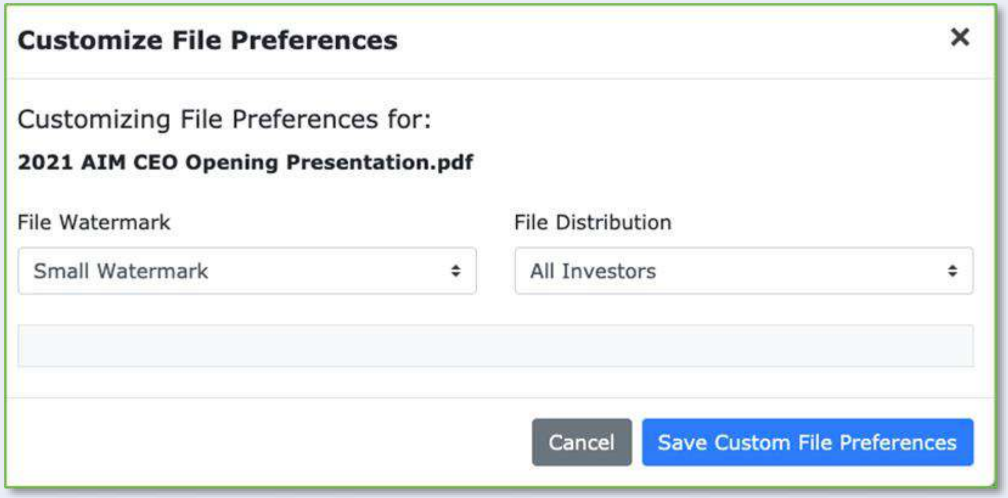
Manage Files

1. **Browser View:** Documents marked for browser view will not be downloadable by the LP User directly from PEARonline. They will open in a browser window, and the ability to download these documents will be controlled by the user's browser settings. PEARonline does not have control over these browser settings.

2. **Customize File Preferences:** If your document includes multiple files, you can select specific files and change the file preferences for that file. For example, if you wish to add a watermark to one of the files in the document, but not all.

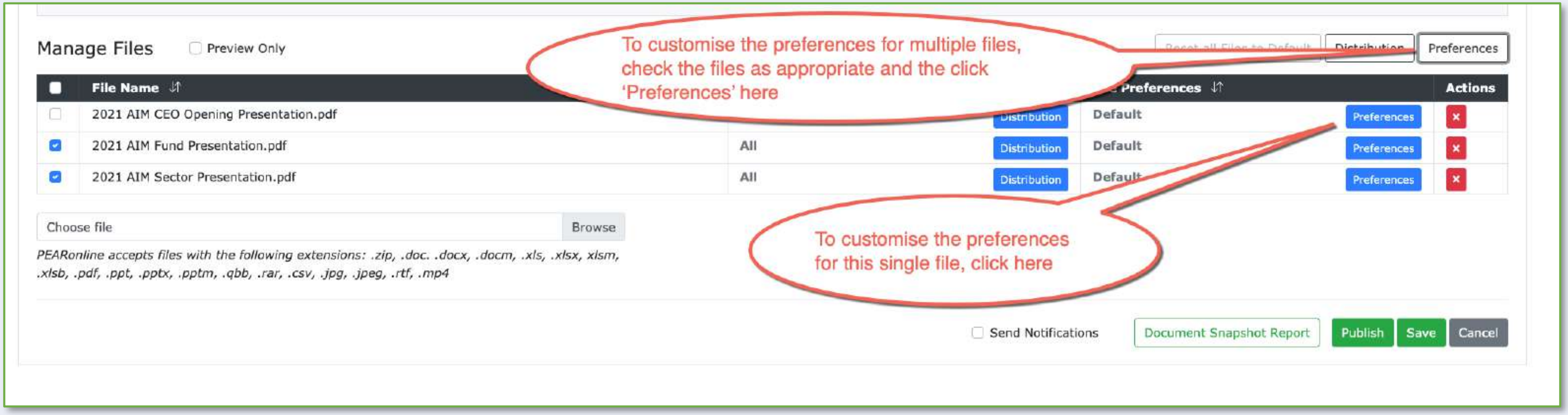
   Select a file to customize by clicking **Preferences** in the row for that file under Manage Files.

   You can then amend file preferences from the pop up window that appears, with changes made to this window only applying to the file that has been selected.



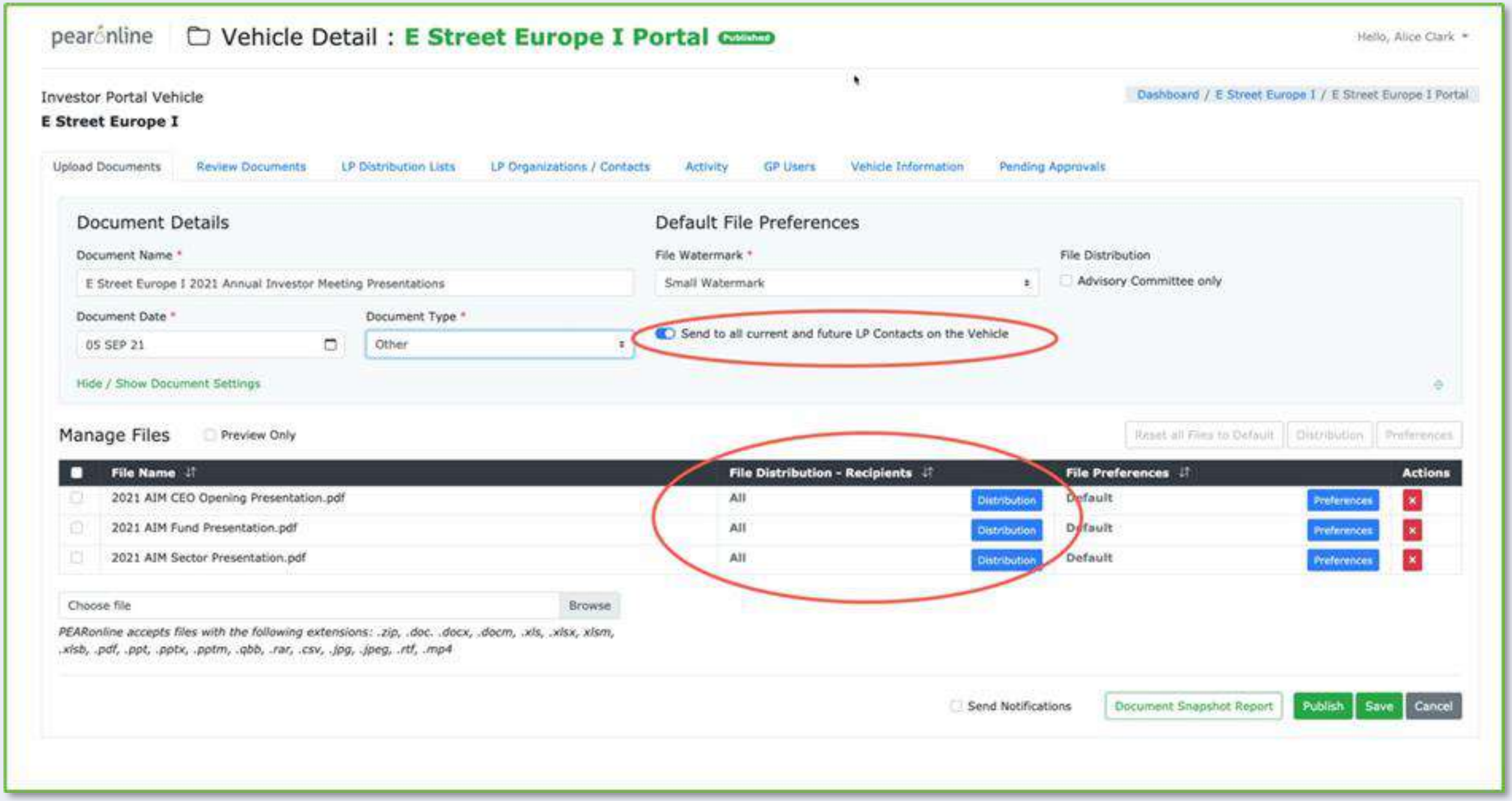
Uploading generic documents to portal

You can also customize the preferences for multiple files by checking the boxes for the files as appropriate and clicking Preferences



Uploading generic documents to portal

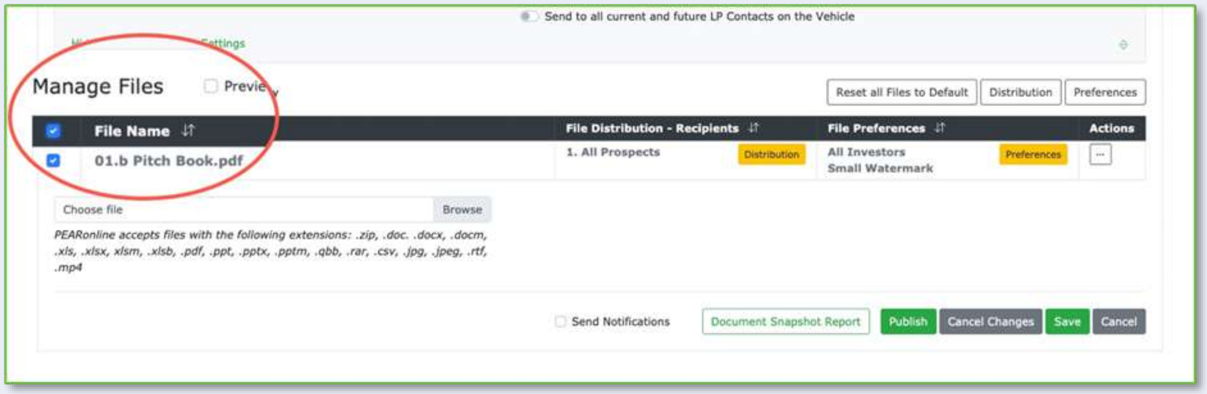
3. **File Distribution – Recipients:** As this is a generic document, in many cases it would be appropriate for you to have switched on the 'Send to all current and future LP contacts on the vehicle' button. If this is the case, the recipients will have been set to all as below:



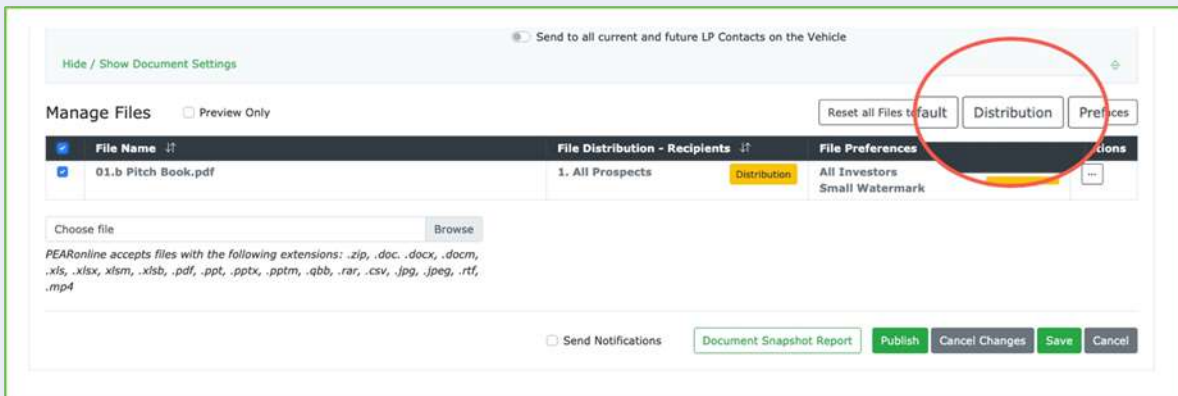
Uploading generic documents to portal

Otherwise, you can select to send the document to all existing LP Users who have rights to see the document type (i.e. not LP Users you add in future) by doing the following.

Select All files

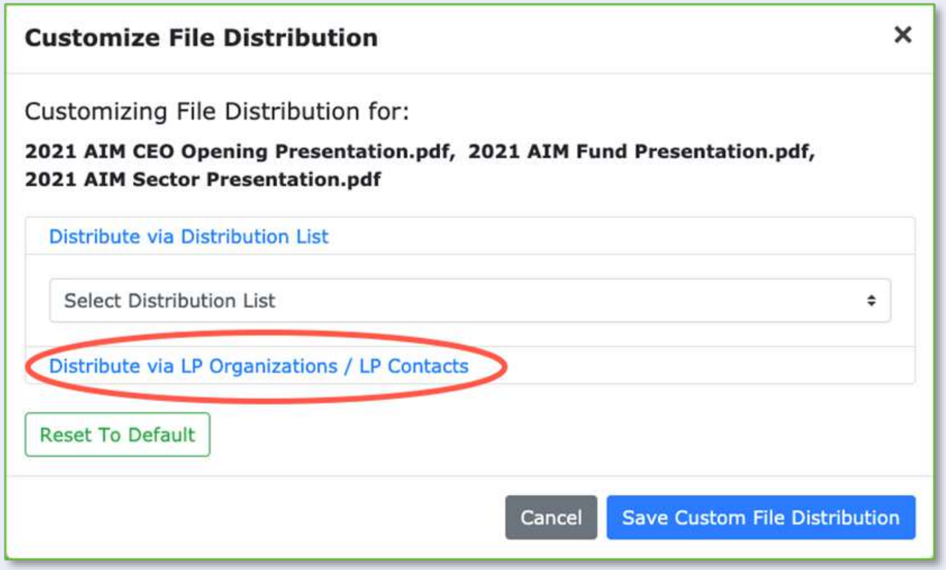


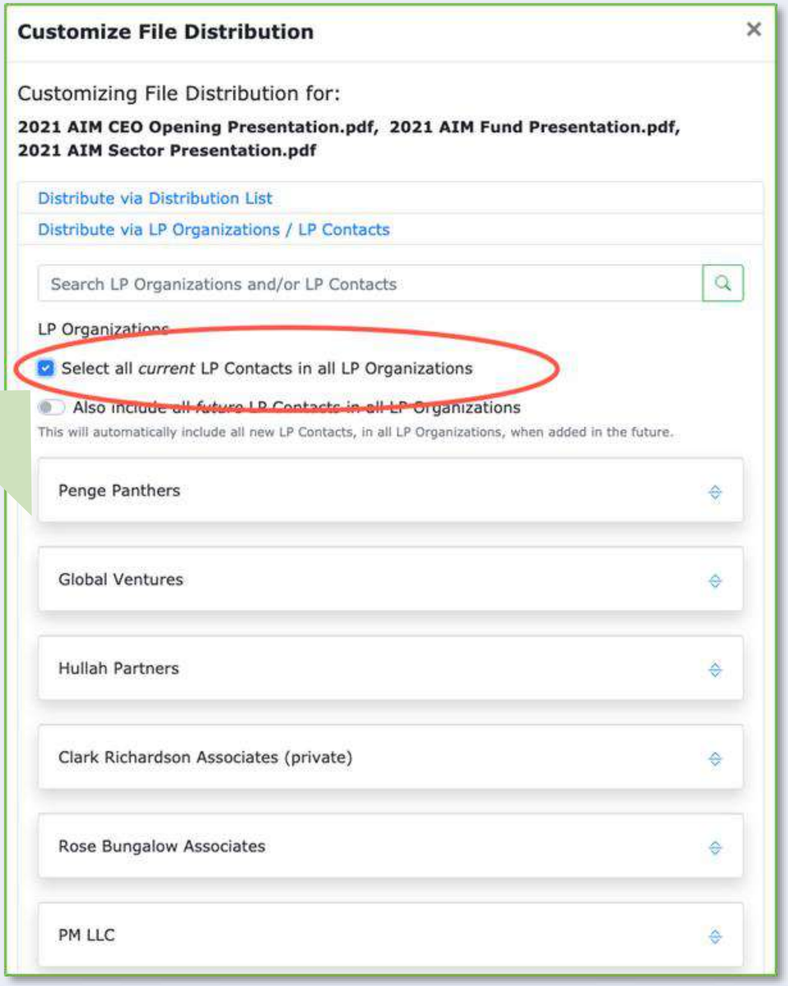
Click 'Distribution'



Uploading generic documents to portal

Click 'Distribute via LP Organizations / LP Contacts'



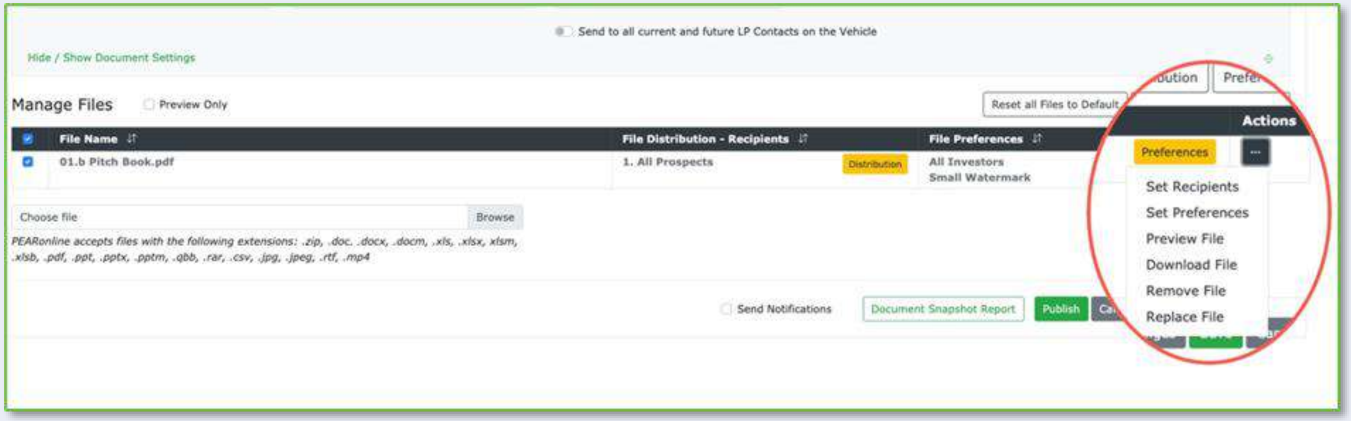


Check 'Select all current LP contacts in all LP Organizations"

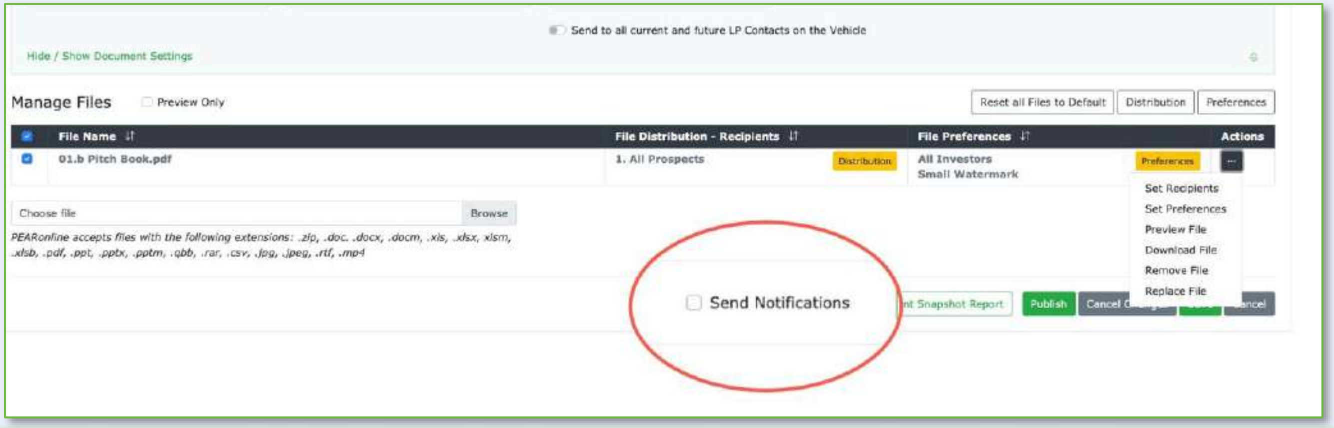
Click 'Save Custom File Distribution'

Uploading generic documents to portal

4. **Actions Menu:** If you are uploading a new document, the option here is to remove the file. However, if you are working in a 'saved' document there are also a number of actions available to you if you click on the three dots in the 'Actions' column.



5. **Send Notifications:** Checking this box will trigger an automatic notification email to go to the LP Users who have access to this document on publication.



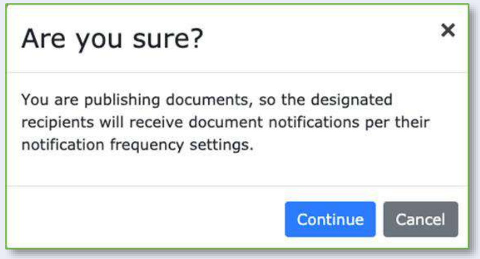
6. **Document Snapshot Report:** Provides an overview of who can view this document and files therein. If there is a reason why the document is not immediately available to the user, there is a red x in the 'overall visibility' column, and information is given to help you understand why there is a restriction, for example, if someone has not yet registered their account or needs to accept an NDA.

Uploading generic documents to portal

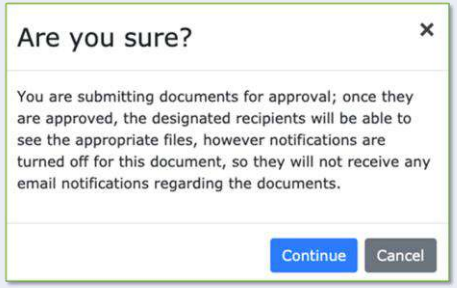
7. **Publish:** When you have set all the required fields the 'Publish' and 'Save' buttons in the bottom right corner of the screen will become active. If you click 'Save' your document upload will be saved and accessible from the 'Review Documents' tab. The status will be 'addition saved', which means this document has not been published and is not visible to LP Users. You can click on the document name from this page to go back in to the document and complete the process.

   If you click 'Publish' the document will be published and LP Users will be notified (if you have opted to do so).

   You will get a pop up asking you if you are sure you are ready to publish, also referencing whether or not you have chosen to send notifications



8. **Submit:** If your view is of the 'submit' button rather than publish, this means you do not have the GP Permissions required to publish a document.



Clicking Submit will prompt a GP User with document approval privileges to approve your submission. For more information on GP Permissions and '4-eyes' please click here

Uploading personalised documents to portal using AFA

Automatic File Allocation works by matching the ID for your Distribution Lists to a string included in the name of the Files you are uploading. This allows you to upload a batch of files that comprise a single document in one go. For example, a call notice is a single Document comprising a number of individual Files, one for each of the investors in your fund.

Assuming you have a Distribution List set up for each of the Limited Partner Investment Vehicles (LPIVs) in your fund, ensure that each of the PDF files is named correctly. The names of the files you are uploading should begin with SNDTO, followed by an underscore, the corresponding distribution list ID and then a second underscore.

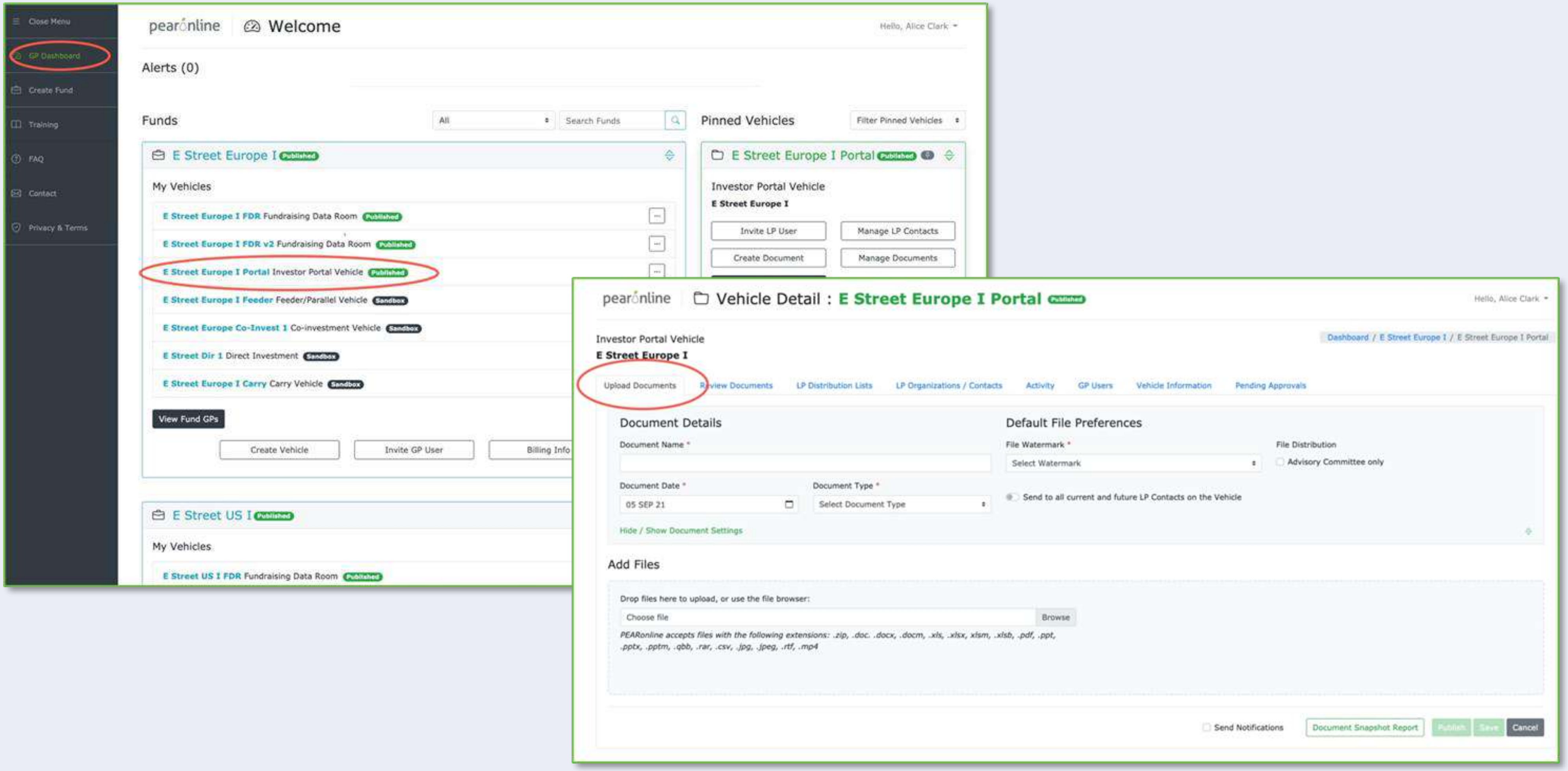
For example, if your distribution list ID is OK1, the file name should begin SNDTO_OK1_

After the second underscore you can name your documents as you usually would, for example with a brief description and referencing the investor name. Once PEARonline has automatically allocated the files, the string will be removed from the file name.

Automatic File Allocation will not work if each file name is identical after the SNDTO string. Please ensure that each file name is unique and not only identifiable by the Distribution List ID within the string.

Uploading personalised documents to portal using AFA

Once your files are correctly named, go to the GP dashboard, click on the appropriate vehicle and then go to the Upload Documents page.

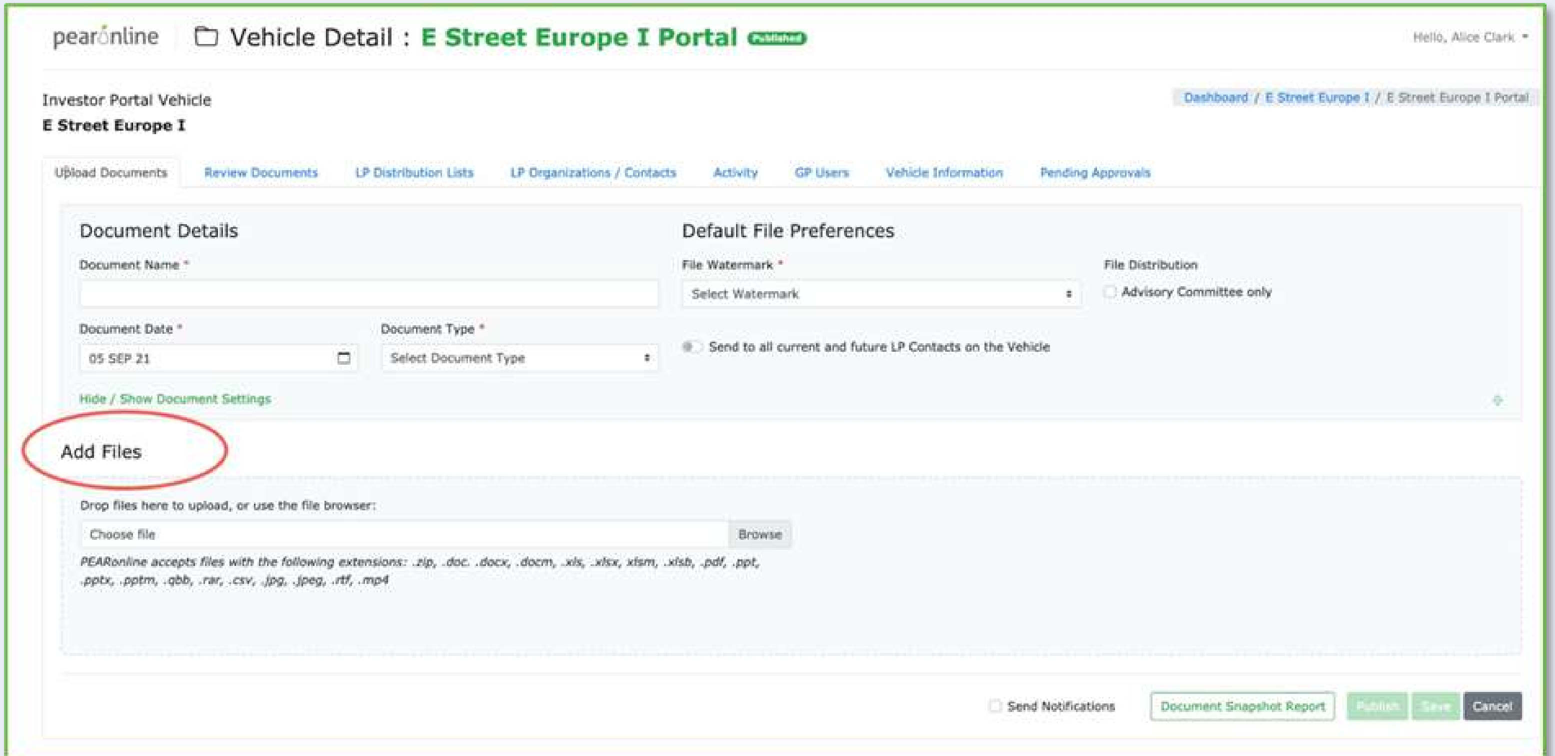


Uploading personalised documents to portal using AFA

You can complete all the steps required to upload your documents from this single page by following these steps:

Add Files:

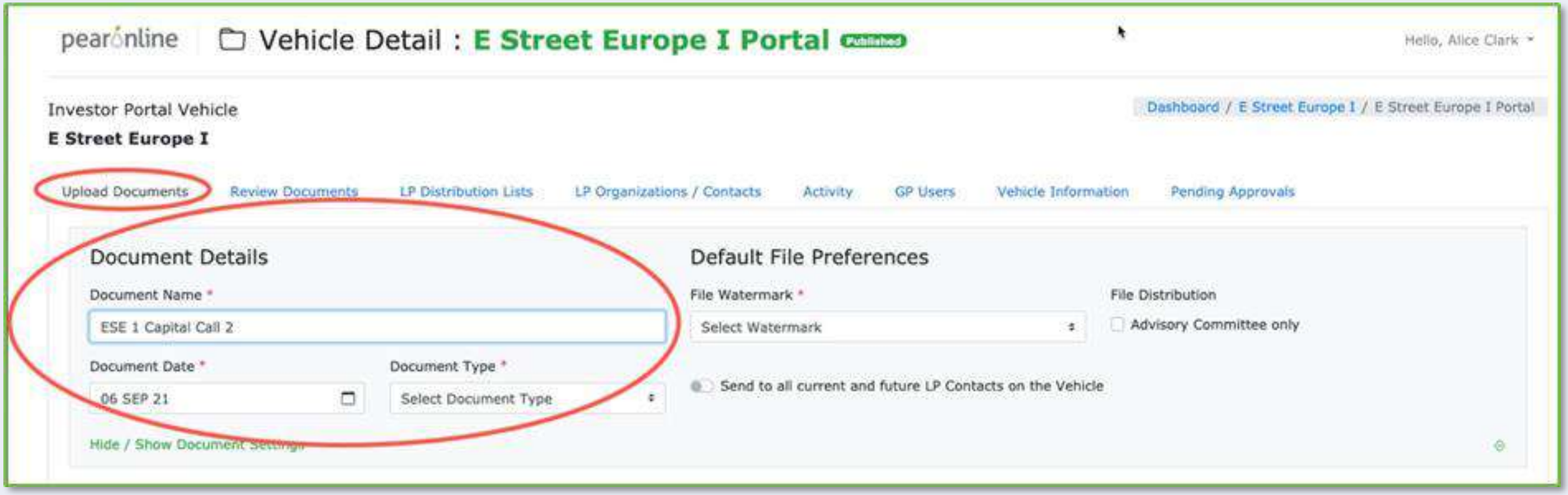
Either drag the file(s) into the window, or locate them via the browse button



Uploading personalised documents to portal using AFA

Document Details:

1. **Document Name:** If you have uploaded multiple files, the Document name field will be empty. You will need to add the document name as appropriate.
2. **Document Date:** This will default to the current date but can be changed by clicking the calendar icon. Please note that changing the document date may affect the order in which documents appear on screen for your LP Users, as documents are ordered by date for reporting portals.
3. **Document Type:** Select from dropdown list



Uploading personalised documents to portal using AFA

Default file preferences:

These are the preferences that your file or files will default to, unless you specify exceptions.

1. **File Watermark:** Please note that this will only apply to .pdf files that are not print or password protected. The size and positioning of your watermark will depend on whether you select a 'small' or 'full' watermark, and will include the following information:
   a. User name
   b. User email address
   c. IP address
   d. Date and time of download

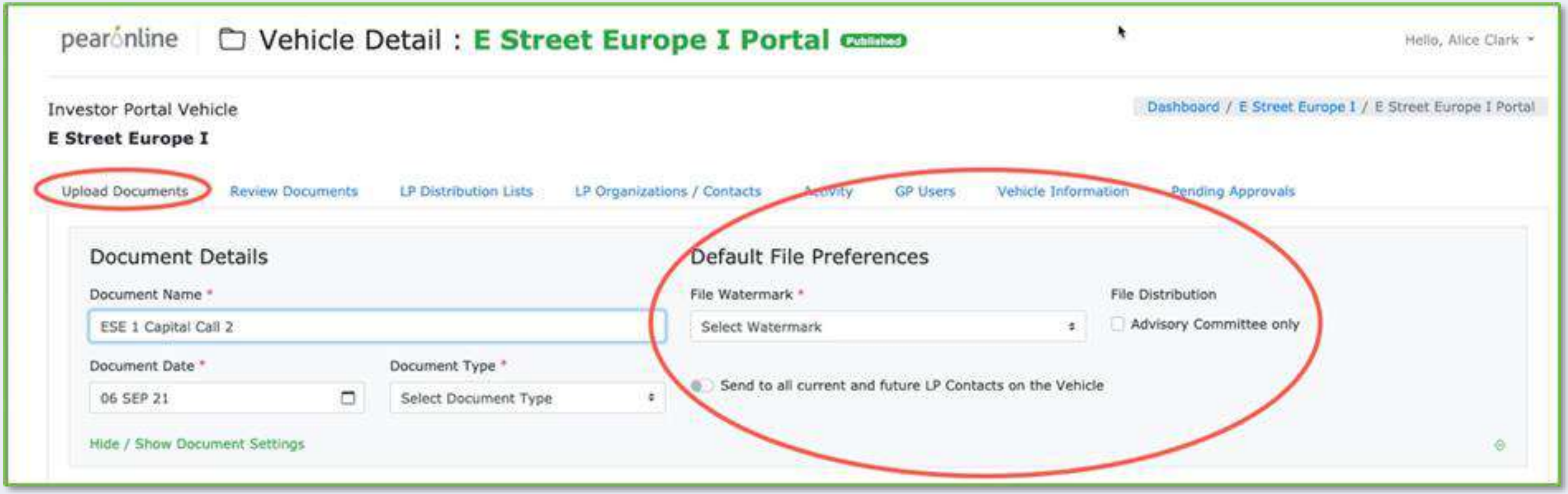
2. **Filters and tags:** If you have set up filters and tags on this vehicle, they are available to select here

3. **File Distribution:** Check this box if you wish this document to be restricted to **advisory committee members only**

4. **Send to all current and future LP Contacts on the Vehicle:** Do not select this option for personalised documents or documents using AFA.

Uploading personalised documents to portal using AFA

Default file preferences:



Uploading personalised documents to portal using AFA

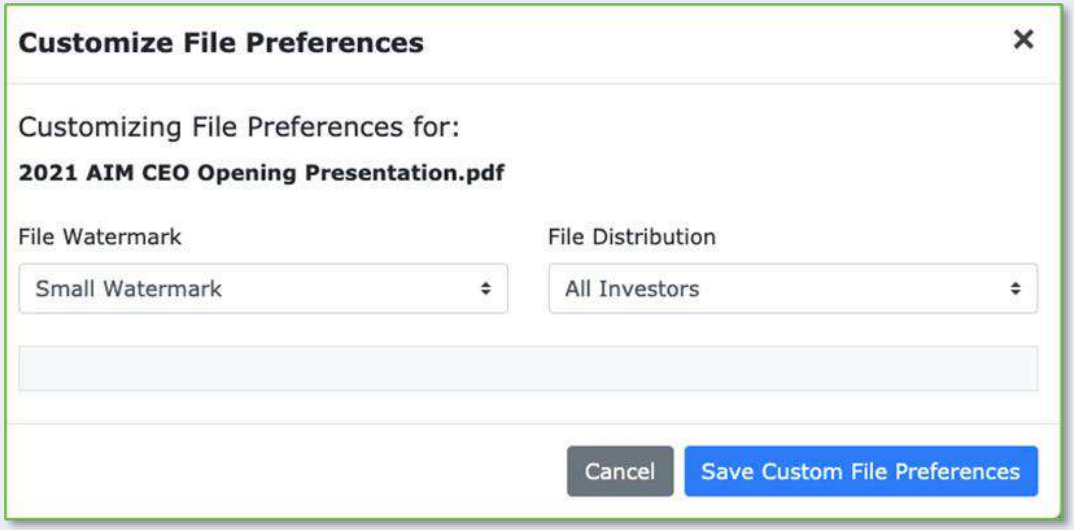
Manage Files:

1. **Browser View:** Documents marked for browser view will not be downloadable by the LP User directly from PEARonline. They will open in a browser window, and the ability to download these documents will be controlled by the user's browser settings. PEARonline does not have control over these browser settings.

2. **Customize File Preferences:** If your document includes multiple files, you can select specific files and change the file preferences for that file. For example, if you wish to add a watermark to one of the files in the document, but not all.

   Select a file to customize by clicking 'Preferences' in the row for that file under Manage Files.

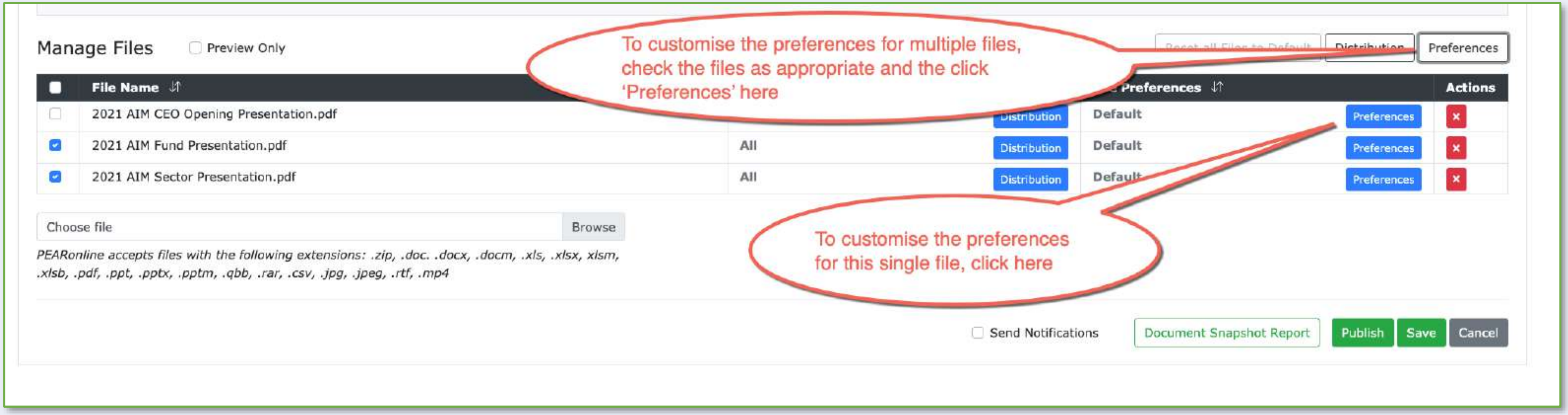
   You can then amend file preferences from the pop up window that appears, with changes made to this window only applying to the file that has been selected.



Uploading personalised documents to portal using AFA

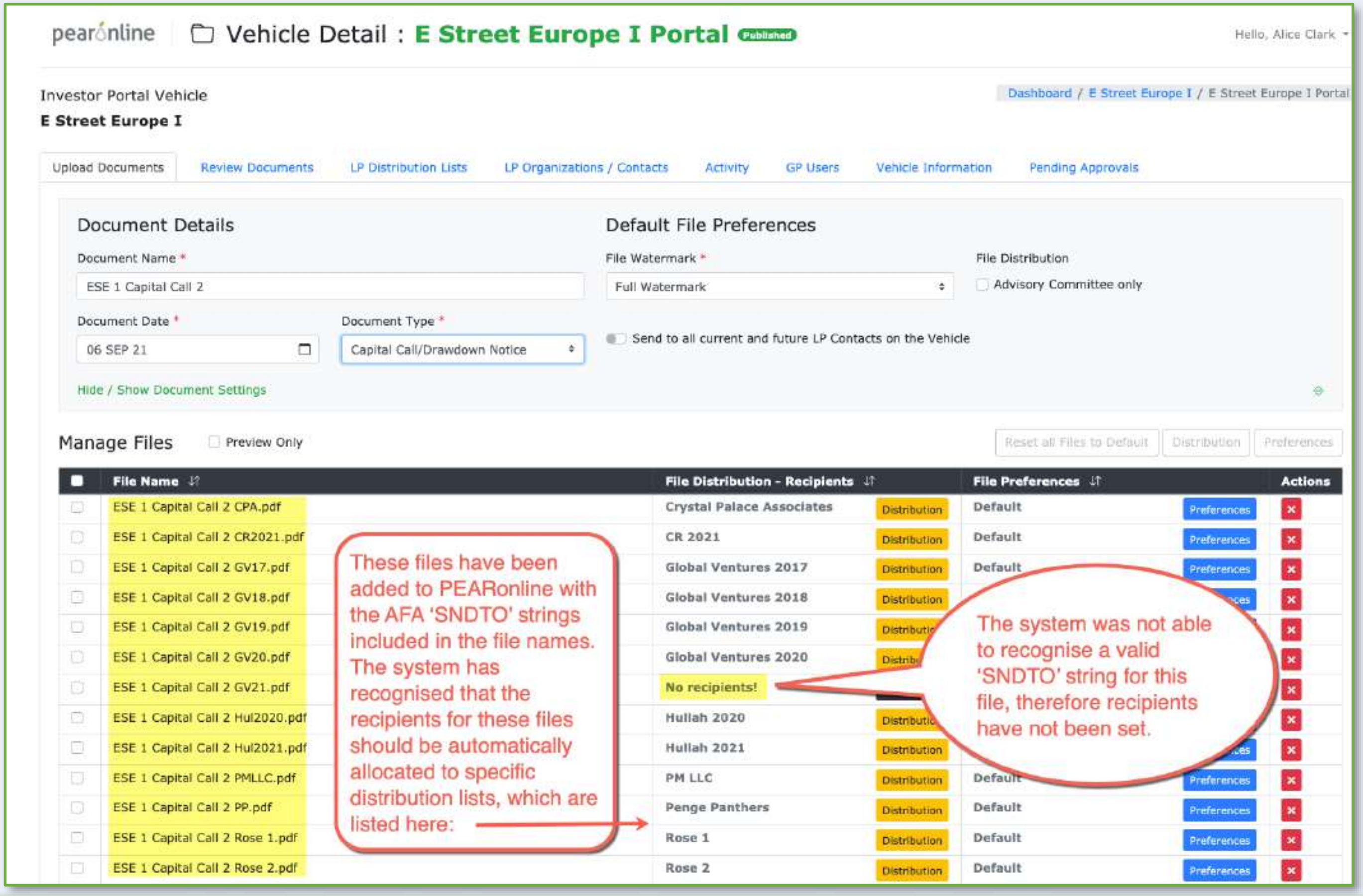
Manage Files:

You can also customize the preferences for multiple files by checking the boxes for the files as appropriate and clicking Preferences



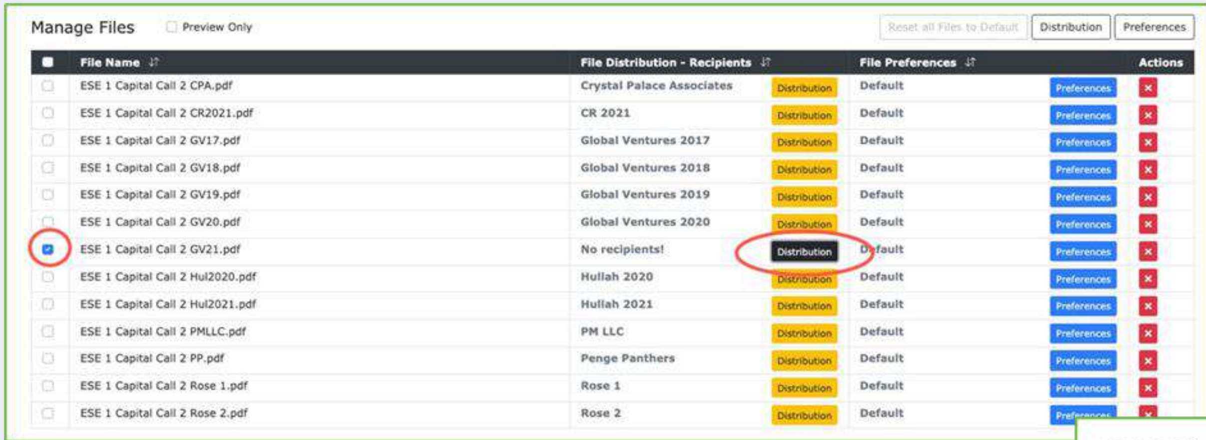
Uploading personalised documents to portal using AFA

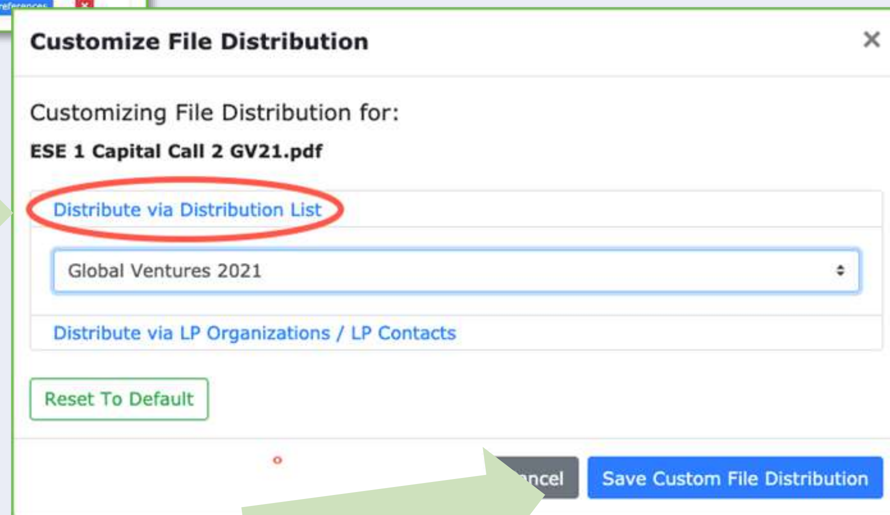
3. **File Distribution – Recipients (with AFA):** With AFA, the recipients for each of your files will have been automatically linked to the correct distribution list for that Limited Partner Investment Vehicle. The file names will be listed on the left, with the recipients column to the left of that listing the corresponding distribution list. If PEARonline has not been able to find a valid SNDTO string for any of the files, the recipients column will alert you to this (see below). In this instance, you have the option to select that individual file and set the distribution manually.



Uploading personalised documents to portal using AFA

Setting File Distribution – Recipients manually: Check the box and click on Distribution for the file in question (as below)



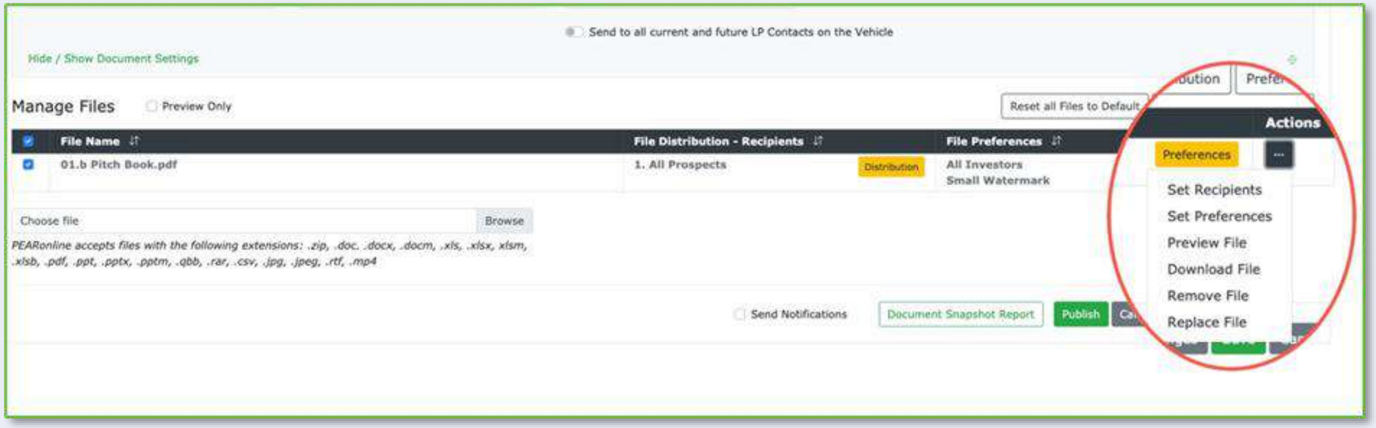


Click on the arrows in the window directly underneath 'Distribute via Distribution List' to see a full list of the distribution lists on this vehicle. Select the distribution list that you wish to send this file to.

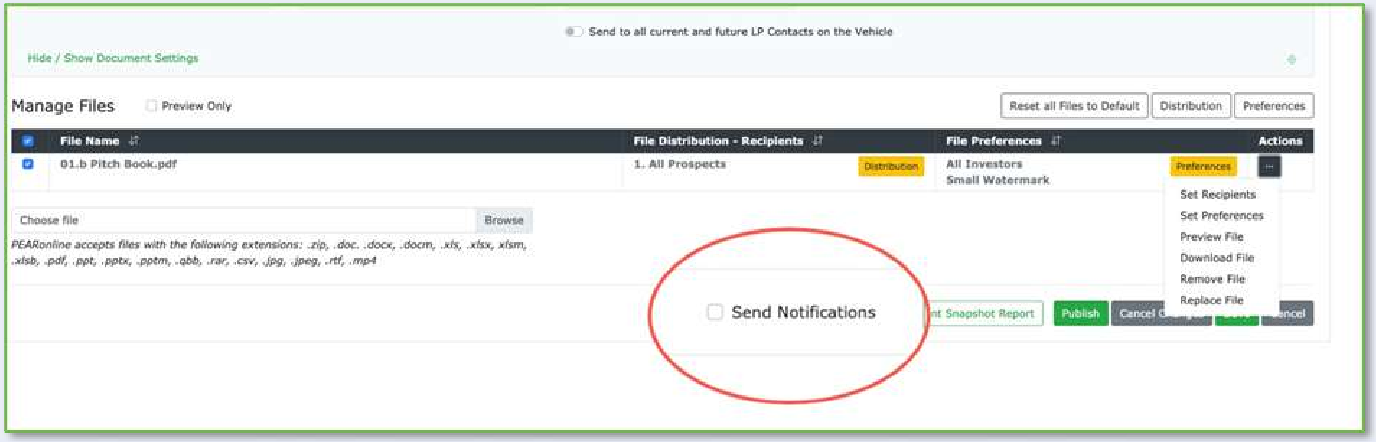
Click Save Custom File Distribution

Uploading personalised documents to portal using AFA

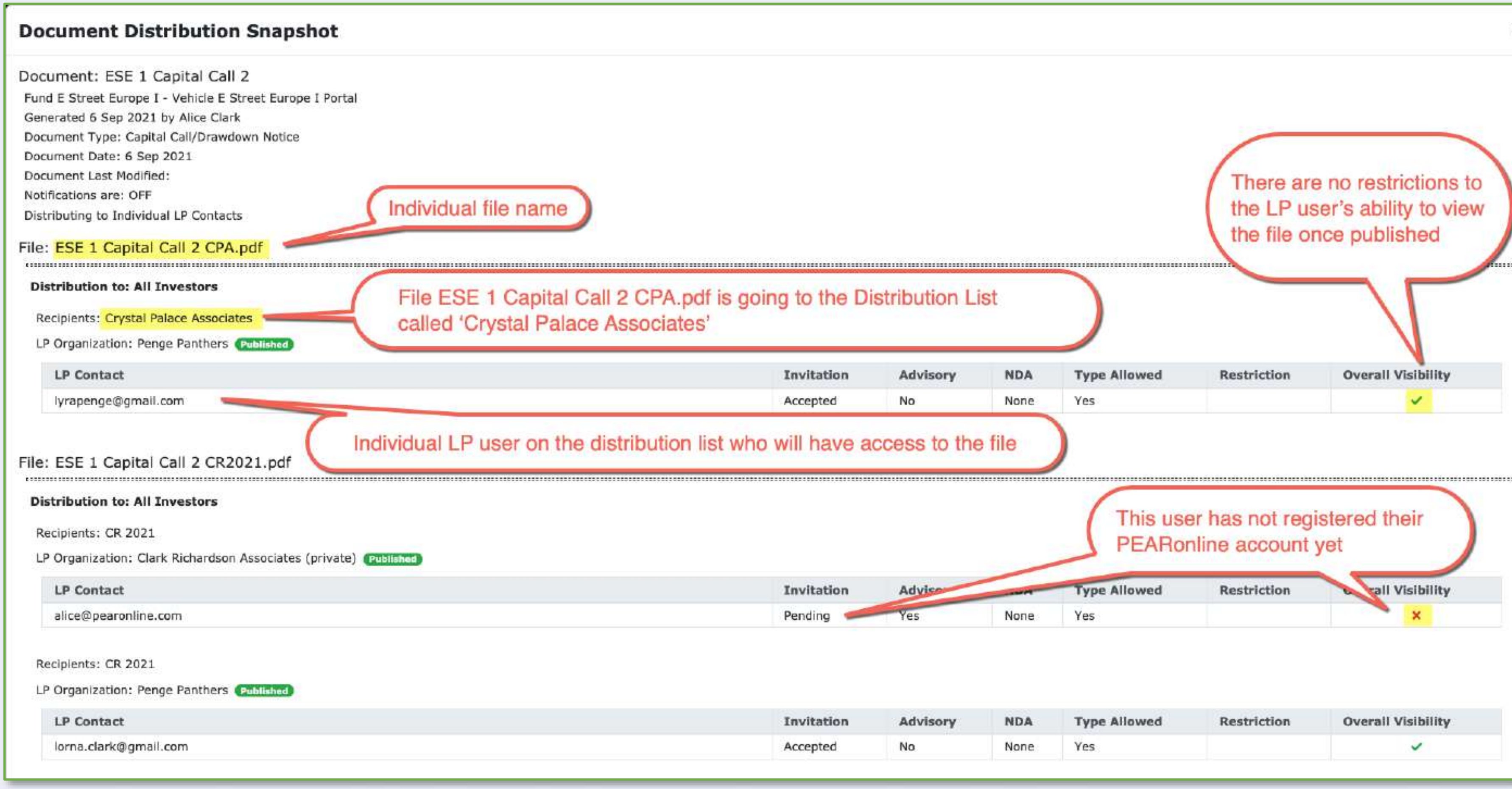
4. **Actions Menu:** If you are working on a 'saved' document there are also a number of actions available to you if you click on the three dots in the 'Actions' column.



5. **Send Notifications:** Checking this box will trigger an automatic notification email to go to the LP Users who have access to this document on publication.



6. **Document Snapshot Report:** This provides an overview of who can view each of the files in this document. If there is a reason why the document is not immediately available to the user, there is a red x in the 'overall visibility' column, and information is given to help you understand why there is a restriction, for example, if someone has not yet registered their account or needs to accept an NDA.



Document Distribution Snapshot

Document: ESE 1 Capital Call 2

Fund E Street Europe I - Vehicle E Street Europe I Portal
Generated 6 Sep 2021 by Alice Clark
Document Type: Capital Call/Drawdown Notice
Document Date: 6 Sep 2021
Document Last Modified:
Notifications are: OFF
Distributing to Individual LP Contacts

File: ESE 1 Capital Call 2 CPA.pdf

Distribution to: All Investors

Recipients: Crystal Palace Associates
LP Organization: Penge Panthers Published

LP Contact	Invitation	Advisory	NDA	Type Allowed	Restriction	Overall Visibility
lyrapenge@gmail.com	Accepted	No	None	Yes		✓

File: ESE 1 Capital Call 2 CR2021.pdf

Distribution to: All Investors

Recipients: CR 2021
LP Organization: Clark Richardson Associates (private) Published

LP Contact	Invitation	Advisory	NDA	Type Allowed	Restriction	Overall Visibility
alice@pearonline.com	Pending	Yes	None	Yes		×

Recipients: CR 2021
LP Organization: Penge Panthers Published

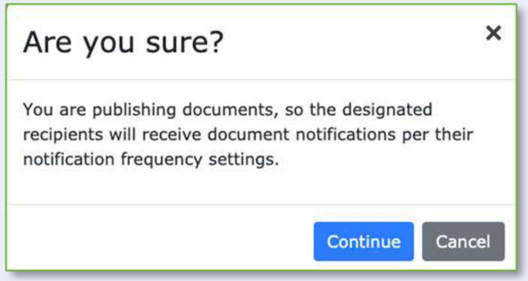
LP Contact	Invitation	Advisory	NDA	Type Allowed	Restriction	Overall Visibility
lorna.clark@gmail.com	Accepted	No	None	Yes		✓

Uploading personalised documents to portal using AFA

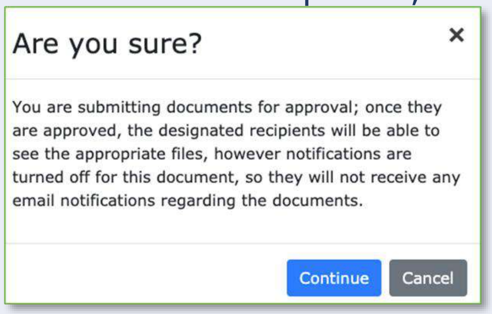
7. **Publish:** When you have set all the required fields the 'Publish' and Save' buttons in the bottom right corner of the screen will become active. If you click 'Save' your document upload will be saved and accessible from the 'Review Documents' tab. The status will be 'addition saved', which means this document has not been published and is not visible to LP Users. You can click on the document name from this page to go back in to the document and complete the process.

   If you click 'Publish' the document will be published and LP Users will be notified (if you have opted to do so).

   You will get a pop up asking you if you are sure you are ready to publish, also referencing whether or not you have chosen to send notifications



8. **Submit:** If your view is of the 'submit' button rather than publish, this means you do not have the GP Permissions required to publish a document.



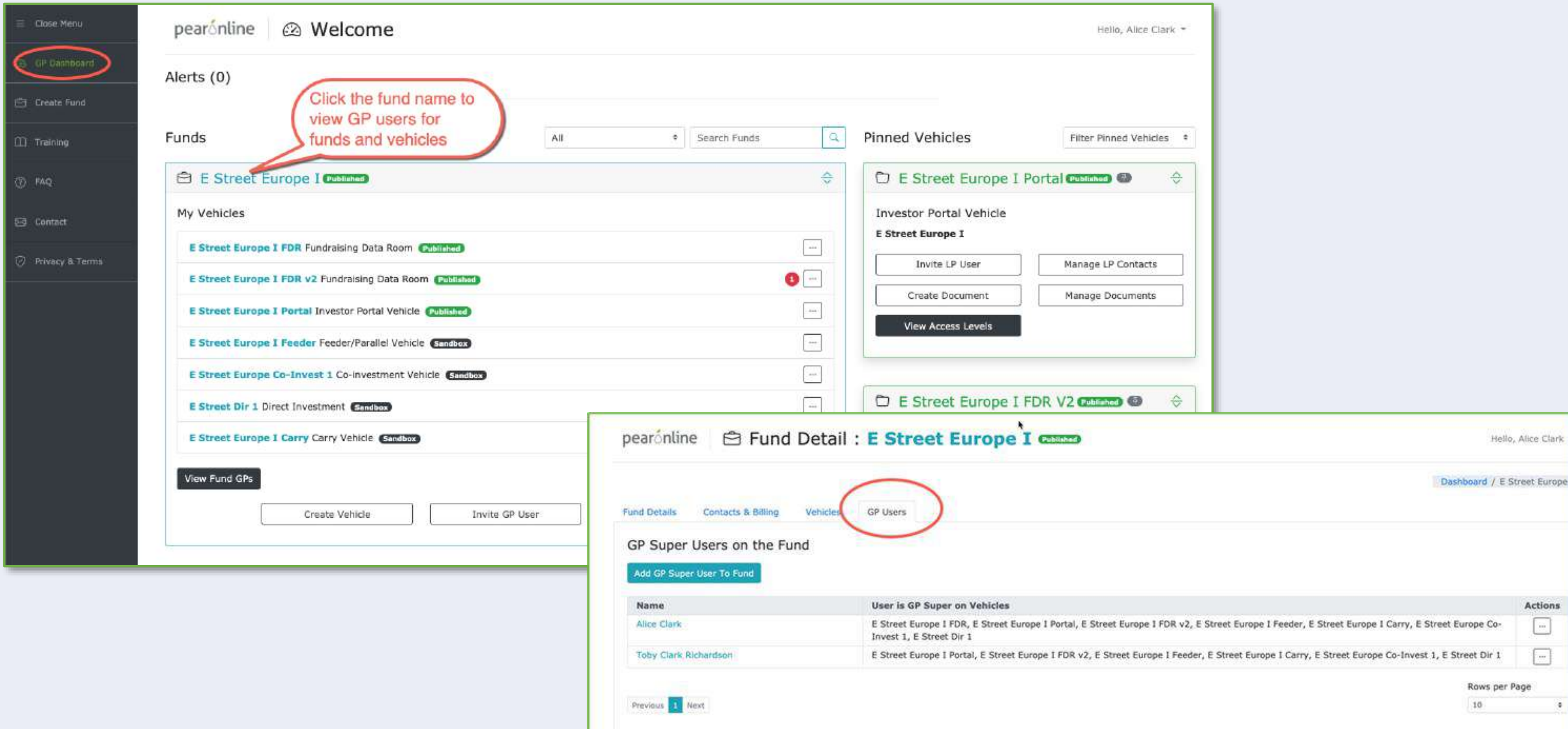
   Clicking Submit will prompt a GP User with document approval privileges to approve your submission. For more information on GP Permissions and '4-eyes' please click here

Add or remove any GP User from any fund or vehicle

1. Add a GP User at FUND level: GP Super

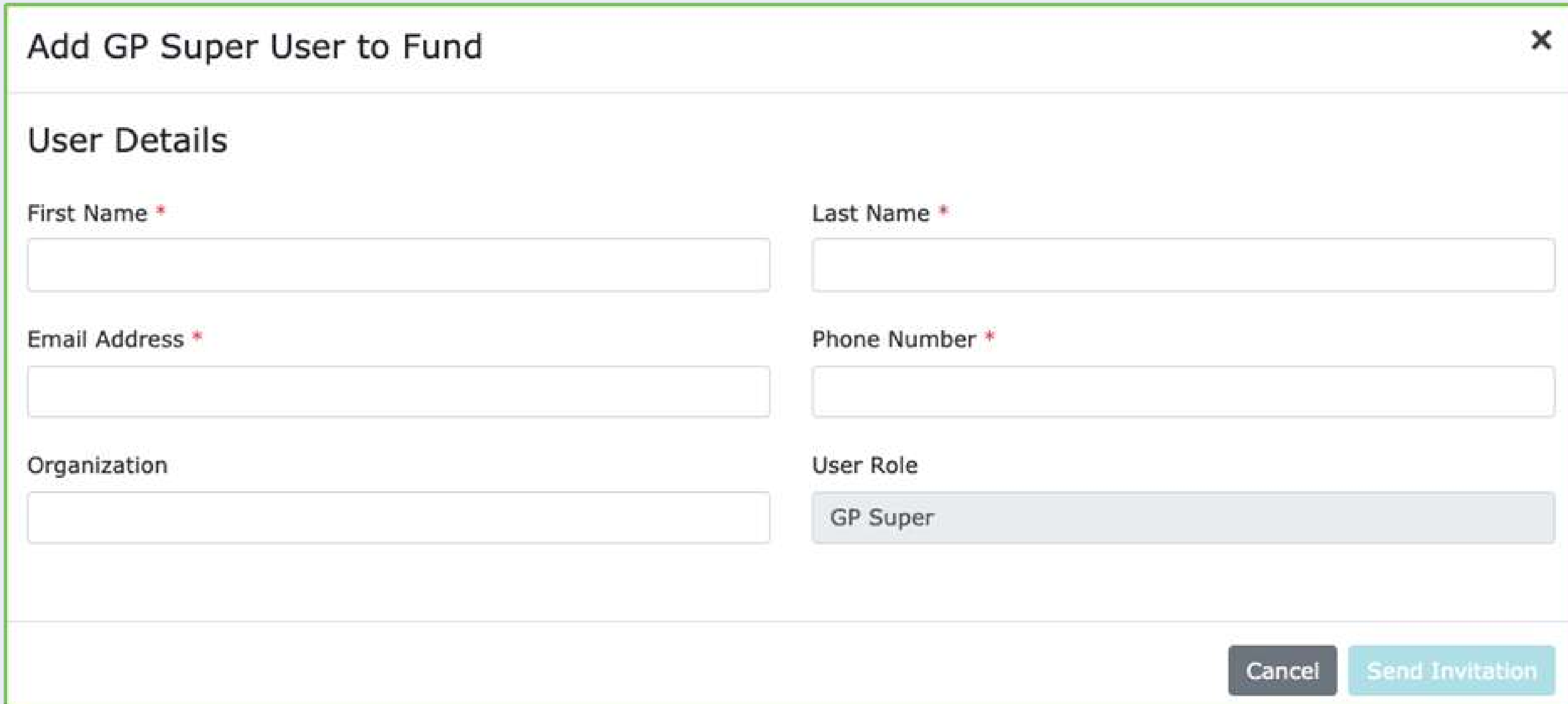
GP Super Users can only be added by an existing GP Super user on the fund

From the GP Dashboard, click on the FUND name, then go to the GP Users tab.



Add or remove any GP User from any fund or vehicle

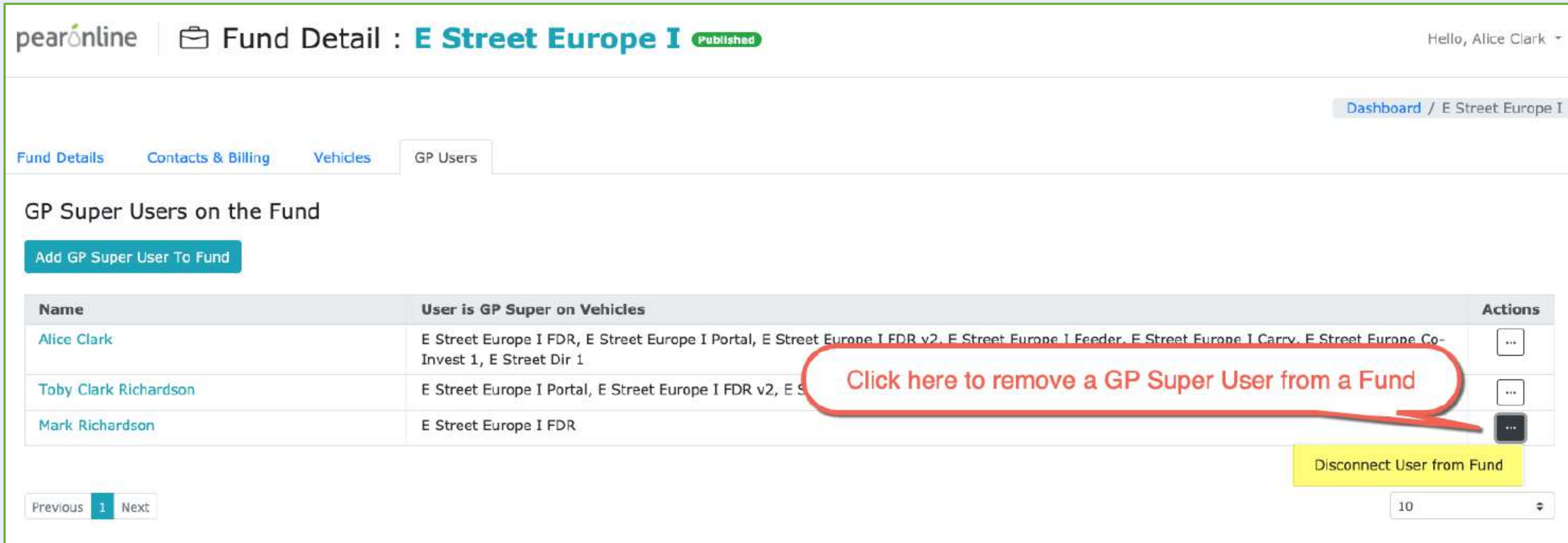
Click 'Add GP Super User To Fund', complete contact information in pop up and click 'Send invitation'.



Add or remove any GP User from any fund or vehicle

2. Disconnect a GP Super user at fund level

This can only be done by existing GP Super Users. There must be at least two GP Super users on each fund. If there are only two GP Super Users on the fund, it is not possible to delete one of them until a third GP Super User has been added.

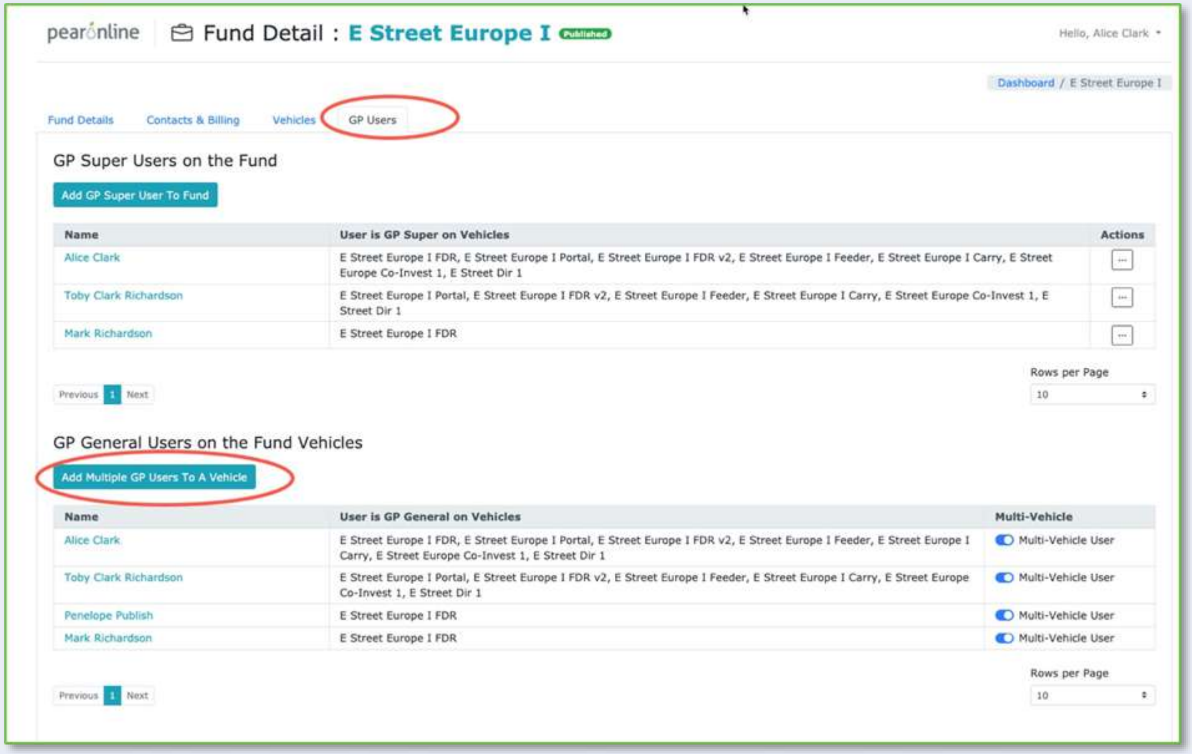


Add or remove any GP User from any fund or vehicle

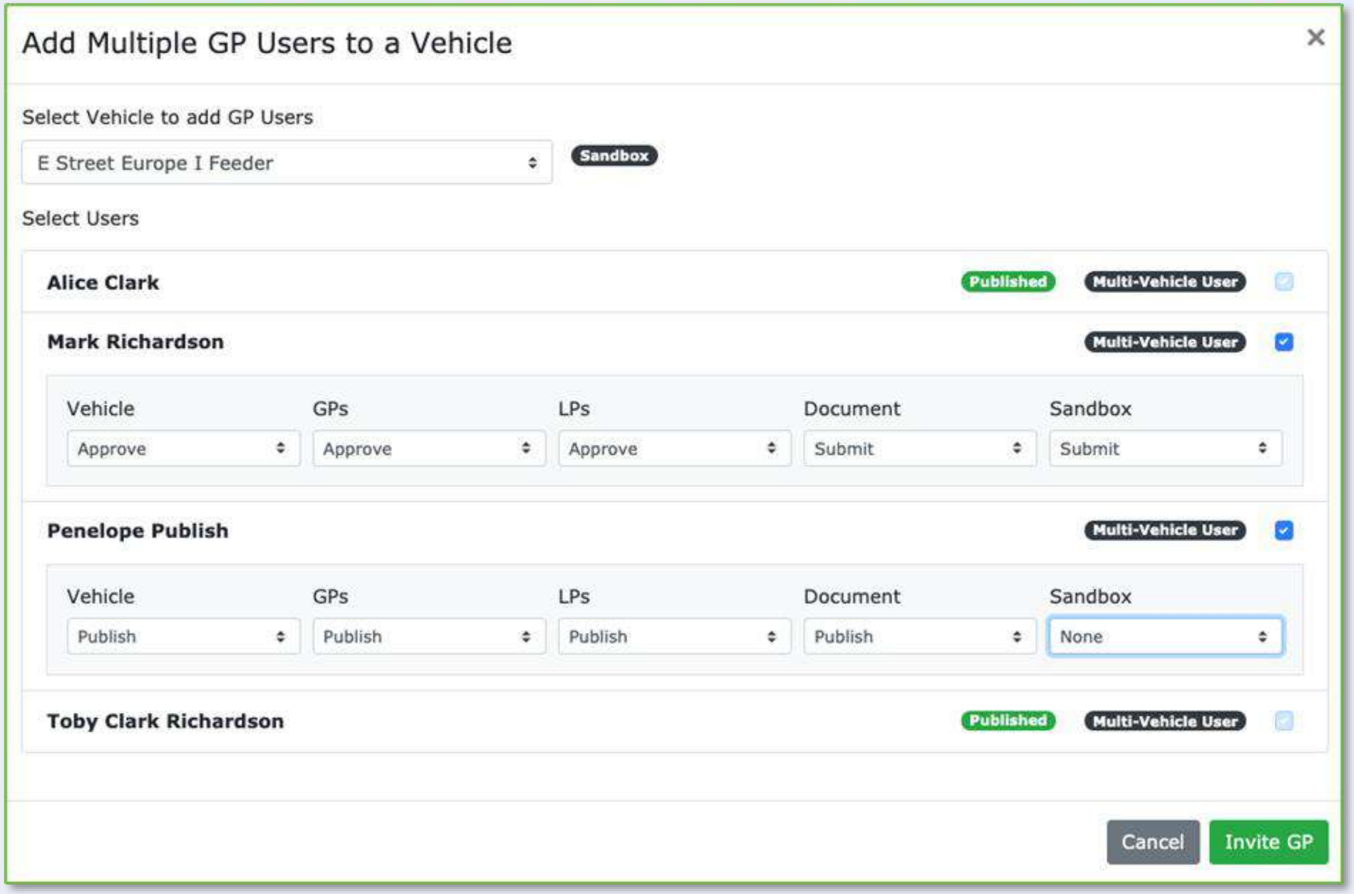
3. Add Existing GP General Users to a vehicle from the Fund page:

This gives you the ability to add multiple GP Users to a vehicle in few clicks. All existing GP General Users across vehicles in the fund are listed on the GP Users tab at the Fund level. From here you can click on the 'Add Multiple GP Users To a Vehicle' button to add existing GP Users to another vehicle:

- Select the vehicle in question from the dropdown list
- Select one or more GP Users to add them to this vehicle (GP Users already on this vehicle will be listed but with the check box greyed out)
- Assign GP User permissions per new GP User click here to see document of overview of GP User Permissions.



Add or remove any GP User from any fund or vehicle



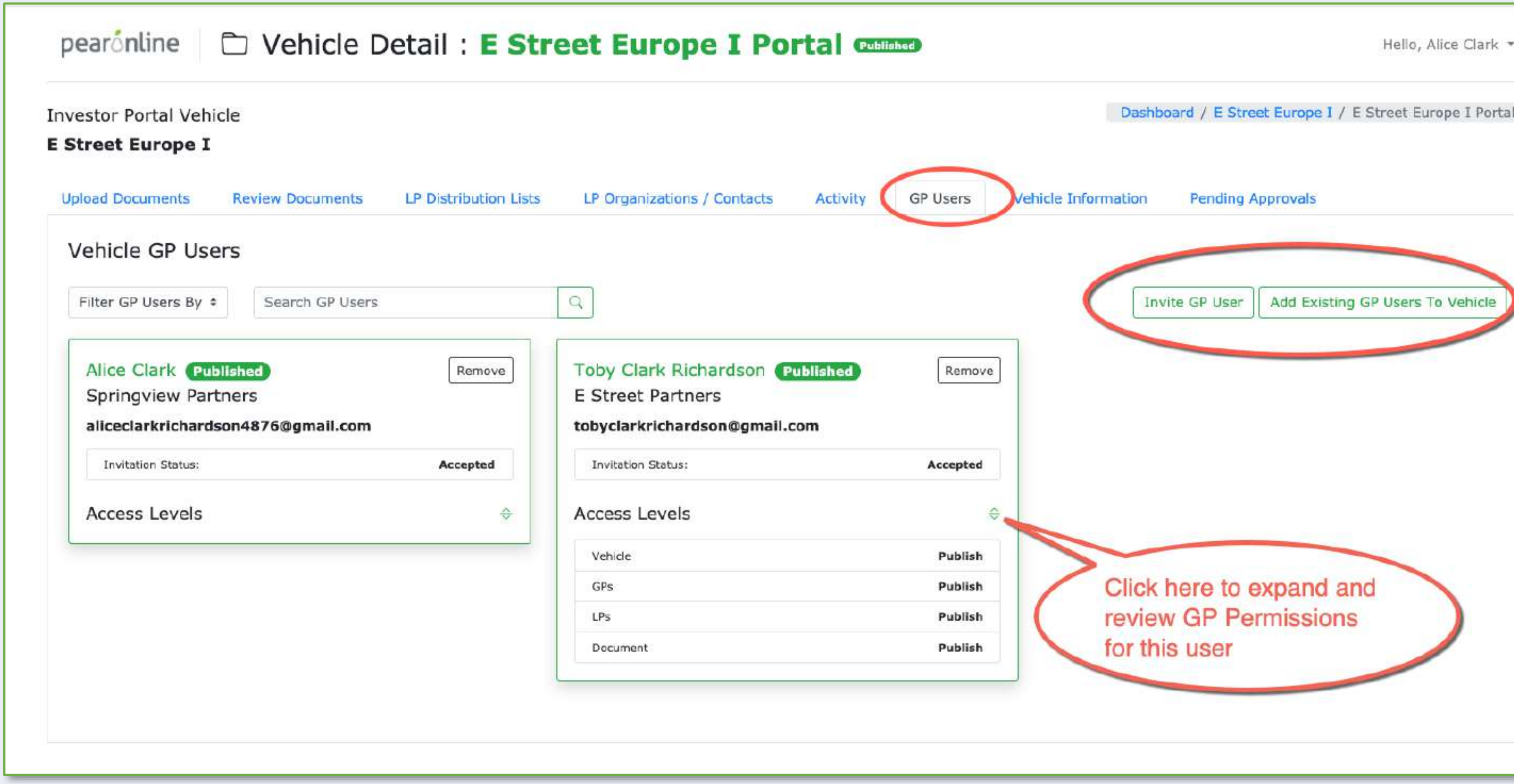
Once you have assigned permissions you can click 'Invite GP to notify and grant these users access to the vehicle.

Please note that you can only invite existing GP General Users to other vehicles at the fund level. If the GP User has not previously been invited to an existing vehicle on the fund, you would need to invite them at vehicle level in the first instance. Once this has been done, they will be available to select for addition to another vehicle within the same fund at the fund level.

Add or remove any GP User from any fund or vehicle

4. Add a new GP User to a vehicle at the vehicle level

From GP Dashboard, click on vehicle and go to GP Users tab.

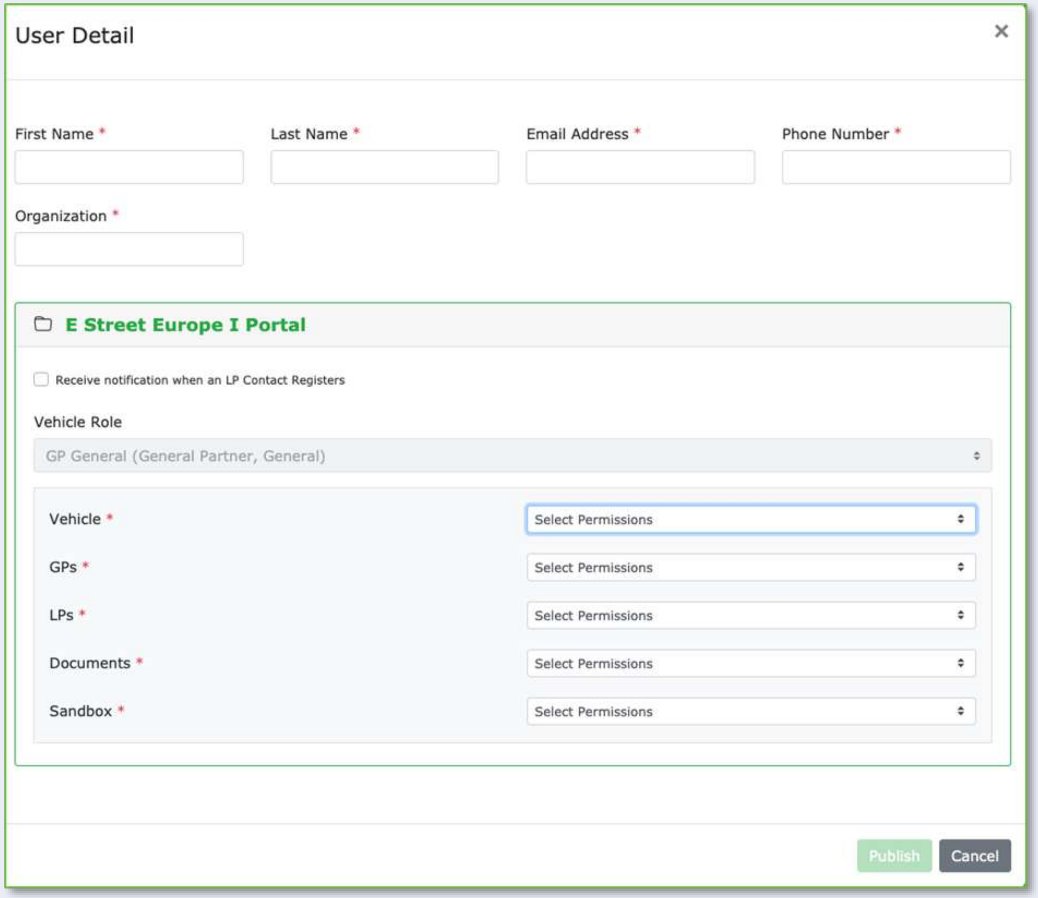


Click Invite GP User if your GP User is not already a GP User in another vehicle for this fund

Add or remove any GP User from any fund or vehicle

Complete contact details and assign Permissions for vehicle, GPs, LPs, Documents and Sandbox. The options for each are: Read; Submit; Approve; Publish. For more information about GP Permissions please click here for GP Permissions/4-eyes.

Click 'Add Existing GP Users To Vehicle' if your new GP User is already linked as a GP to another vehicle in this fund. This will bring up a list of eligible GP Users, select as needed and assign GP Permissions click here for more 4-eyes information.



Please note the following permissions should be applied to GP Users if you wish to replicate permissions from V1:

V1 GP Admin
Vehicle: Publish
GPs: Publish
LPs: Publish
Documents: Publish
Sandbox: Publish

V1 GP Uploader:
Vehicle: Read
GPs: Read
LPs: Read
Documents: Publish
Sandbox: Not applicable

Add or remove any GP User from any fund or vehicle

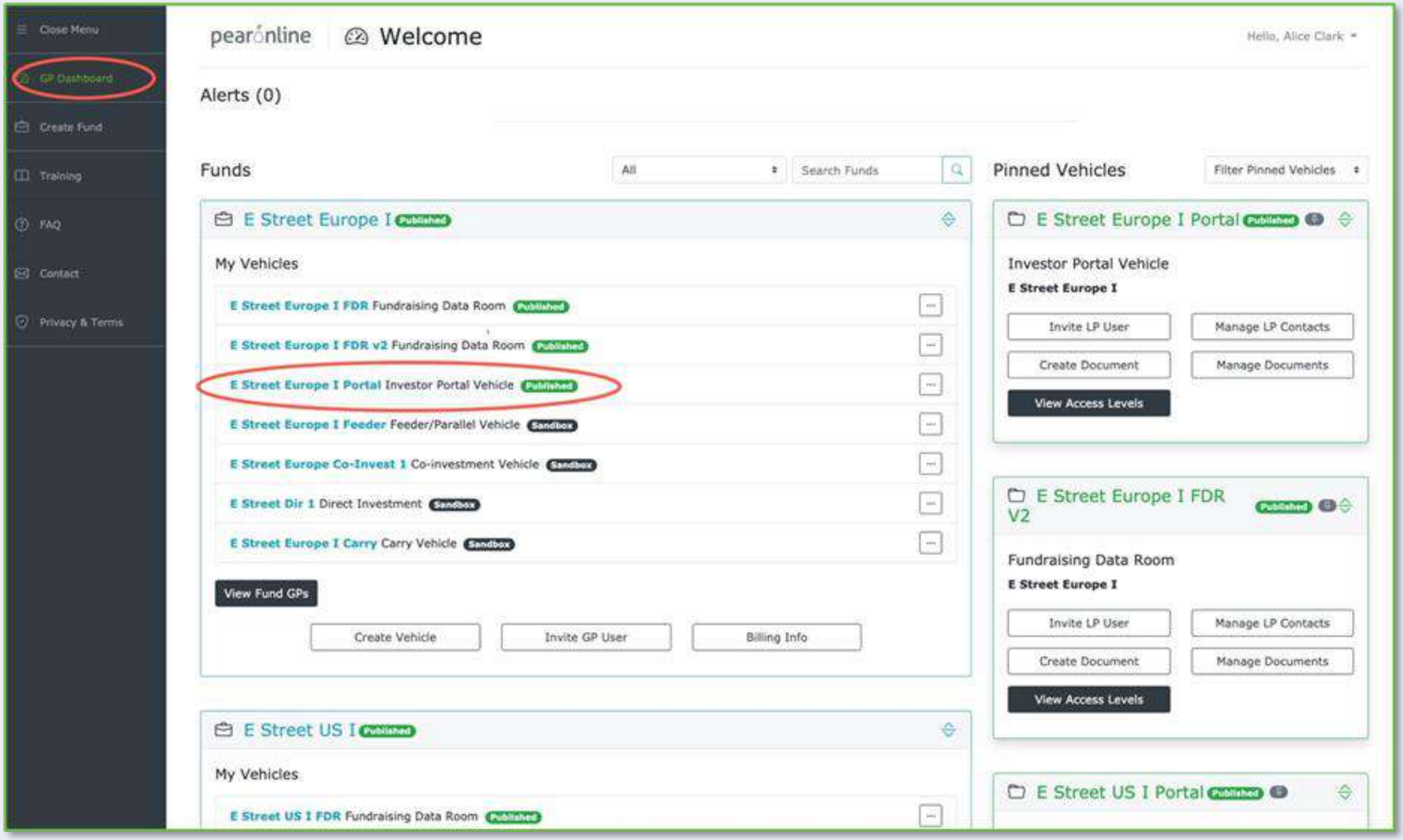
5. **Implementing 4-eyes processes using GP Permissions:** If you want to use 4-eyes then this is where you set it up – i.e. as GP Permissions per GP User on a vehicle. Please click here

6. **Change the access levels for an existing GP User on a vehicle**: NB This cannot be done from vehicle page, but should be approached via the FUND pages. If a vehicle is listed but greyed out it means they are a Super User and you cannot remove them or change the settings.

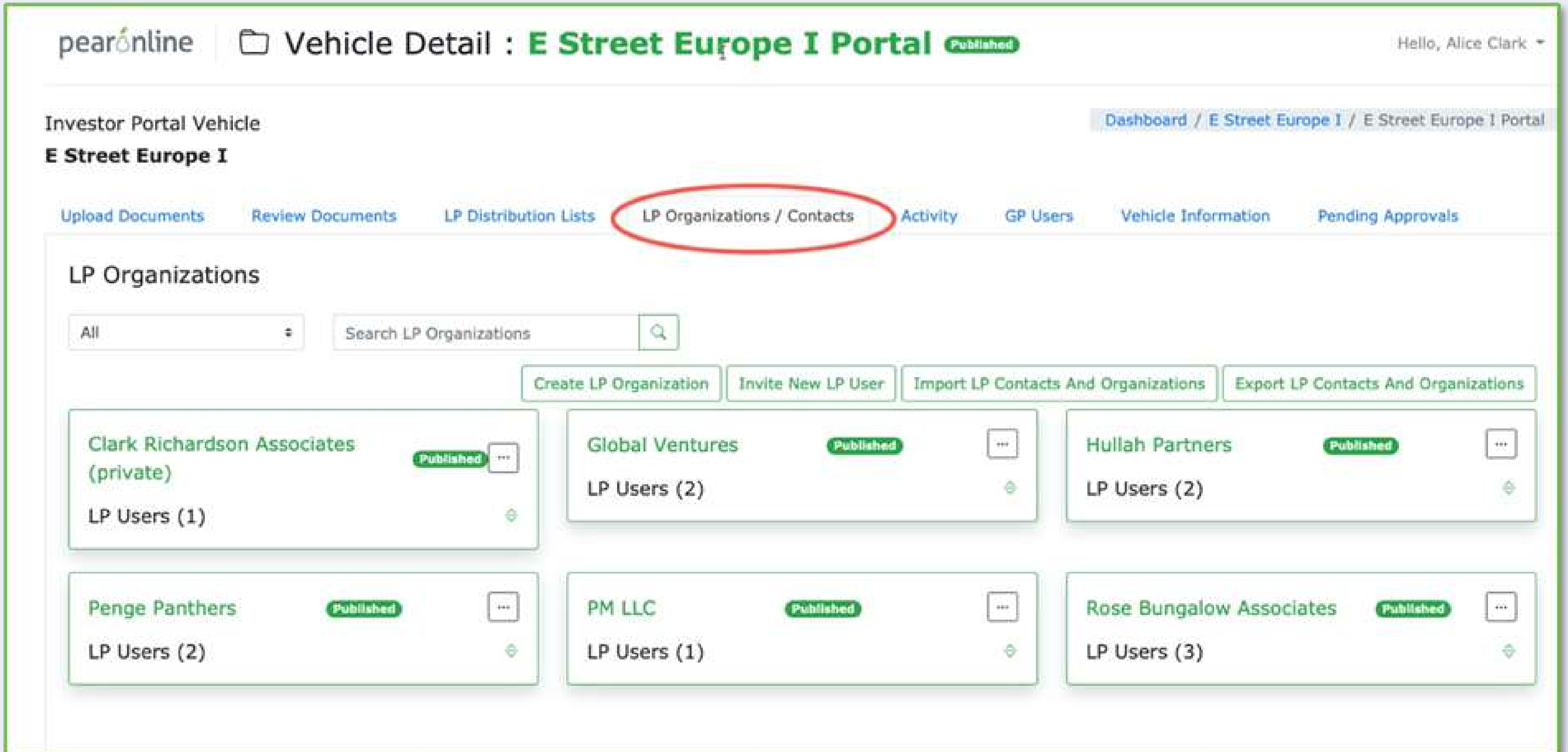
7. **Remove GP User at vehicle level:** Again, this has to be done from FUND level, the fields are not editable if you approach them from vehicle level.

Manually add LP Users to portals

From the GP Dashboard, click on the appropriate vehicle and then go to the LP Organizations / Contacts page.



Manually add LP Users to portals

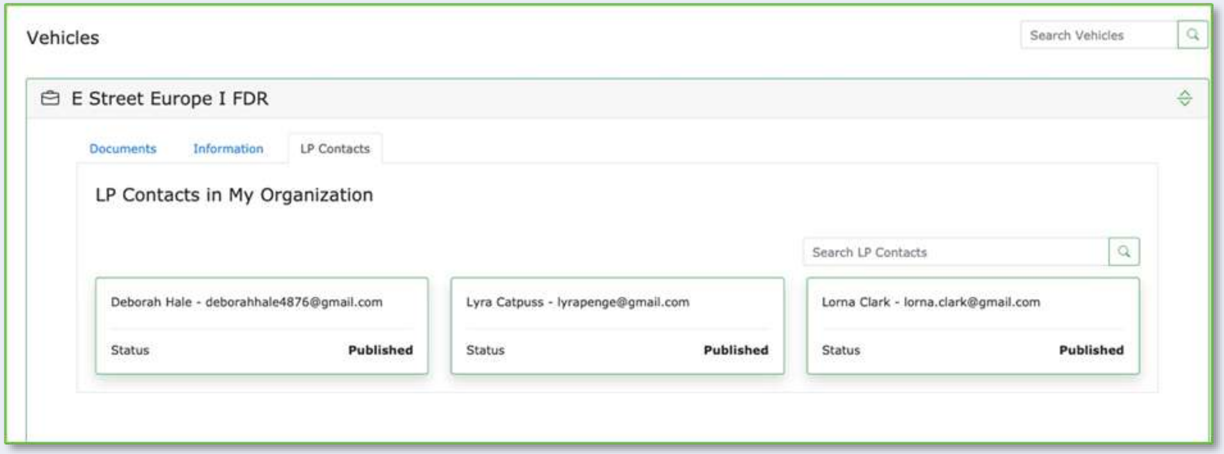


If the LP Organization for your LP User is already listed on screen, skip the next step and proceed to Invite New LP User.

Manually add LP Users to portals

Create LP Organization: If the LP Organization for this LP User has not already been created on your vehicle, click 'Create LP Organization'. The following pop up will appear, where you give the LP Organization a name and set the visibility to public or private.

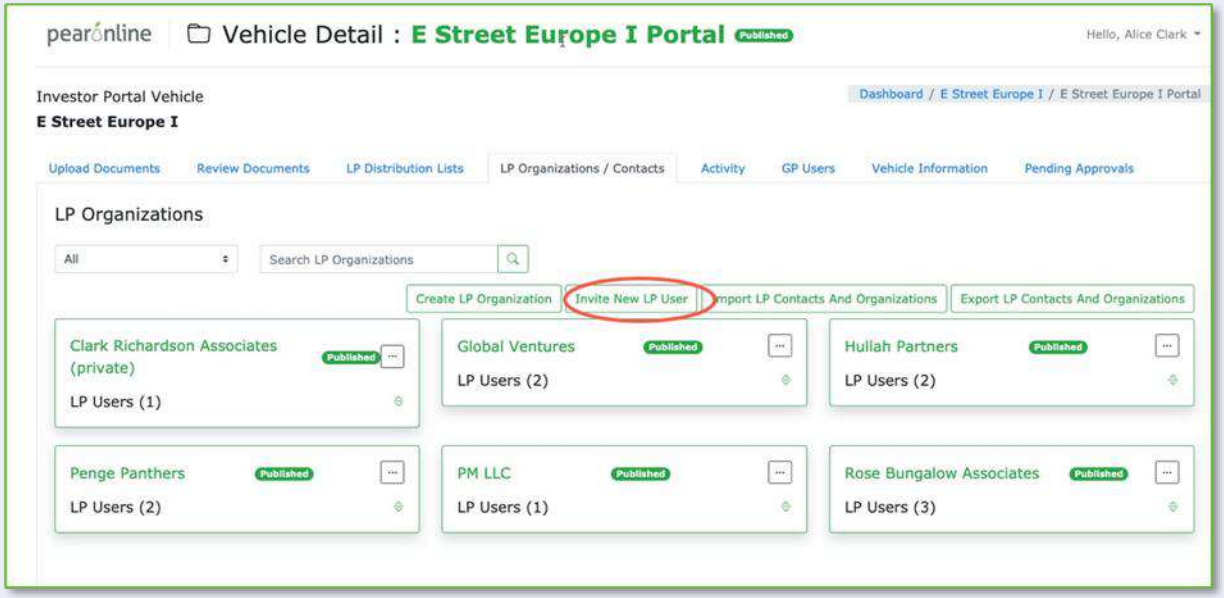
If visibility is set to public, this means that LP Users linked to this Organization have the ability to view a list of all other LP Users on the vehicle that have been grouped under the same org (see below)



If you have publishing rights for LPs, select 'Publish'. Otherwise, select 'Submit' – your changes will be pending approval from a GP User with Approval rights for LPs. For more information on GP Permissions and the 4-eyes process please click here

Manually add LP Users to portals

Invite New LP User:



Enter their contact details and set the following fields:

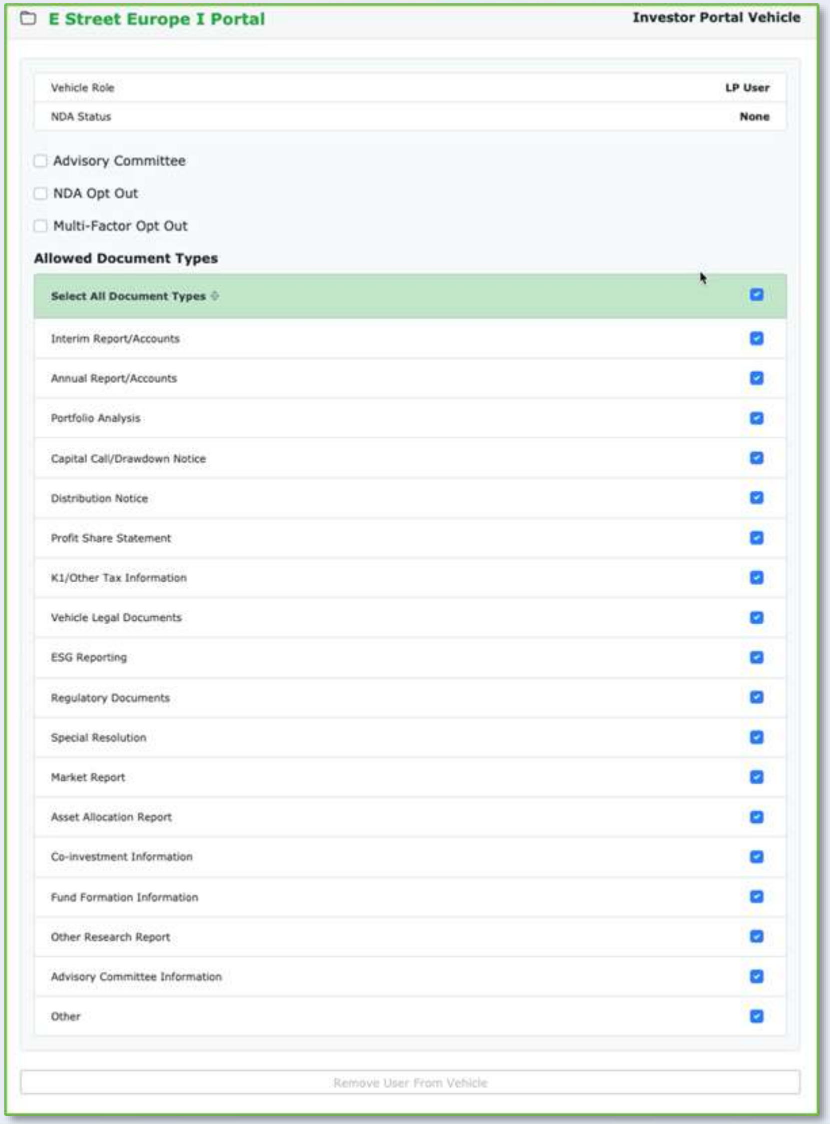
- Advisory Committee – default to no. If this individual is a member of the advisory committee for this vehicle, you can use this field to send them advisory committee papers. Documents uploaded as advisory committee are only visible to LP Users who have this field checked
- NDA Opt-out – only applies if you have an NDA on this vehicle. Default to no. If you do select this field, please note that Reason for Override is a required field
- Multi-Factor Opt-out – At your discretion. If you select this check box your prospect will be able to access this vehicle without using an MFA code during the login process.
- Allowed Document Types – 'all' is pre-selected, however for reporting portals, you may wish to edit this list as per your LP contact's required access. Click on the arrows to review and edit the list of document types:

Manually add LP Users to portals

Enter their contact details and set the following fields:

- Advisory Committee – default to no. If this individual is a member of the advisory committee for this vehicle, you can use this field to send them advisory committee papers. Documents uploaded as advisory committee are only visible to LP Users who have this field checked
- NDA Opt-out – only applies if you have an NDA on this vehicle. Default to no. If you do select this field, please note that Reason for Override is a required field
- Multi-Factor Opt-Out – At your discretion. If you select this check box your prospect will be able to access this vehicle without using an MFA code during the login process
- Allowed Document Types – 'all' is pre-selected, however for reporting portals, you may wish to edit this list as per your LP contact's required access. Click on the arrows to review and edit the list of document types

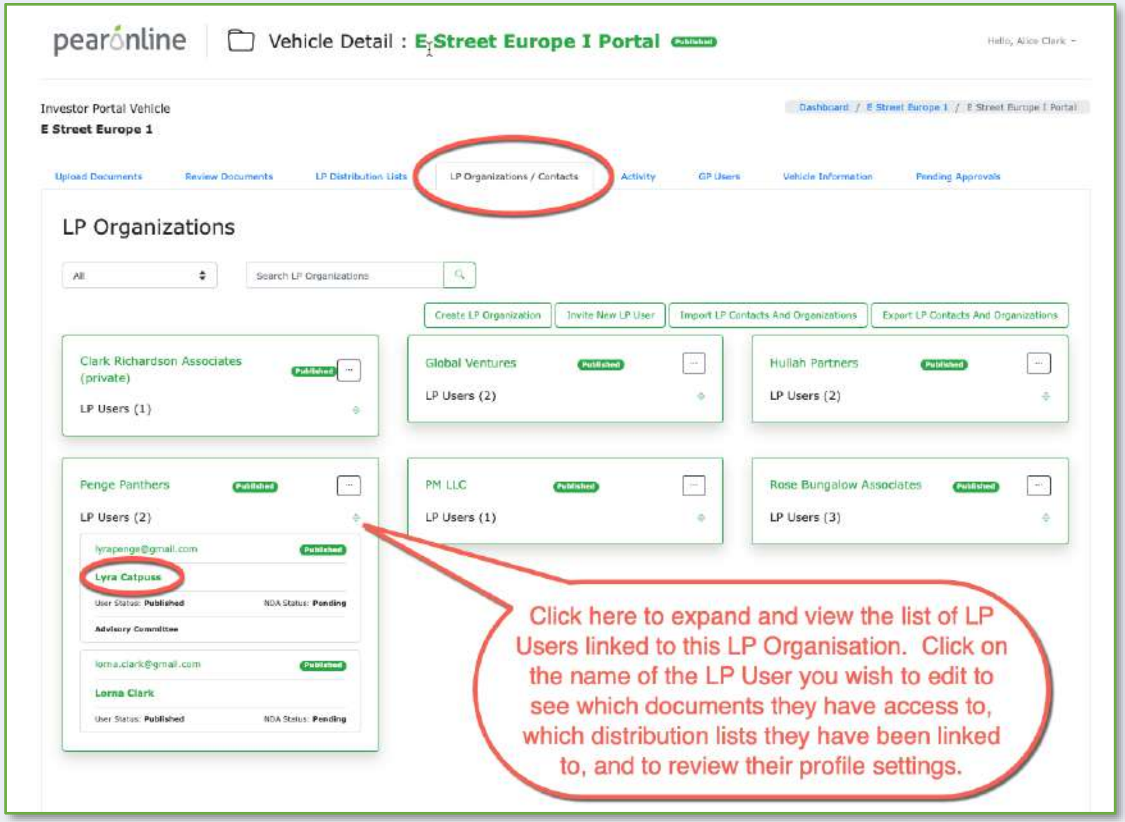
If you have publishing rights for LPs, select 'Publish'. Otherwise, select 'Submit' – your changes will be pending approval from a GP User with the appropriate permissions. For more information on GP Permissions and the 4-eyes process please [click here]



Manually add LP Users to portals

Grant New LP User access to Personalized Documents by adding them to Distribution List(s):

By inviting your LP User to the fund, you have automatically granted them access to documents that have been marked 'Send to all current and future LP Contacts on the Vehicle' (providing that they are ticked to receive the corresponding document type). If they should also receive documents that will be posted to distribution lists (for example personalized documents like call notices or K1s), you will also need to add them to the relevant distribution list(s).

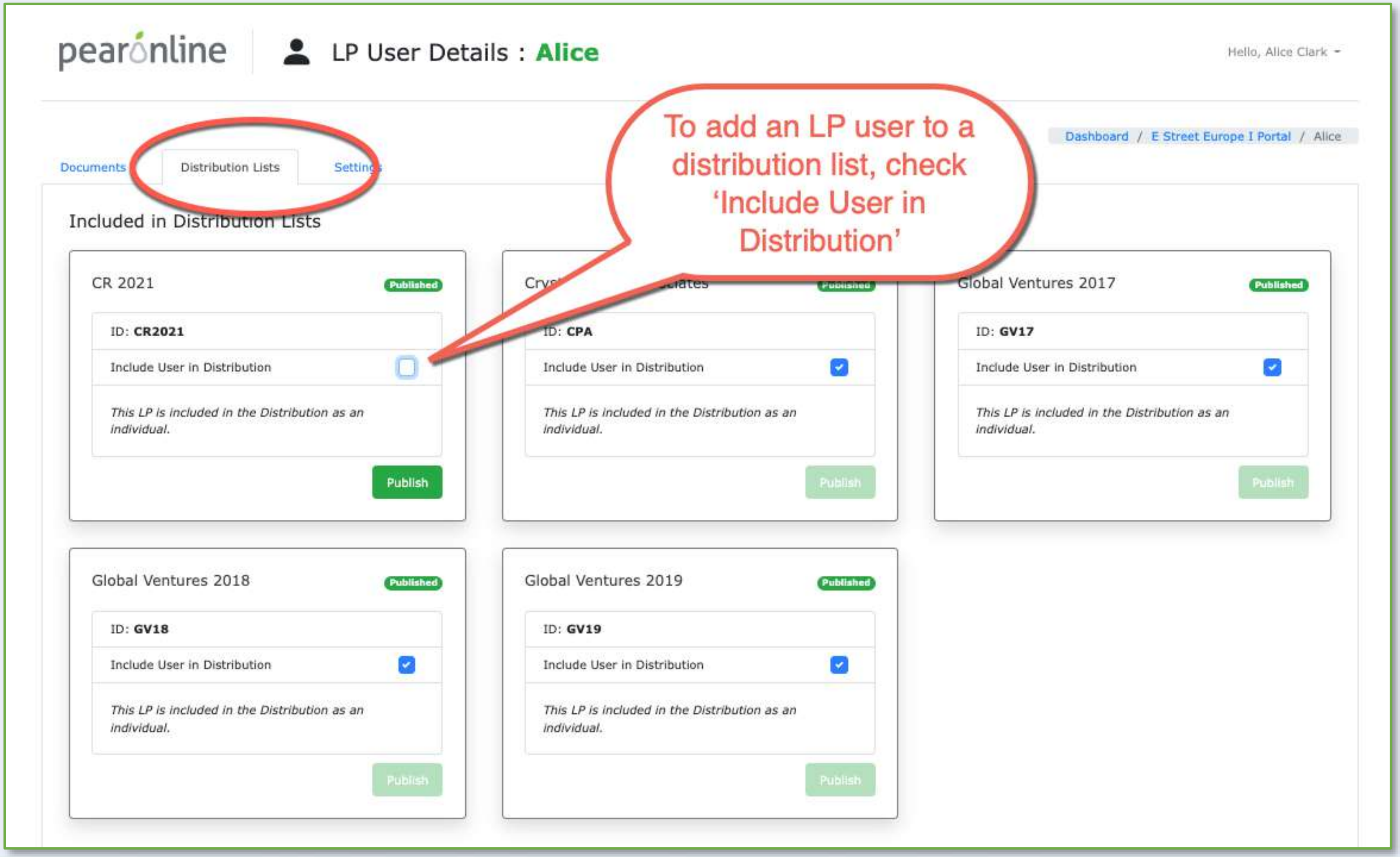


When setting up a fund for reporting on PEARonline, we recommend that you create a distribution list for each Limited Partner Investing Vehicle (LPIV) in your fund. To receive a document that is specific to that LPIV, an LP User must have been added to the corresponding distribution list. To do so, locate the LP User from the LP Organizations/Contacts tab and click their name to proceed to the LP User Details for this LP User.

Manually add LP Users to portals

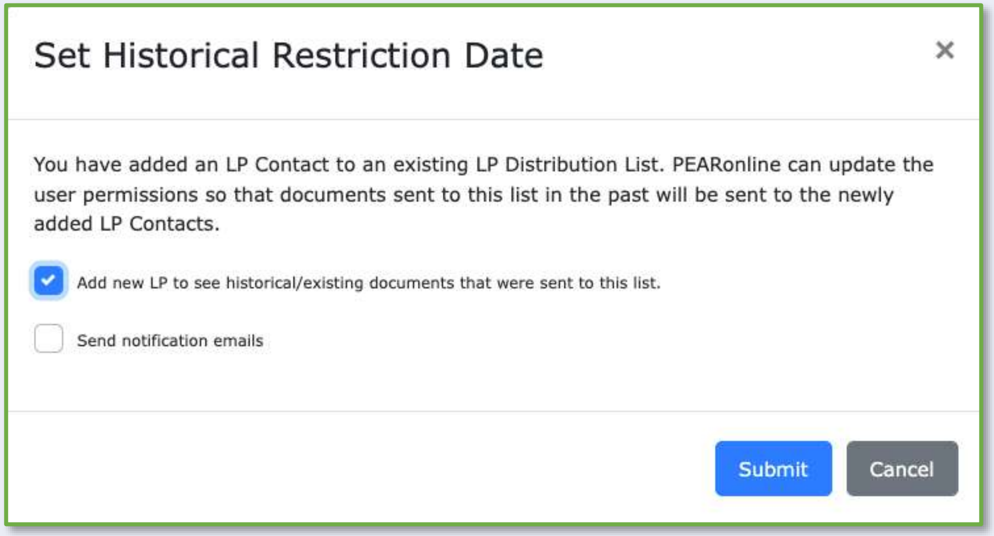
On the LP User Details page, go to the Distribution Lists tab

The Distribution Lists on your portal will be displayed on screen. To add this user to a distribution list, check 'Include User in Distribution'



Manually add LP Users to portals

You will see the following pop up, asking you to set the historical restriction date:



Please note that if you do not tick the first box this LP User will not be able to see any documents that you have previously sent to this distribution list (they will only see future documents).

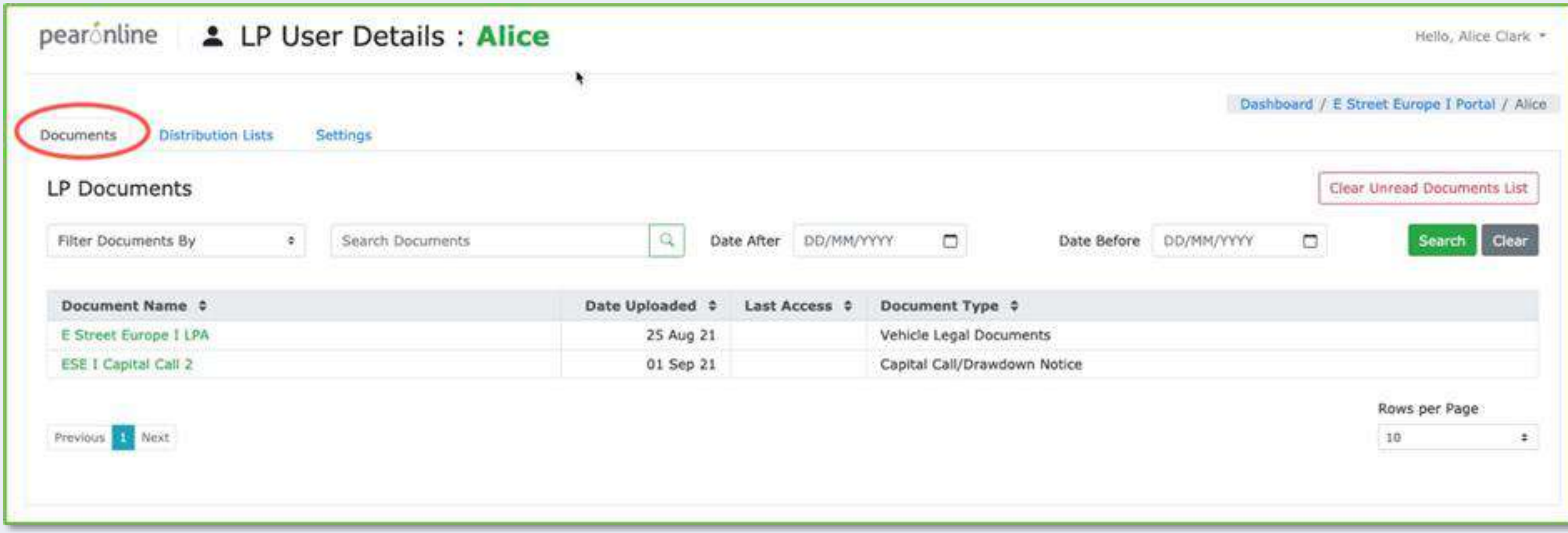
In most instances, we recommend that you do not tick the second box, as this will trigger notification emails for all the documents you are giving the user access to. There is a risk that the LP will receive multiple emails.

Once you have confirmed your historical restriction date, click submit.

If you have publishing rights for LPs, select 'Publish'. Otherwise, select 'Submit' – your changes will be pending approval from a GP User with Approval rights for LPs. For more information on GP Permissions and the 4-eyes process please click here

Manually add LP Users to portals

If you have publishing rights, your new invitee should now be able to see the documents that you have already posted to the distribution list or lists that they have been added to. You can check their access to documents by clicking on the Documents tab from the LP User Details page:

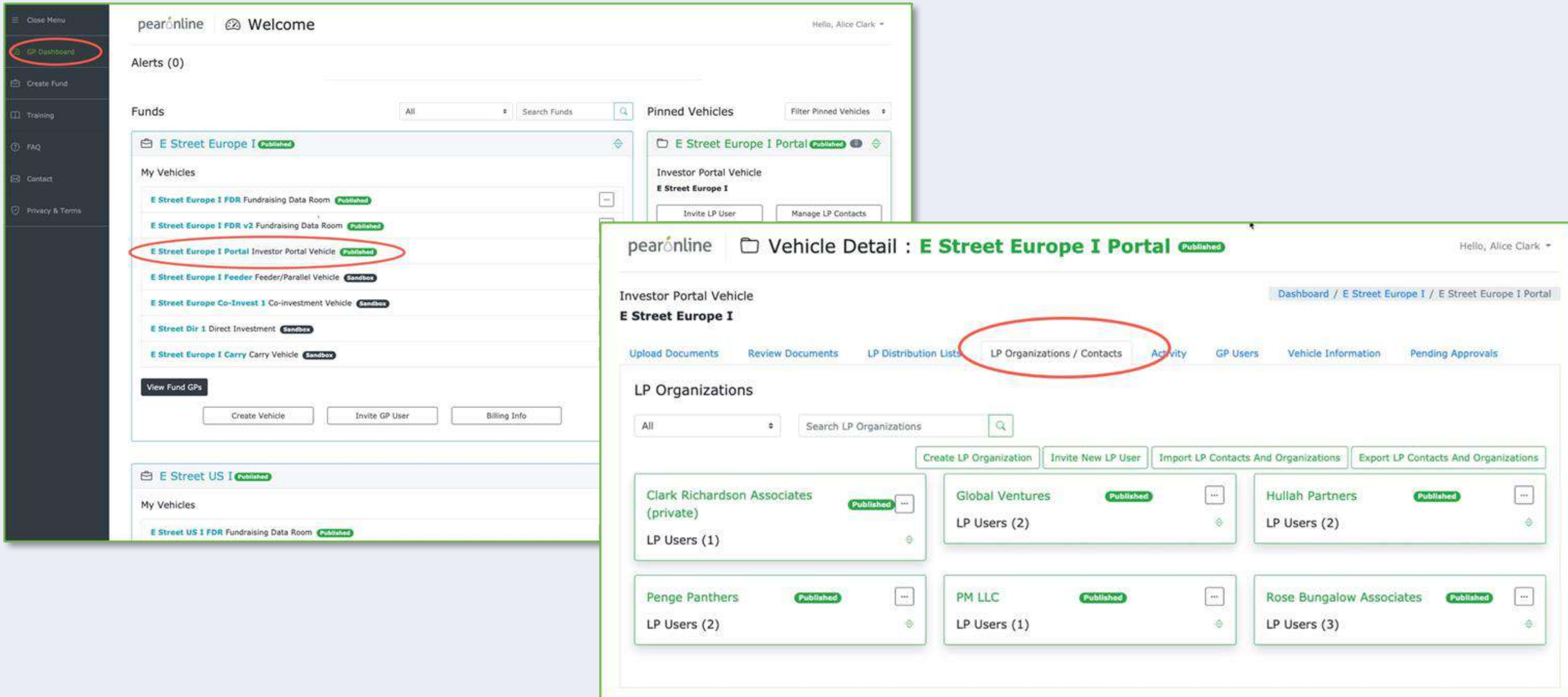


If you do not have publishing rights, the documents you are granting them access to will not be visible from this tab until these changes have been approved by a GP User with the appropriate permissions. For more information on GP Permissions and the 4-eyes process please click here

Troubleshooting
Documents can’t be seen by LP User / Change LP User settings

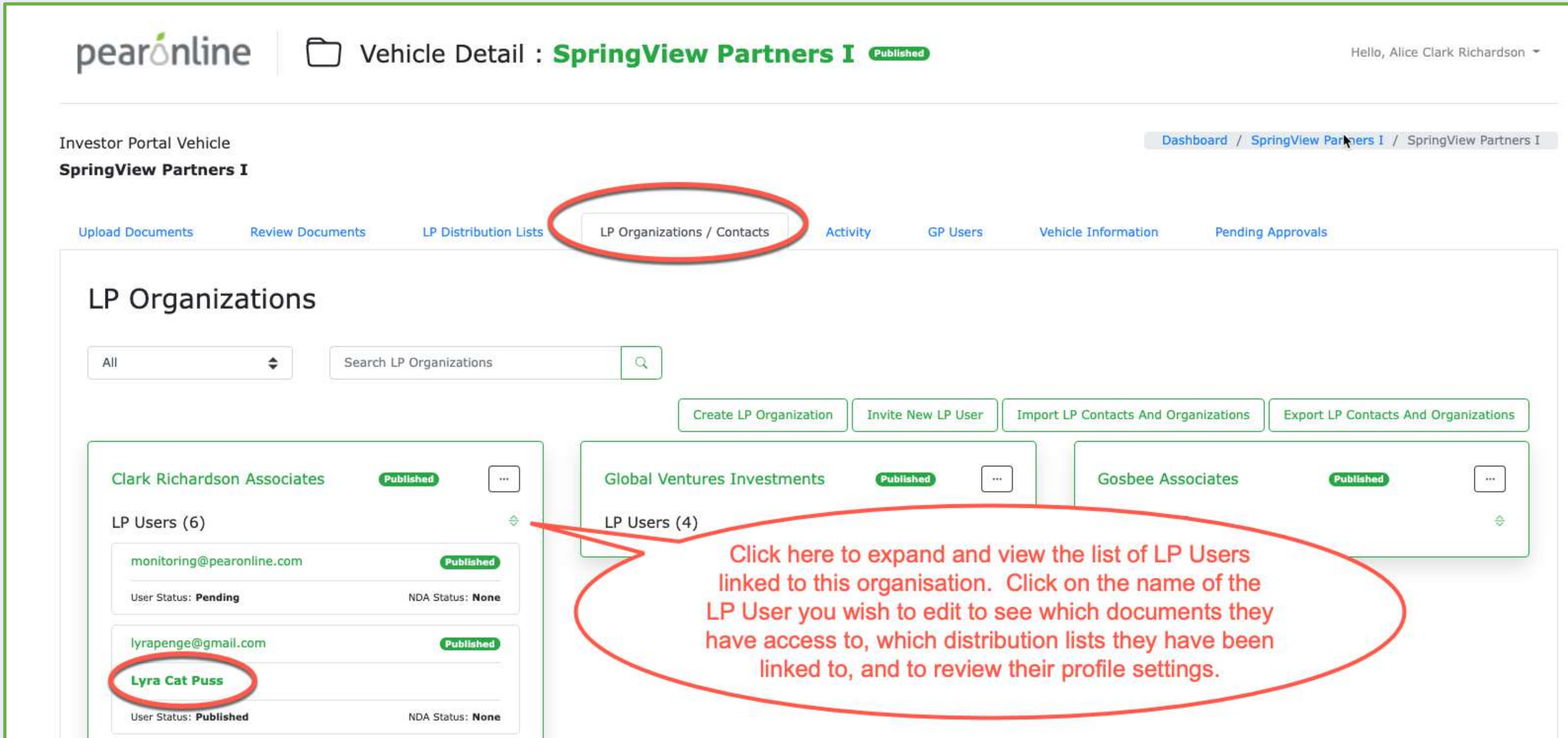
If your LP User does not have access to certain documents or files, there are a number of things you can do to check why this might be.

1. **Establish which documents the LP User has access to:** From the GP dashboard, click on the appropriate vehicle, and then go to the LP Organizations/contacts page.



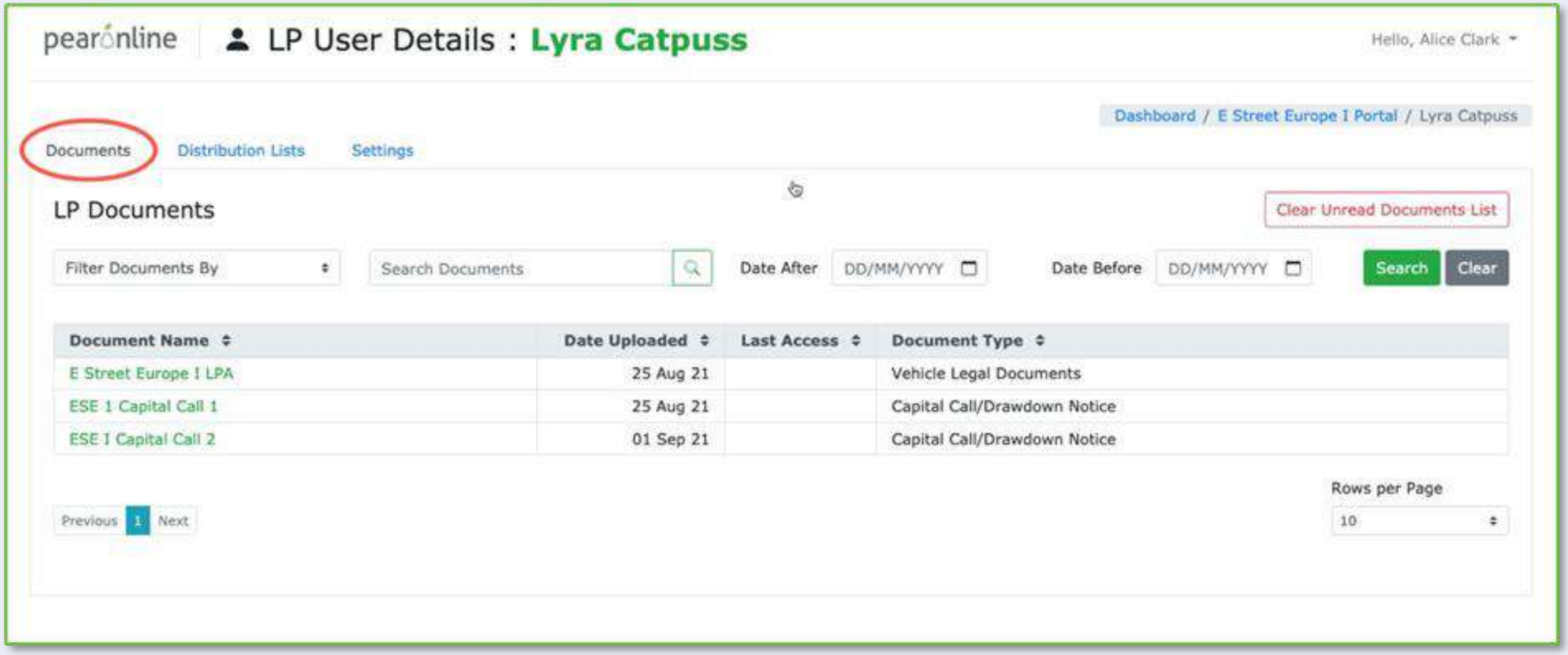
Troubleshooting
Documents can't be seen by LP User / Change LP User settings

Locate the LP User that you wish to edit or troubleshoot by expanding the list of LP Users linked to their LP Organisation and clicking on their name.



Troubleshooting
Documents can't be seen by LP User / Change LP User settings

The next page you land on will display a list of documents that you have given this LP User access to.

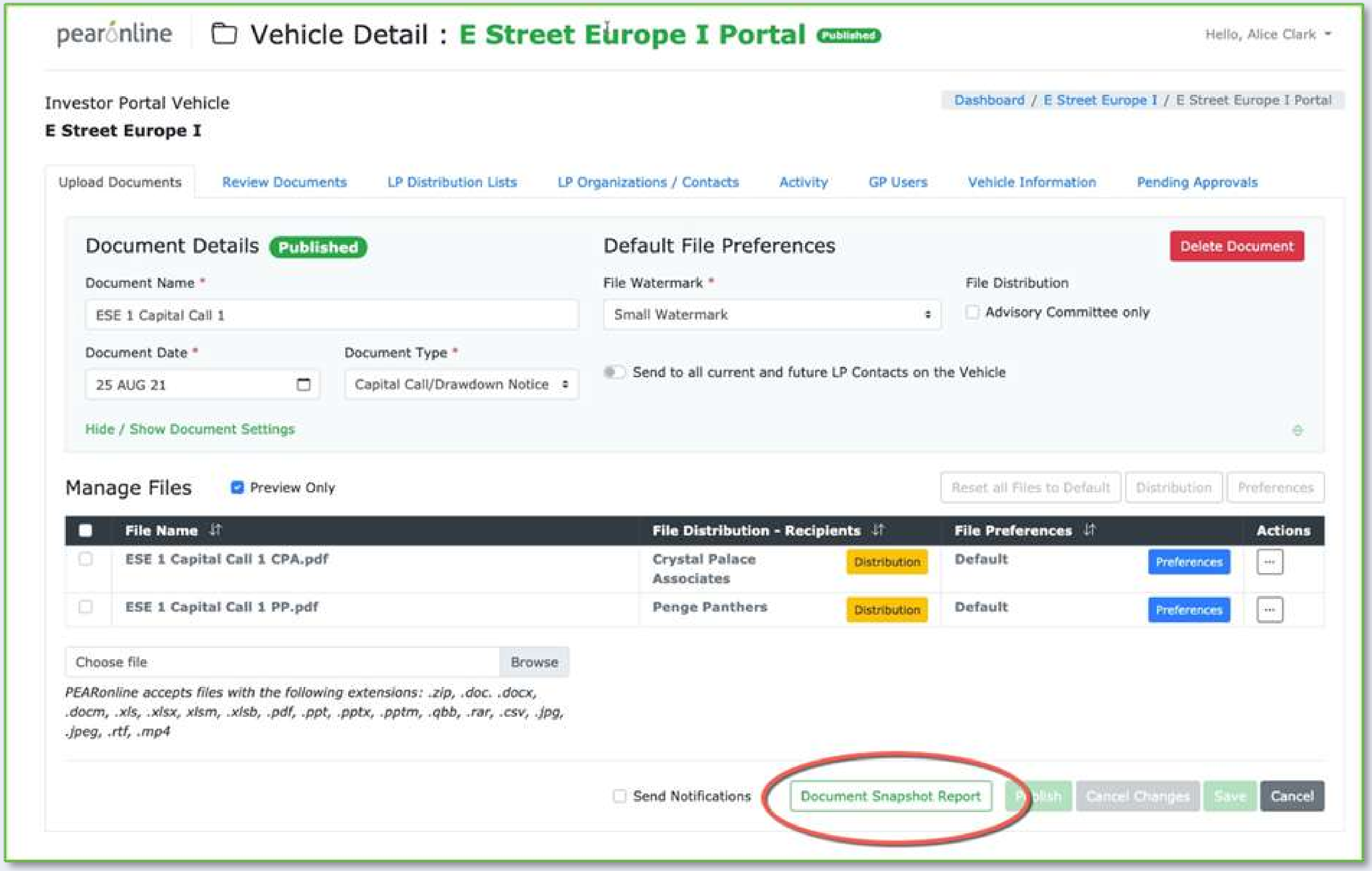


If the document is listed, the LP User should have access. Their view of the document may be restricted by an NDA or MFA (if applicable). If the document has been previously downloaded by the LP User, it will not be visible in the 'unread documents' section, they will need to click in to the specific vehicle to see it again.

2. **Checking which files within a document the LP User has access to:** The above screen shot tells us that this LP User can see Capital Call 2, however it does not show which specific files within that capital call are available to this user

Troubleshooting
Documents can't be seen by LP User / Change LP User settings

To see in more detail which files this user can see within the document, click the document name and then select to view the document snapshot report:



Troubleshooting
Documents can’t be seen by LP User / Change LP User settings

The Document Snapshot report is compiled as follows:

Document Distribution Snapshot

Document: ESE 1 Capital Call 2 Published
Fund E Street Europe 1 - Vehicle E Street Europe I Portal
Generated 5 Nov 2021 by Alice Clark
Document Type: Capital Call/Drawdown Notice
Document Date: 21 Oct 2021
Document Last Modified: 21 Oct 2021
Notifications are: OFF
Distributing to Individual LP Contacts

This is document level information

File: ESE 1 Capital Call 2 GV21.pdf Published

Distribution to: All Investors

This is the name of one of the files within the document

File: ESE 1 Capital Call 2 CPA.pdf Published

Distribution to: All Investors

This is the name of the Distribution List this file is being sent to

Recipients: Crystal Palace Associates
LP Organization: Penge Panthers Published

LP Contact	Invitation	Advisory	NDA	Type Allowed	Restriction	Overall Visibility
lyrapenge@gmail.com	Accepted	No	Accepted	Yes		✓

There is nothing to restrict this LP user’s access to the file

These are the LP users who are eligible to access this file

Recipients: Crystal Palace Associates
LP Organization: Clark Richardson Associates (private) Pu

LP Contact				pe Allowed	Restriction	Overall Visibility
alice@pearonline.com	Pending	Yes	Pending	Yes		×

Overall visibility is not ticked because this LP user needs to register their PEARonline account and accept the NDA on this vehicle

File: ESE 1 Capital Call 2 CR2021.pdf Published

Distribution to: All Investors

Recipients: CR 2021
LP Organization: Clark Richardson Associates (private) Published

LP Contact	Invitation	Advisory	NDA	Type Allowed	Restriction	Overall Visibility
alice@pearonline.com	Pending	Yes	Pending	Yes		×

Troubleshooting
Documents can't be seen by LP User / Change LP User settings

In the previous screenshot, you can see that this document is called ESE 1 Capital Call 2. One of the underlying pdf files is called 'ESE 1 Capital Call 2 CPA', and this particular file is being sent to eligible LP Users who are linked to the Distribution List called 'Crystal Palace Associates'.

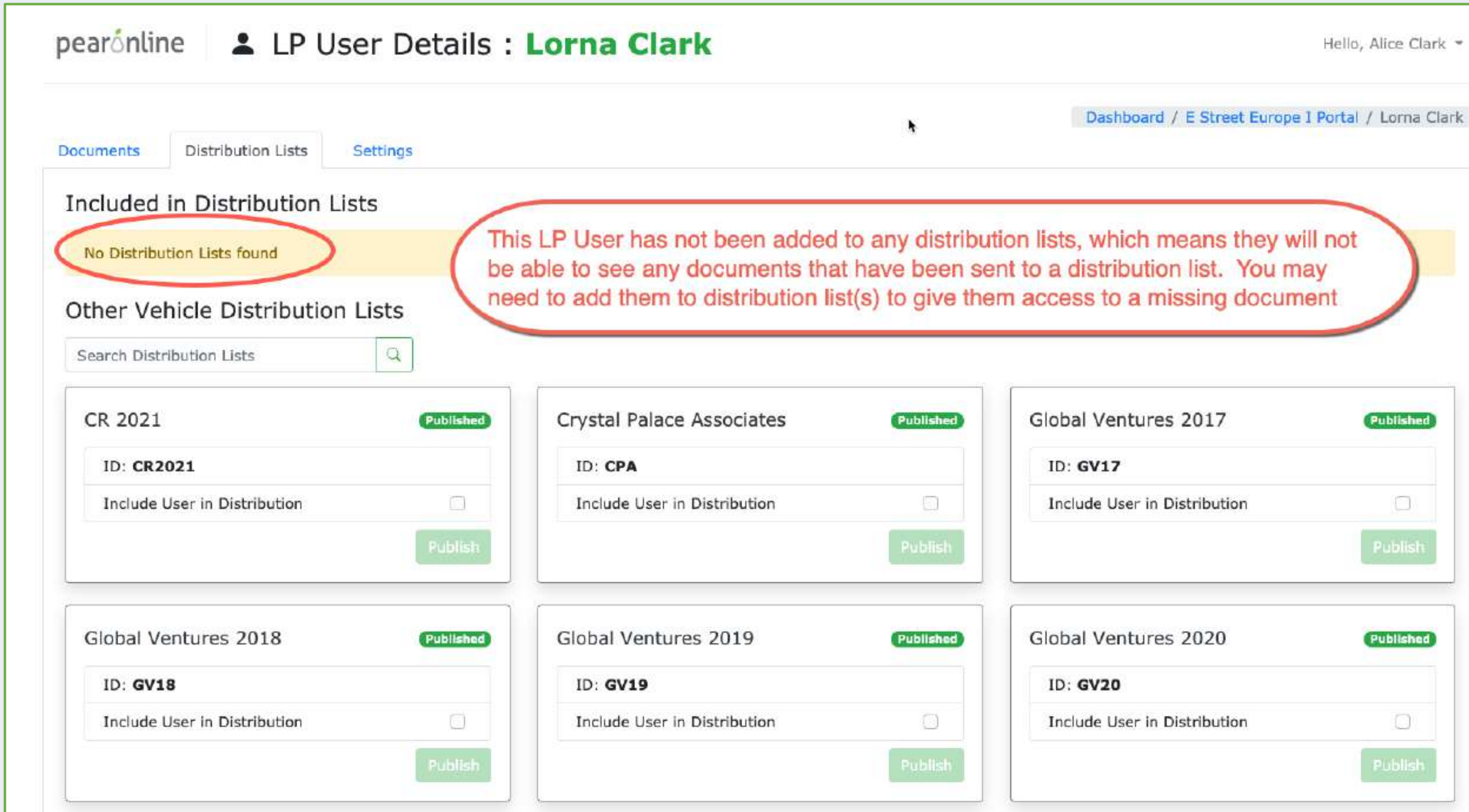
There are two LP Users who have been given permission to view this file, lyrapenge@gmail.com and alice@pearonline.com. Lyrapenge@gmail.com only needs to log in to get immediate access to this file from their LP dashboard, as this user meets all the criteria to achieve 'overall visibility'. Alice@pearonline.com does not have immediate access to this file.

They will receive a notification if notifications are sent when publishing this document, however the document snapshot report tells us that this user needs to complete registration of their PEARonline account and also accept the NDA on this vehicle before they can view the file.

Troubleshooting
Documents can’t be seen by LP User / Change LP User settings

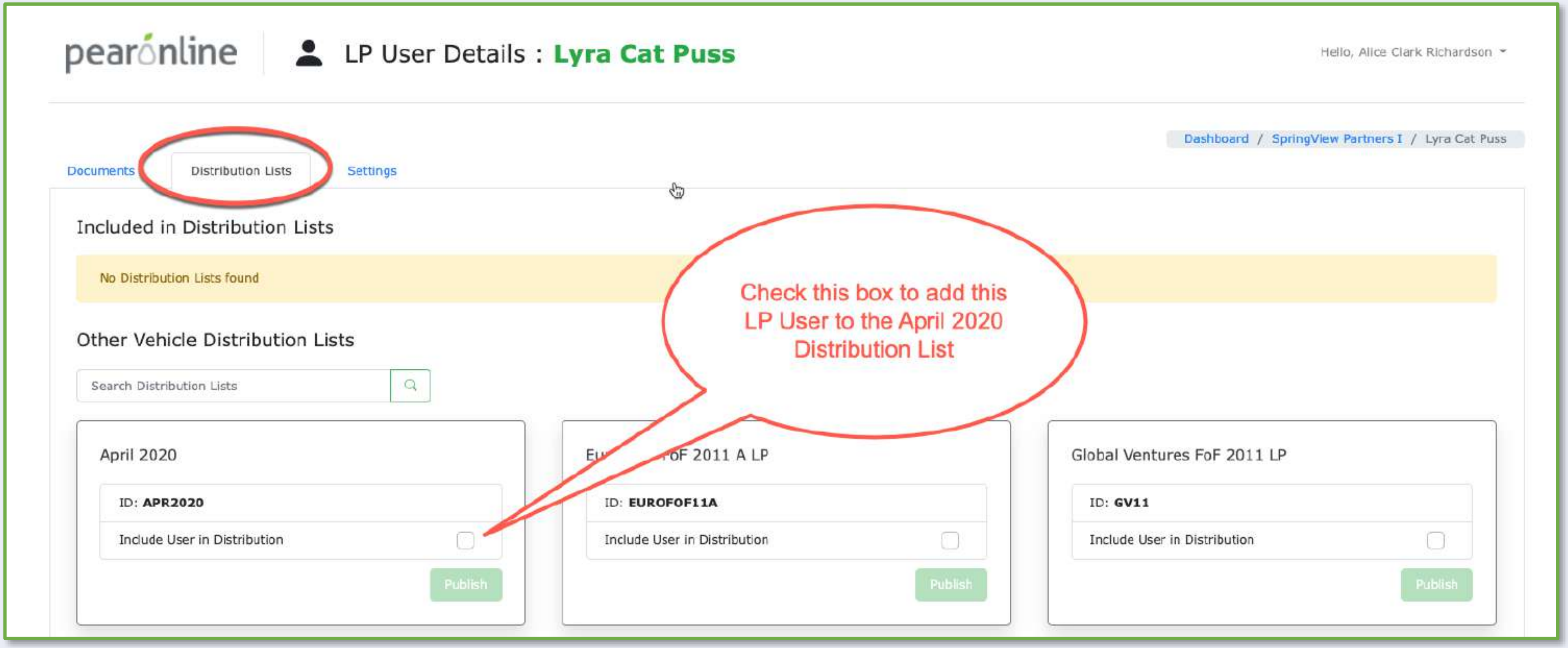
3. The LP User does not have the document listed on their profile pages – why?

Check if the LP User is linked to the right distribution lists: If the missing document is a document that has been sent to a distribution list, it might be that this user is not linked to the relevant distribution list. Return to the detailed LP User Details page to review distribution lists:



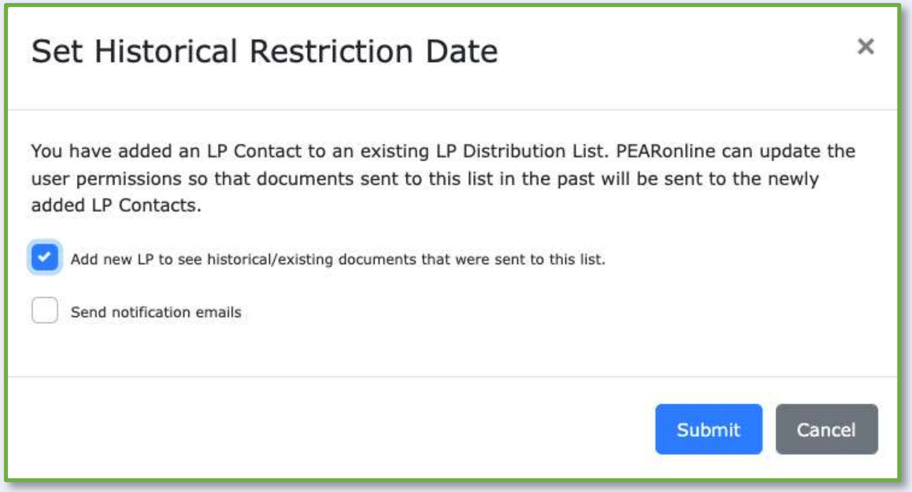
Add an LP User to a distribution list:

To add an LP User to a distribution list, check the ‘Include User in Distribution’ check box.



Add an LP User to a distribution list:

You will see the following pop up, asking you to set the historical restriction date:



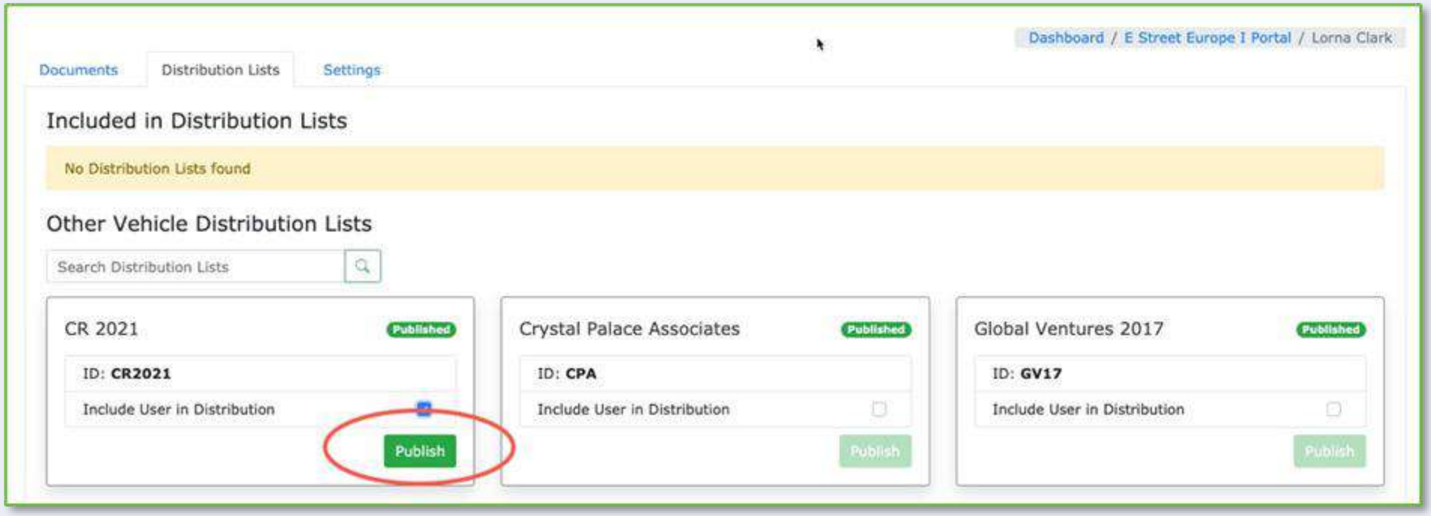
Please note that if you do not tick the first box this LP User will not be able to see any documents that you have previously sent to this distribution list (they will only see future documents). If the LP User is already linked to the correct Distribution List, but cannot see the document, it may be that this box was not ticked when they were first added. This should be remedied by removing the LP User from the Distribution List and re-adding them, this time ensuring that the top box has been ticked.

In most instances, we recommend that you do not tick the second box, as this will trigger notification emails for all the documents you are giving the user access to. There is a risk that the LP will receive multiple emails.

Once you have confirmed your historical restriction date, click submit.

Add an LP User to a distribution list:

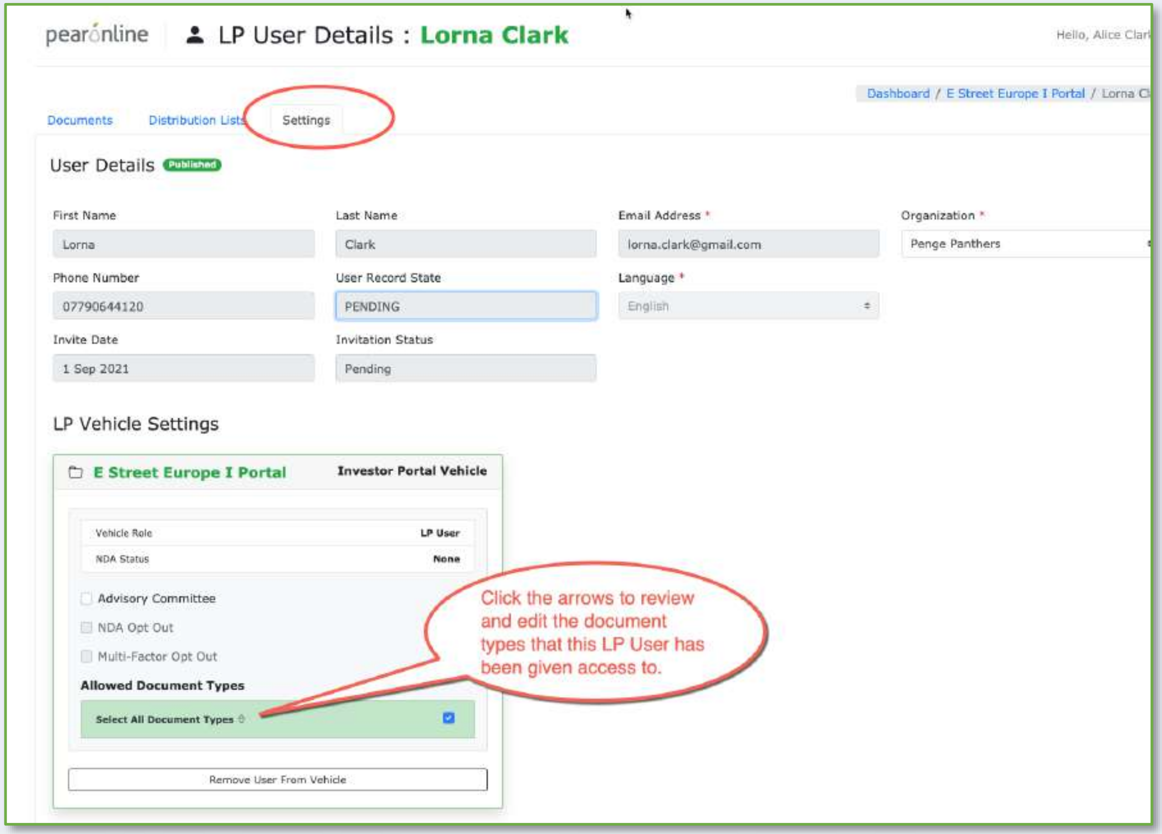
Please note you will then need to also click 'publish' on the distribution list for these changes to take effect:



Check the LP User Settings:

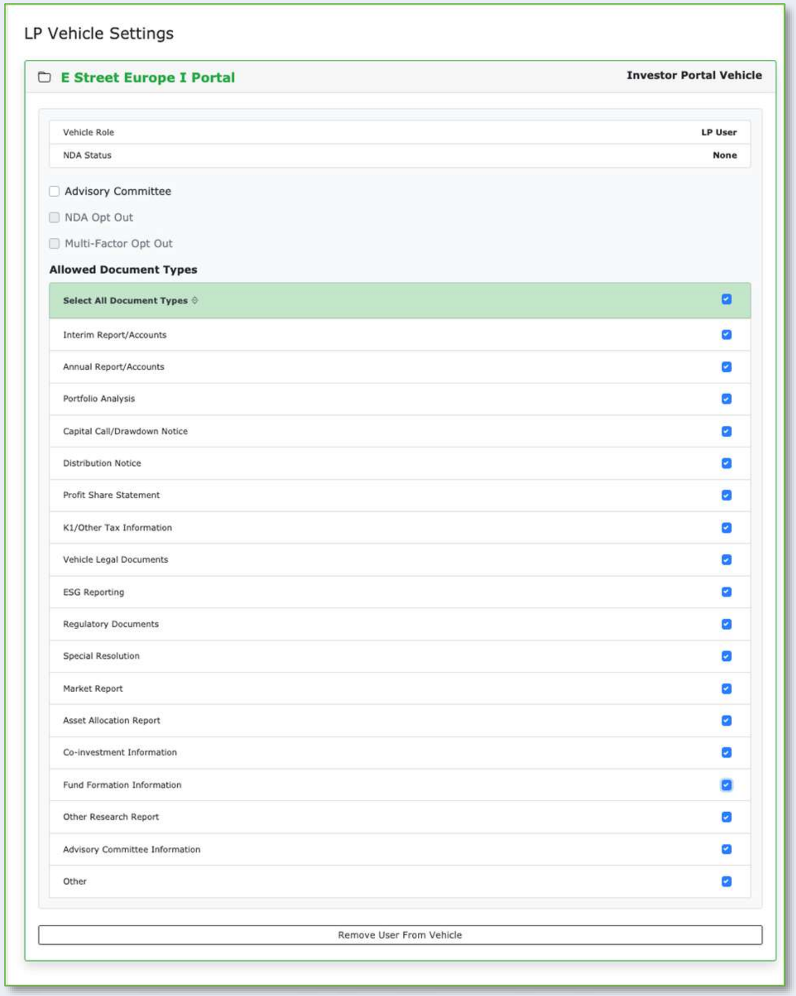
It may be the Settings for the LP User that is restricting their access to certain documents, for example it may be that the LP User has not been given access to a specific document type. If there is an NDA on your vehicle, you may also want to check the NDA status for this user.

To review Settings go to the LP User Details page and select the Settings tab:



Edit Document Types:

To review and make changes to the document types that this LP User has access to, click the arrows adjacent to 'Select All Document Types'. To add or remove document types, simply select or deselect the relevant check boxes, then click 'Publish'



Please note: the list of document types available will differ, depending on the Vehicle type.

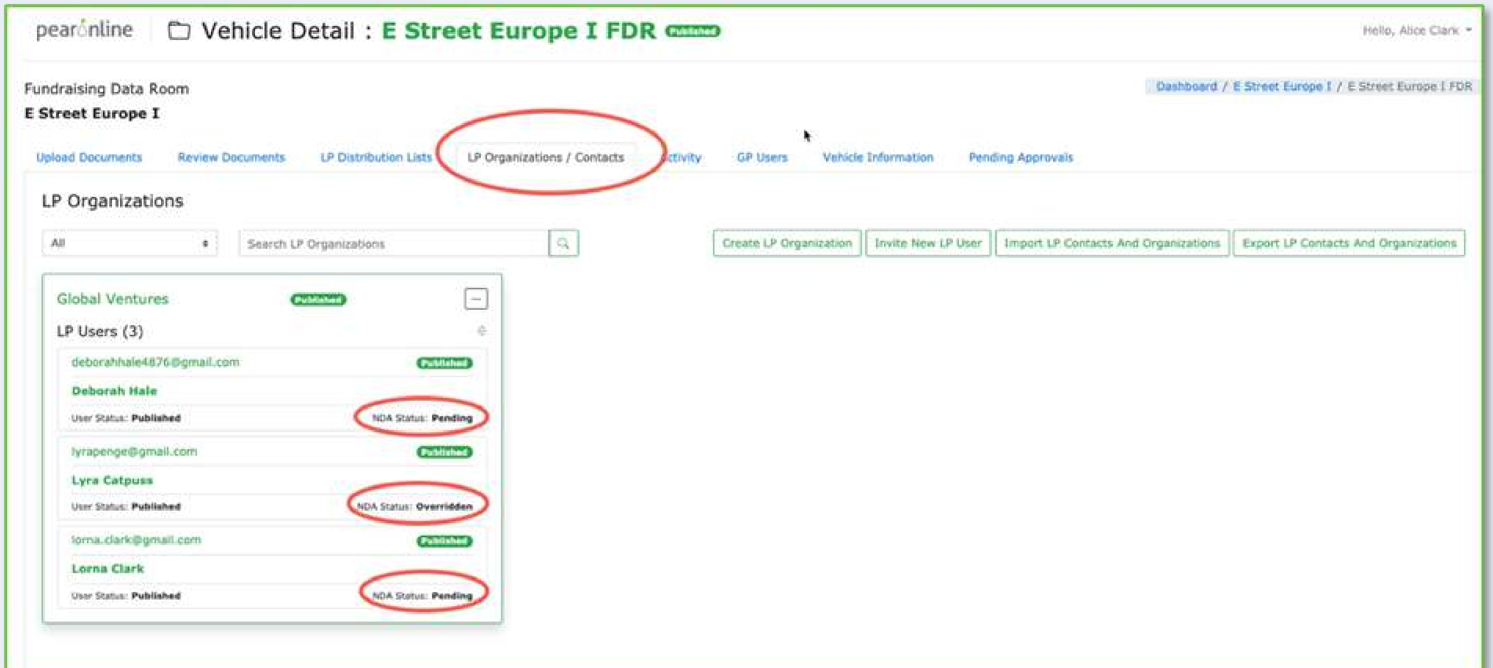
Check NDA Status:

You can check whether your vehicle has an NDA on it from the Vehicle Information tab. If there is an NDA on the vehicle, your options will be to view or change:

To check the NDA status of an LP User.

Go to the LP Organizations / Contacts tab

Look for the LP Organization in question and click on the arrows to display the LP Users and check their NDA status:



Troubleshooting,
Documents can't be seen by LP User / Change LP User settings

To recap, if troubleshooting why an LP User cannot see a document, do the following:

1. **Double check which documents and files they really do have access to by going to the LP Org/contacts tab and review the documents tab. If the document is listed then they should have access, but bear in mind the following:**
   a. Invitation status
   b. NDA status
   c. MFA – do you have MFA on the vehicle, and if so, have they used the code. If they have logged in without the MFA code, your vehicle will be inaccessible
   d. Download status – if the LP User has previously downloaded this document on PEARonline, it will no longer be listed in the 'unread documents' section. They will need to click on the vehicle name (right of the screen) to see it again.

If the conclusion is that the LP User does have access to the document, the advice is to have another look, making sure they log in using MFA (if applicable) and to check if their view to the document is restricted by an NDA. In addition, please check the document list from the vehicle view, rather than just looking at the Unread documents section.

Troubleshooting
Documents can't be seen by LP User / Change LP User settings

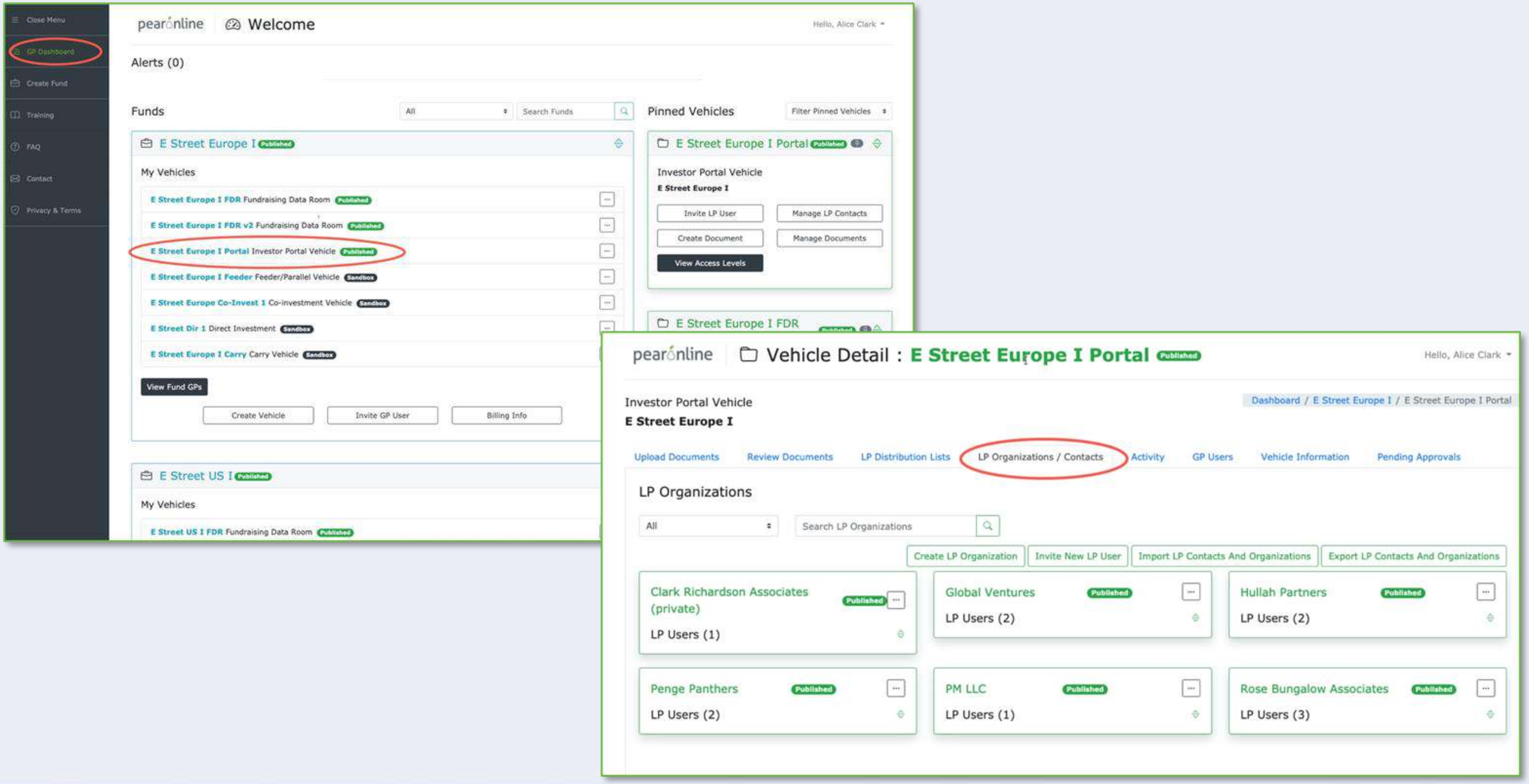
2. **Troubleshoot why a document might not be listed here by checking the following:**
   a. Has the LP User been linked to the right distribution list (only applicable if the missing document was sent to a distribution list)
   b. If the LP User has been linked to a distribution list, were historical docs included at the time of adding?
   c. Is the NDA status of the LP User 'pending'? (only applicable if the vehicle has an NDA)
   d. Does the LP User have the relevant document type ticked?

Recommendation is to add the LP User to the relevant distribution list if it is missing from their profile, ensuring that the top box is checked. If the distribution list is listed on their profile, remove and re-add, making sure the top box is checked. Also check document types ticked for this user, and edit if required.

To check whether the changes you have made have resulted in the missing document becoming available, go back to the LP Orgs/Contacts > LP User Details > Documents tab to see whether the missing document has appeared on this list.

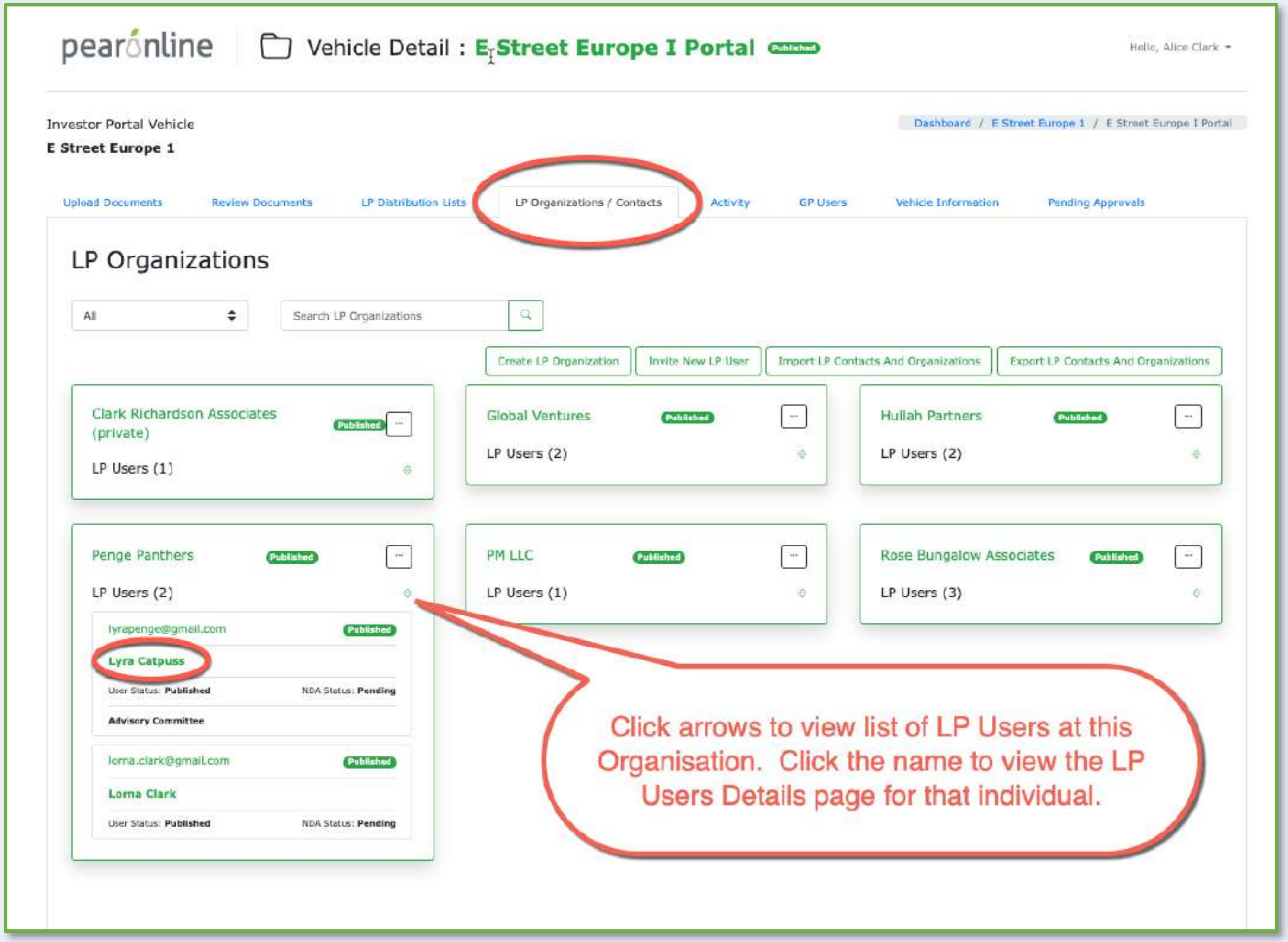
Remove LP Users from any vehicle

From the GP Dashboard, click on the appropriate vehicle and then go to the LP Organizations / Contacts page.



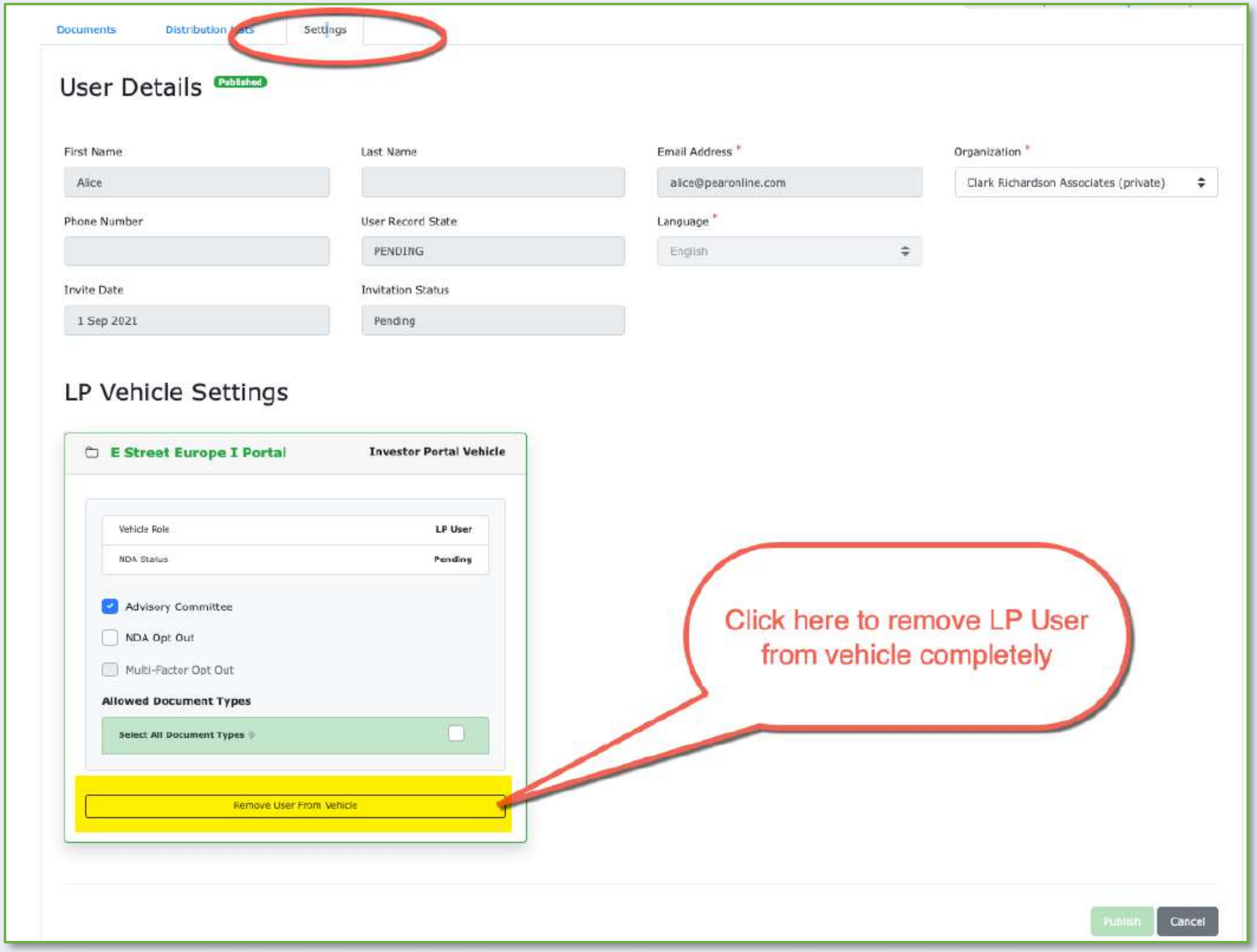
Remove LP Users from any vehicle

Locate the LP organization that this LP User is linked to and click on the up/down arrows to view the list of LP Users at this Organization.



Remove LP Users from any vehicle

Click the name of the LP User in question and go to the Settings tab. Click remove user from vehicle to remove them all completely:



Remove LP Users from any vehicle

Please note, if only the submit button is available to you (publish is greyed out), this means that you do not have the necessary GP permissions to remove the LP User. Clicking OK to confirm the action will prompt another GP User with the appropriate GP User permissions to approve this action. For more information on GP permissions and 4-eyes processes, please click here

Remove LP Users from any vehicle

Removing an LP User from a Distribution List

If you want to remove an LP User from a Distribution List (thereby removing their access to certain documents, but not removing them from the vehicle all together), take the following steps:

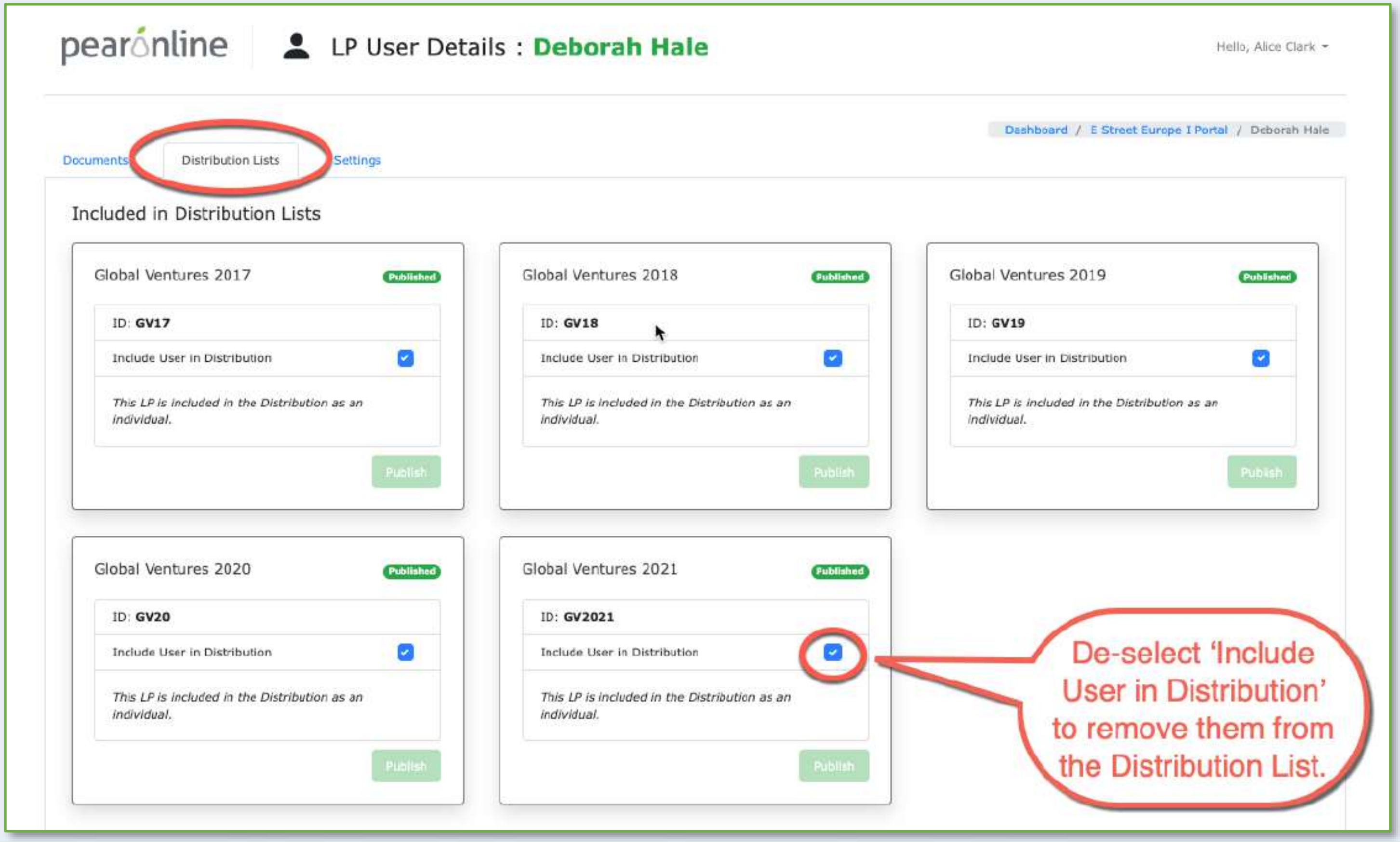
Go to the LP User Details page and then to the Distribution Lists tab (vehicle > LP Organization/Contacts, locate LP Organization and click on name of individual LP User)

The Distribution Lists that this LP User is currently linked to will be displayed at the top of the screen. De-select 'Include User in Distribution List' to remove them.

Remove LP Users from any vehicle

Removing an LP User from a Distribution List

Please note, if your option is to 'submit', rather than publish, this means that you do not have the necessary GP permissions to remove the user from the Distribution List without it first being approved by another GP User with 'approval' status for GPs. For more information about GP permissions and the '4-eyes' process, please click here



Guide to LP User Pages

Q: What will LP Users have to do?
A: Following migration to Version 2 of PEARonline, all users will be required to set a new password for continued access.

Q: What can LP Users expect from Version 2?
A: LP Users will notice a more intuitive interface with clearer signposting of actions. V1 'Latest Updates' and 'Investments' tabs have been replaced with the LP Dashboard.

Q: What is the LP Dashboard?
A: The LP Dashboard is the first page that an LP User accesses after login. In addition to the Unread Documents section, Funds and Vehicles are prominently displayed on the right-hand side of the screen.

Q: How does the Unread Documents section work?
A: The Unread Documents section lists all documents that the LP User has not yet actioned. Documents can be downloaded from this section individually, or multiple documents can be downloaded by adding a selection to the Cart.

If there are more than six unread documents in the same vehicle, these will be grouped together for convenience in blue font. If an LP User is not able to view a document because of a pending NDA, this will be clearly signposted.

Once a document has been viewed or downloaded, it will be cleared from the Unread Documents section. All documents are still available for review via the Funds + Vehicles Section of the LP Dashboard.

Q: What is the Funds + Vehicles section for?

A: The Funds + Vehicles enables the LP User to deep dive into each vehicle they have access to. Funds + Vehicles will be displayed on the right-hand side of the screen, with the ability to 'Pin' specific funds to the top of the list for convenience.

By clicking into a specific Fund or Vehicle, the LP User can access a full archive of all their documents, irrespective of whether they have previously downloaded or viewed the document. This section also includes a search field which allows the LP User to run a single search across all Funds and Vehicles.

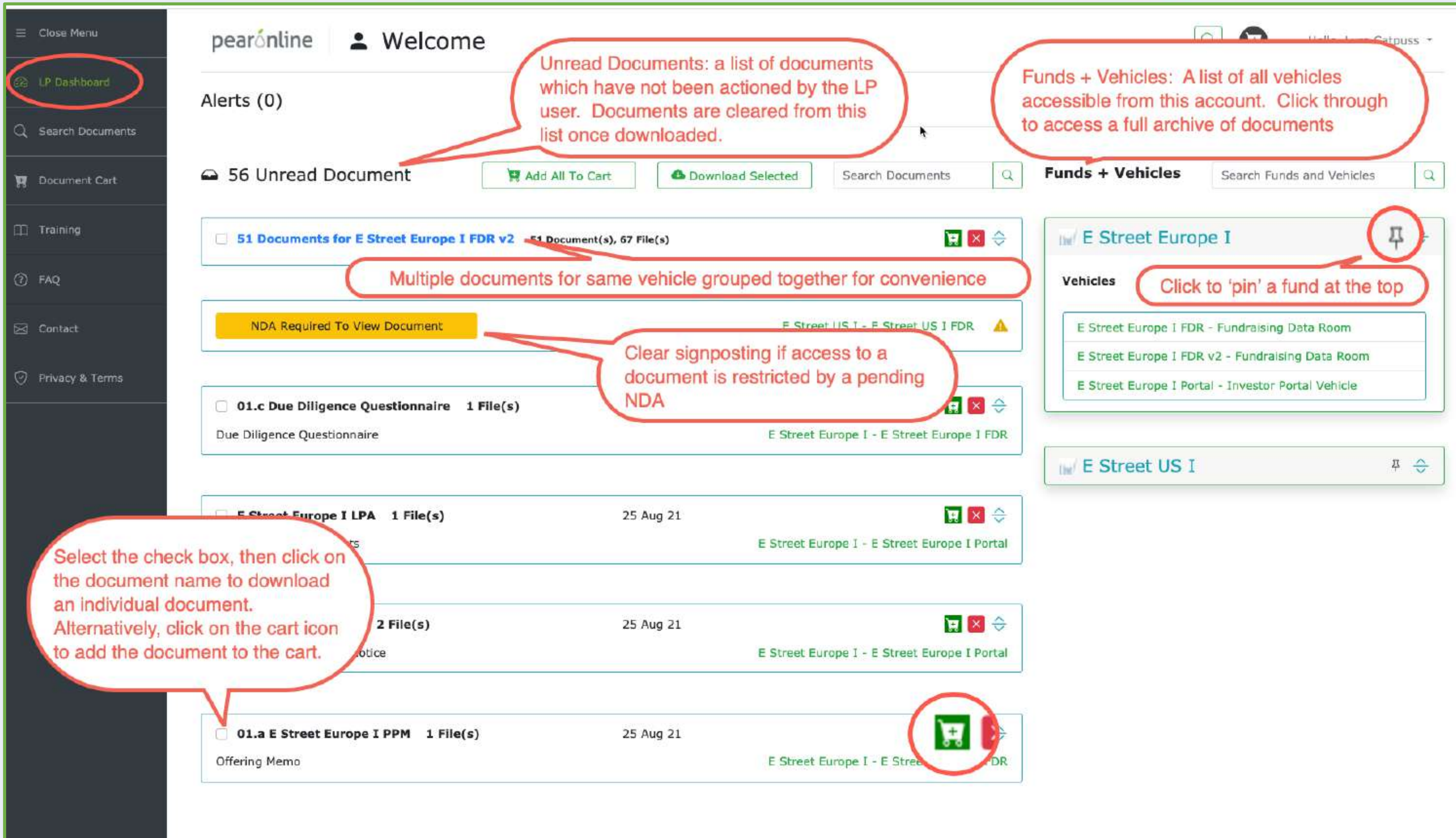
Q: How will the introduction of Multi-Factor Authentication (MFA) affect LP Users?

A: If the GP of one of the LP's vehicles activates MFA for all users, they will need to use the MFA code that will be emailed to them during the login process. If they skip the MFA code, they can still login, however any vehicles with MFA activated will not be accessible. In addition, if an LP User wishes to activate MFA every time they log in regardless, they can activate MFA from their account page.

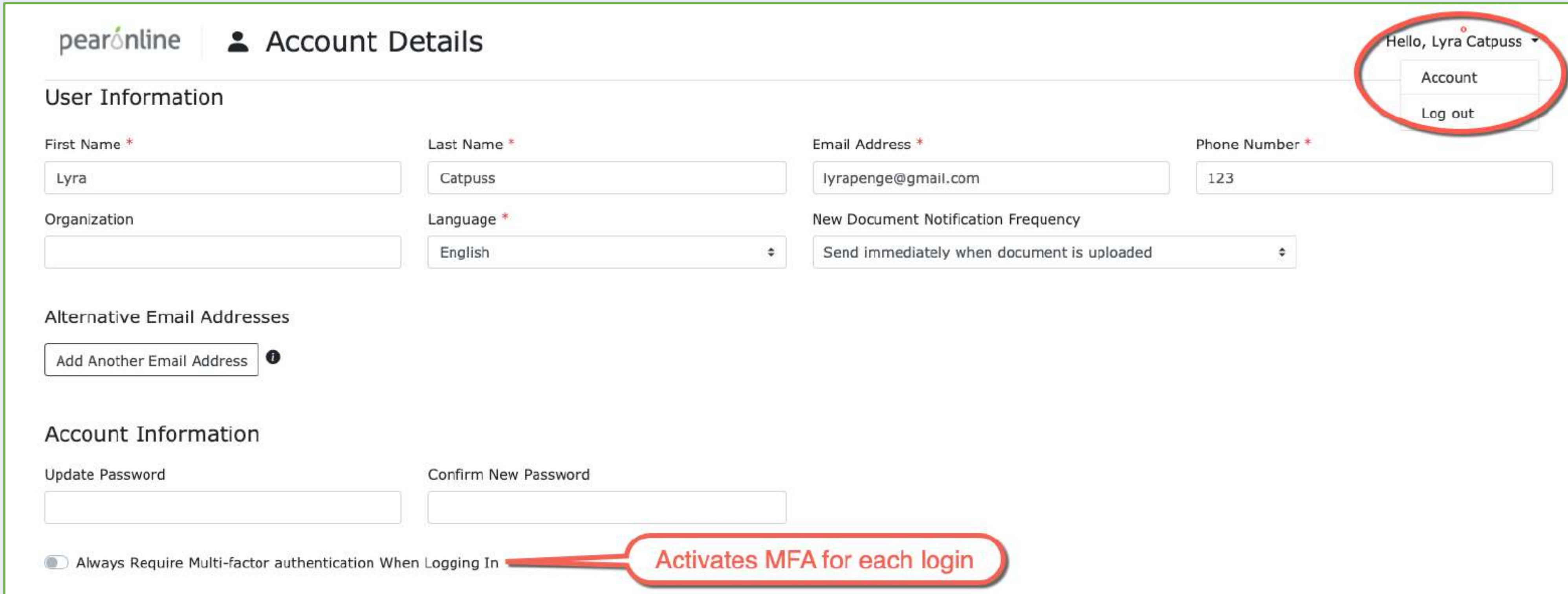
Q: How does an LP review their account page?

A: All PEARonline users can review their account page by clicking on the down arrow next to the username in the top right corner and selecting 'account'. From the Account Details page, users can reset their password, change their security question, add or remove alternative email addresses, and choose to switch on required MFA when logging in.

Guide to LP User Pages



Guide to LP User Pages



Migration of GP Users from Version 1 to Version 2 of PEARonline

Version 2 of PEARonline includes some changes to how GP Users are managed, allowing you to set up 4-eyes processes if desired. With 4-eyes, you can build in formal approval processes, and make sure that all changes to your vehicles are checked by a second GP User.

Q: How will my existing GP Users migrate from Version 1 to Version 2 of PEARonline?
A: Existing GP Users on Version 1 will become general GP Users at vehicle level as follows:

Version 1	Version 2
GP Owner	Vehicle: Publish GPs: Publish LPs: Publish Document: Publish
GP Secondary Owner	Vehicle: Publish GPs: Publish LPs: Publish Document: Publish
GP Administrator	Vehicle: Publish GPs: Publish LPs: Publish Document: Publish
GP Uploader	Vehicle: Read GPs: Read LPs: Read Document: Publish

Migration of GP Users from Version 1 to Version 2 of PEARonline

GP Super Users are brand new fields at fund level and will have been confirmed with you prior to migration.

Q: What is the difference between a GP Super User and a GP General User?

GP Super Users sit at fund level and can do the following:

- see fund level info
- add new GP Super Users
- remove GP Super Users
- add multiple GP General Users to vehicles within funds
- upload logos
- create new vehicles within the fund
- GP Super Users are also the only GP Users who can change the GP permissions for GP General Users on a vehicle

GP General Users are at vehicle level and their rights and permissions are set by the GP Super Users.

GP General Users cannot do the following:

- click through to fund level info
- upload logos
- create vehicles in an existing fund
- change their own or any other GP Users permissions in a vehicle (they can view them but not edit)

GP General Users can do the following

- create new funds, in which case they would become a GP Super User for that new fund

Q: What are the different layers of GP Permissions in V2?

GP Permissions in version 2 are split into four areas:

- Vehicle
- GPs
- LPs
- Documents

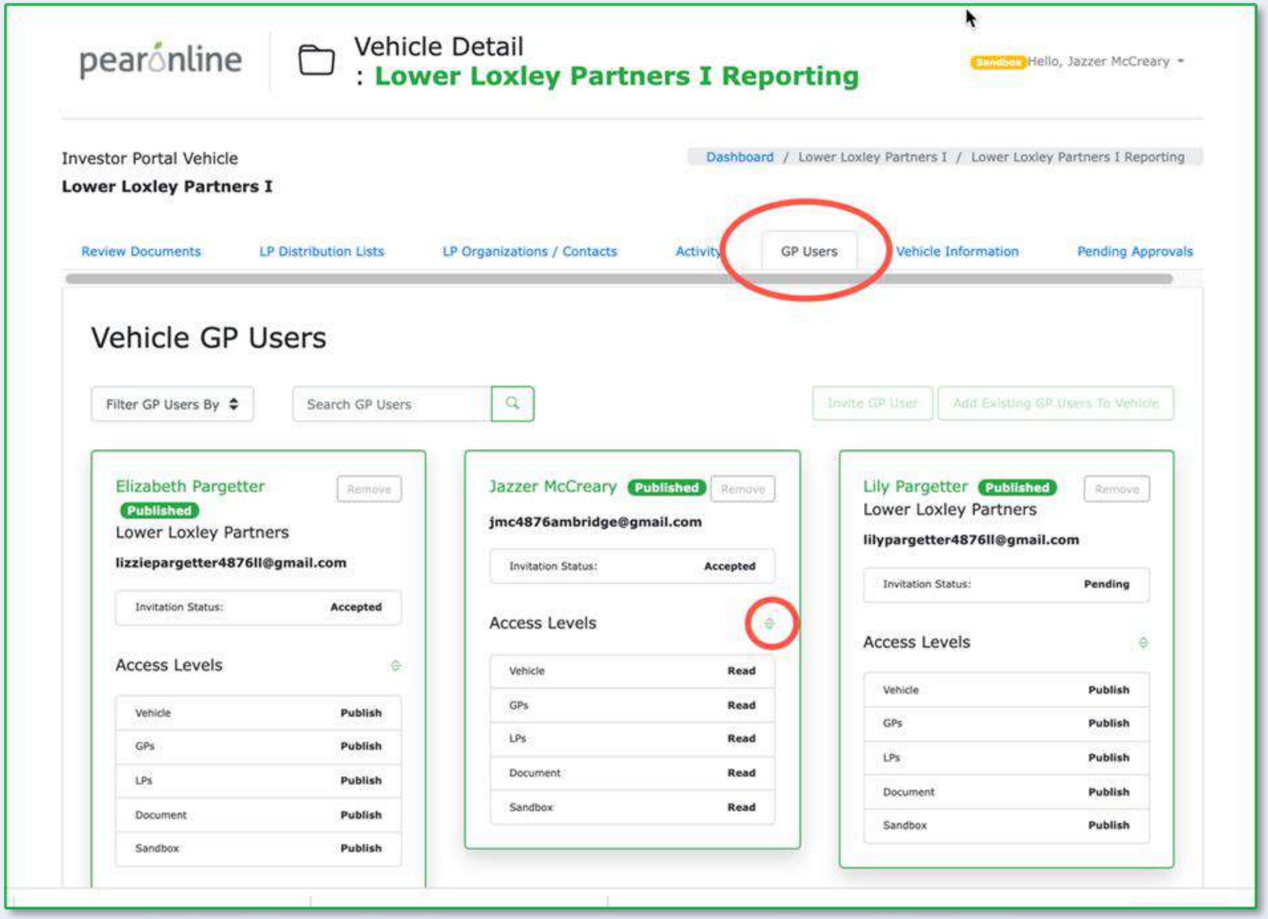
For each of these four areas you can assign a different level of permissions for each GP User on the vehicle. The different GP permissions levels are as follows:

- Read (read only)
- Submit (changes can be submitted but are subject to approval)
- Approve (can approve changes submitted by another GP User. Can also submit changes but cannot approve changes they have submitted themselves)
- Publish (can make changes with immediate effect, i.e. no 4-eyes required)

Migration of GP Users from Version 1 to Version 2 of PEARonline

Q: How can I check which permissions I have as a GP User?

Go to GP dashboard and click on the vehicle, go to GP Users tab, find yourself and click on the arrows to see what permissions you have



Migration of GP Users from Version 1 to Version 2 of PEARonline

Q: How can I change GP User permissions?

A: You will only be able to change GP User permissions if you are one of the following for GPs:

- Publish
- Submit
- Approve

If you have Publish status for GPs you will be able to make changes that will take immediate effect. If you have Submit or Approve, please note that the option will be to 'Submit' this change, rather than publish. This change will then need to be approved by someone with either publish or approval rights. If you have read status for GPs, the 'Invite GP User' button will be disabled.

Q: I need to be added to another existing vehicle – who can do that and how?

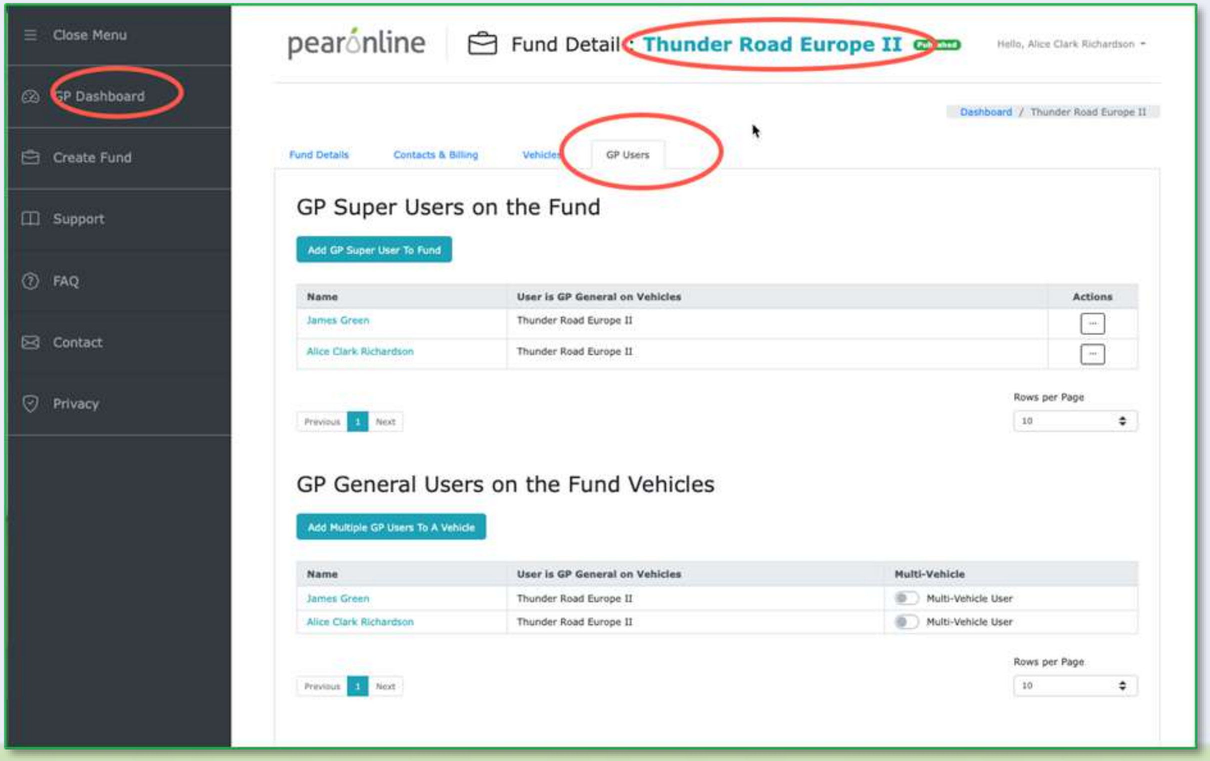
- GP Super User at fund level
- GP General User on that specific vehicle who has GP permissions set to publish (for immediate effect), or Approve/Submit (if 4-eyes is in place)

How to Implement 4-eyes

Once your funds and vehicles have been migrated to Version 2 of PEARonline, you have the option of implementing a 4-eyes system, either by editing the GP User permissions of existing GP Users, or by adding new GP Users. This will need to be done by a GP User who had owner or administrator rights in version 1, as they will migrate across to V2 with publish rights.

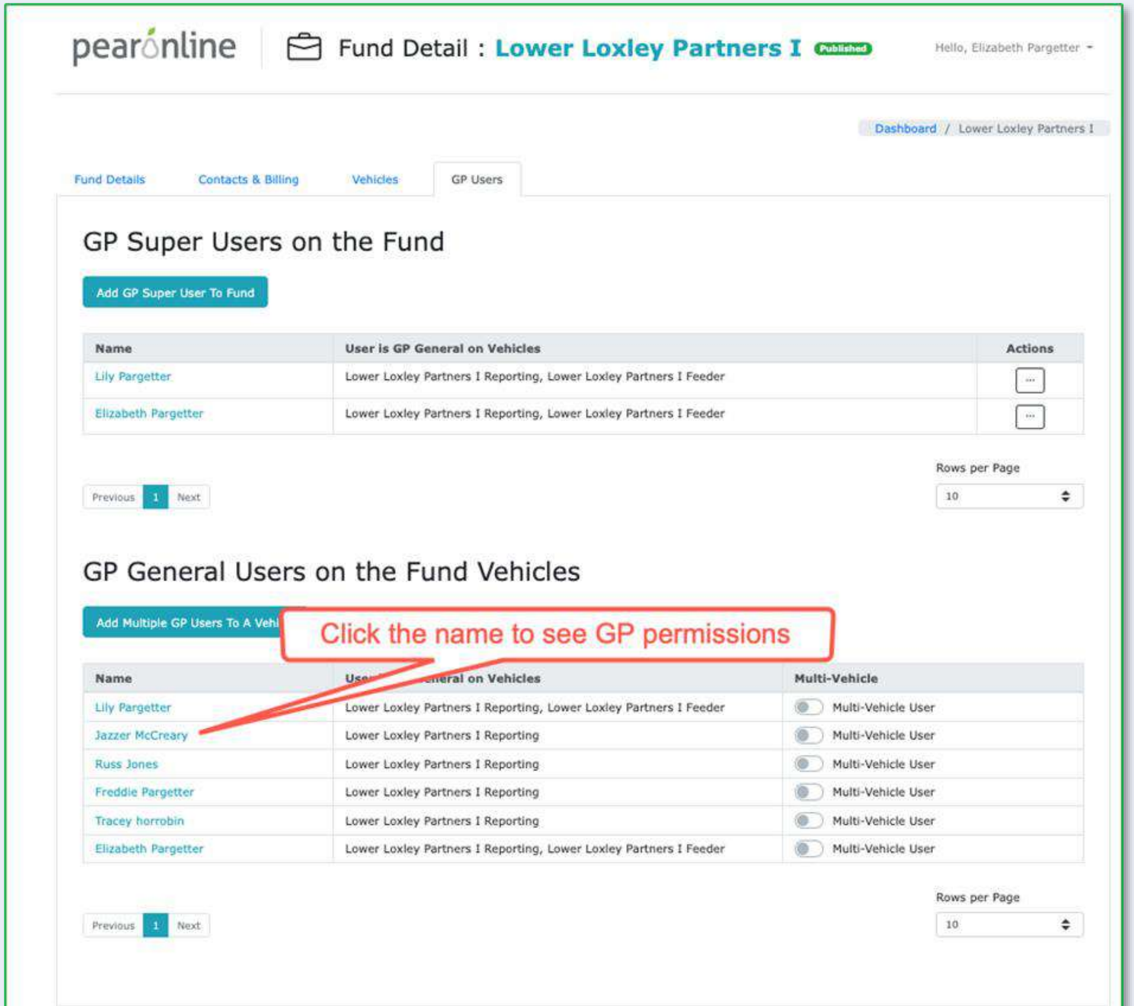
1. Edit existing GP User privileges to implement 4-eyes

From the GP Dashboard, click on the fund in question and go to the GP Users tab:



How to Implement 4-eyes

Click on the names of the GP General Users in turn to review and edit their GP permissions:



How to Implement 4-eyes

Each of the vehicles within this fund will be listed, with permissions visible and editable as follows:

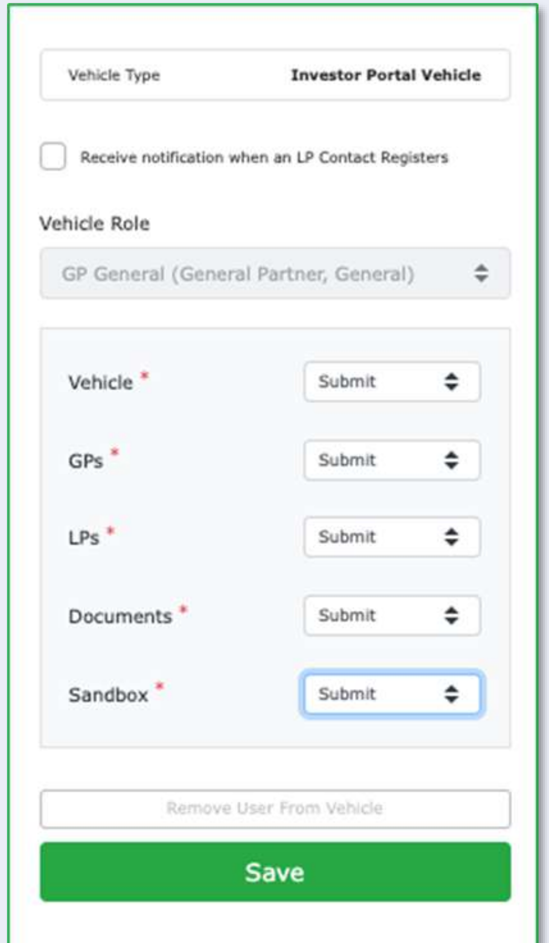
- Vehicle
- GPs
- LPs
- Documents
- Sandbox

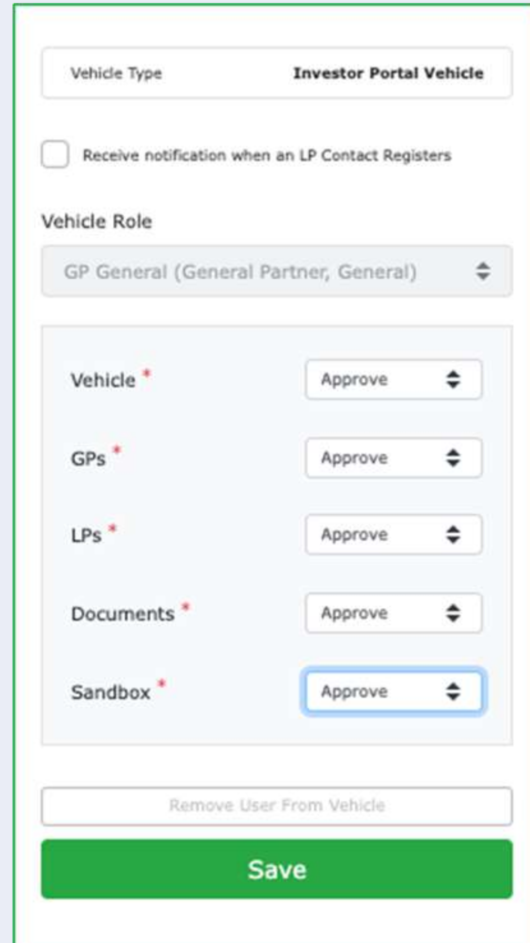
To implement 4-eyes, change these fields to Approve or Submit according to your preferences.

Submit: This GP User can make changes, however they will only take effect once approved by someone with either Approve or Publish privileges

Approve: This GP User can approve changes made by someone with Submit privileges. They can also submit changes, but cannot approve changes that they have submitted themselves.

Click 'save' for these changes to take effect.



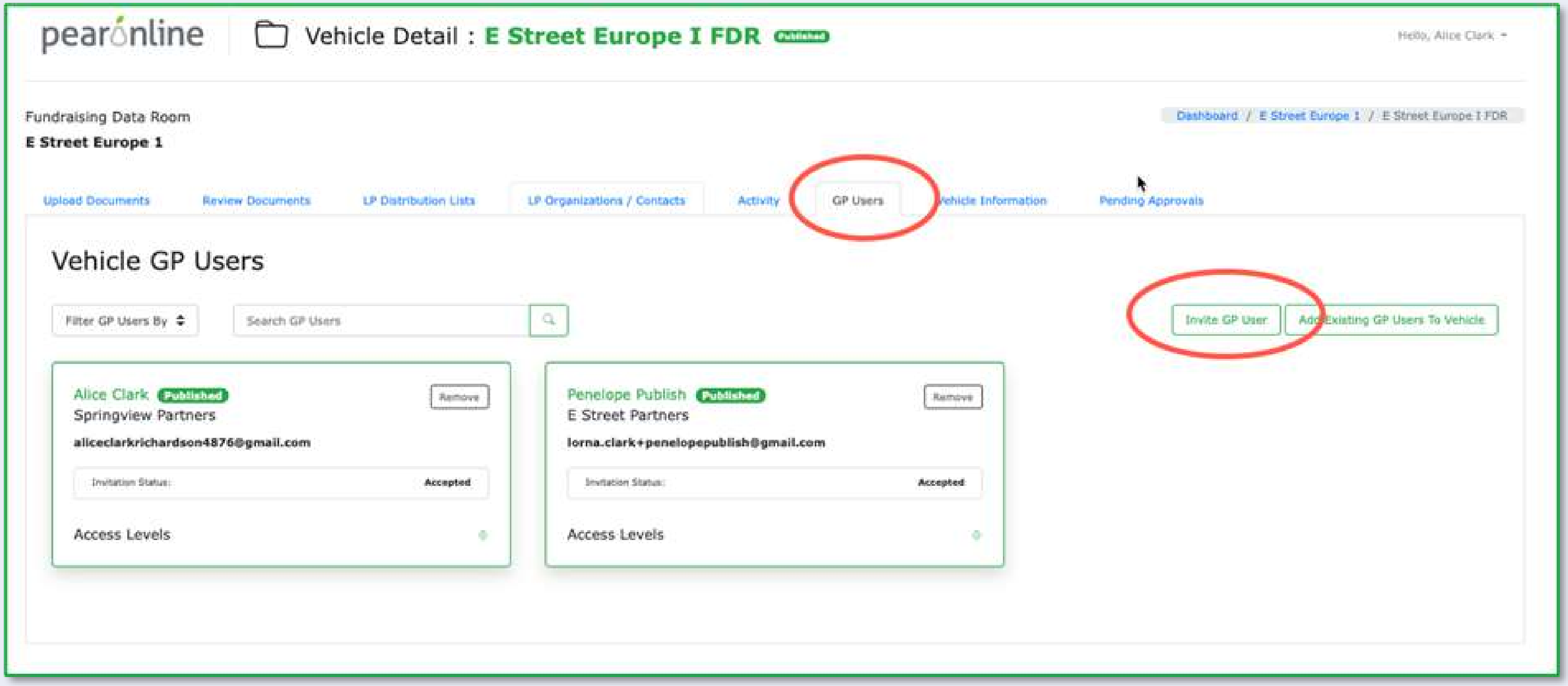


NB – if you have the option to 'Submit' this means you do not have Publish privileges and 4-eyes has already been implemented and is in use.

How to Implement 4-eyes

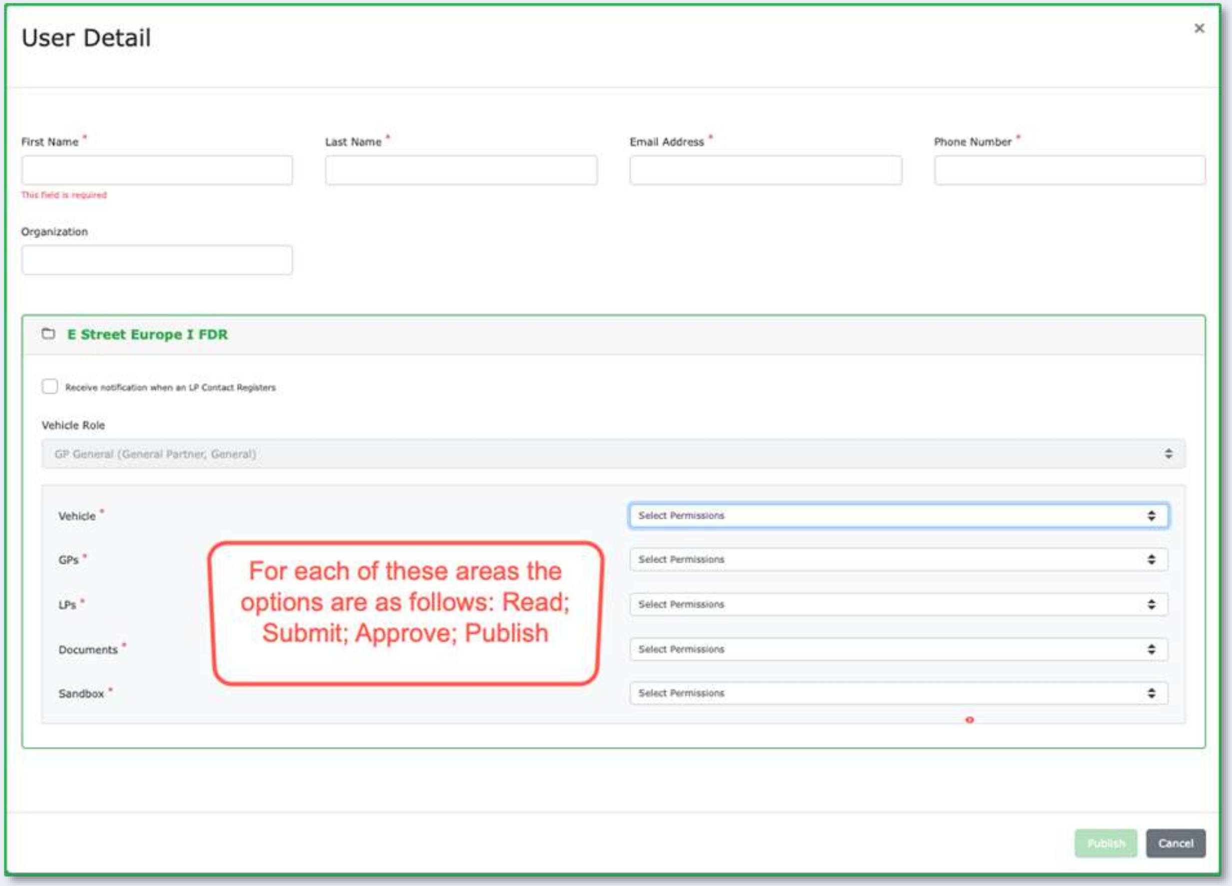
2. Invite new GP Users using 4-eyes

From the GP Dashboard, click on the vehicle in question and then go to the GP Users Tab. Click 'Invite GP User' (NB if the GP User is already linked to another vehicle in this fund you can use the 'Add Existing GP Users to Vehicle' button)



How to Implement 4-eyes

Complete the contact details fields and assign permissions:



Click 'Publish'

For more information on 4-eyes, including how to approve changes please click here

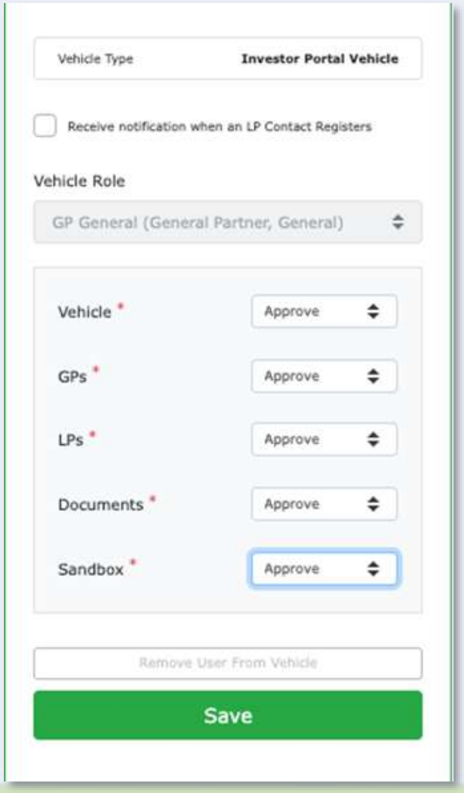
GP Permissions and 4-eyes – An Overview

For more information on how to assign or edit GP User permissions, please click here

	Read	Submit	Approve	Publish
GP User 1 – Read	X			
GP User 2 – Submit	X	X		
GP User 3 – Approve	X	X	X	
GP User 4 – Publish	X		X	X

Each GP User can be assigned a different level of permission for each of the following areas:

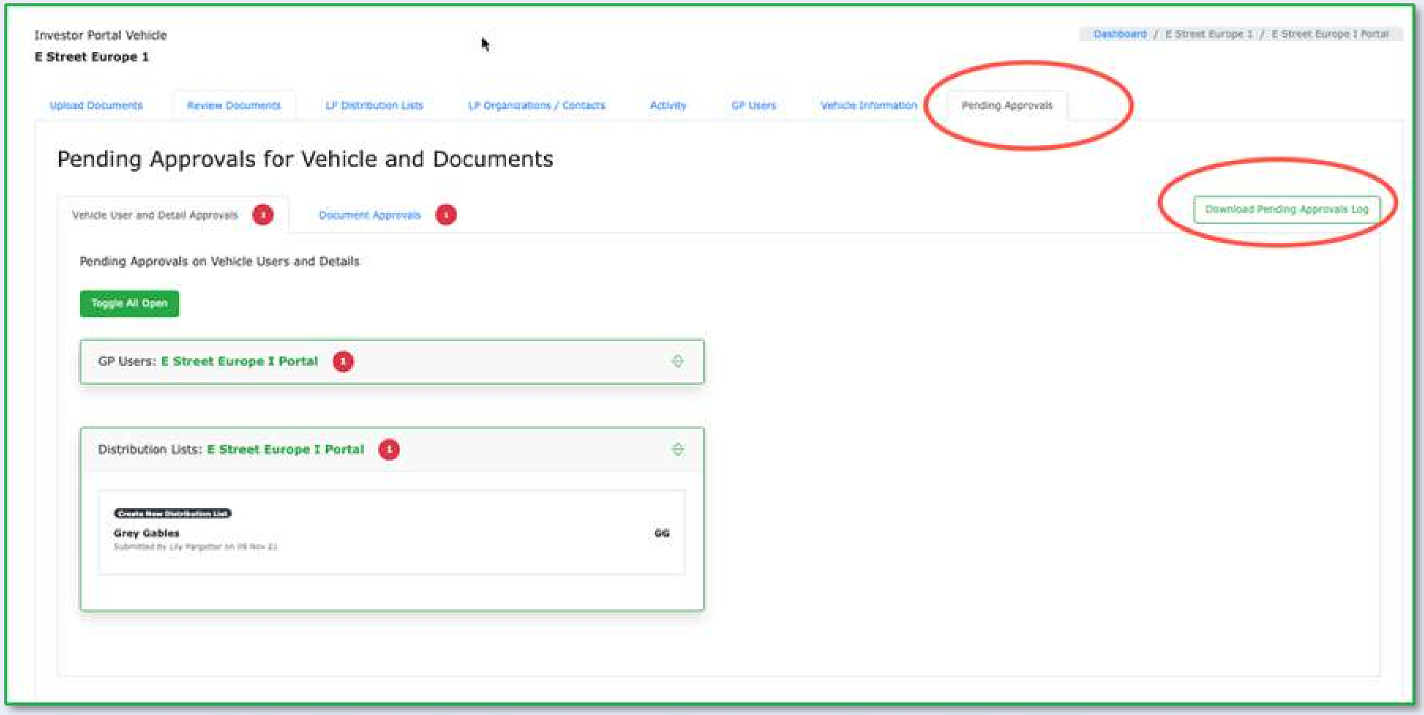
- Vehicles – manages the ability of the GP User to make changes to the 'Vehicle Information' tab
- GPs – manages the ability of the GP User to make changes from the GP Users tab
- LPs – manages the ability of the GP User to make changes to LP/investor users, LP Organizations and Distribution Lists
- Documents – manages the ability of the GP User to upload, edit and remove documents
- Sandbox – only applies during implementation phase. Vehicles in the sandbox can only be published by GP Users with the requisite permissions.



GP Permissions and 4-eyes – An Overview

Read-only GP Users: If a GP User has read only privileges, certain buttons will be disabled. For example a GP User who is read-only for Vehicles will be able to view the Vehicle Information tab, but View or Change NDA would be disabled. The Submit and Publish buttons would also be disabled. A GP User who has read only privileges for LPs can view the LP Distribution Lists and LP Organizations/Contacts tabs, however they will not be able to use the Create, Invite, Export or Import buttons.

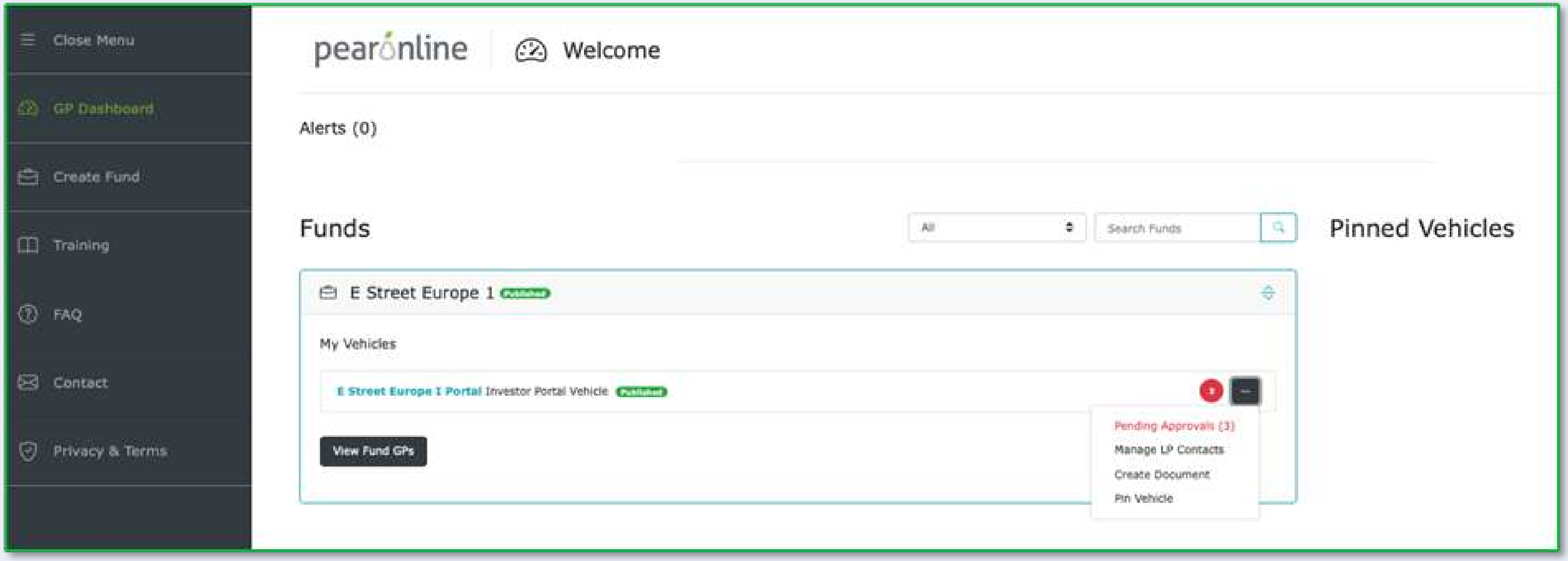
Submit: In the relevant pages/screens, GP Users with submit privileges will find that the Submit button is the only enabled button when performing certain tasks. When a Submitter clicks the Submit button, the proposed changes can be viewed from the 'Pending Approvals' tab (see below). These can only be approved by a second user with Approve or Publish privileges in this area.



GP Permissions and 4-eyes – An Overview

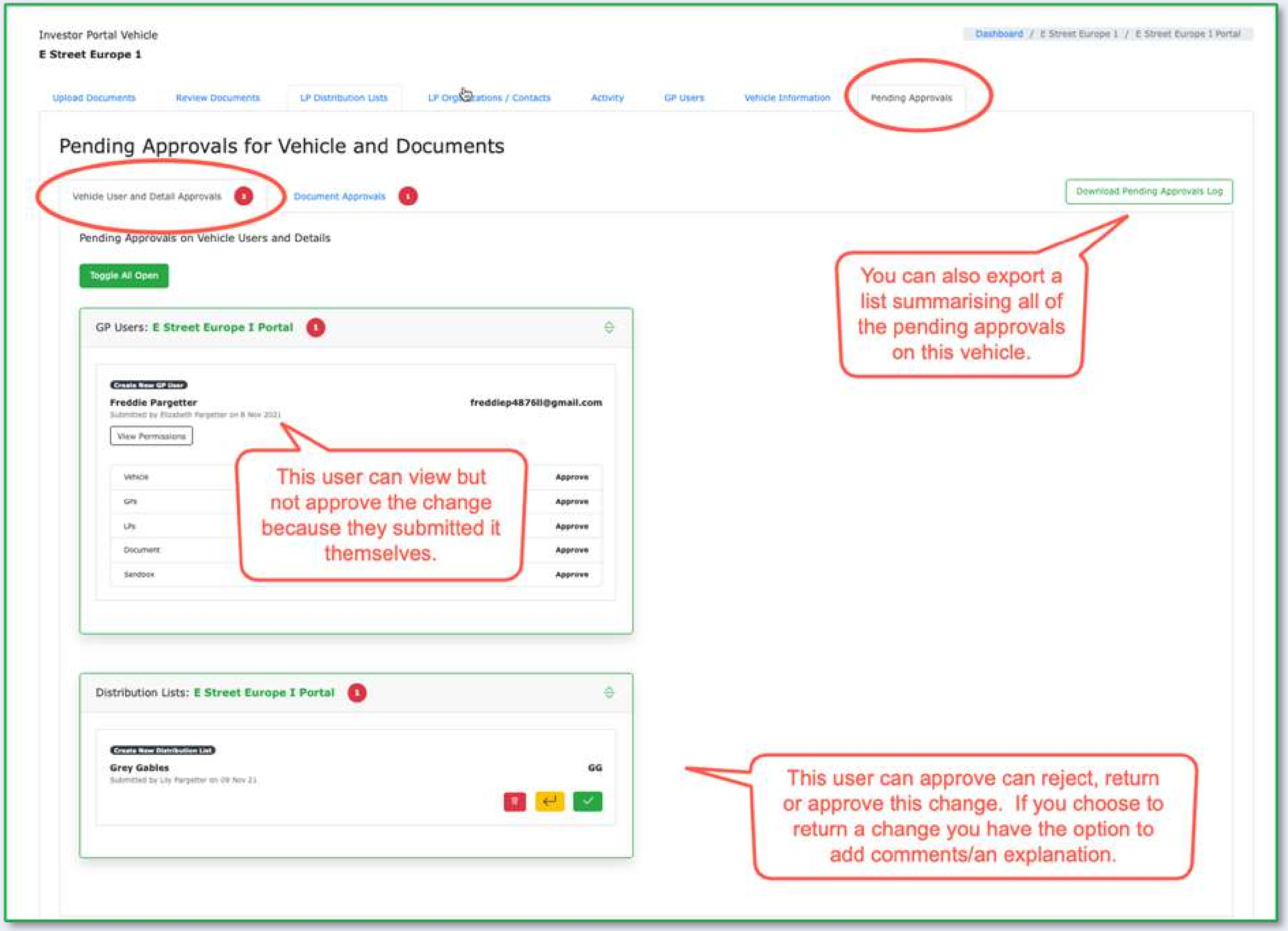
Approve: GP Users with Approve privileges can also submit changes in the same way described above. They can also approve changes submitted by other GP Users to complete or publish these actions. A GP User with Approve privileges cannot approve changes that they have submitted themselves, thus ensuring that there is always a 4-eyes check made before publishing.

If you have pending approvals, you will be alerted to this via a red circle on the GP Dashboard (see below). Click on the three dots next to the alert to go directly to the Pending Approvals tab for this vehicle:

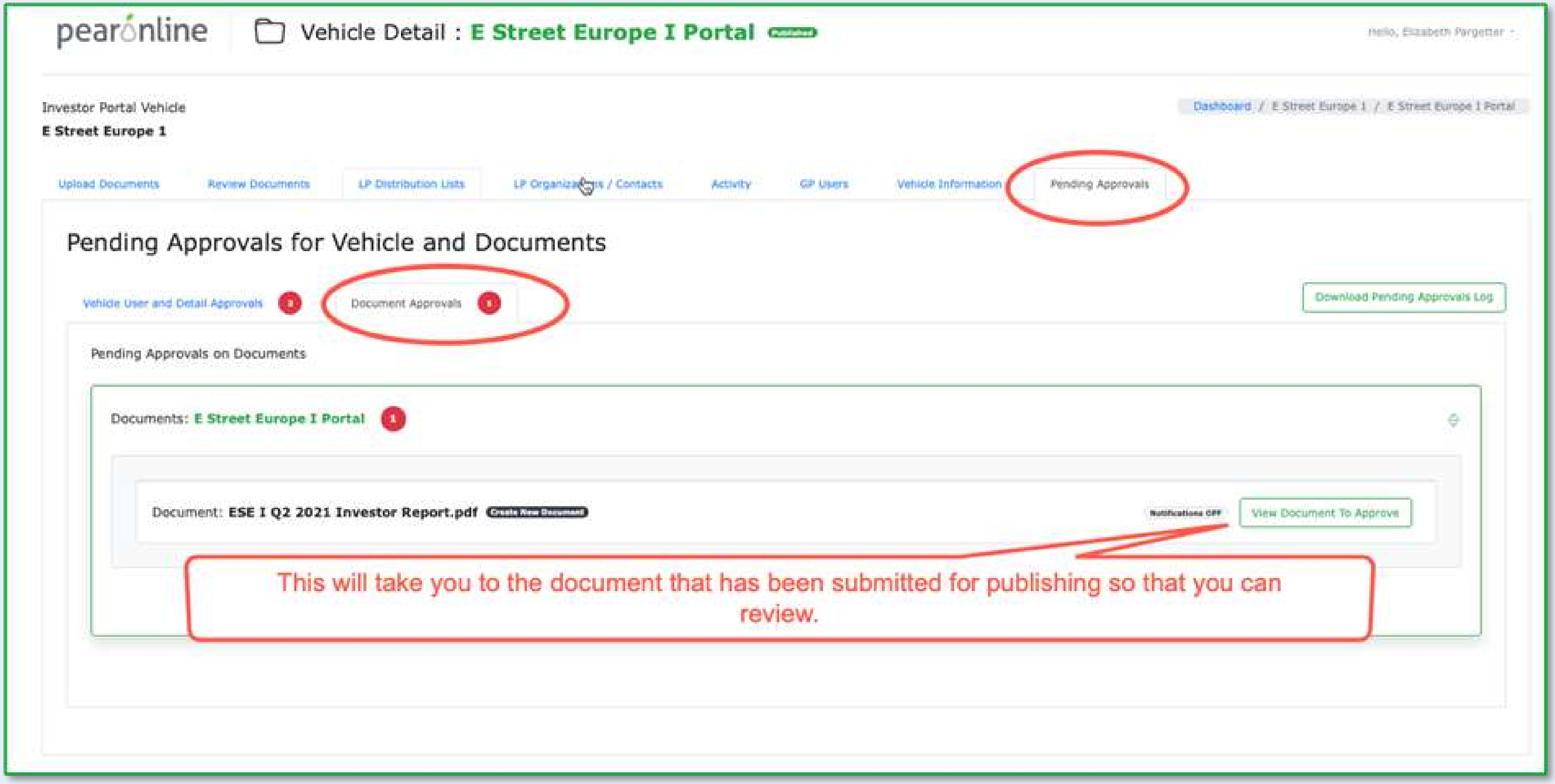


GP Permissions and 4-eyes – An Overview

The Pending Approvals tab is organized as shown below, with different tabs for different types of changes:



GP Permissions and 4-eyes – An Overview



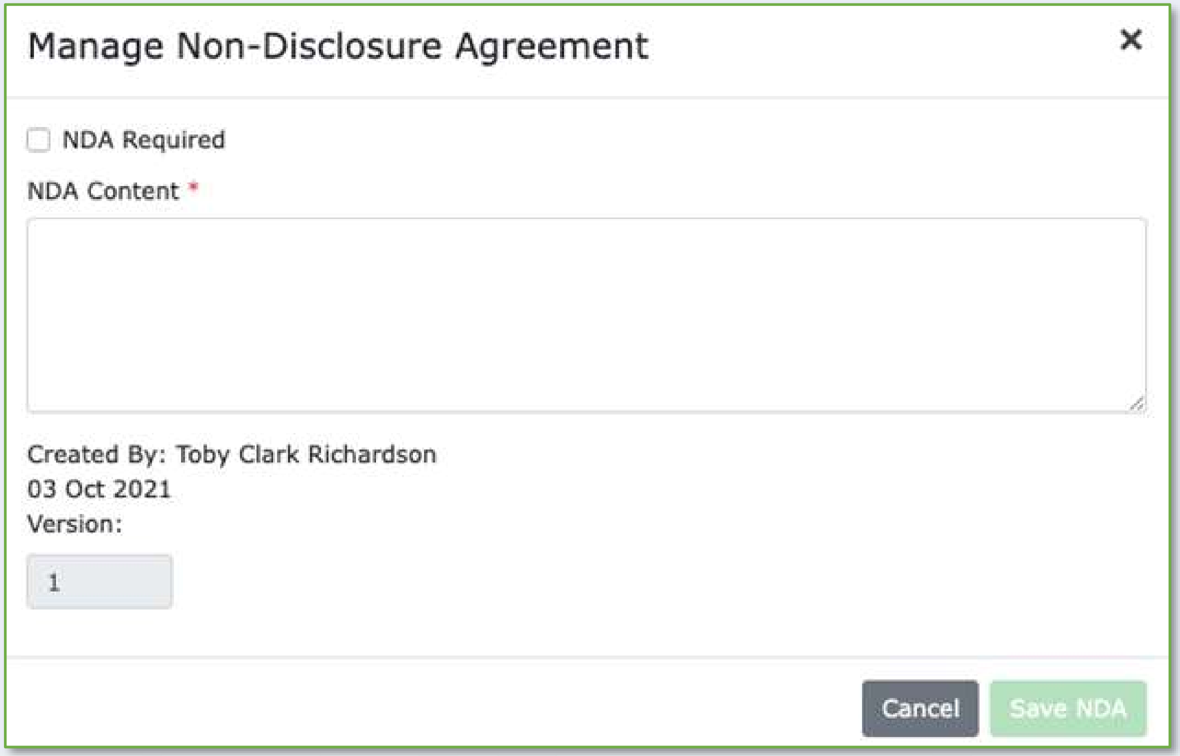
When you return a pending approval, the comments section allows you to explain why you have not approved the change. This is visible to GP Users from the Pending Approvals tab.

Managing NDAs on PEARonline

PEARonline has in-built NDA functionality. If an NDA has been added to your vehicle, by default all LP Users will need to review and accept it before they can access the documents you upload. It is possible to exempt specific LPs from this requirement on a case-by-case basis. Details on how to do this are included in this section.

1. Add an NDA to your vehicle when you create the vehicle

When you create a new vehicle, the vehicle information page includes the option to add an NDA. Click on the Add NDA button to bring up the 'Manage Non-Disclosure Agreement' window:



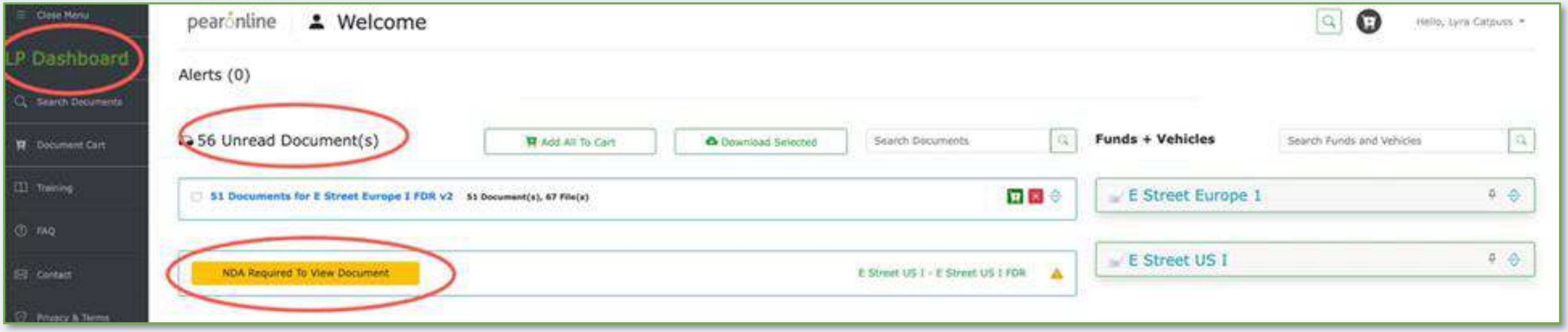
Paste the wording for your NDA into the NDA content window and click 'NDA required'. Please note, if you do not check 'NDA required' the NDA will not be activated on the vehicle.

Click 'Save NDA'

Managing NDAs on PEARonline

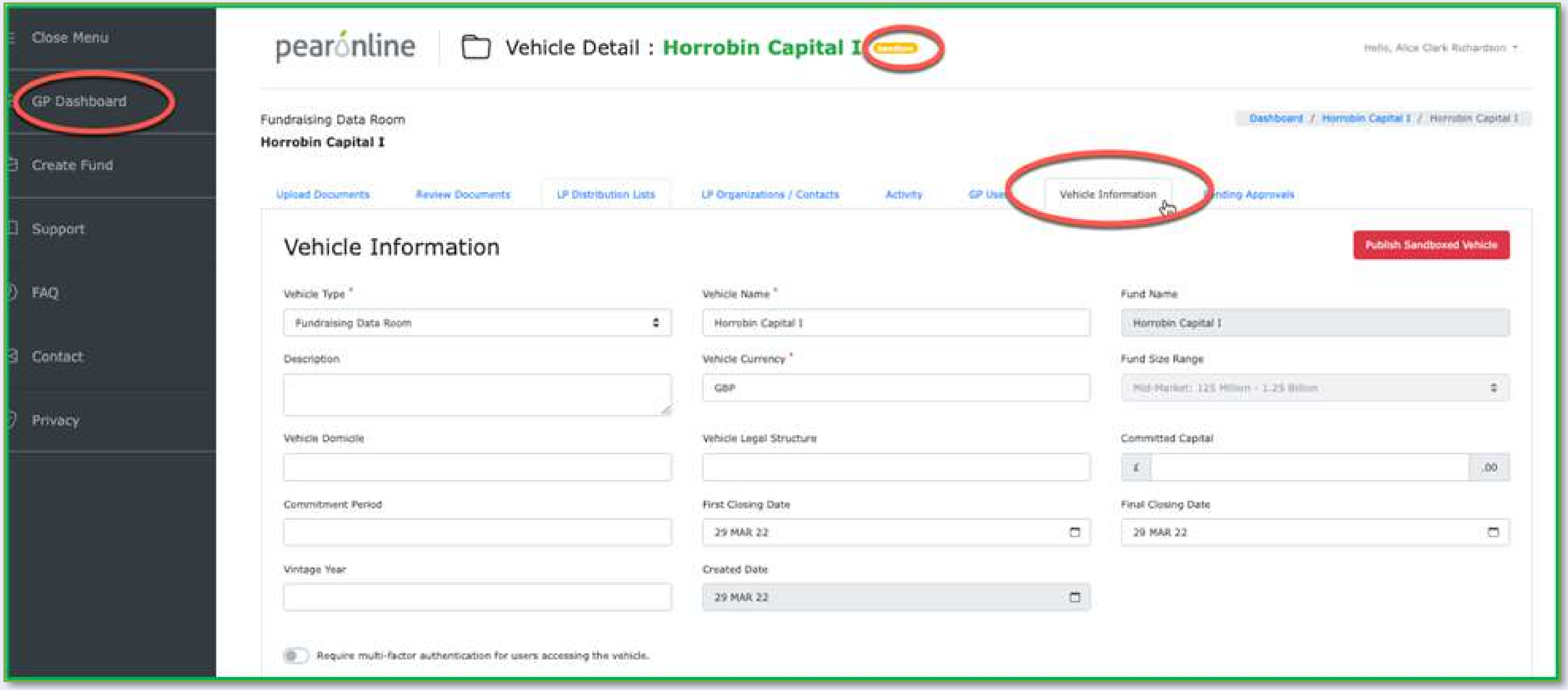
Once your vehicle has been published and your LP users have been invited, by default they will have to accept the NDA before they can view any documents that have been posted to your vehicle. Any documents that are restricted to an LP user because of a pending NDA will be clearly signposted in the unread documents section of the LP dashboard.

In version 2 the LP dashboard includes a section for unread documents. Any such documents will be flagged with a brightly coloured button stating 'NDA required to view document'. The LP can click on this to view and accept the NDA.



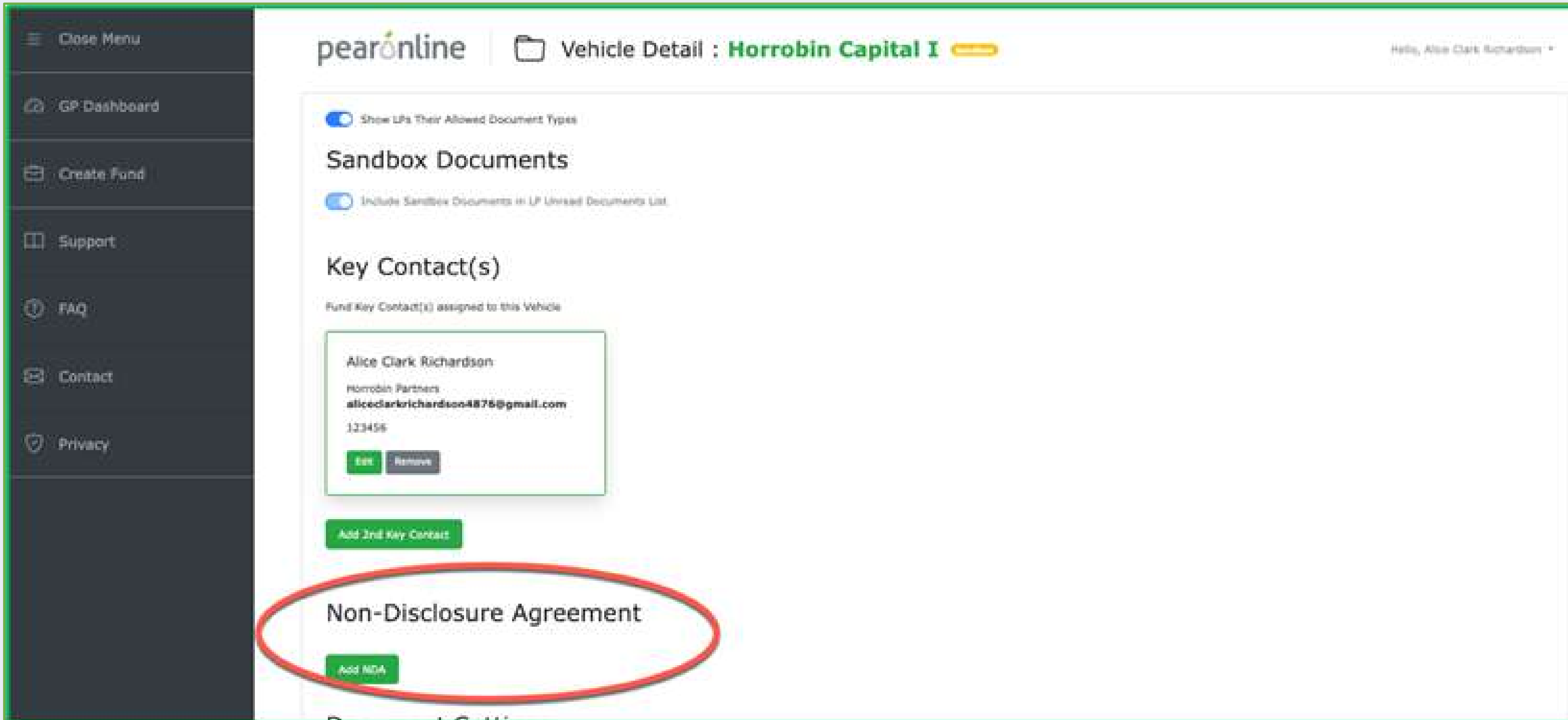
2. Create an NDA on an existing published or sandboxed vehicle

From the GP Dashboard, click on the appropriate vehicle and then go to the Vehicle Information page:



Managing NDAs on PEARonline

From the vehicle information page, scroll down to the Non-Disclosure Agreement section:

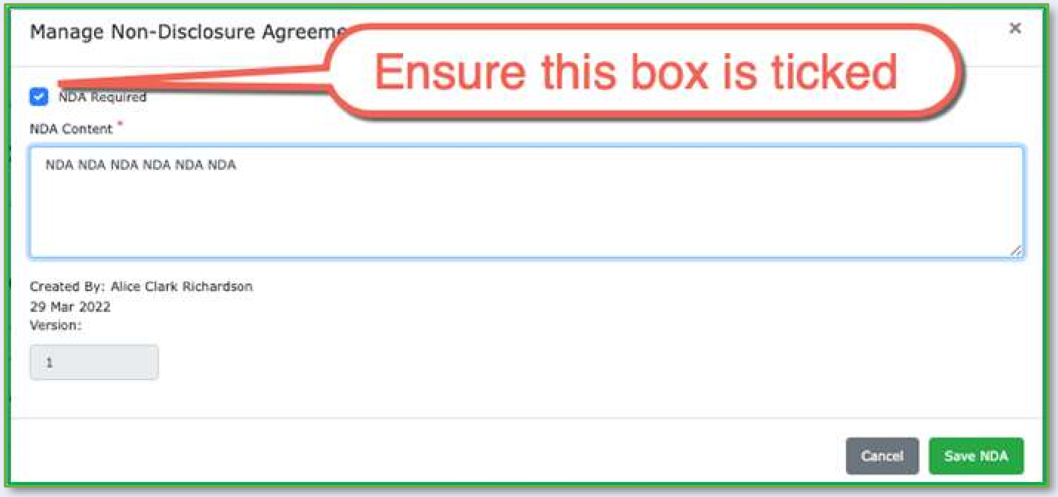


Click ‘Add NDA’. NB if there is already an NDA on the vehicle, the option here will be ‘View or Change NDA’.

Managing NDAs on PEARonline

Paste the wording for your NDA into the NDA content window and click 'NDA required'.

Please note, if you do not check 'NDA required' the NDA will not be activated on the vehicle.

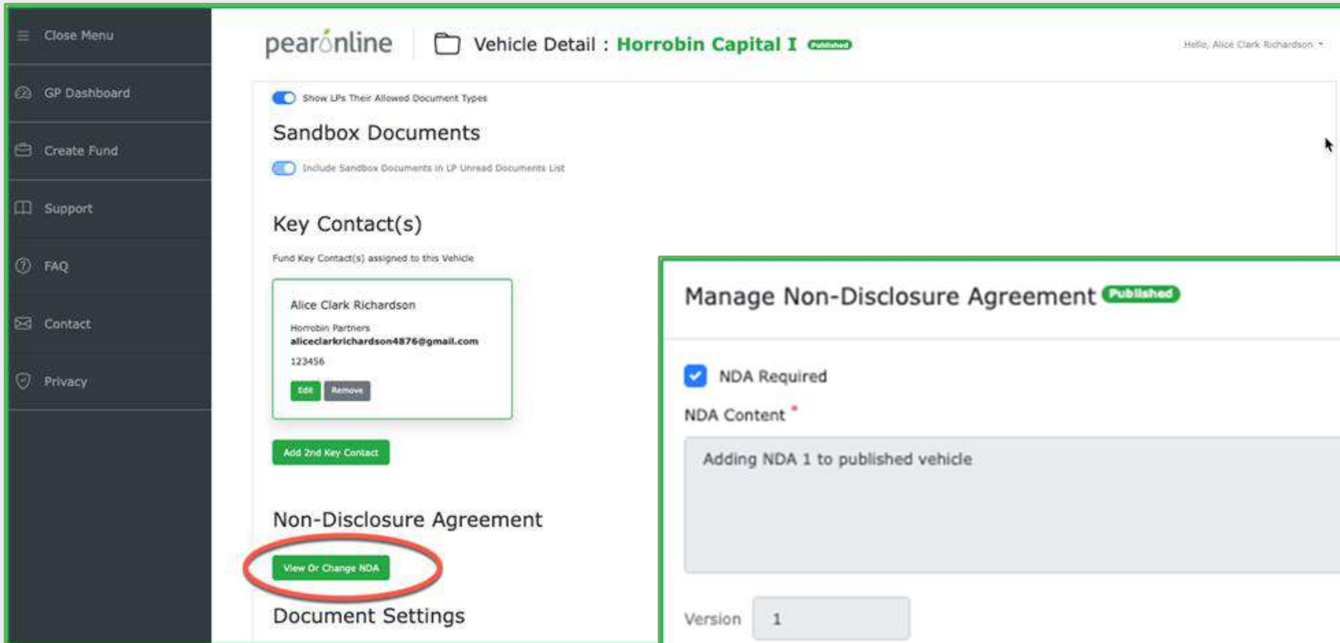


Click 'Save NDA'. Documents posted will not be accessible to your LP users unless they have accepted the NDA, or you have actively exempted them from this requirement. Documents that are restricted to LP users because of a pending NDA are clearly signposted in the Unread documents section of the LP Dashboard.

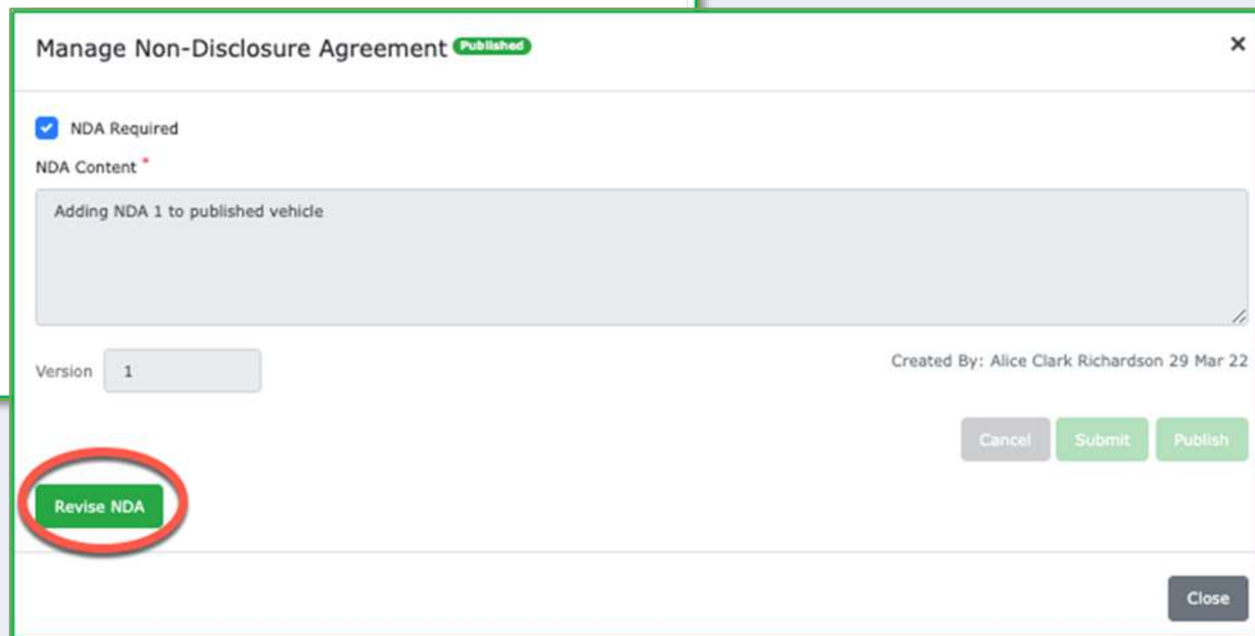
Please note that if you are adding an NDA to a published vehicle, this will trigger an immediate email to your LP users. If your vehicle is sandboxed, your LP users will be alerted to the NDA when you publish the vehicle, as this information will be included in the invitation email that is sent on publication.

3. Revise an NDA

If you need to update the NDA on your vehicle, please go to the Vehicle Information tab, and scroll down to the NDA section. Click on the 'View or Change NDA' button as depicted below:

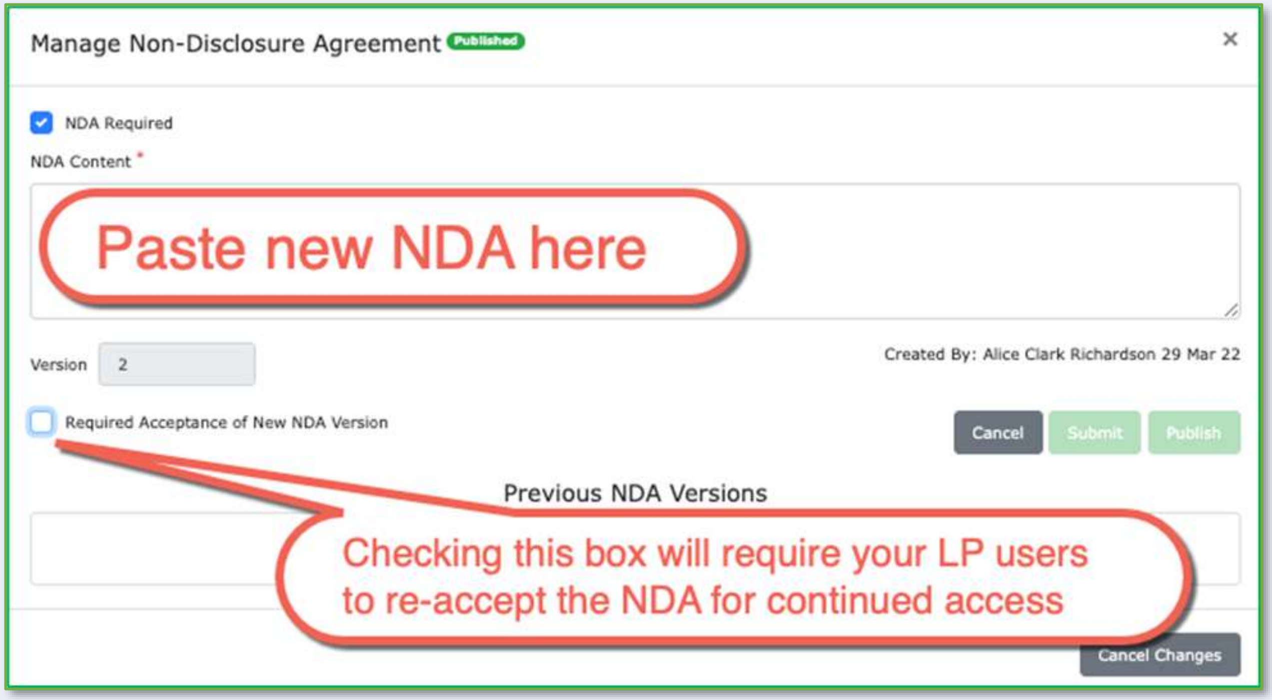


Click 'Revise NDA'



Managing NDAs on PEARonline

The next window will allow you to add a new version of your NDA to the vehicle. You can also determine whether the LP users who have accepted the previous version of the NDA will need to accept the new version before being re-admitted to the data room or portal.

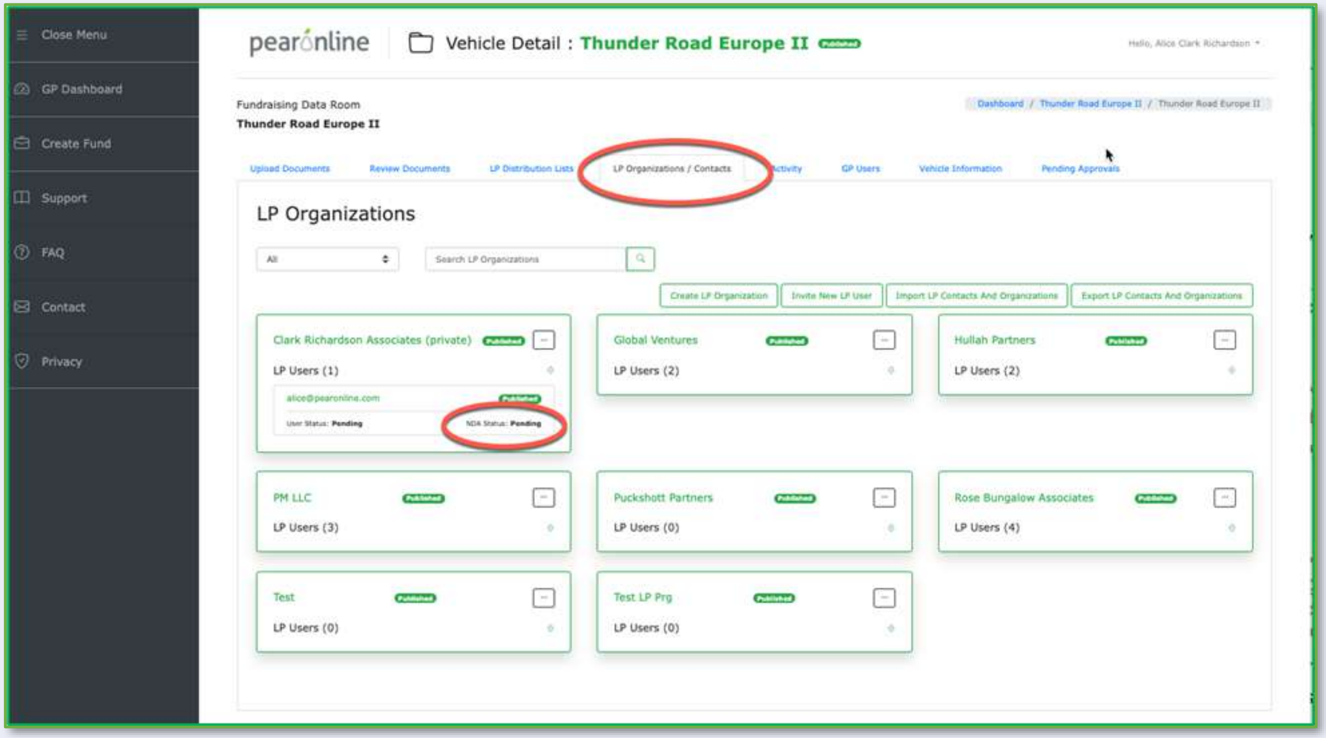


Please note that where 4-eyes has been implemented, GP users will be subject to the usual submit and approve process for changes made to the NDA. This comes under the area of 'Vehicles' for GP users.

4. Exempt specific LP users from NDA requirements

PEARonline allows you to override the requirement to accept an NDA for specific LP Users.

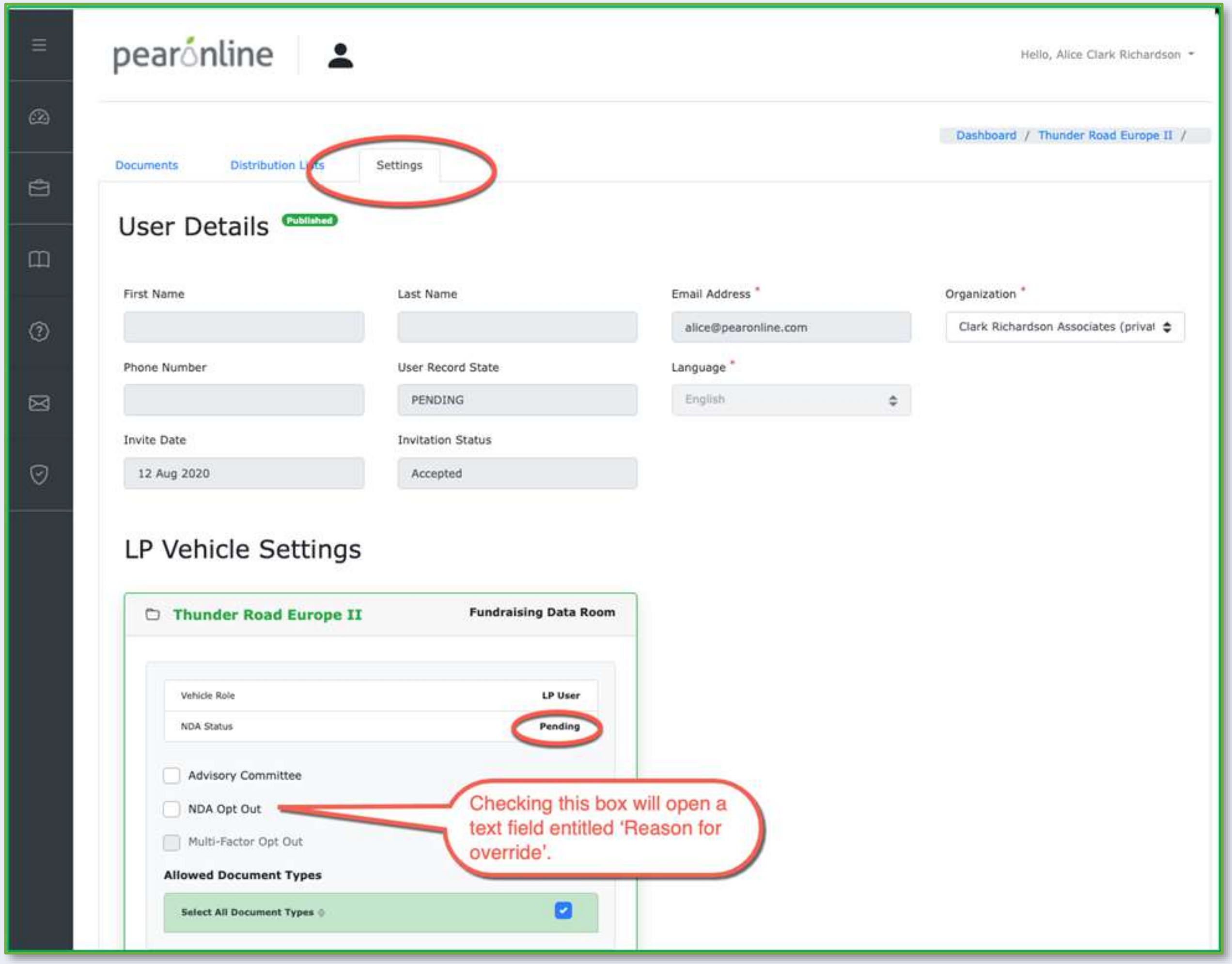
From the GP dashboard, locate the vehicle in question and go to the LP Organizations/Contacts Tab. Locate the LP user (you can search by LP Organization or name, or simply find the LP organization on-screen and click the green arrows to show the individuals listed under that LP organization).



If the LP user has not yet accepted the NDA, NDA Status will show as ‘Pending’.

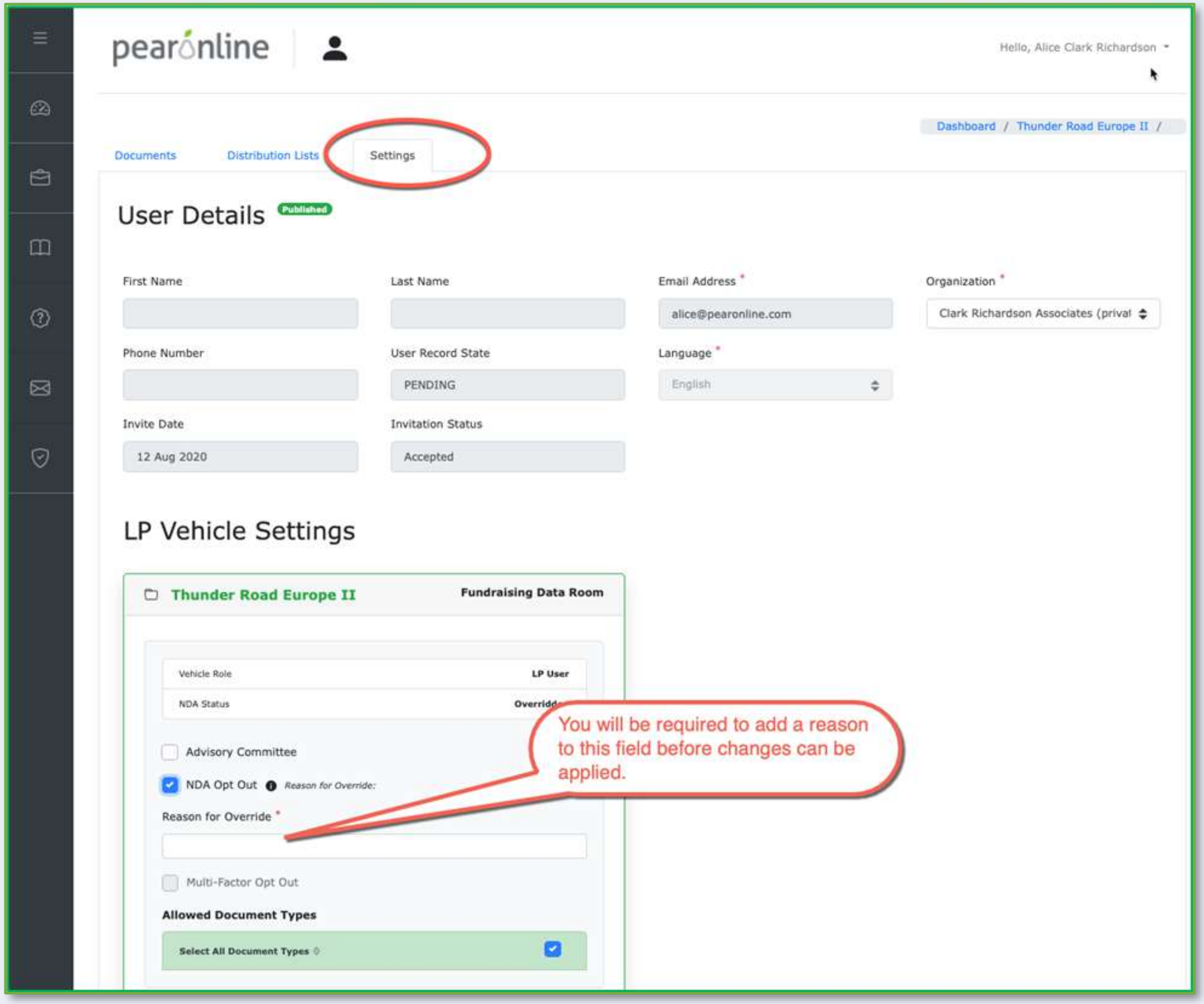
Managing NDAs on PEARonline

Click on the LP User name or email address to bring up their user details pages, and click on the Settings tab:



Check the NDA Opt out box as depicted above to show the 'Reason for Override' field'.

Managing NDAs on PEARonline

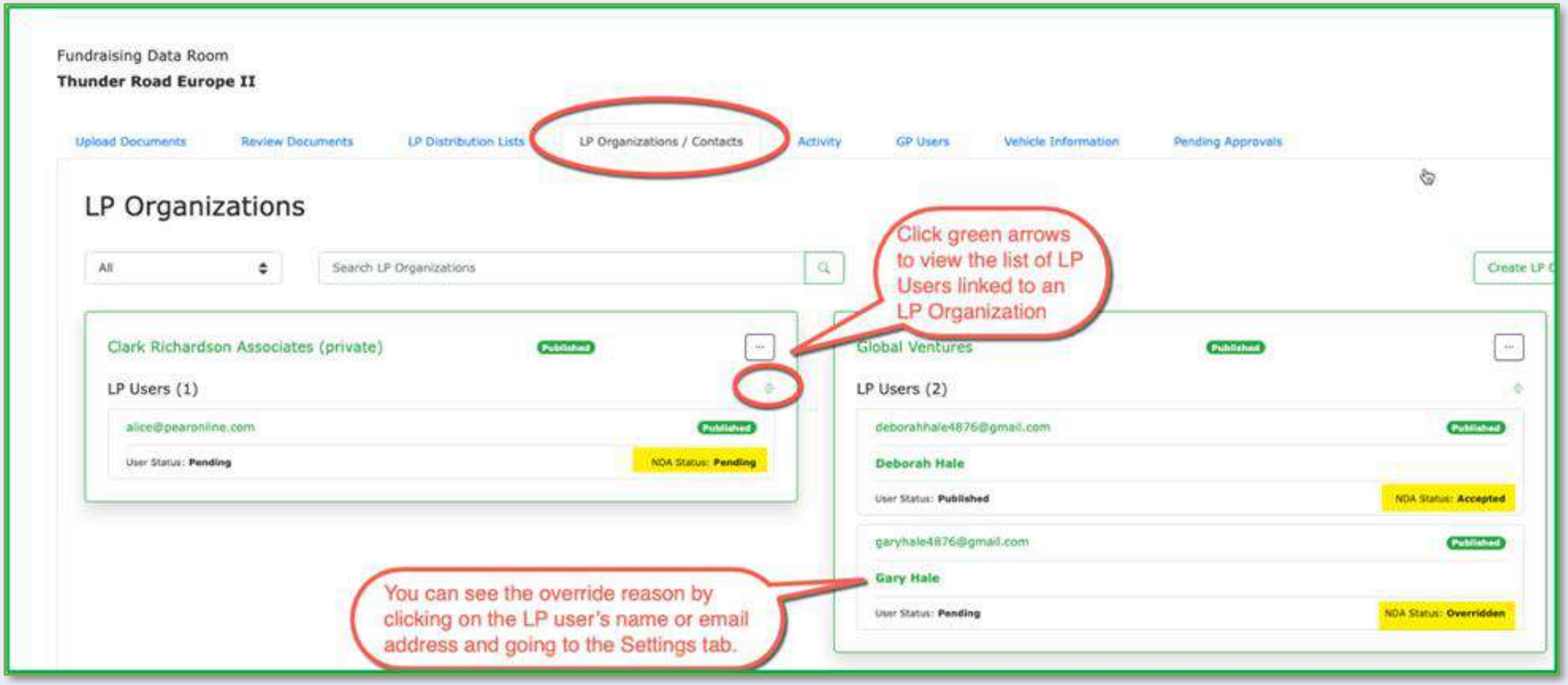


Reason for Override is a required field for your own reference. Once this has been completed, please click publish or submit depending on your GP Permissions for 'Vehicles'.

5. Check the NDA status of your LP Users

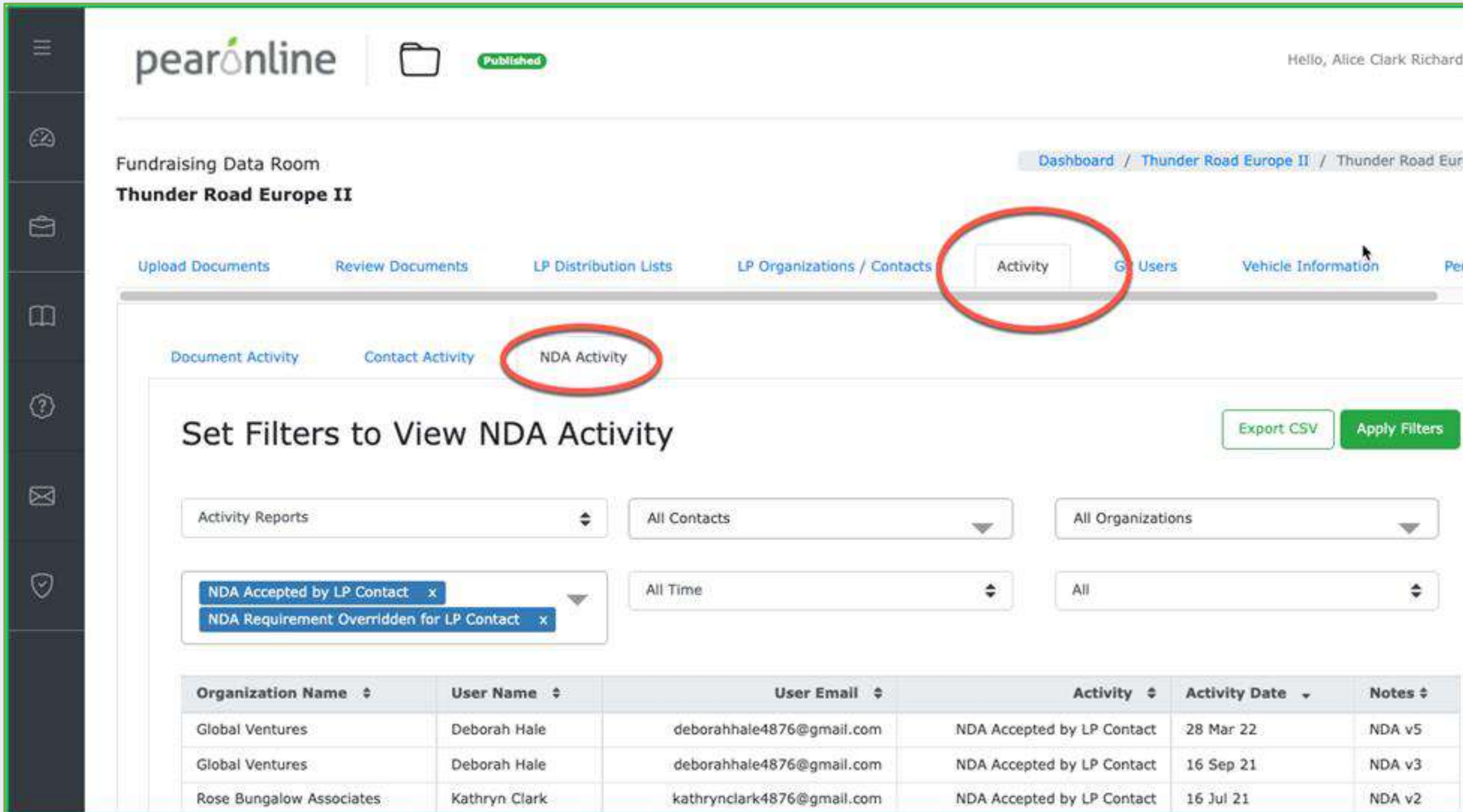
To check the NDA status of individual LP users, go to the LP Organizations / Contacts tab within your vehicle.

Locate the appropriate LP Organization, and click on the green arrows to expand and view the LP Users linked to that LP Organization. NDA status is listed on screen here as depicted below. For more detail, for example if you wish to see why the LP user NDA requirement was overridden, click on the name or email address of the individual and go to the Settings tab.



Managing NDAs on PEARonline

You can also check all NDA activity within your vehicle from the Activity tab:



Search results can be exported into a .csv file for your convenience.

Guide to MFA

Q: What is MFA?

A: MFA stands for Multi-Factor Authentication. Using MFA when logging in to PEARonline strengthens security by requiring two authentication factors to prove the identity of the user. If MFA is switched on for a particular vehicle, the user will need to enter the secure verification code that will be emailed to them if they wish to access this vehicle once logged in.

Q: Why use MFA?

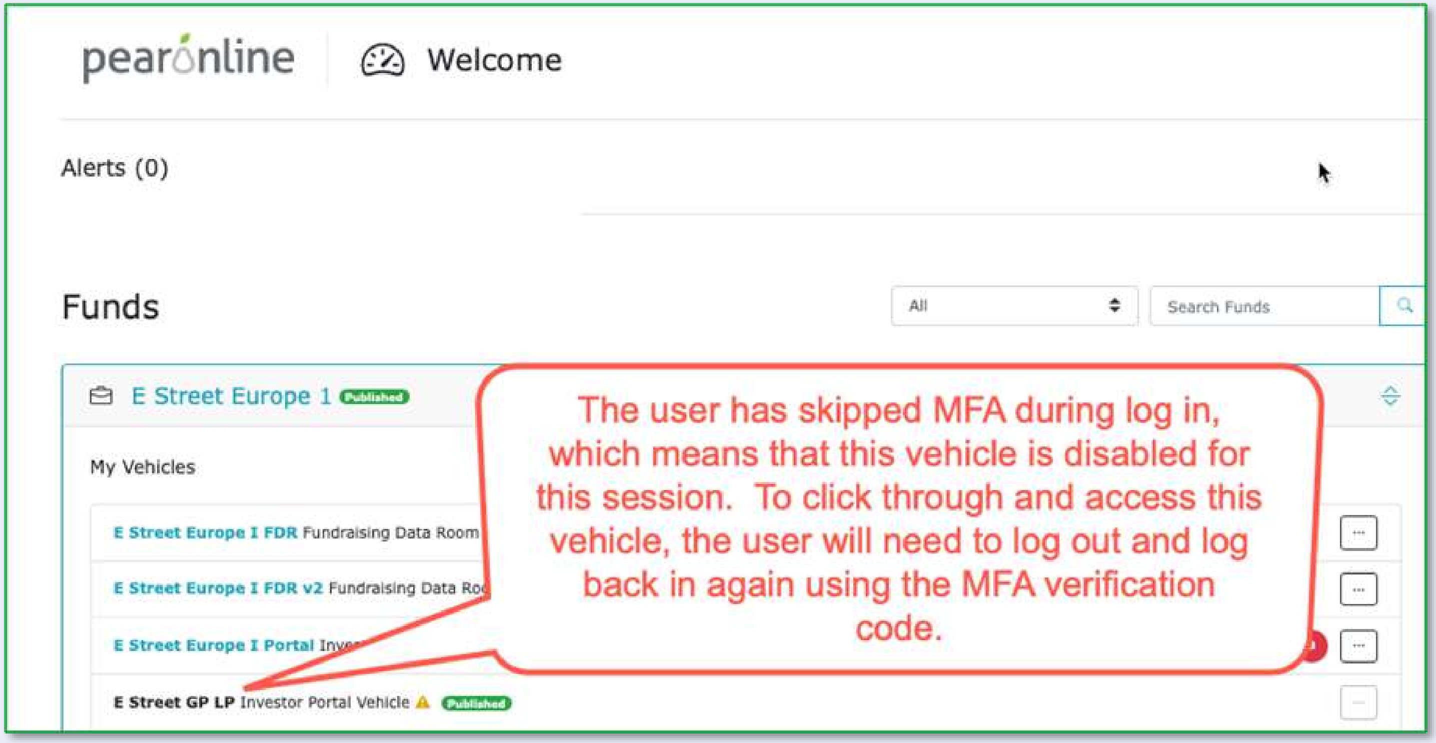
A: MFA reduces the risk of compromised passwords and adds an additional layer of security. As such, many institutions require MFA from their service providers as industry standard. While MFA is optional on PEARonline, we would encourage its use for security reasons.

Q: Are there any disadvantages to using MFA?

A: No, using MFA increases security and reduces the risk should a user's password be compromised. While some users may not be overjoyed by the extra clicks required (which is why we have made this optional), others will be really pleased to see that MFA is in use.

Q: Is MFA always required?

A: No. MFA is managed at vehicle level by GP Users who have the requisite permissions. MFA is switched off by default and must be activated. If an LP User account is linked to vehicles which have MFA switched on, they will be asked to enter a verification code during the login process. If the LP User opts to 'skip' this stage, they will still be able to log in and access the LP dashboard, however any vehicles where MFA is required will not be accessible (see below):

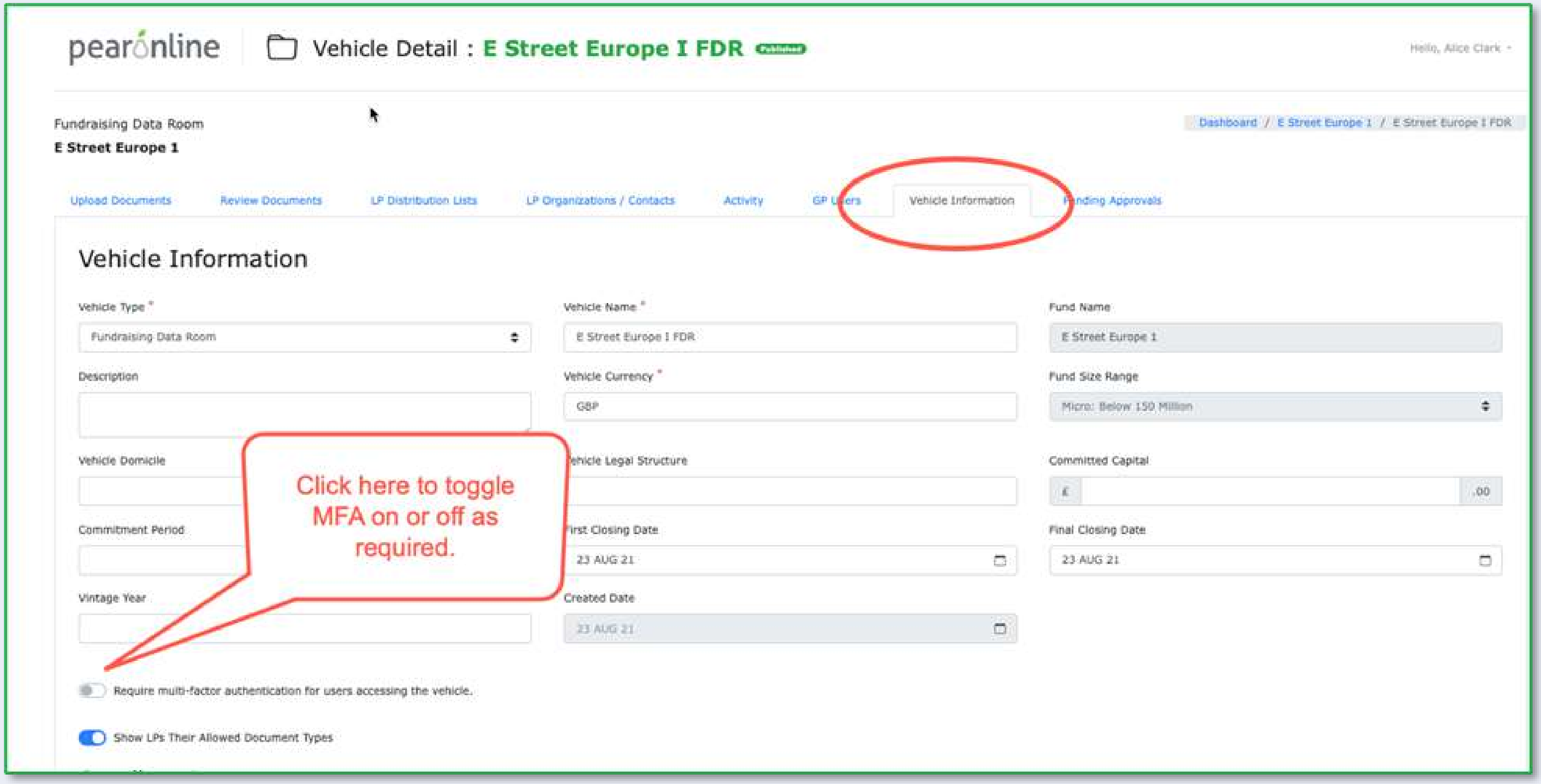


Guide to MFA

Q: How do I activate MFA on my vehicle?

A: GP Users with the requisite permissions can activate (or deactivate) MFA by taking the following steps:

From GP dashboard, click to the vehicle in question and go to the Vehicle Information tab. From here click on the 'Require multi-factor authentication for users accessing the vehicle' toggle to switch on MFA.



Guide to MFA

Please note that activating MFA will trigger the following email notification to both GP and LP Users on the vehicle:

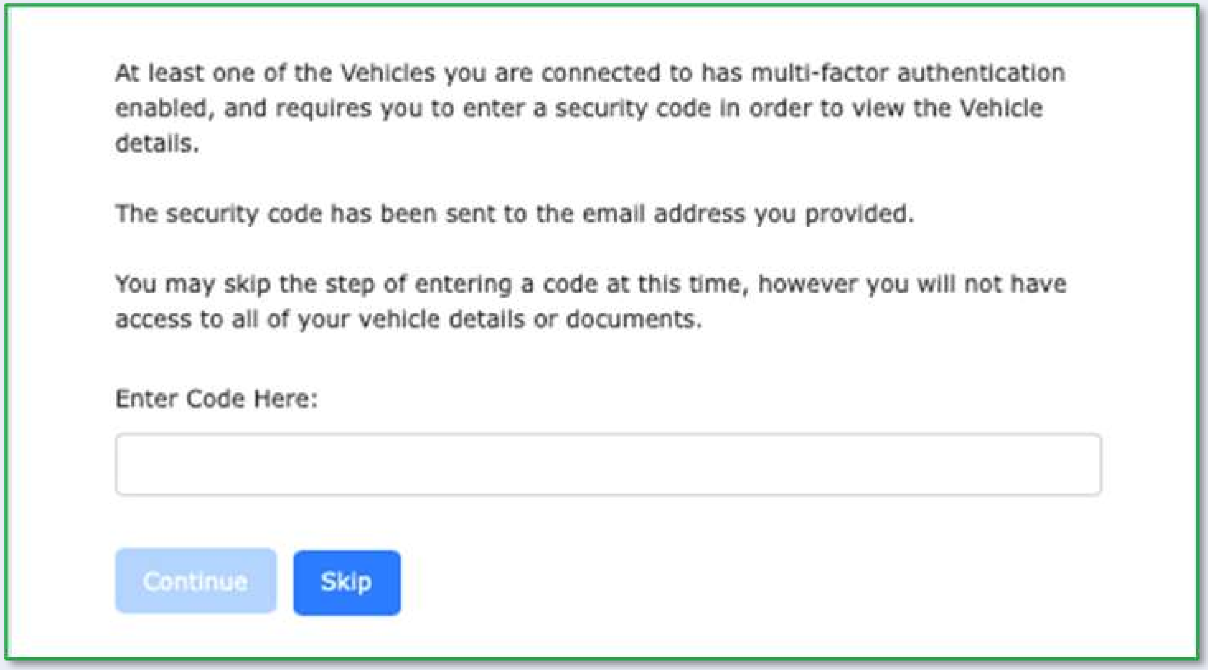
> *E Street Partners has activated multi-factor authentication for E Street Europe I Portal. When you next log in a verification code will be emailed to your PEARonline registered email address. You will then have up to 30 minutes to enter the code and access the service.*
>
> *If you have any questions, or need assistance, please contact support@pearonline.com.*
>
> *Yours sincerely,*
>
> *PEARonline*

Guide to MFA

Q: How does MFA affect the login process?

A: Users who have access to vehicles where MFA is switched on will notice the following:

- When logging in, after you submit your password you get a message to say that MFA is required to at least one of your vehicles.



Guide to MFA

- You will receive an email with an 8 digit code:

  Multi-factor authentication is required to log in to your PEARonline account. You have requested a secure verification code.

  Please enter this secure verification code: XX12XX12

  This code will expire in 30 minutes.

  If you didn't request this code, please log in to PEARonline to change your password immediately. We also recommend changing passwords on other non-PEARonline websites if you use the same password.

- You can then do one of two things:

  i. Log in using the verification code and clicking Submit. You have access to all your vehicles on PEARonline, including those where MFA has been activated.

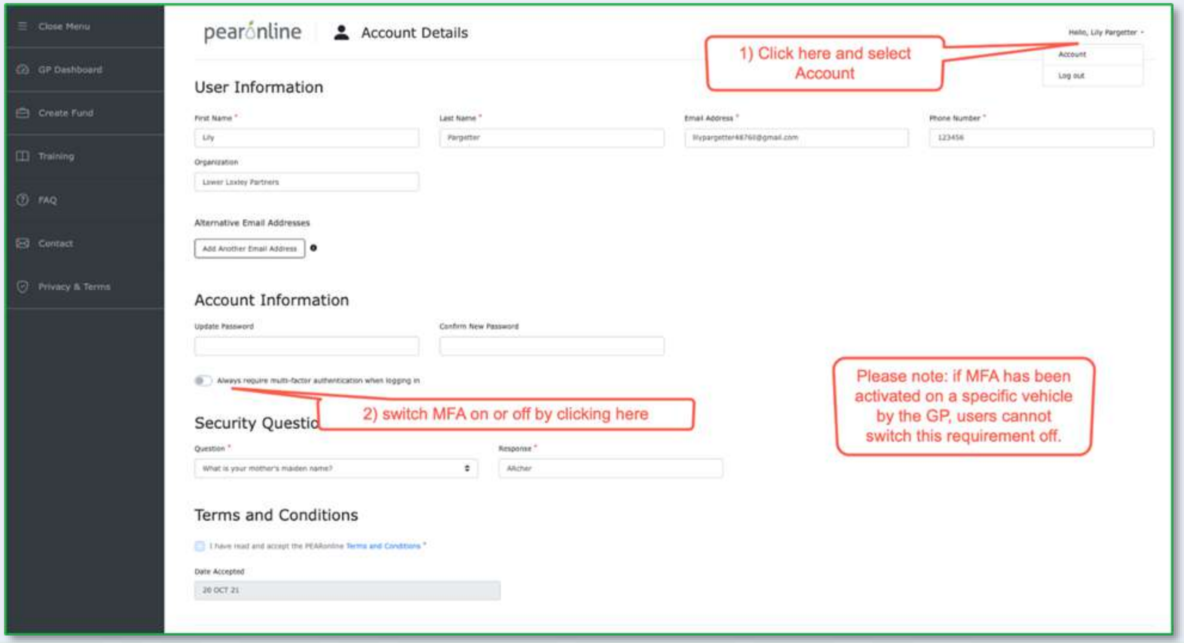
  ii. Log in without entering the verification code and clicking Skip. You will still be able to log in and view your LP or GP dashboard, however those vehicles with MFA switched on will not be accessible. The vehicle name will be in black font and will not be a link.

Q: Can I switch MFA off?

A: Yes. From the GP dashboard, click on the vehicle in question and go to the Vehicle information tab. MFA can be switched off by clicking on the toggle button and Publish. Please note that this will affect all users on the vehicle, it is not possible for GP Users to switch MFA on or off for individual users in a vehicle.

Q: Can individual users decide whether or not to use MFA?

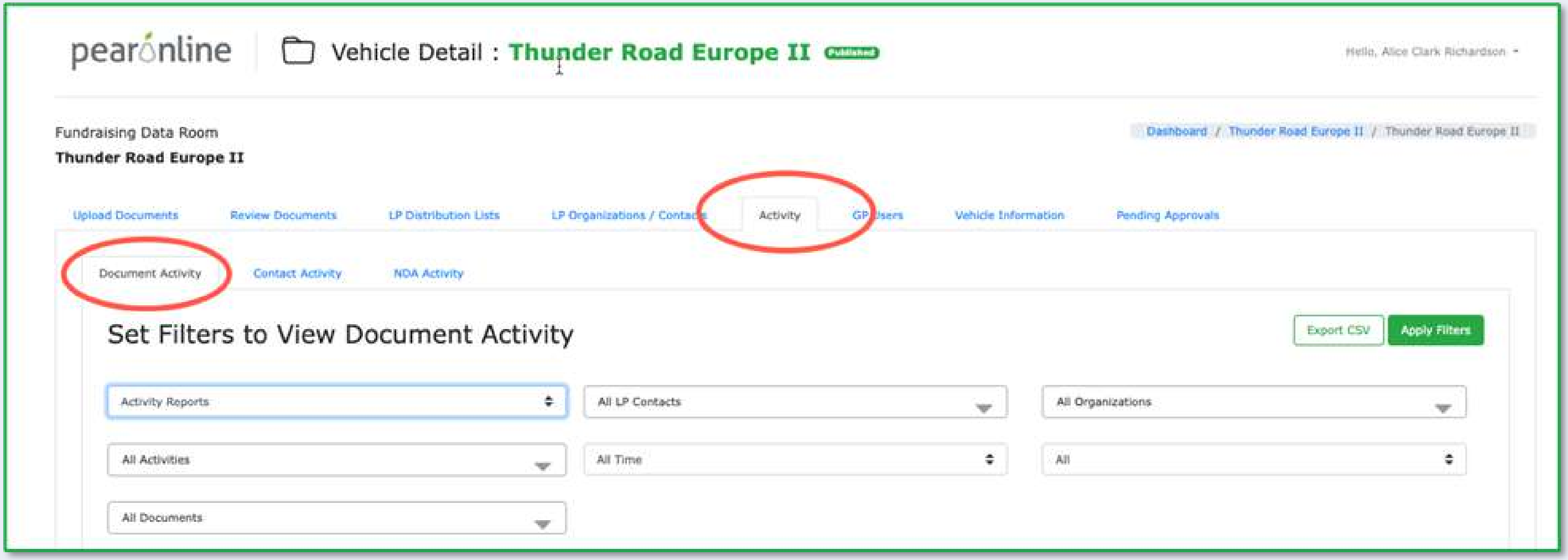
A: Any user can turn on MFA if they wish to enhance the security on their account. They cannot switch off MFA on a particular vehicle if it has been activated by a GP User. Users can turn on MFA when they first register their account, or subsequently by going to their account page as follows:



Track LP Downloads with Activity and Inactivity Reports

As a GP User, you have access to a series of activity and inactivity reports. These are grouped under Document Activity, Contact Activity and NDA Activity. For each one you can refine the parameters of your search to include only specific LP Organizations, users or activity types. You can also narrow your searches to within set periods of time. Each of these reports can also be exported into a .csv file.

1. Document Activity – check who has (or who has not!) downloaded a specific document:



Track LP Downloads with Activity and Inactivity Reports

To run a report listing who has downloaded a document, set the filter to Activity Reports. To run a similar search list who has not downloaded the document, change this field to 'Inactive Reports'.

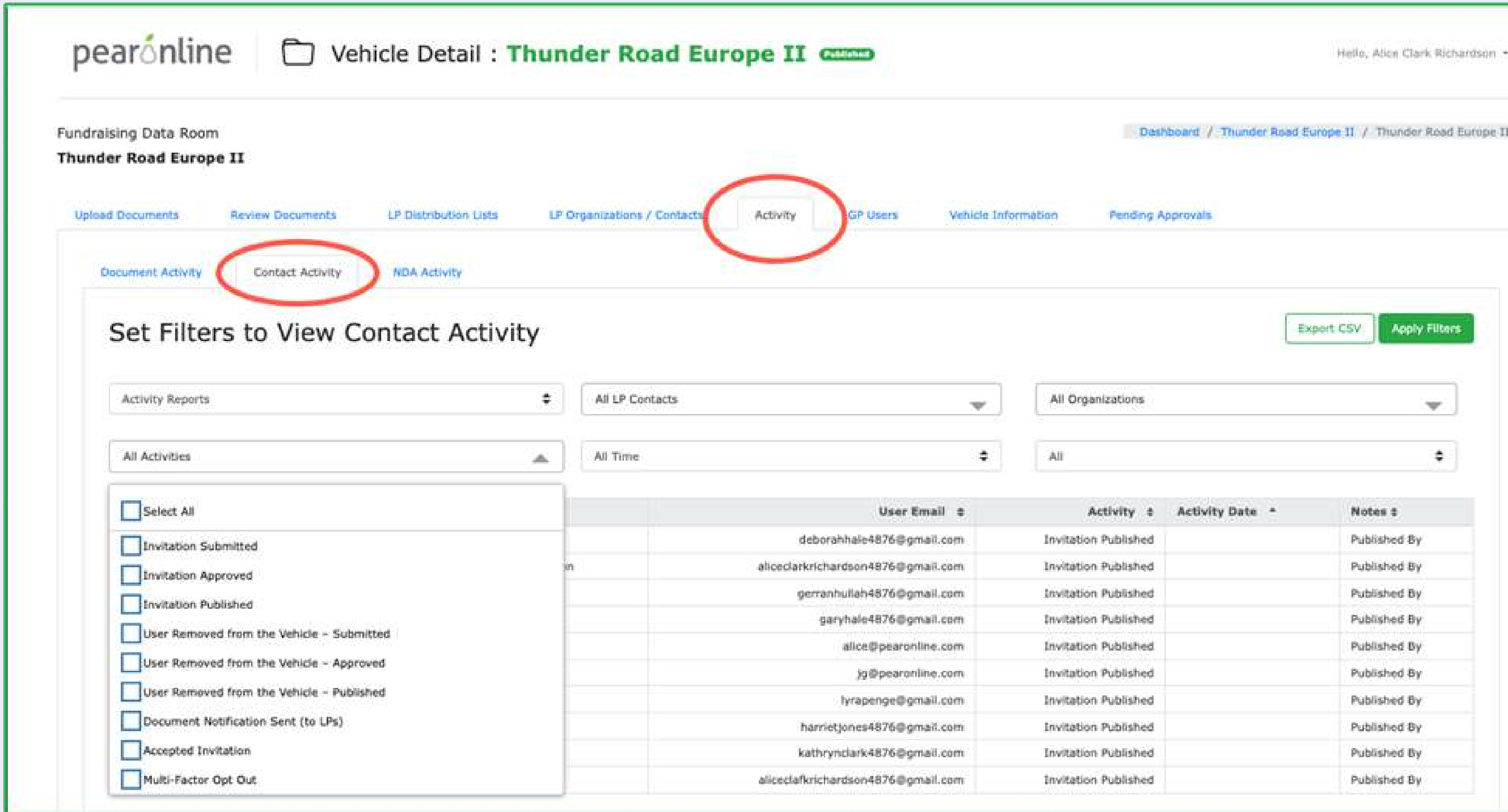
- Set your search parameters as desired
- Click 'Apply Filters'
- Results appear on screen but can also be exported to a .csv file

Search results include the following information:

- Document Name
- File Name
- Activity
- Activity Date (no value if this is an 'inactive' report)
- User Name
- User Email
- User LP Organization

Track LP Downloads with Activity and Inactivity Reports

2. Contact Activity:



Track LP Downloads with Activity and Inactivity Reports

You can run searches from this page to check when invitations were sent and accepted, or when users were removed from the vehicle. You can also use this page to check when document notifications were sent.

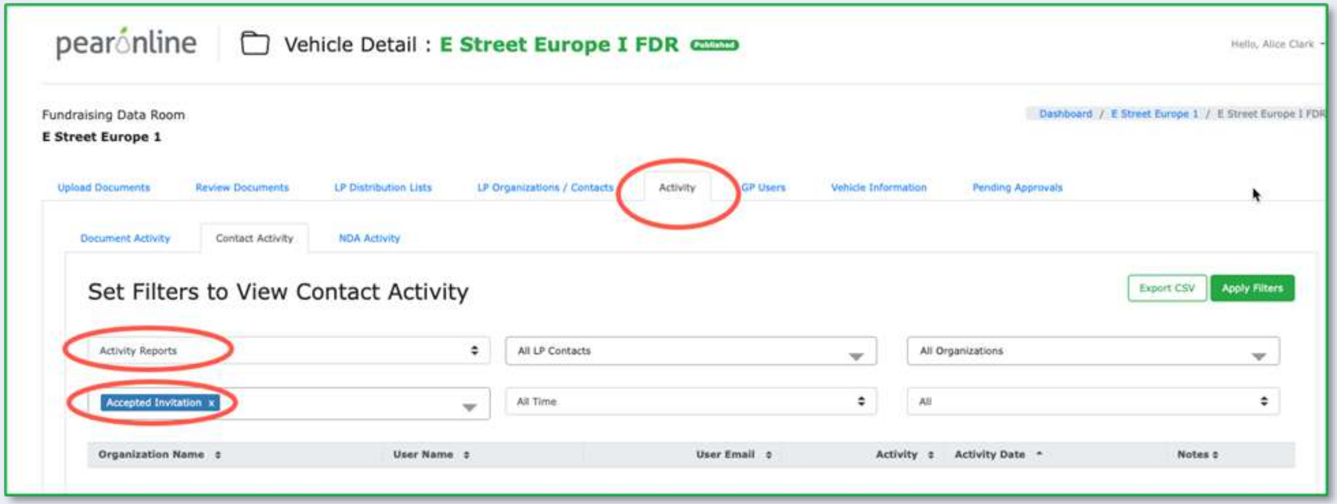
- Set the search parameters as desired. NB you can select multiple activities if desired within the Activities field.
- Click 'Apply Filters'
- Results appear on screen but can also be exported to a .csv file

Search results include the following information:

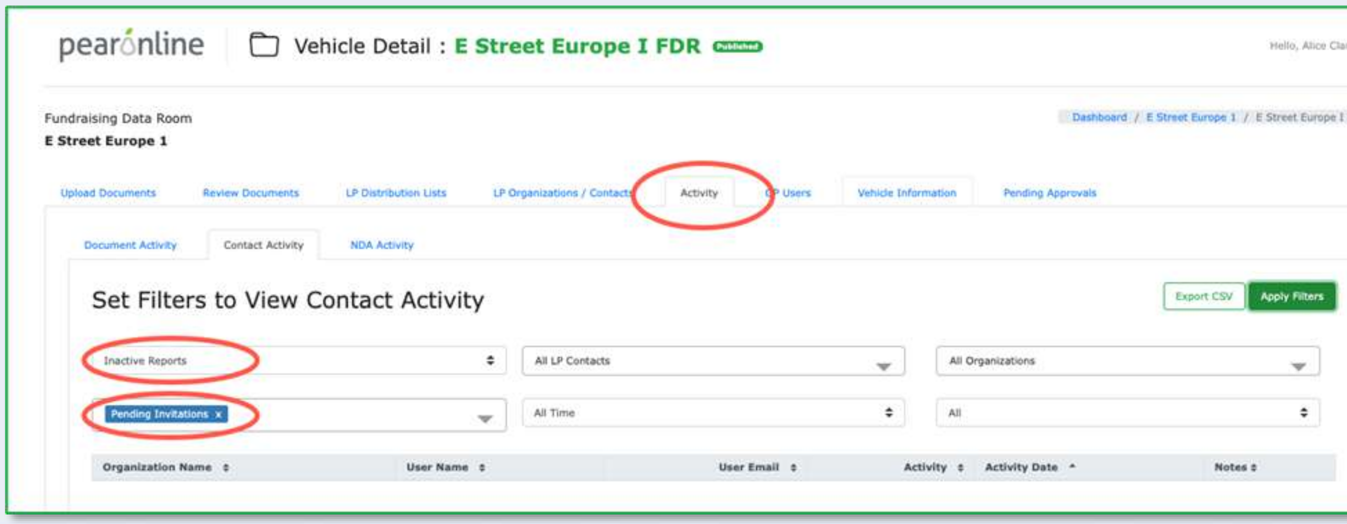
- Organization Name (LP Users only)
- User Name
- User Email
- Activity (e.g. Invitation published)
- Activity Date
- Notes (eg Published By + name of GP User)

Track LP Downloads with Activity and Inactivity Reports

To check whether LP Users have accepted your invitation and registered their account, set the search as depicted below:

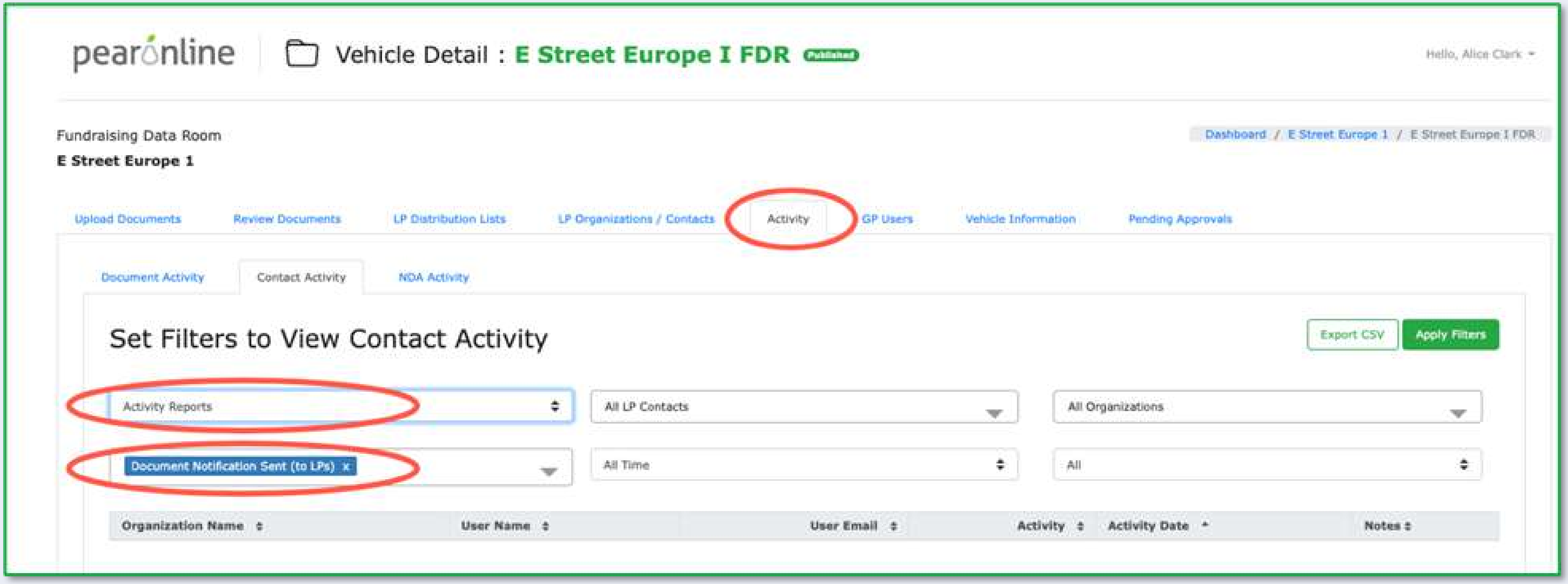


Check which LP Users have not registered their PEARonline account by running the search as depicted here:



Track LP Downloads with Activity and Inactivity Reports

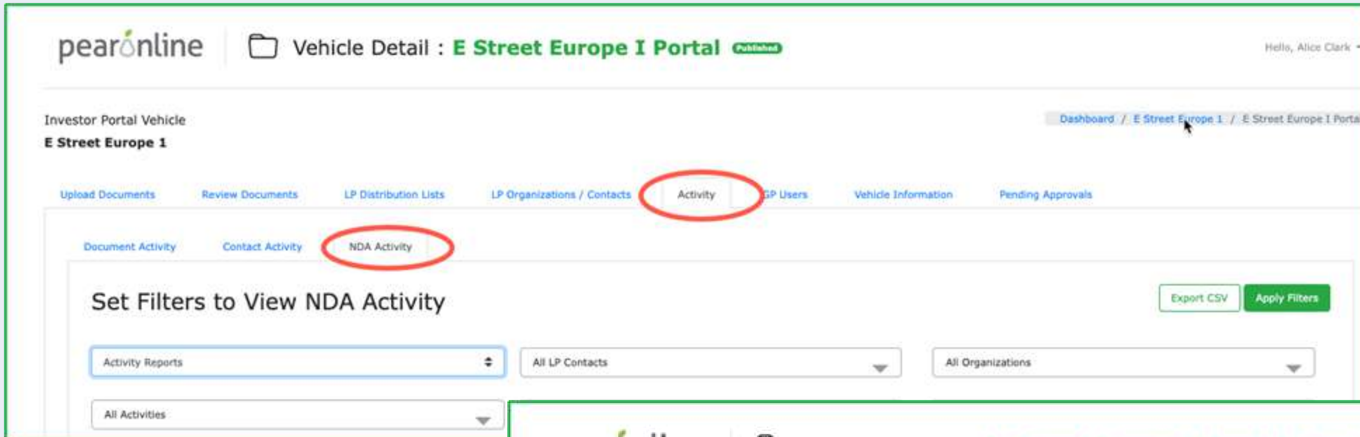
Check when LP Users were sent document notifications by running the search as depicted below:



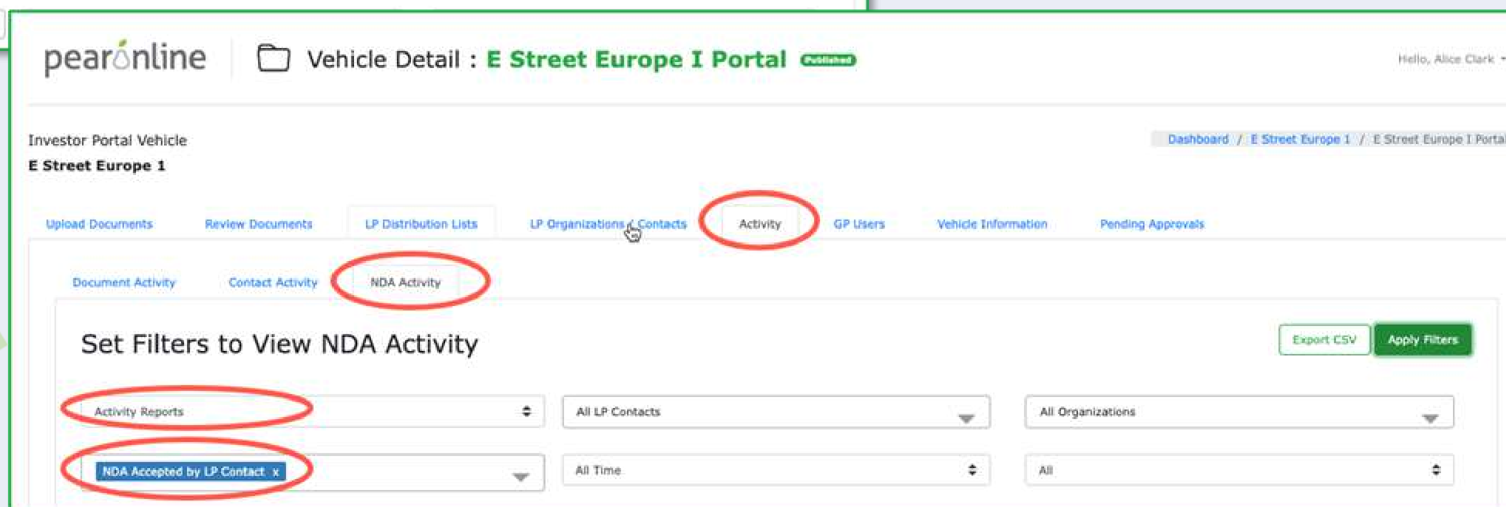
Track LP Downloads with Activity and Inactivity Reports

3. NDA Activity

This report provides a useful overview of NDA activity for GP and LP Users. You can run searches from this page to see when NDAs were uploaded or updated. You can also see who has accepted or not yet accepted your NDA

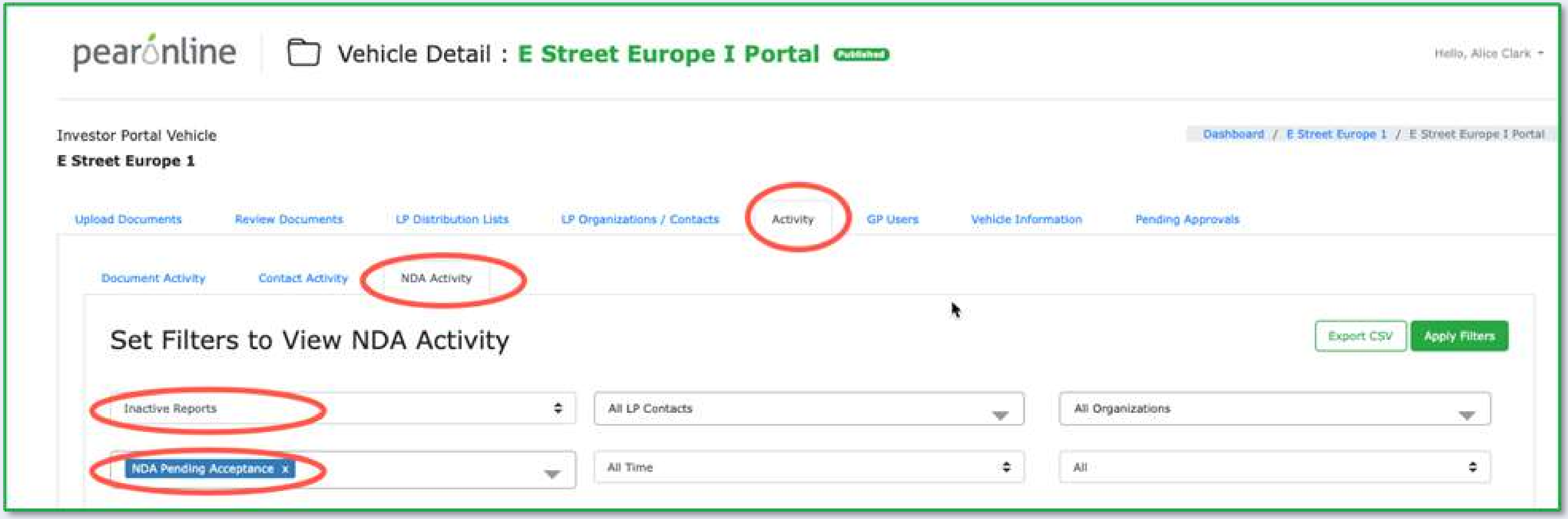


To check who has accepted your NDA, run a search as depicted here:



Track LP Downloads with Activity and Inactivity Reports

To check who has not yet accepted your NDA, change the filter to 'Inactive Reports' and the activity to 'NDA Pending Acceptance':



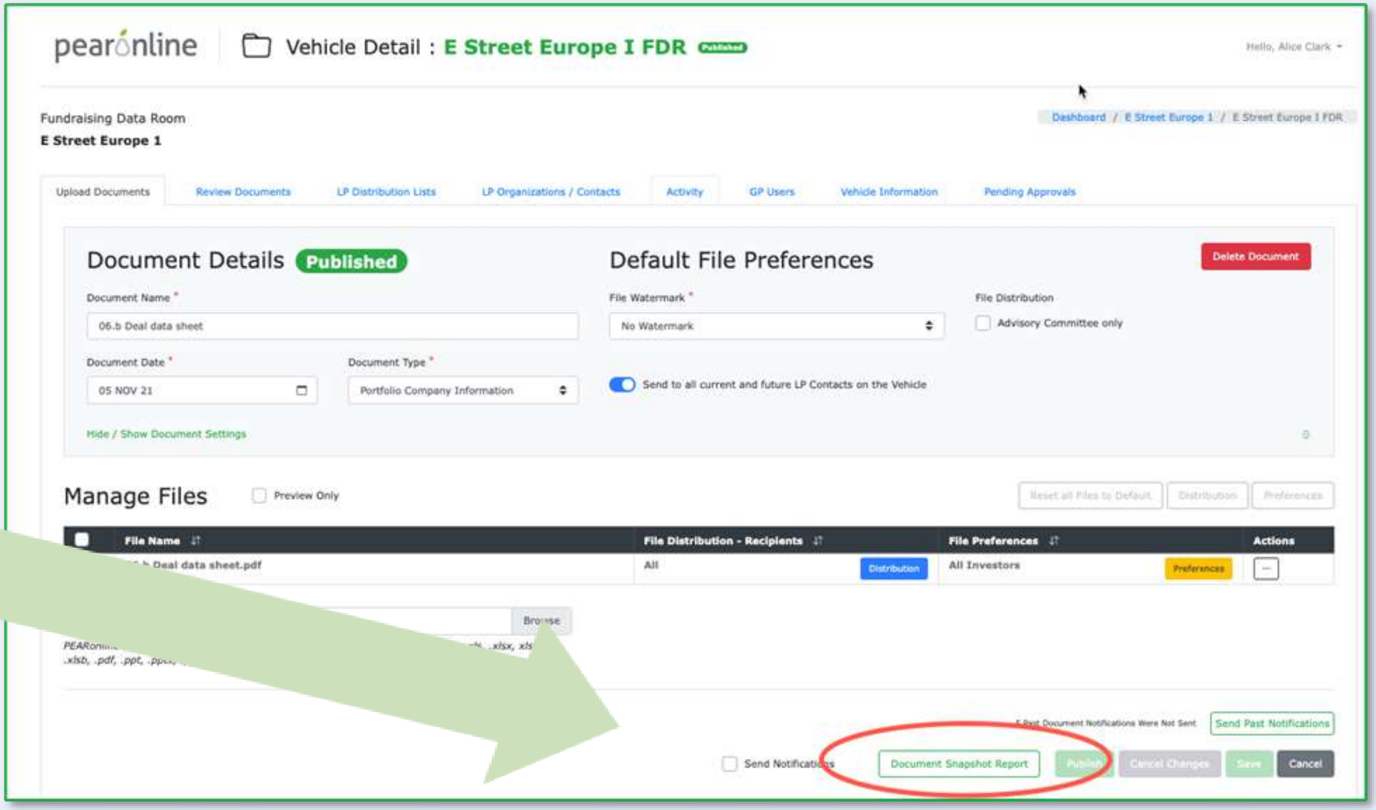
Track LP Downloads with Activity and Inactivity Reports

Other useful Reports include the following:

Document Snapshot Report:

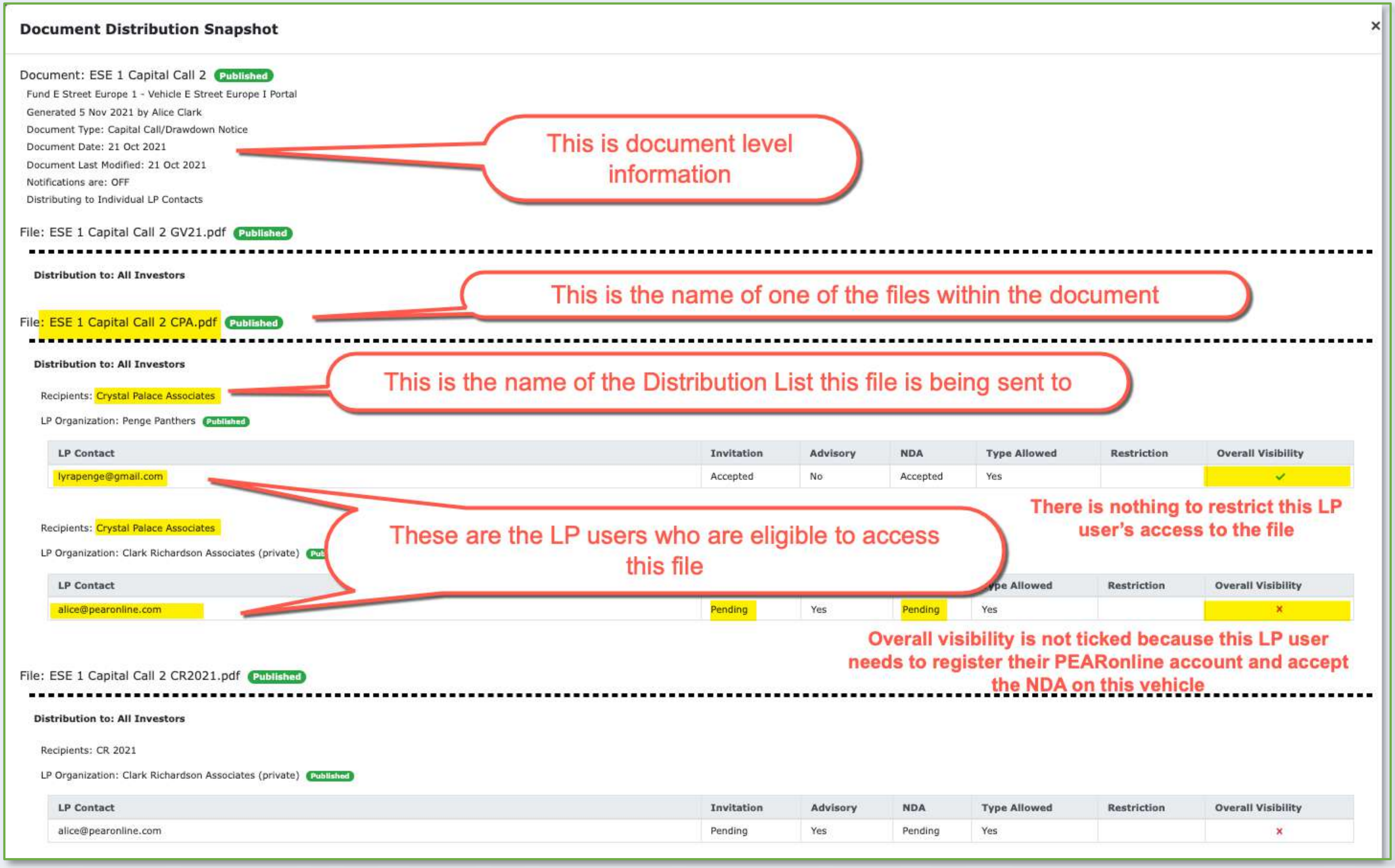
The document snapshot report provides an overview of who can view a document and its underlying files. This is available when a document is uploaded or subsequently from the 'Review Documents' tab. To check the document snapshot report, go to the Review Documents Tab and click on the document in question to bring up the following page:

Click 'Document Snapshot Report'



Track LP Downloads with Activity and Inactivity Reports

The following is an example of a document snapshot report:



Document Distribution Snapshot ×

Document: ESE 1 Capital Call 2 Published
Fund E Street Europe 1 - Vehicle E Street Europe I Portal
Generated 5 Nov 2021 by Alice Clark
Document Type: Capital Call/Drawdown Notice
Document Date: 21 Oct 2021
Document Last Modified: 21 Oct 2021
Notifications are: OFF
Distributing to Individual LP Contacts

This is document level information

File: ESE 1 Capital Call 2 GV21.pdf Published

Distribution to: All Investors

This is the name of one of the files within the document

File: ESE 1 Capital Call 2 CPA.pdf Published

Distribution to: All Investors

This is the name of the Distribution List this file is being sent to

Recipients: Crystal Palace Associates
LP Organization: Penge Panthers Published

LP Contact	Invitation	Advisory	NDA	Type Allowed	Restriction	Overall Visibility
lyrapenge@gmail.com	Accepted	No	Accepted	Yes		✓

There is nothing to restrict this LP user's access to the file

These are the LP users who are eligible to access this file

Recipients: Crystal Palace Associates
LP Organization: Clark Richardson Associates (private) Pub

LP Contact				pe Allowed	Restriction	Overall Visibility
alice@pearonline.com	Pending	Yes	Pending	Yes		×

Overall visibility is not ticked because this LP user needs to register their PEARonline account and accept the NDA on this vehicle

File: ESE 1 Capital Call 2 CR2021.pdf Published

Distribution to: All Investors

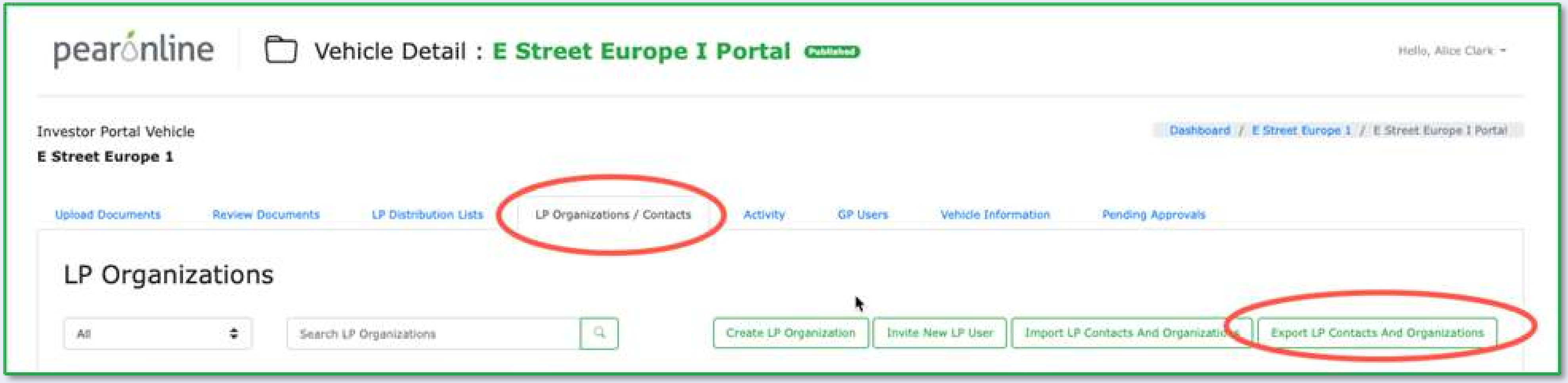
Recipients: CR 2021
LP Organization: Clark Richardson Associates (private) Published

LP Contact	Invitation	Advisory	NDA	Type Allowed	Restriction	Overall Visibility
alice@pearonline.com	Pending	Yes	Pending	Yes		×

Track LP Downloads with Activity and Inactivity Reports

LP Contacts and Organizations Export:

To obtain a list of the LP Users on your vehicle, go to the LP Organizations/Contacts tab and click on 'Export LP Contacts and Organizations'

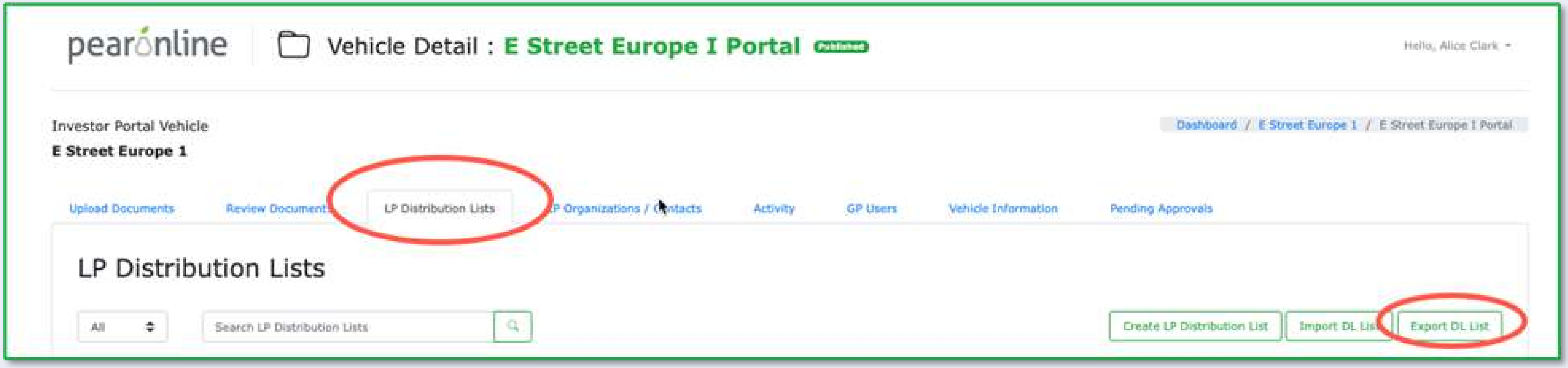


The data will be extracted into a spreadsheet which includes user details and highlights which document types the user has access to. This export can also be adapted to use as an LP Import.

Track LP Downloads with Activity and Inactivity Reports

Distribution List Export:

To obtain a list detailing which LP Users are linked to Distribution Lists on your vehicle, go to the LP Distribution Lists tab and click on 'Export DL List'

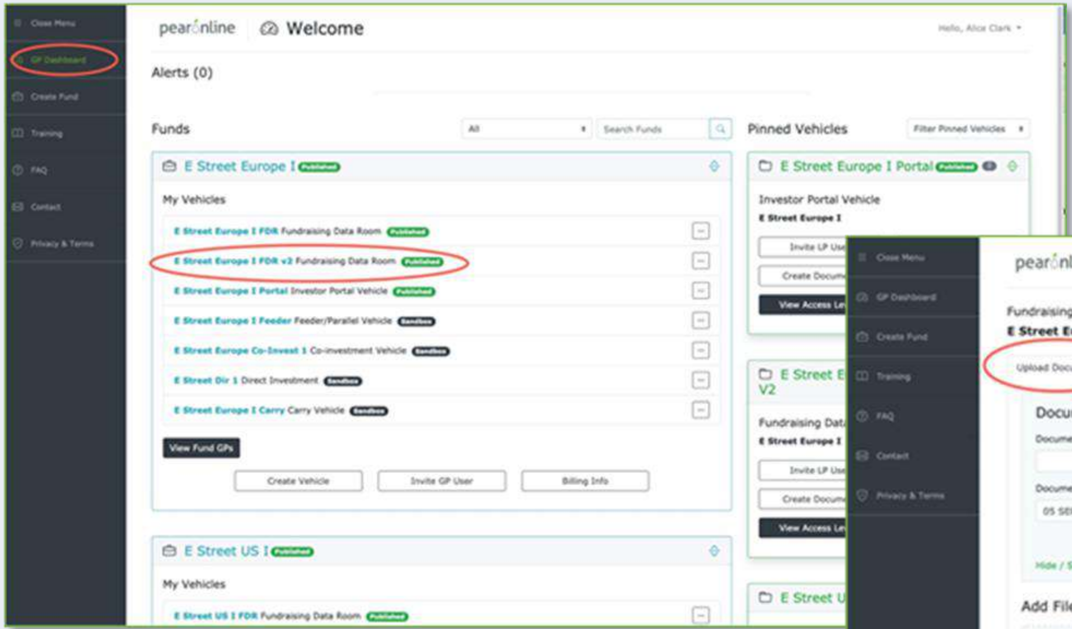


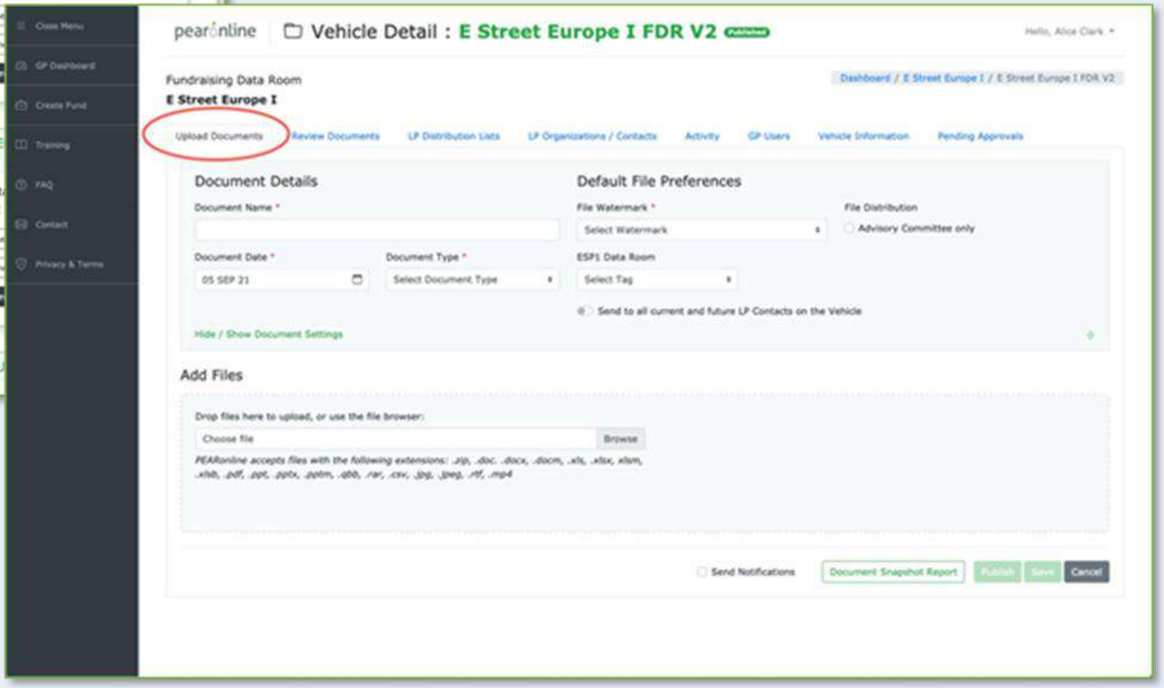
The resulting spreadsheet can be adapted to use as a Distribution List Import.

Browser View

PEARonline gives you the option to publish a document as 'Browser View'. This is applied during the upload process as follows:

From the GP Dashboard, click on the appropriate vehicle and then go to the Upload Documents page:

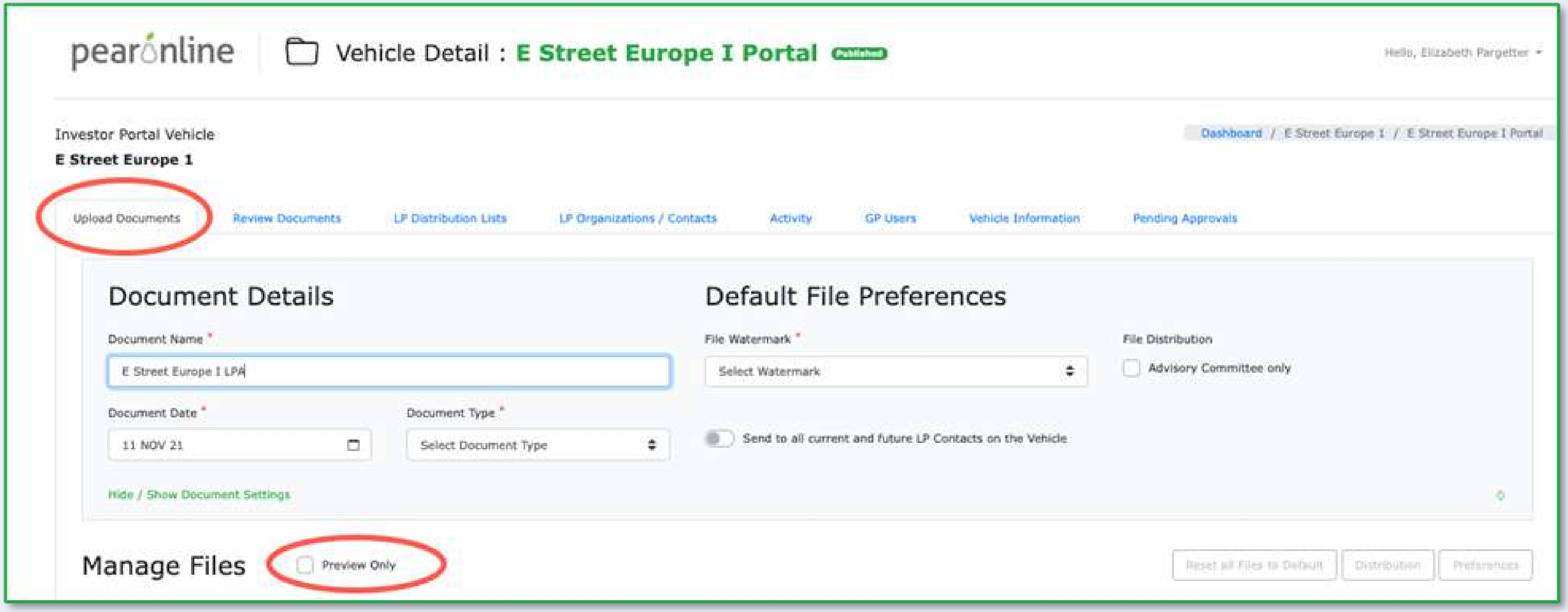




Browser View

Once you have added your files to the document (either by dragging them into the 'Add Files' section, or by locating them via the browse button), you can set the preferences and distribution settings for your document in the usual way.

To mark a document as Browser View, you simply need to check the Browser View box, which appears next to Manage Files when the file or files have been uploaded to the document:



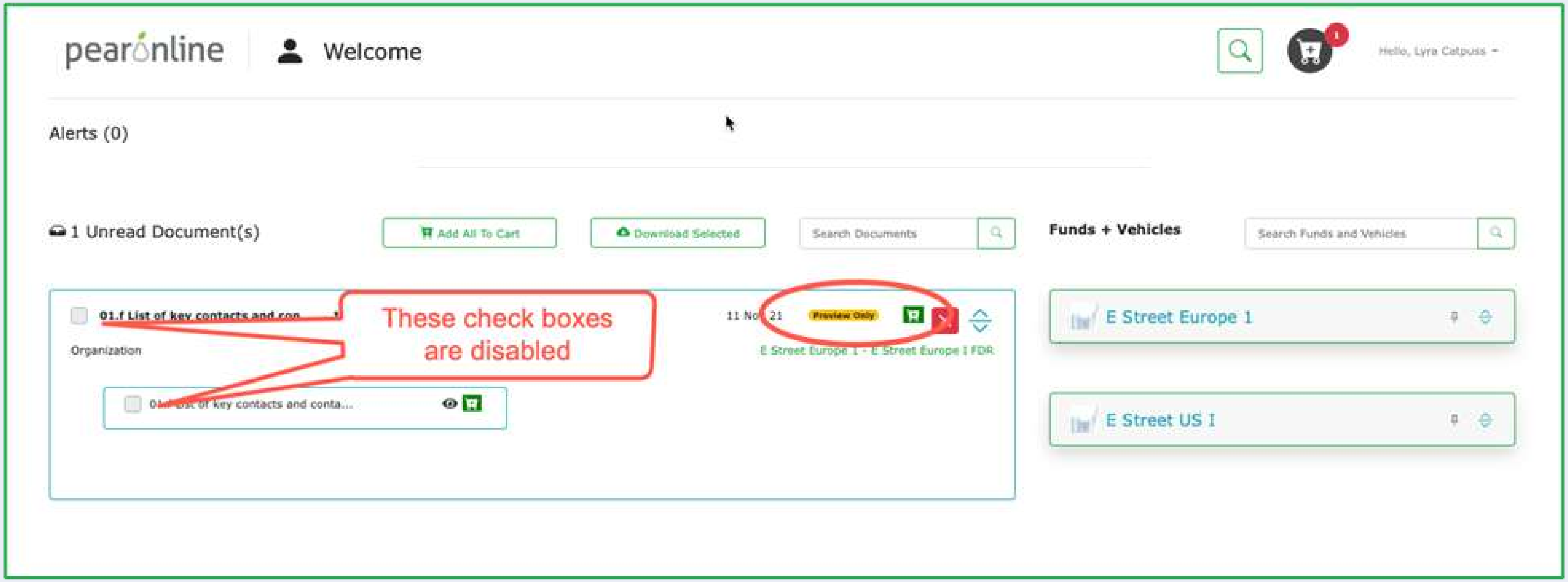
You can now complete the document upload process as normal.

Browser View Only

1. What can an LP User do with a Browser View document?

Documents marked for Browser View will not be downloadable by the LP User directly from PEARonline. However, they will open in a browser window and the ability to download these documents will be controlled by the user's browser settings. PEARonline does not have control over these settings.

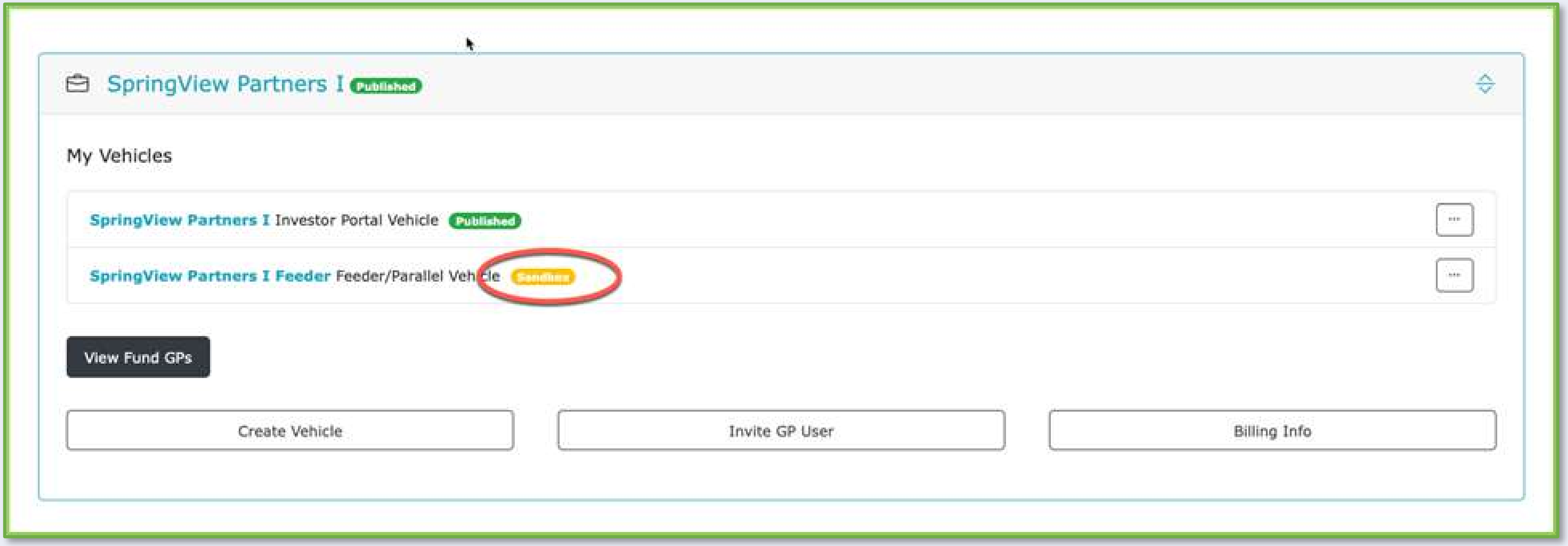
Whether it is viewed on the Unread Documents section of the LP dashboard or seen via the Funds and Vehicles section, the document will be clearly marked with a yellow 'Browser View' label.



The Sandbox

When you first create a new vehicle in Version 2 of PEARonline, it will sit in the 'Sandbox', which means that the vehicle has not been published and cannot be accessed by LP Users. It will remain in the sandbox until it has been published by a GP user with the requisite permissions.

Sandboxed vehicles are clearly labelled in the GP Dashboard with a yellow label to distinguish them from the published vehicles in green.



The Sandbox

There are several advantages to the sandbox. Vehicles within the sandbox cannot be accessed by LP Users, so it provides a secure environment for implementation. You can complete all areas of implementation before you grant access to any LP users or send any invitation emails. You can also implement an optional formal 4-eyes procedure to the publishing process.

What can I do while the vehicle is in the Sandbox?

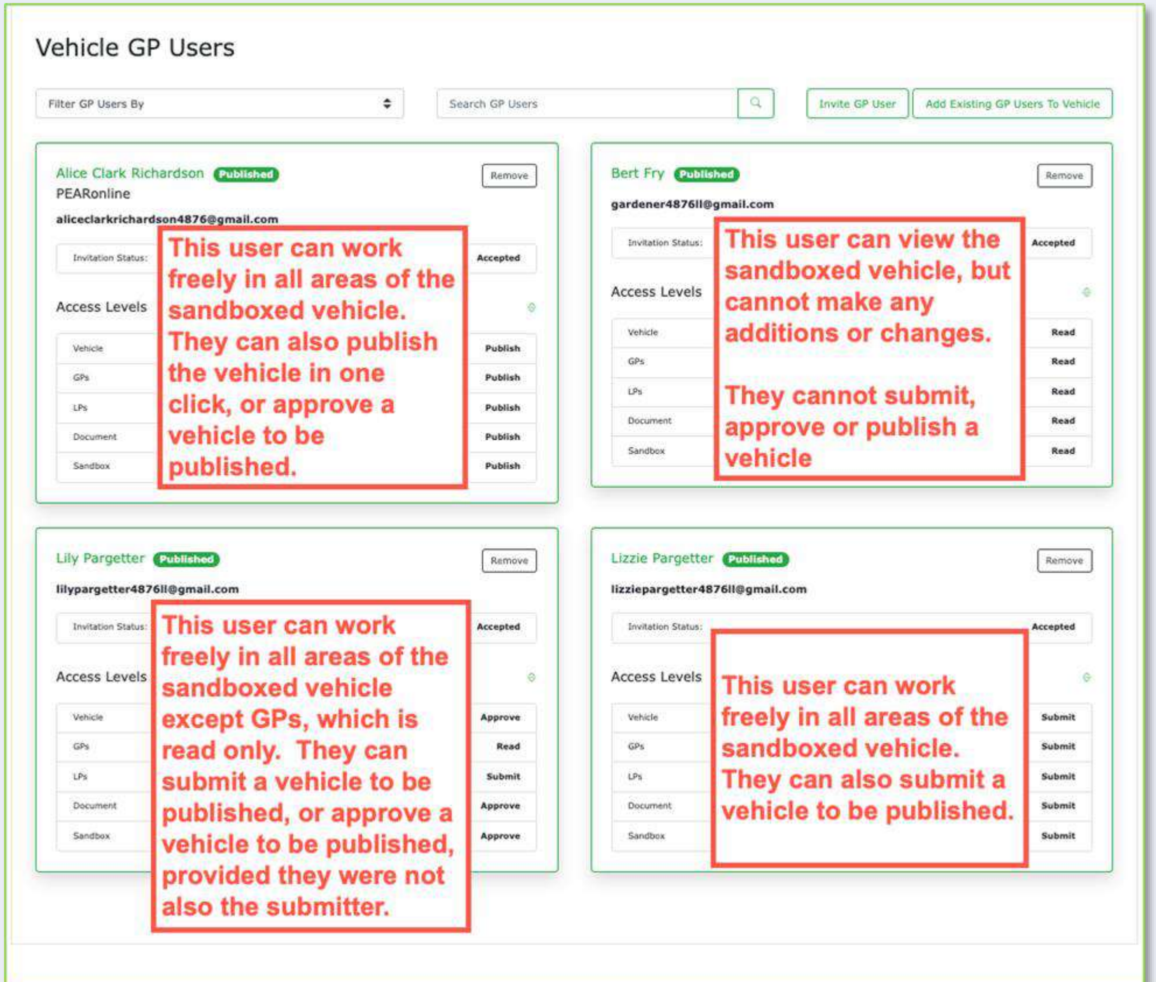
- Amend certain vehicle level details, e.g. MFA requirement, document settings etc
- Add and manage the NDA if required
- Manage GP Users within the vehicle
- Create distribution lists
- Upload any existing or historical documents
- Add or import LP user information (including the ability to set allowed document types by import and populate distribution lists by import)

Who can work on the vehicle while it is in the sandbox?

GP Users with publish, approve or submit privileges for vehicles, GPs, LPs and Documents can work unimpeded by 4-eyes while a vehicle is in the sandbox. If the GP user has read only privileges in any of these areas, they will not be able to add or change anything as any action buttons will be greyed out or disabled.

The Sandbox

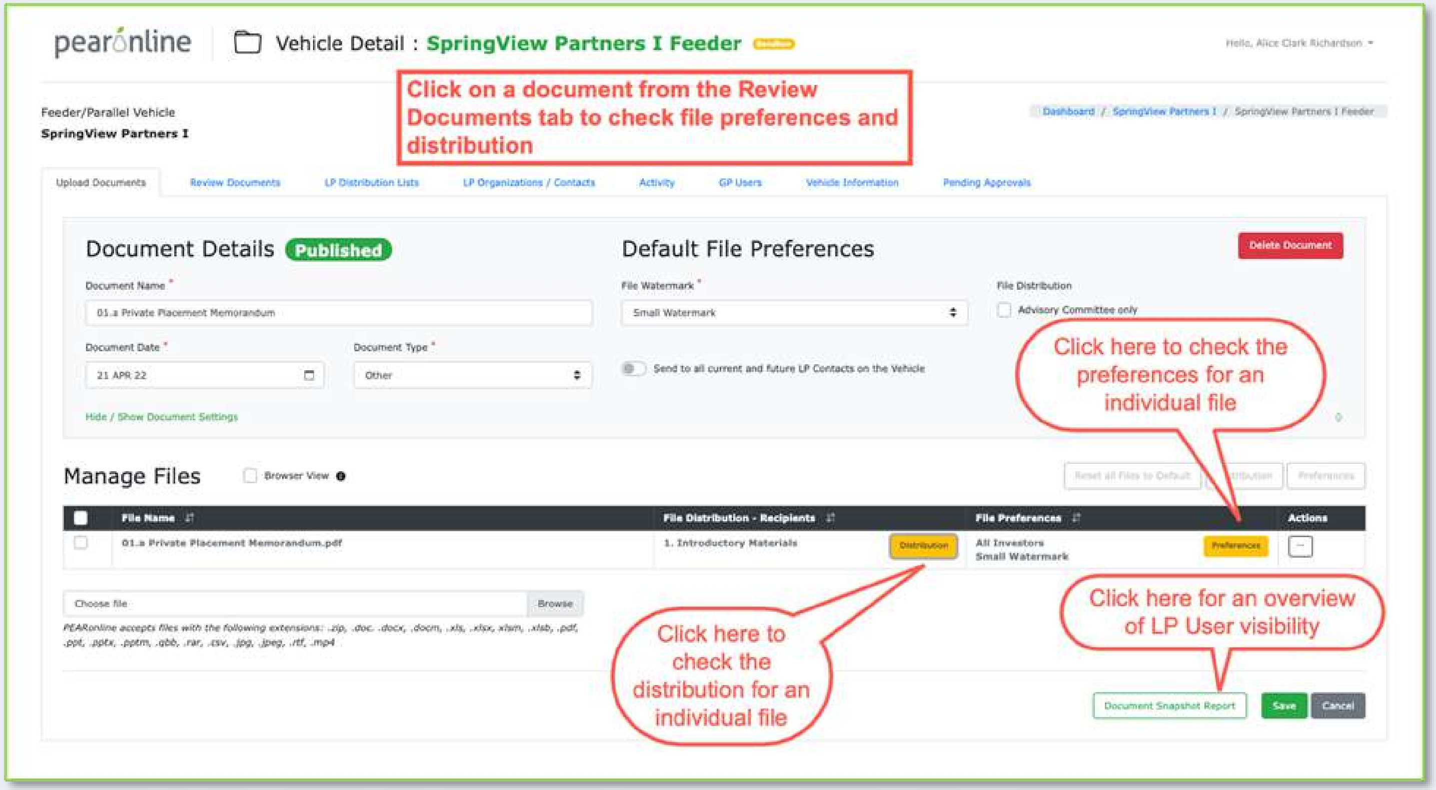
The ability to publish a vehicle, which will move it out of the sandbox and trigger invitation emails to any LP Users is determined by the GP User permissions set for ‘Sandbox’. Please see below for some examples.



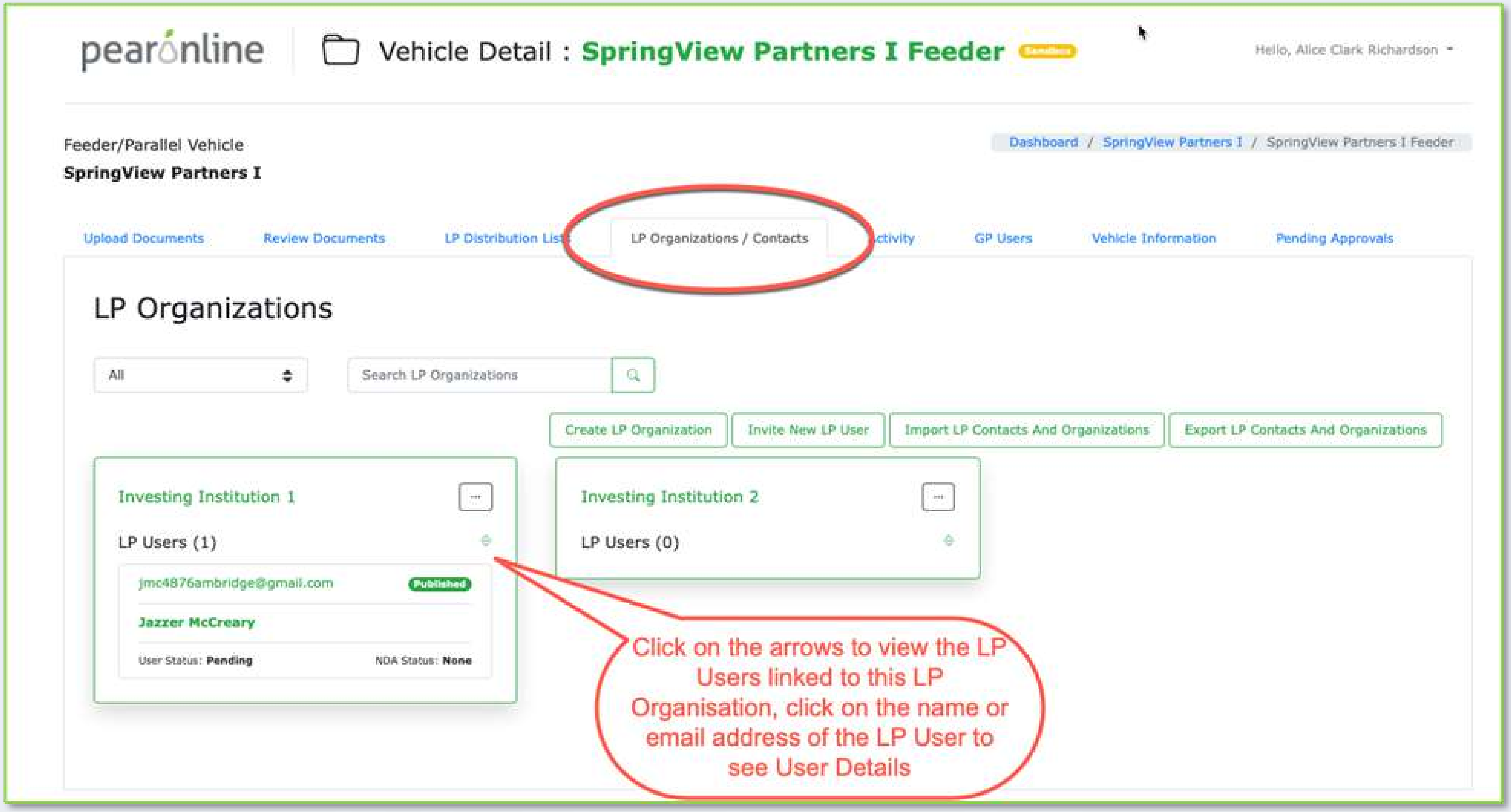
How can I make sure that my vehicle is ready to be published?

Before you publish your vehicle you may want to check the following:

1. **Documents posted:** From the Review documents tab, click on a document name to review the file preferences and user distribution settings. You can also look at the document snapshot report to double check overall visibility for your eligible LP Users.



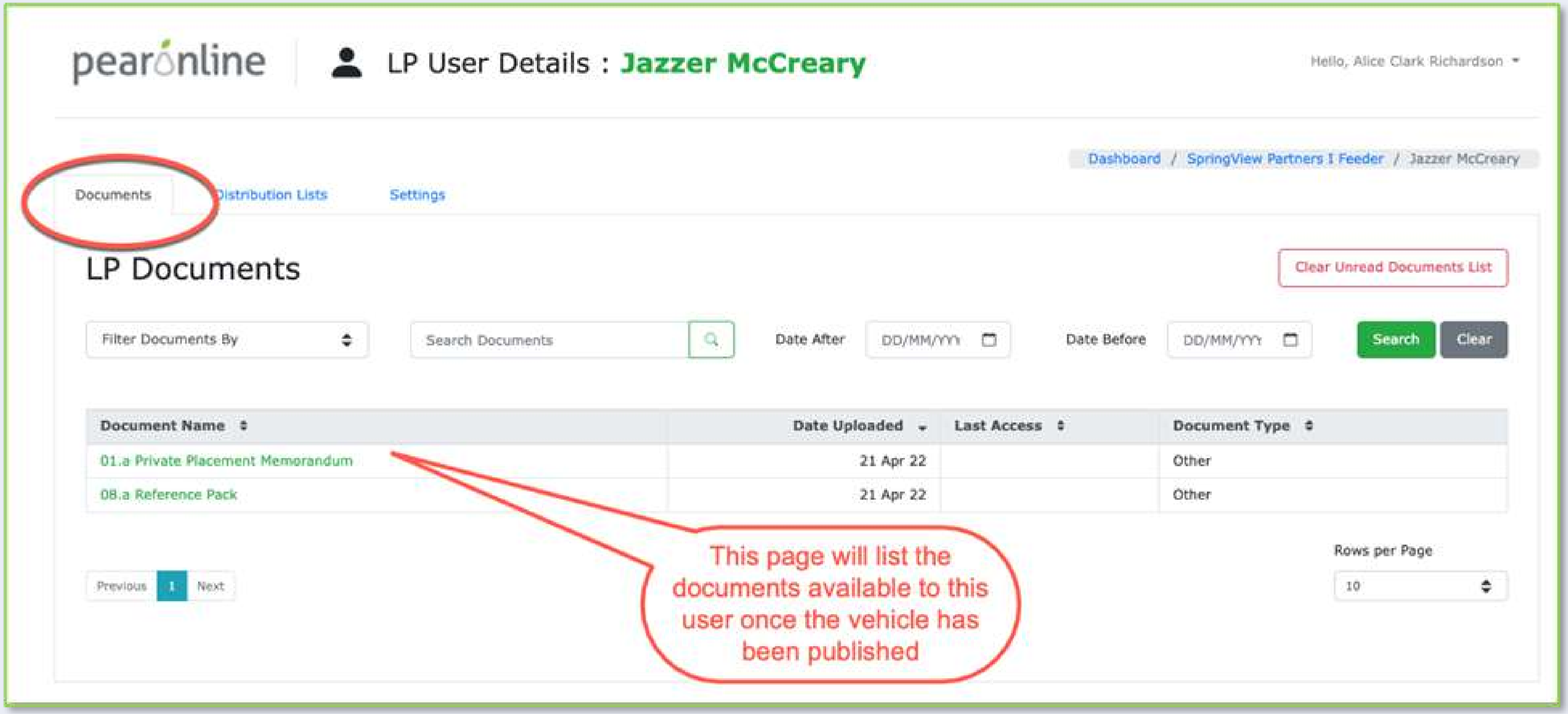
2. **LP Users:** If you want to check and individual LP User, go to LP Organizations / Contacts, expand the details for the LP Organization that this individual is linked to, and then click on their name or email address. Alternatively, you can use the search bar to locate the LP user:



The Sandbox

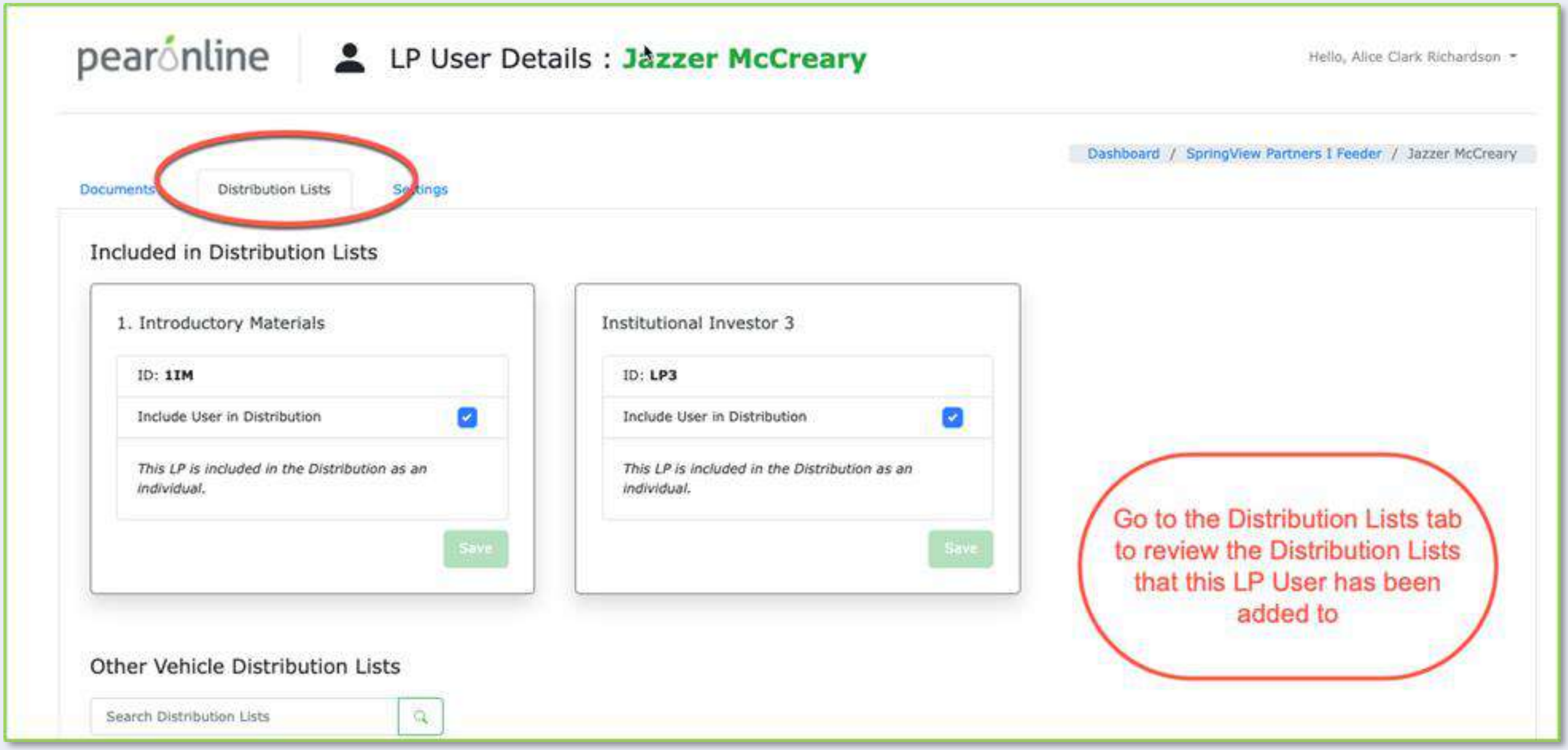
You can then review the documents they will have access to, the distribution lists they will be linked to, and various other settings from the User Details pages:

Documents:



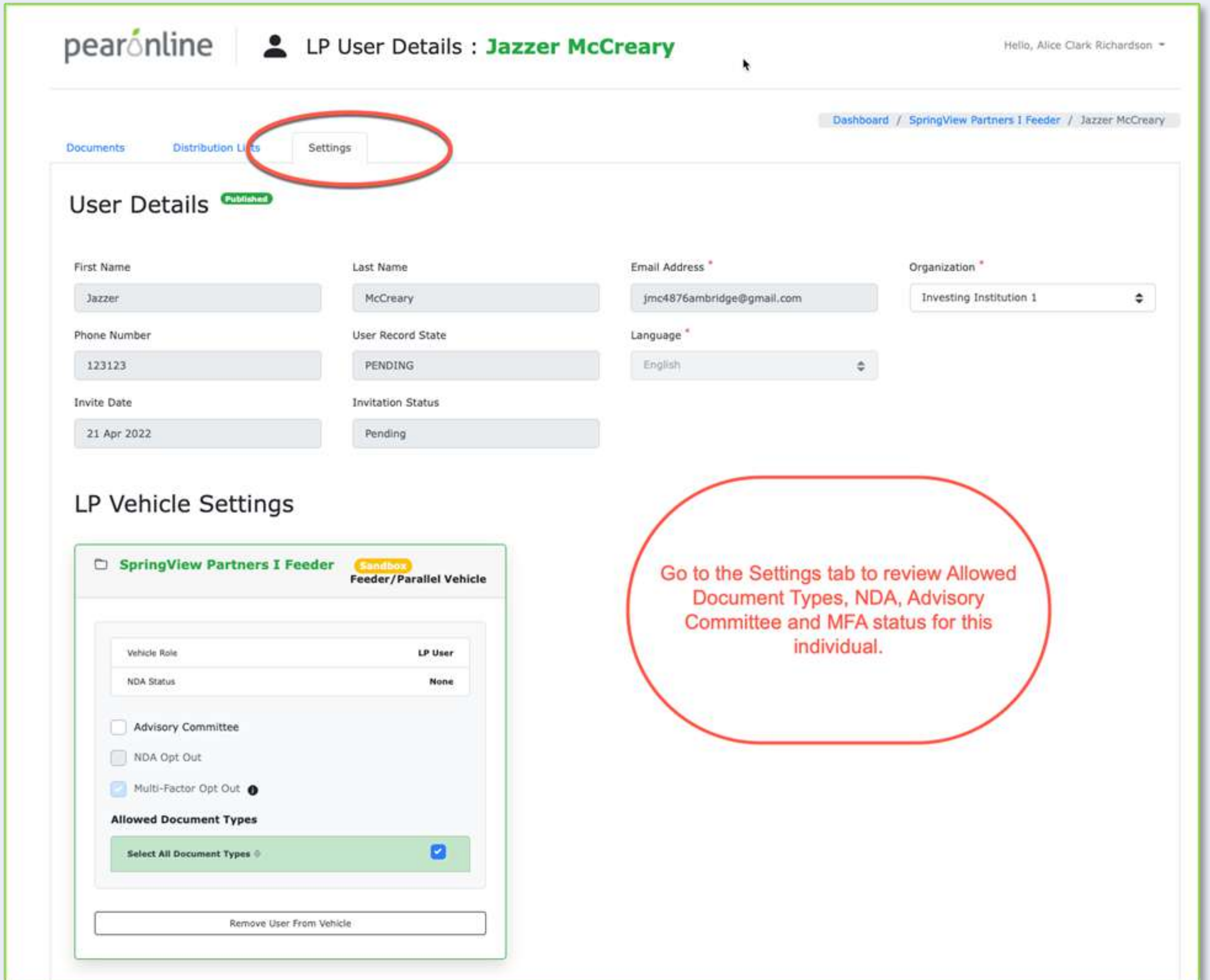
The Sandbox

Distribution Lists:



The Sandbox

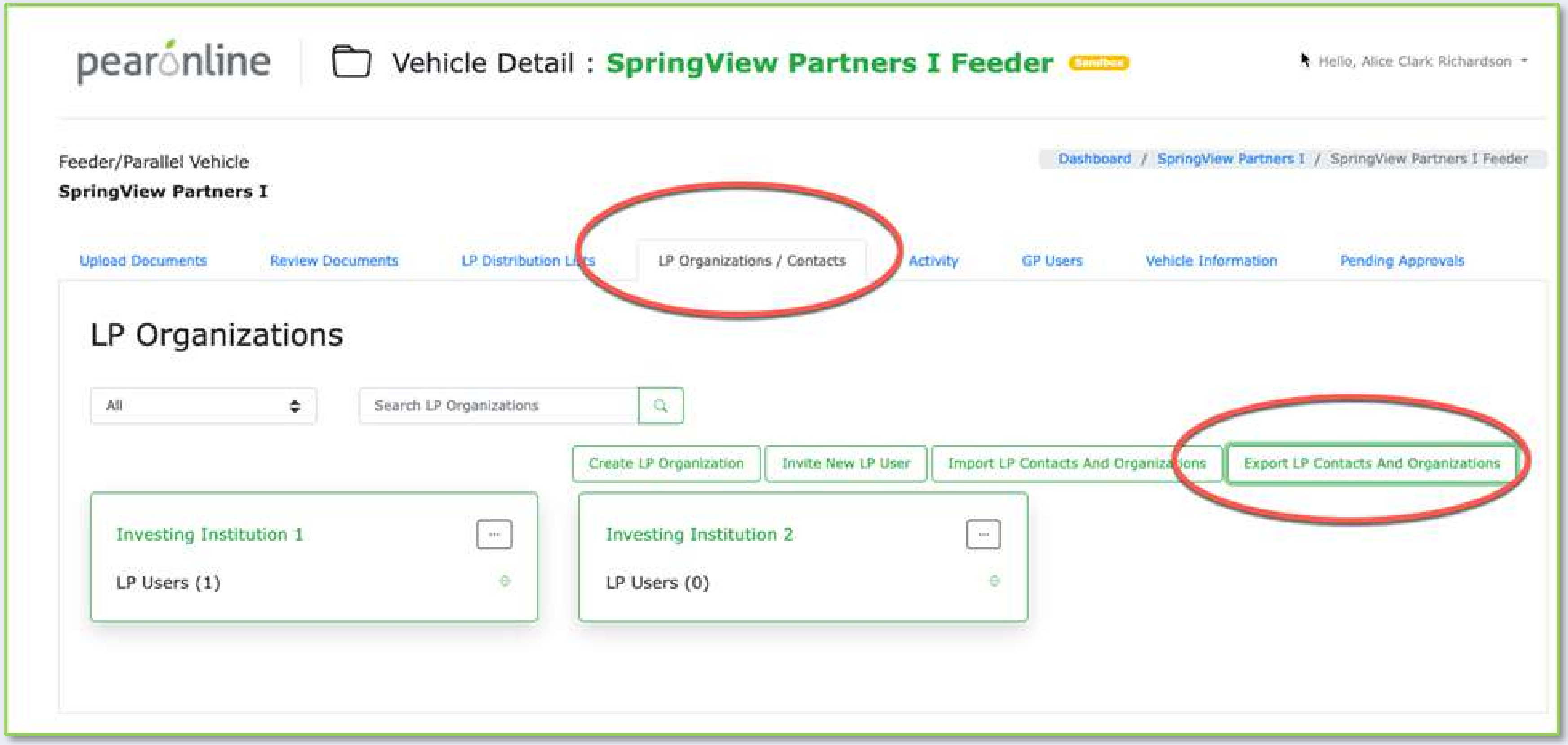
Settings:



The Sandbox

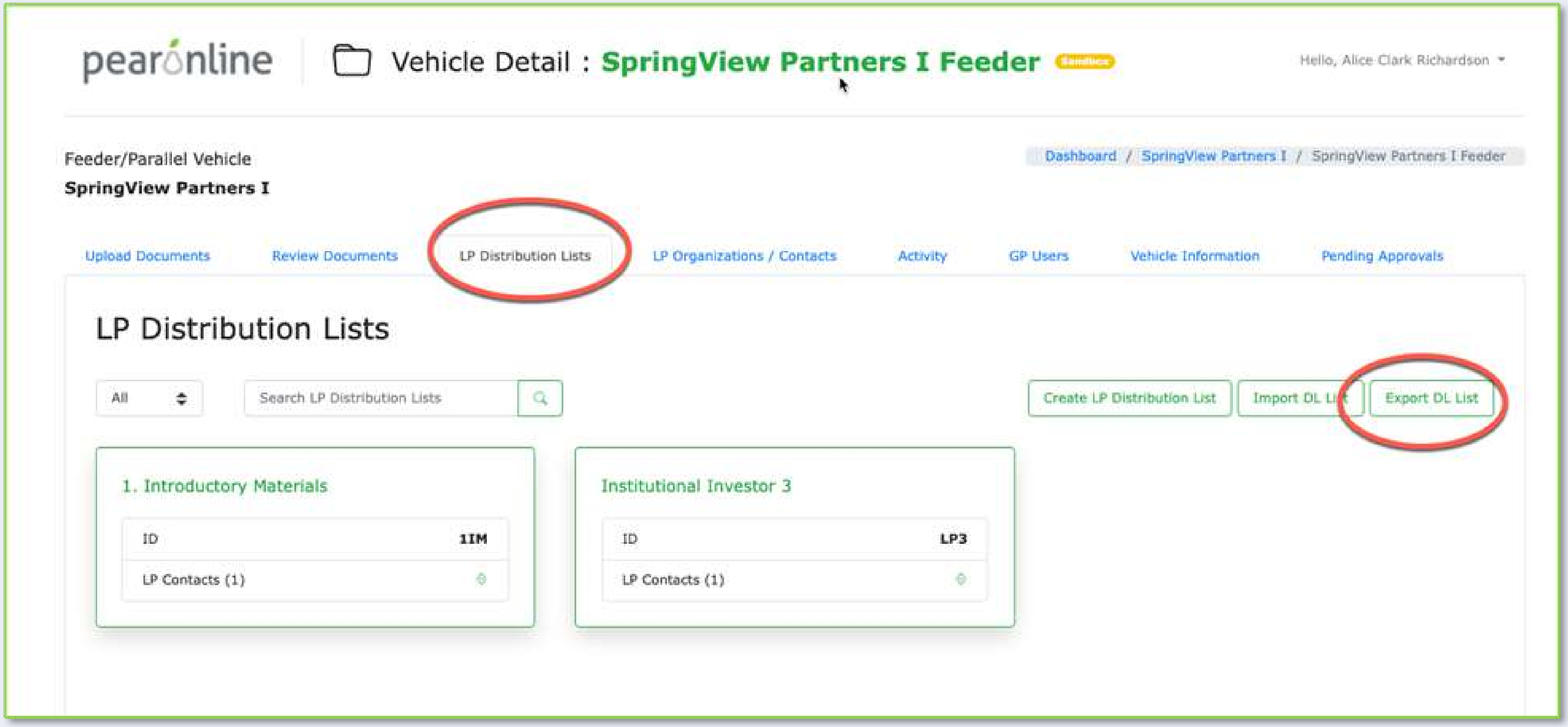
If you want to review all of the LP Users in your sandboxed vehicle, it may be easier and more efficient to run the following exports:

- Export LP Contacts and Organizations



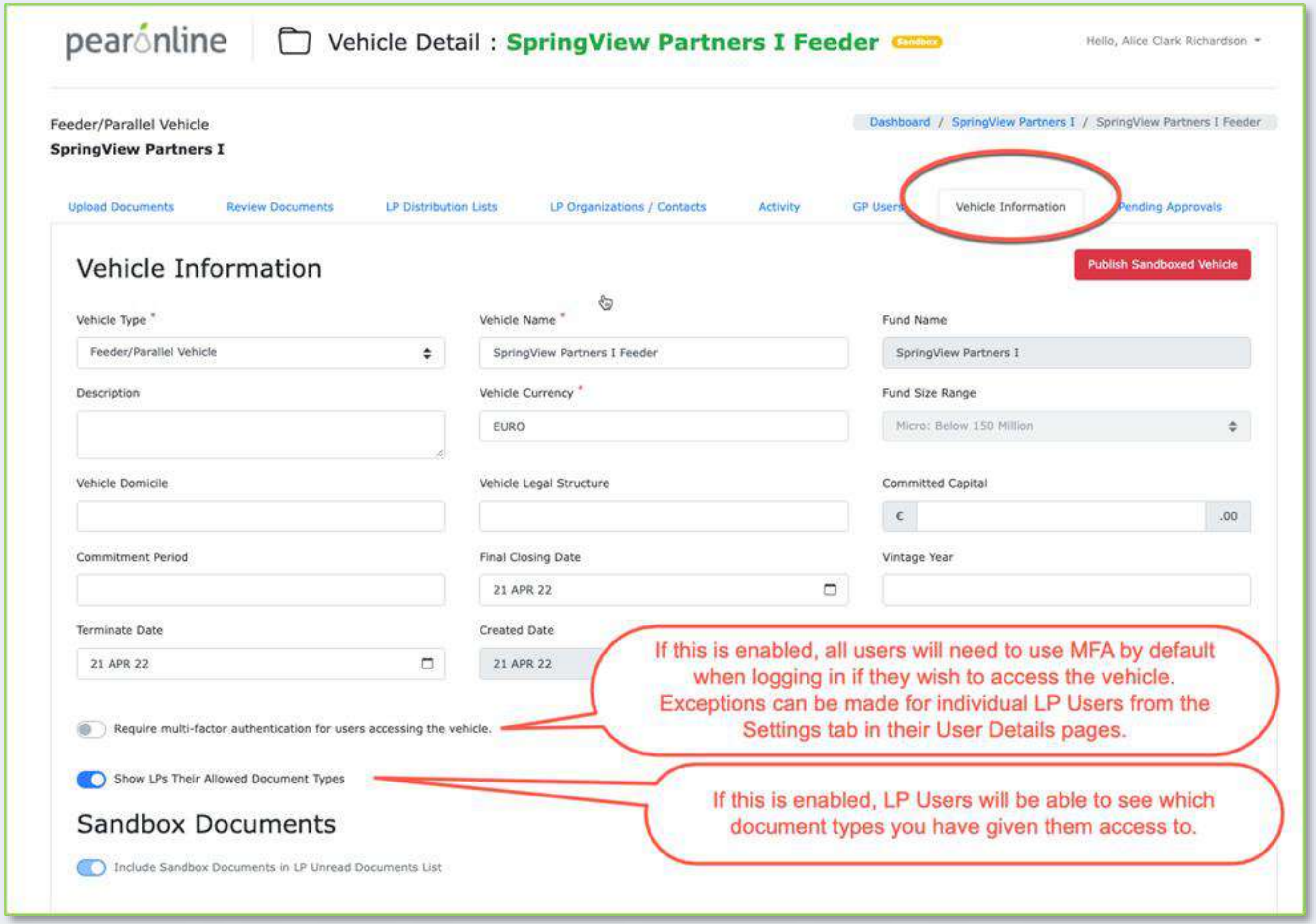
The Sandbox

- Export DL List:



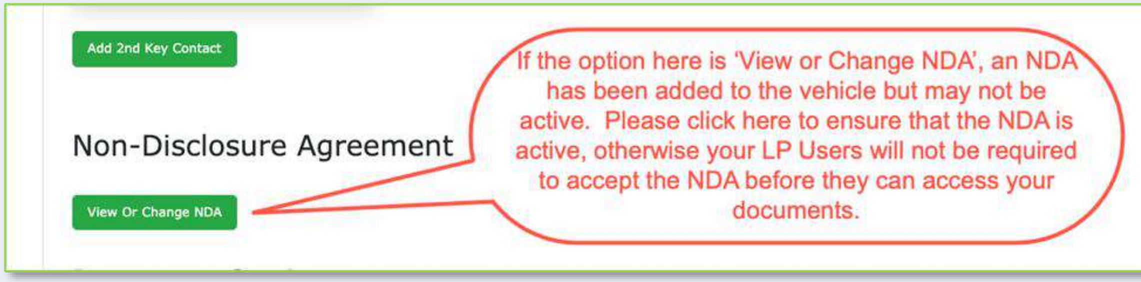
3. MFA Status, and Default Document Ordering:

Go to the Vehicle Information tab to check that these have been set correctly:

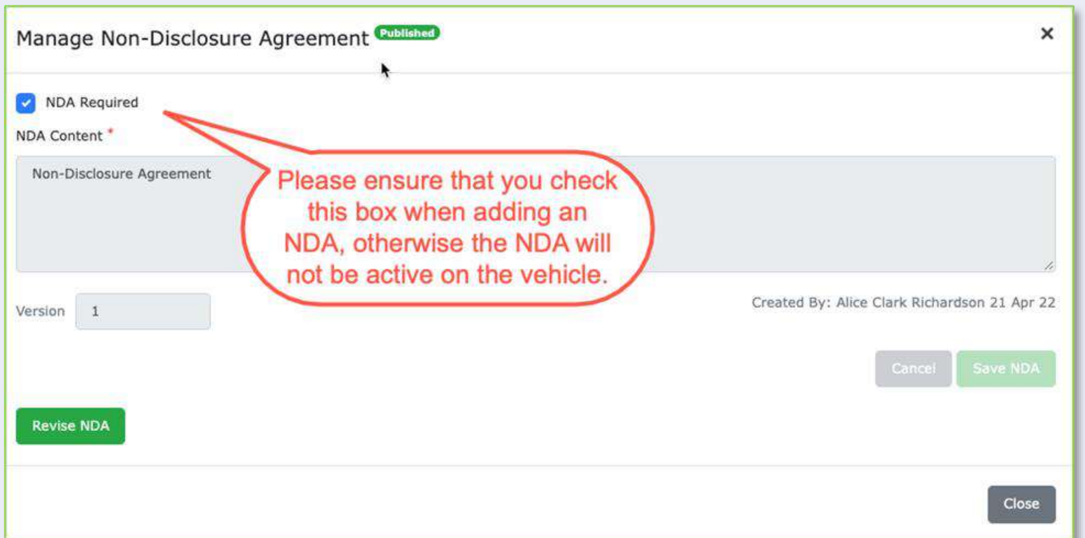


4. NDA Status

From the vehicle information tab, please check whether you have an active NDA on your fund.



Click the 'View or Change NDA' button to ensure that the NDA is active:

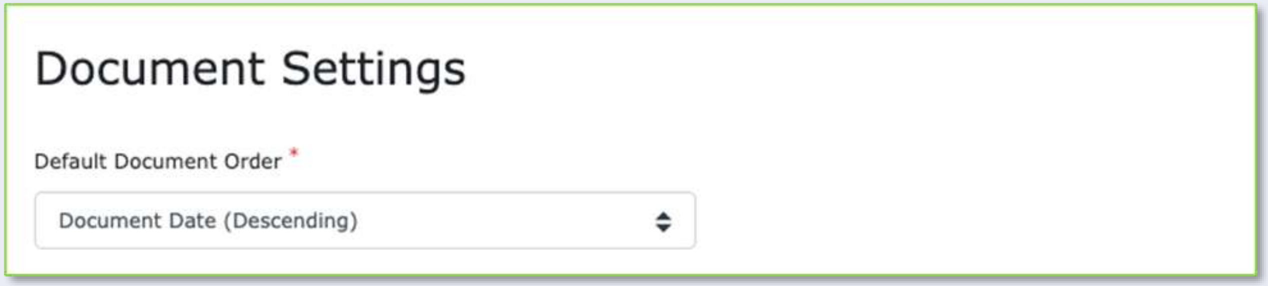


Please note that you must have 'NDA required' ticked for the NDA to be active.

5. Document Settings – default document ordering

Go to the Vehicle Information tab to check the default document ordering. We recommend the following settings:

- Document Date (Descending) for reporting vehicles
- Document Name for fundraising data rooms



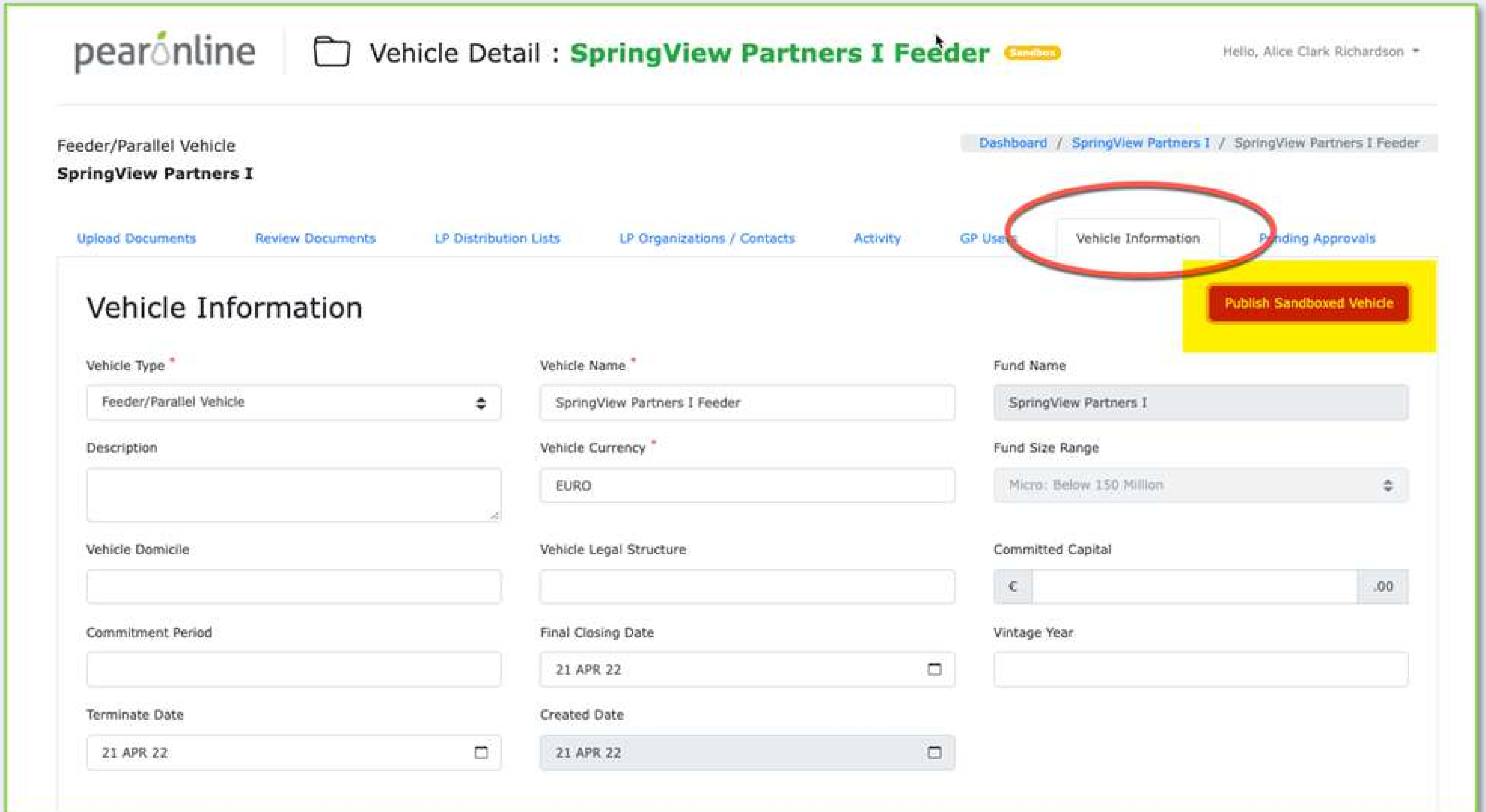
How to publish your vehicle

When you publish your vehicle it will move out of the sandbox and be re-labelled as 'Published'. Any LP Users that you have uploaded to your vehicle will receive invitation emails and from this point they will have access to your vehicle.

To publish a vehicle, go to the Vehicle Information tab and click 'Publish Sandboxed Vehicle'. If you have publish rights for sandbox, this can be done in one click. If you have 4-eyes implemented this will need to go through the usual submit and approve process.

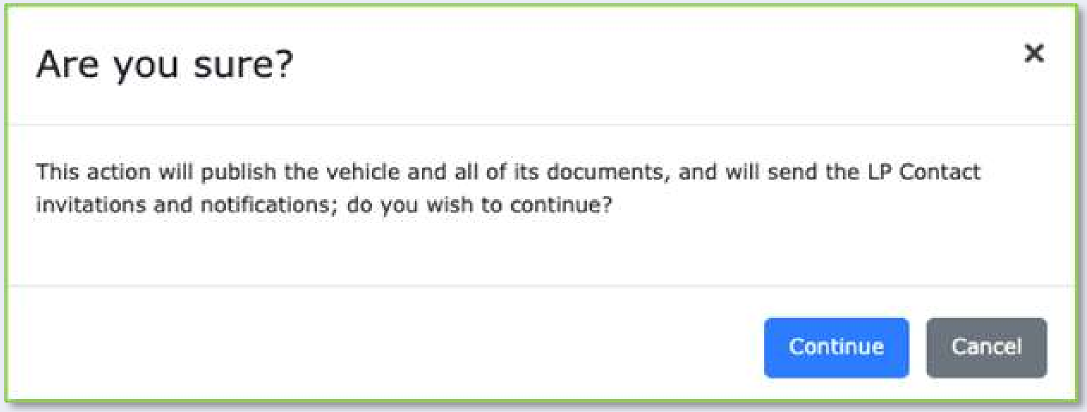
The Sandbox

Publish from Vehicle Information:



The Sandbox

Confirm:



Your vehicle is now published, and has been re-labelled accordingly: