Q2 Contextual PFM User Guide

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PREFACE

This chapter describes the purpose, audience, and document conventions of the "Q2 Contextual PFM User Guide." It also includes information about the conventions used in the guide.

Purpose

The "Q2 Contextual PFM User Guide" is intended to give you the background information and procedures that you need to use Contextual Personal Financial Management features in online banking.

Audience

The "Q2 Contextual PFM User Guide" is intended for all users of Q2 Contextual PFM for online banking.

Document conventions

Unless otherwise noted, the following conventions are used:

Document conventions

Bold	Bold words include attributes, menu names, dialog box names, commands, operators, options, button names, and statements.
Italic	Italicized words include new or emphasized terms and variables for which you must supply an appropriate value, as in a file name.
" "	Words enclosed in quotations include Q2 document titles and cross-references to related information that may prove helpful.
`Monospaced`	Words appearing in a monospaced font represent code examples, system information, and words you enter, such as command syntax.
[ ]	Square brackets enclose optional information, as in [log_name].
< >	A pair of angle brackets enclose labels, tags, and variables.

Document conventions (cont'd)

> -	A single angle bracket separates menu options in a single procedure. For example, File > Open.
|	The vertical bar (pipe) indicates choices that may be entered, as in <5 | 6 | 7>.
	Text with this symbol indicates to take note. Notes provide information that emphasizes or supplements the main text, or that refers to special situations.
	Text with this symbol indicates a tip. Tips may provide information for an alternate method of performing a particular process or solving a problem.
	Text with this symbol indicates a caution. Cautions advise users of situations that are critical or that could result in a loss of data or system instability.

Contacting Q2

Postal Address -	Q2 Software, Inc. - 13785 Research Blvd., Suite 150 - Austin, TX 78750 -
Phone -	(512) 275-0072
Web -	http://www.q2ebanking.com
Blog -	https://q2ebanking.com/blog
Support -	(512) 275-0072, select option 1

For more information

For support issues that cannot be resolved with the information provided in this guide, contact Q2 Customer Support at (512) 275-0072, option 1.

For non-support issues, contact your Q2 Relationship Manager.

Chapter 1: Using Q2 Contextual PFM

If offered by your financial institution, Q2 Contextual personal financial management (PFM) allows you to budget and manage your finances by aggregating all of your accounts across multiple financial institutions so you can see balances and transactions all in one place, on any device. It includes key elements of traditional PFM tools that you can leverage to analyze account usage. With PFM, you no longer need to leave the safety and familiarity of your online banking system to monitor all of your accounts.

Note: These features may or may not be accessible, depending on your financial institution's configuration.

Aggregated accounts

There are many types of online banking accounts, and not all are compatible with common aggregation methods. PFM utilizes multiple aggregation sources and uses an aggregation engine to provide the best possible coverage.

Note: You can only link accounts from domestic, U.S.-based financial institutions.

Visible vs. Hidden setting

When you add a linked account in online banking, you have the option to select Visible or Hidden.

If you select Visible, the account appears on the Home page and you can access the details about it. It also appears on the Account Preferences page and you can edit the nickname, change the order in which the account appears, etc. The account is also aggregated (that is, included) in PFM.

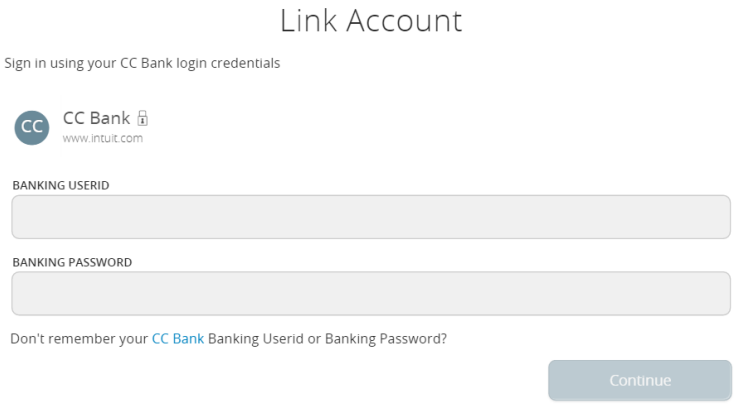
If you select Hidden, the account does not appear on the Home page. It appears in the Hidden section of the Account Preferences page where you can modify its visibility if you change your mind, but you cannot edit the nickname, reorder the account, etc. Also, the account is not aggregated in PFM calculations.

Linking accounts

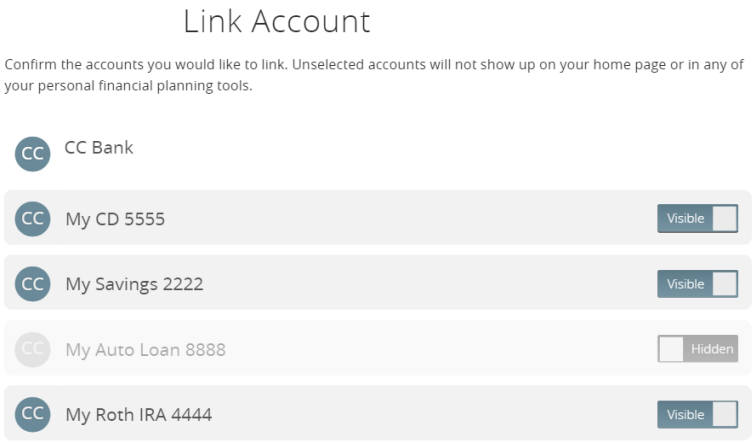
Linking accounts held at external financial institutions allows you to manage your finances by seeing balances and transactions all in one place, on any device. Link your credit cards, loans, checking, and savings accounts from other financial institutions one time, and PFM keeps your view updated so you always see accurate balances and recent transactions.

To link an account

1. On the Home page, click or tap **Link Account**. A list of frequently chosen financial institutions appears.
2. Select a financial institution by either:
    - Clicking or tapping the financial institution's name or logo.
    - Typing the name or URL of the financial institution in the Search box. As you type, a list of matching financial institutions appears from which you can select the appropriate match.
3. To link an account, provide the credentials you use to log into the online banking system at the external financial institution, then click **Continue**. If the account requires multi-factor authentication (MFA), you will be prompted to supply the additional information, such as a secure access code.



4. - All accounts returned are visible by default. Click or tap the **Hidden/Visible** toggle for each account that you want to hide from the summary of accounts section of the Home page and in the widgets.



Note: If account aggregation is delayed (for example, due to a slow server), you can continue adding more accounts while aggregation continues in the background.

5. - (Optional) Repeat steps 2 through 4 to link more accounts held at other financial institutions.
6. - Click **Continue**.

After you link accounts, they appear in a Linked Accounts group on the Home page, providing a full financial picture. You can reorder and group accounts, as necessary.

Updating login credentials

If your login credentials change for a linked account, you can update them within online banking.

To update login credentials

1. On the Home page, scroll down to the Linked Accounts group.
2. - On the desired linked account, swipe left or click the two vertical bars, then select **Update Login**.
3. Enter your updated credentials, then click **Continue**.

Enrolling in Q2 Contextual PFM

Before you can use the PFM feature, you must first enroll in PFM.

To enroll in PFM

1. On the Login page, enter your **Login ID** and **Password**. A PFM Agreement appears.
2. Read the PFM Agreement, then click or tap **Agree** or **Later**. If you select **Agree**, all PFM functionality on the Home page is enabled. If you select **Later**, you will be able to see the PFM widgets, but functionality will be disabled until you accept the PFM Agreement.

Note: You only need to enroll in the PFM service once.

CHAPTER 2: MANAGING TRANSACTIONS IN PFM

Account information for linked accounts is view-only. Although you can see balances and transactions and modify categories and descriptions, you cannot create new transactions for linked accounts or transfer funds between linked accounts. Instead, use the Services > External Account menu option to set up transfers to and from an external account.

Note: The External Account menu option may be in a different location within the navigation menu, depending on your financial institution's configuration.

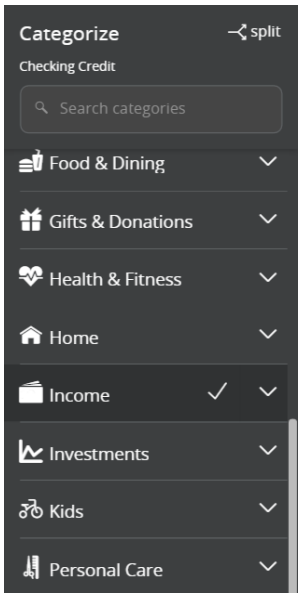
Categorizing transactions

Transactions for your internal accounts and linked accounts are automatically categorized to help you accurately monitor your spending and track your budgets. In some cases, you may choose to modify the automatically-selected category. You can also modify transaction descriptions, edit, or split transaction categories, and create new subcategories.

To categorize a transaction

1. On the Home page, click or tap an account. The Account Details page appears.
2. Click or tap a transaction. The transaction summary appears.

3. In the **Category** section, click or tap the edit icon (✎). The Categorize sidebar appears.



> **Note:** You can also click or tap on the category icon without expanding the transaction detail

4. Select a category to assign the transaction.
5. -(Optional) In the **Online Description** section, click the edit icon (✎) to change the description of the transaction.

> **Note:** Editing the description only changes the description within online banking, not in paper or e-statements.

To add a subcategory

1. -On the Home page, click or tap an account. The Account Details page appears.
2. -Click or tap the category icon next to a transaction. The Categorize sidebar appears.
3. On the Categorize sidebar, do the following:
   a. Click or tap the expand arrow (✉)on the parent category.
   b. Click or tap **+Add Sub-Category**.

c. - Enter the name of the new subcategory.
d. - Click or tap the check mark button.
e. - Click or tap the new subcategory to assign it to the transaction.

Note: Default parent categories and subcategories cannot be edited. However, you can rename personally-created subcategories by clicking the edit icon (✎) next to the subcategory name.

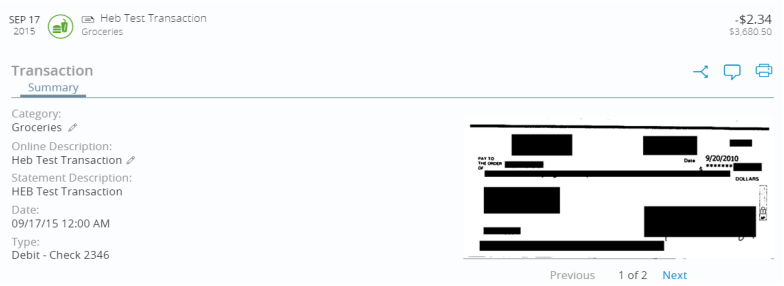
Note: Click the Delete icon (🗑) next to a personally-created subcategory to delete it.

Splitting transactions categories

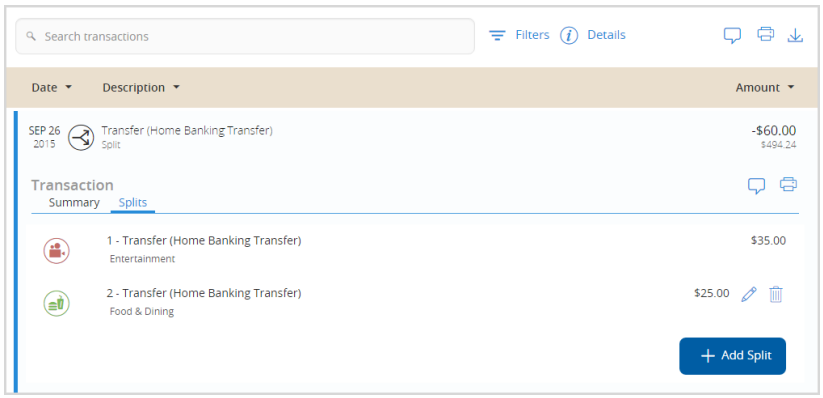
You can split a single transaction across multiple categories to better manage your budget.

To split a transaction category

1. - On the Home page, click or tap an account. The Account Details page appears.
2. - Click or tap a transaction. The transaction details appear.



3. In the transaction details, do the following:
   a. Click or tap the split icon ( ).
   b. Enter the amount you want to split to a separate category.
   c. -Click or tap the category icon, then select a new category for the amount you want to split.
   d. Click or tap **Add Split** to continue splitting the transaction



Note the following details about splitting transactions:

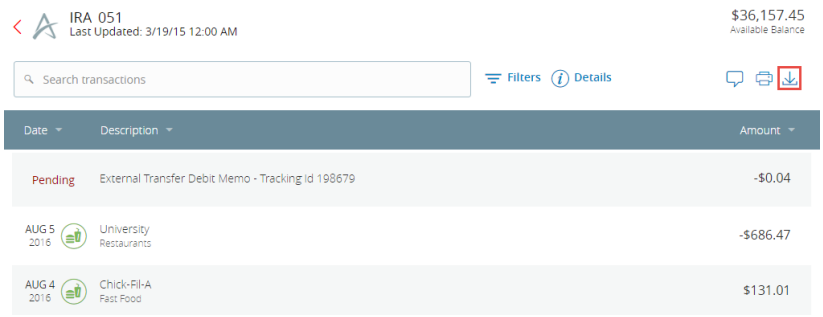
- You can add up to a total of 9 splits.
- After you split a transaction, you can no longer edit the Category from the transaction summary.
- You cannot edit the description of an individual split.
- The split amount must have a value greater than 0. If the value of the split is left at 0, the split will not be saved.

Exporting PFM data

Users can export PFM data, including categories and other available transaction data from aggregated accounts. Export formats include comma-separated values (CSV), extensible markup language (XML), and Excel (XLS).

To export data

1. On the Home page, click or tap an account.
2. Click or tap the export icon ( ).

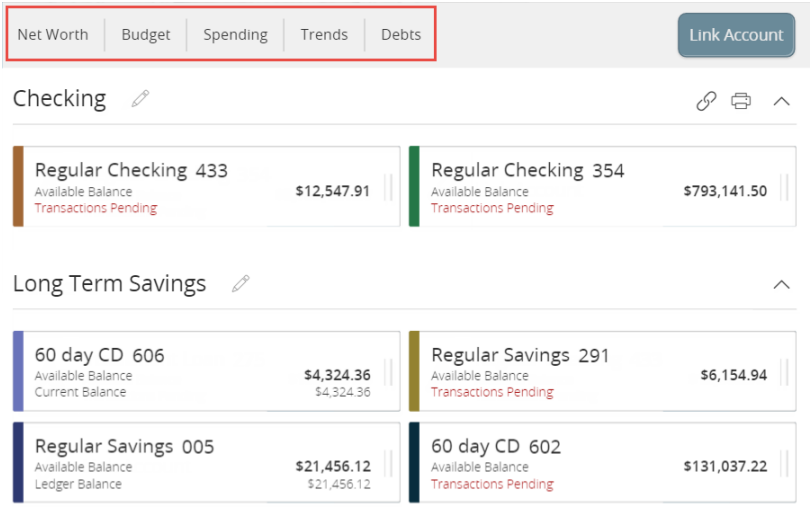


3. Select the export format. The file downloads to the default folder.

CHAPTER 3: USING PFM WIDGETS

You can use PFM to view all of your accounts in one place so you can manage your spending and debts, calculate your net worth, and see spending trends over specific time periods. Several links appear at the top of the Home page, such as Net Worth and Budget. You can click those links to display visual representation of your financial data, known as "widgets."

Home page – widgets



Each widget is interactive and displays different information:

- **Net Worth** – Allows you to see the total value of all internally-held and linked accounts to view your net worth over time.
- **Budget** – Helps you set budgets for each spending category and track progress towards those categories each month.
- **Spending** – Enables you to see a visual representation of how you are spending your money over a period of time.
- **Trends** – Builds even further on your budgeting categories to help track spending over time as compared to income.
- **Debts** – Allows you to see all of your debt accounts in one place and to calculate how making additional payments, or paying off your debt completely, can impact your debt over time.

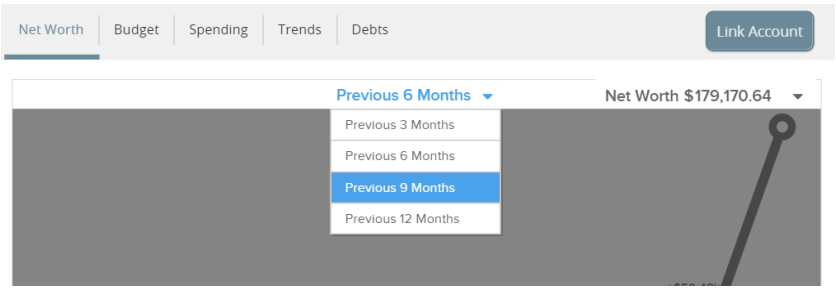
Note: Only the Budget and Spending widgets are available on a smartphone, and functionality is limited.

Net Worth -

The Net Worth widget tracks the net sum of all your assets and liabilities over the past year. The dots on the graph represent your net worth for each month, while the lines on the graph represent the change in your month-to-month net worth.

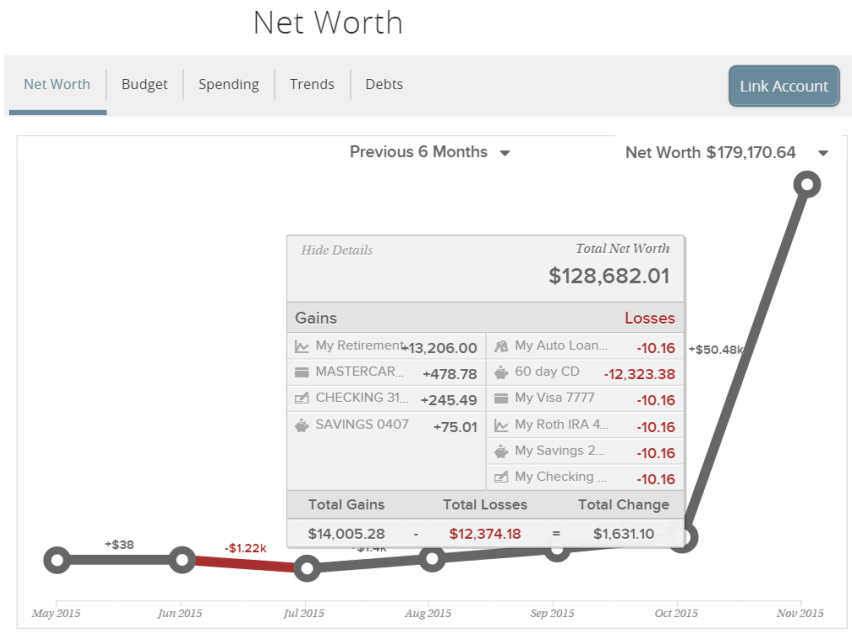
Note: When you first use Net Worth, it may not accurately represent your spending history, but the software will save your data moving forward.

1. Adjust the time frame by clicking the date range drop-down menu.

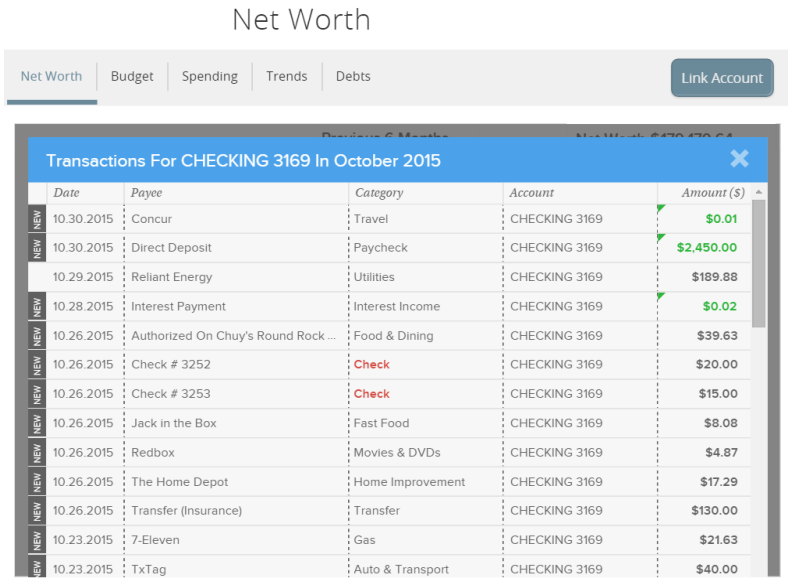


2. Hover your mouse over a dot or line to display total net worth for that month.

3. - Click a circle on the line chart to see your net worth's gains and losses. A window appears showing the amount of change that occurred within each of your accounts during that month.



4. Click one of the accounts to display the associated transactions.



Budget

The Budget widget allows you to set budgets for each spending category and track progress towards those categories each month. As each month progresses, this widget provides visual clues to show how close you may be to hitting the assigned thresholds. This widget is available in online banking and in mobile banking app, however, functionality is limited in mobile banking app.

Then first time you use the Budget widget, you have the option to **Start from scratch** or have PFM **Auto-generate budgets** based on your spending history.

Budget widget

If you choose **Start from scratch**, a menu of categories appears. Choose a category, then set the budget amount.

If you choose **Auto-generate budgets**, a list of budget categories and amounts based on your spending history appears. Scroll through the list and edit the amounts, if necessary. If you do not want a specific budget tracked, click the Delete icon ( ), then click **Delete This Budget**. Click **Save Budgets** to save all changes.

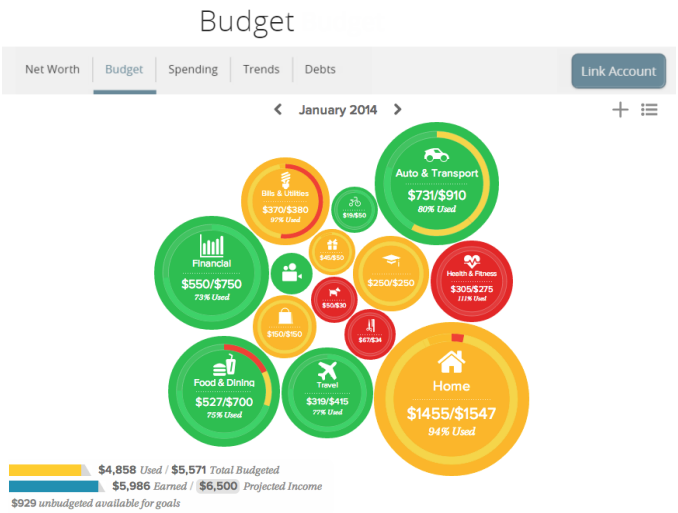
Note: To minimize manual rework, aggregate all of the accounts that could affect your budget, and review "Categorizing transactions" on page 10 before using the auto-generate budget features.

Bubble budgets view

After your budgets are created, they appear in the "bubble" form. The bubbles view allows you to see both the health and the importance of your budgets simultaneously.

- **Green** – less than 80% of the budget spent
- **Yellow** – more than 80% of the budget spent
- **Red** – more than 100% of the budget spent

Bubble budgets view



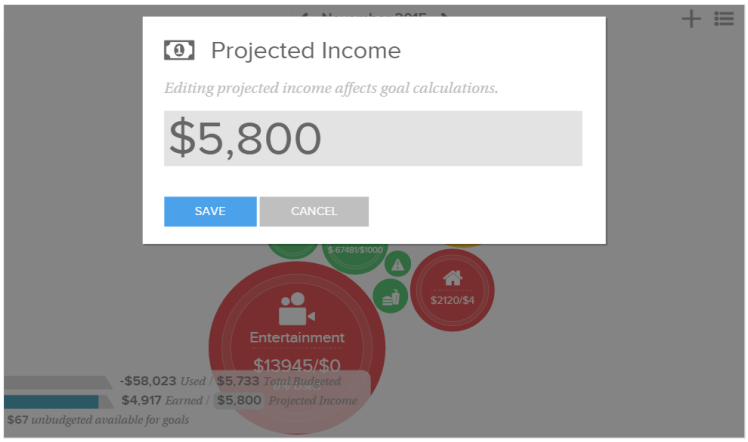
The size of the bubble is relative to the amount, and exact progress displays on the outside rim of the bubble. Bubbles can also be dragged for comparison.

You can view and edit your projected income within budgets, helping you make decisions that balance with your income. Projected income is calculated based on transaction history; however, you can edit this number manually.

To edit the projected income

1. In the Budget widget, click the Projected Income field.

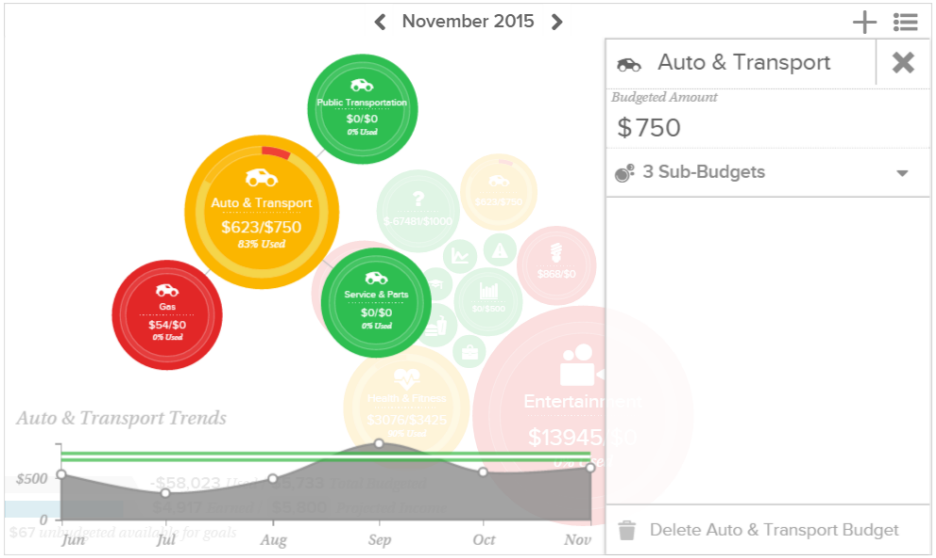
2. Enter the projected income amount, then click **Save**.



Child budgets

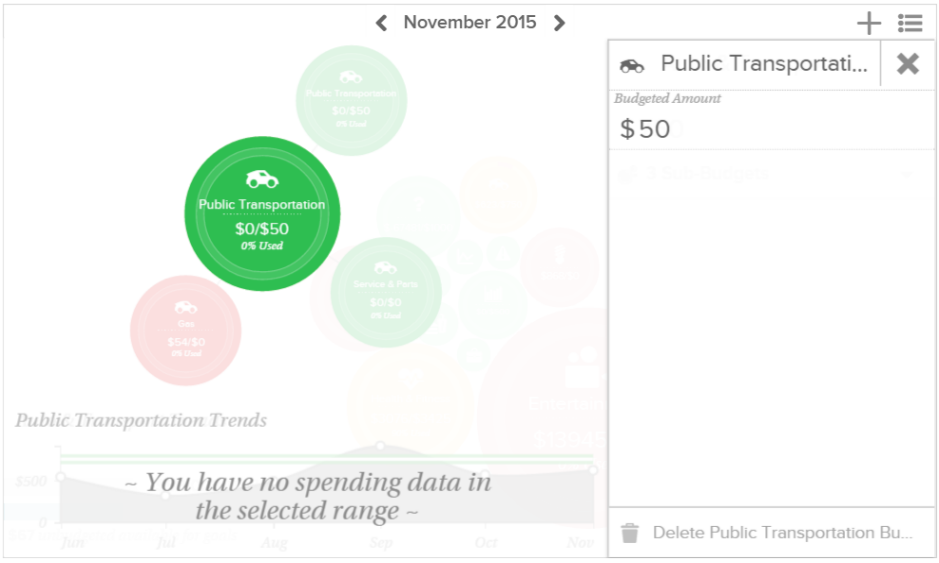
Click a bubble to display current child budgets. You can add additional child budgets (if more are available) or even delete the parent budget.

Child budget view



Clicking a child budget allows you to delete the budget, edit the amount, or view associated transactions.

Editing a child budget



Note: If using a desktop, you can to edit budgets by simply typing in the budget amount.

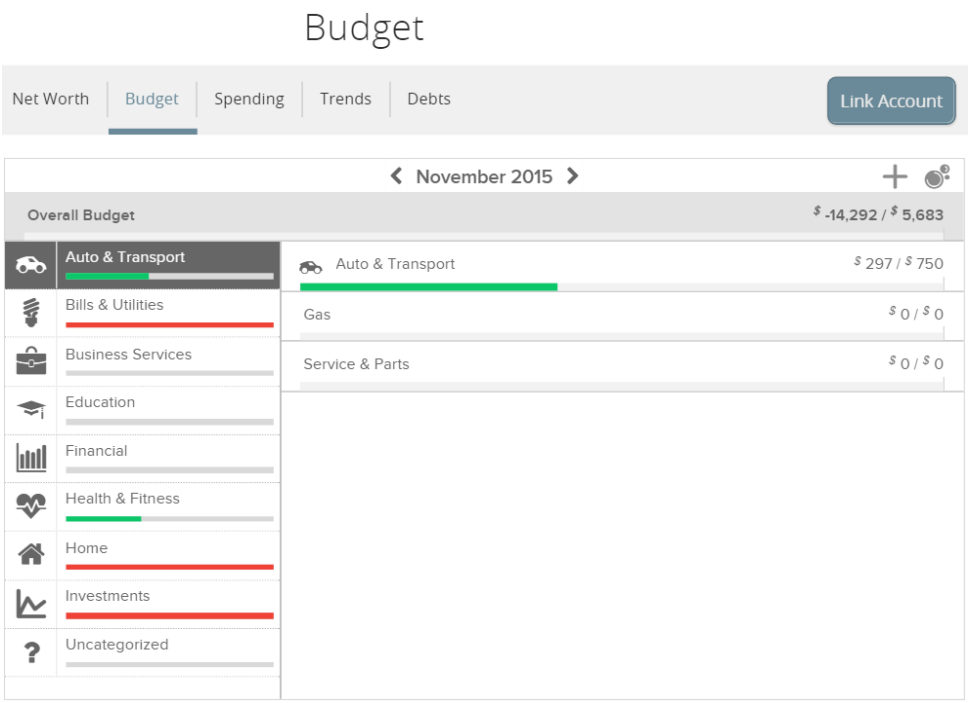
Note: To help you make more informed budgeting decisions, you can see your historical spending while creating or editing a budget.

List view

Click the **View as list** icon ( ) in the upper-right corner to view your budget in list form. The colored bars represent the status of your budget:

- **Green** – less than 80% of the budget spent
- **Yellow** – more than 80% of the budget spent
- **Red** – more than 100% of the budget spent

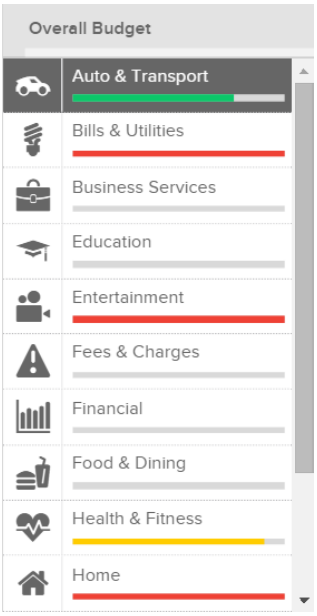
Budget list view



The budgeted amount for the parent category is the sum of its child budgets. The bar at the top displays monthly progress for the sum of all budgets.

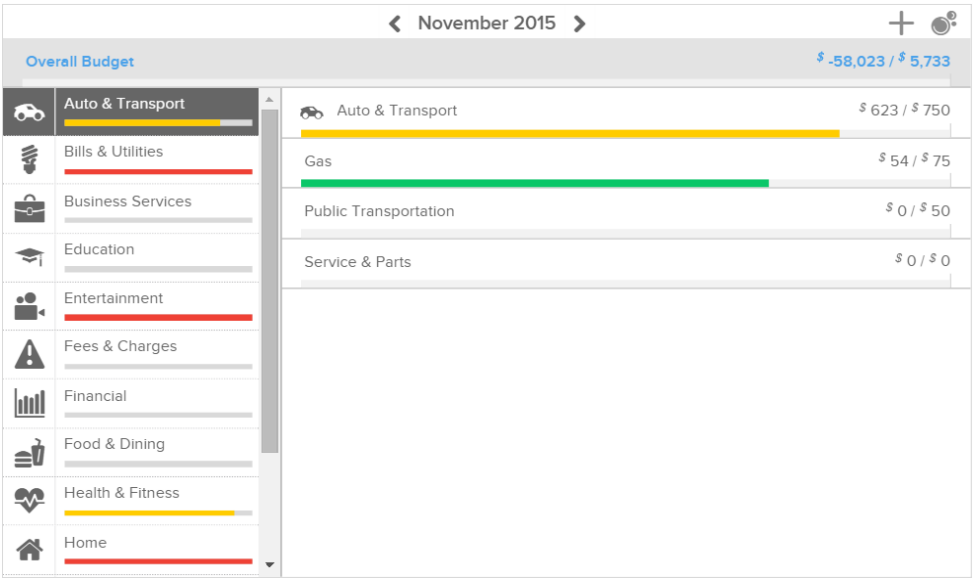
The left side of the screen displays a list of budget categories and the progress towards hitting each goal.

Budget categories

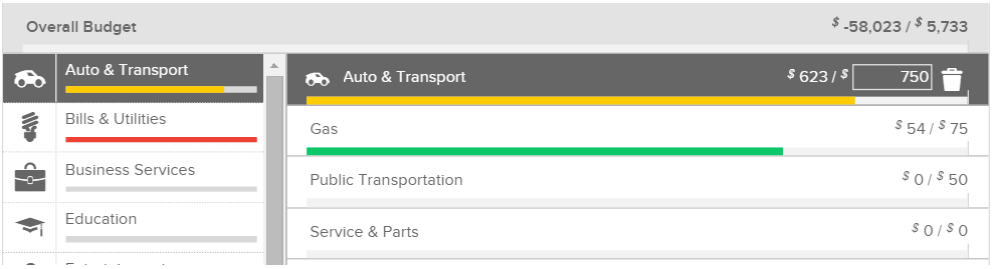


To edit or delete a budget

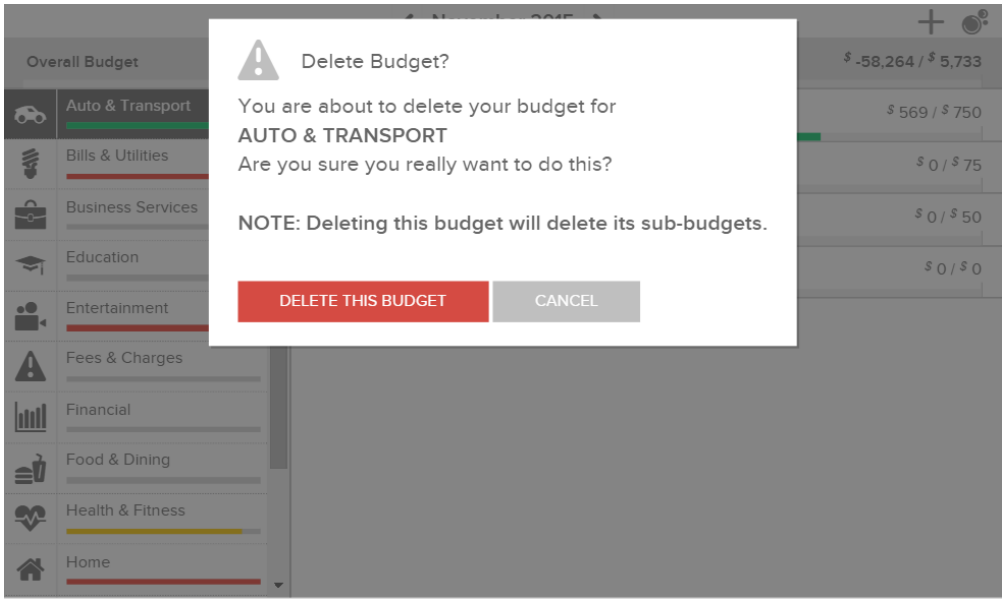
1. - Click a parent category to display a list of child budgets, along with your monthly progress.



2. Hover your mouse over the budget, then click the budgeted amount to change it.

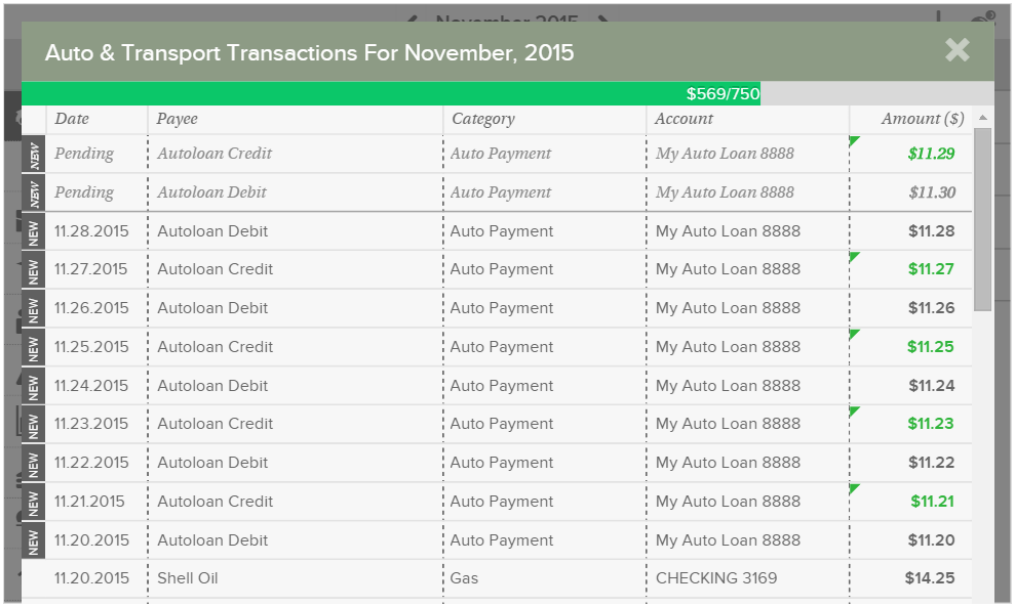


3. Click the Delete icon ( ) to delete the budget, then click **Delete This Budget**.

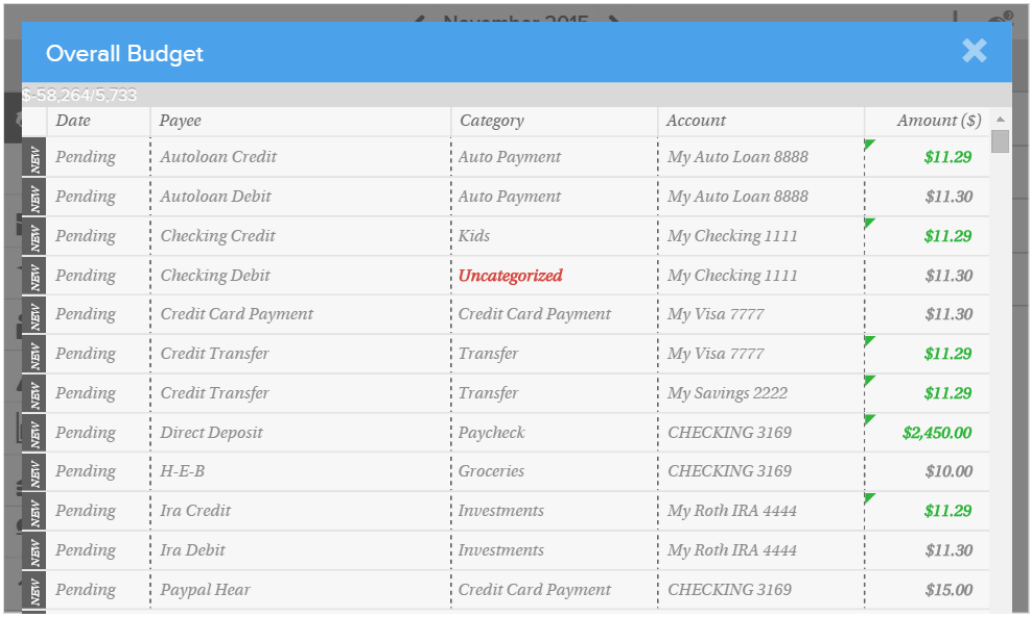


To edit a budget transaction

1. - Click a budget to display a list of all transactions within the related category. Here, you can access transaction details and re-categorize transactions.



2. Click the **Overall Budget** bar in the list view to see all of your budget category transactions.

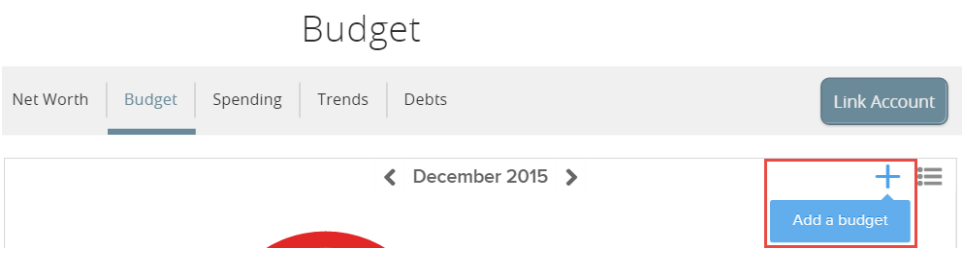


3. Click an individual transaction to view and edit the transaction details.

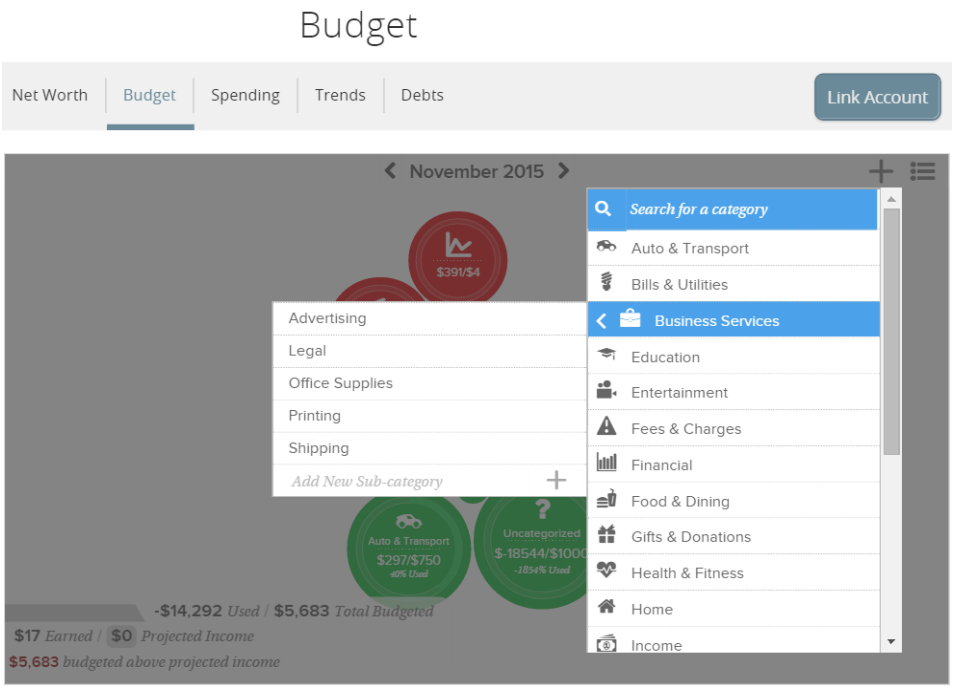
Note: You can only edit transaction details on a desktop or tablet, not on a smartphone. However, you can still view transaction details on a smartphone.

To add a budget

1. In the Budget widget, click the **Add a budget** icon (+).



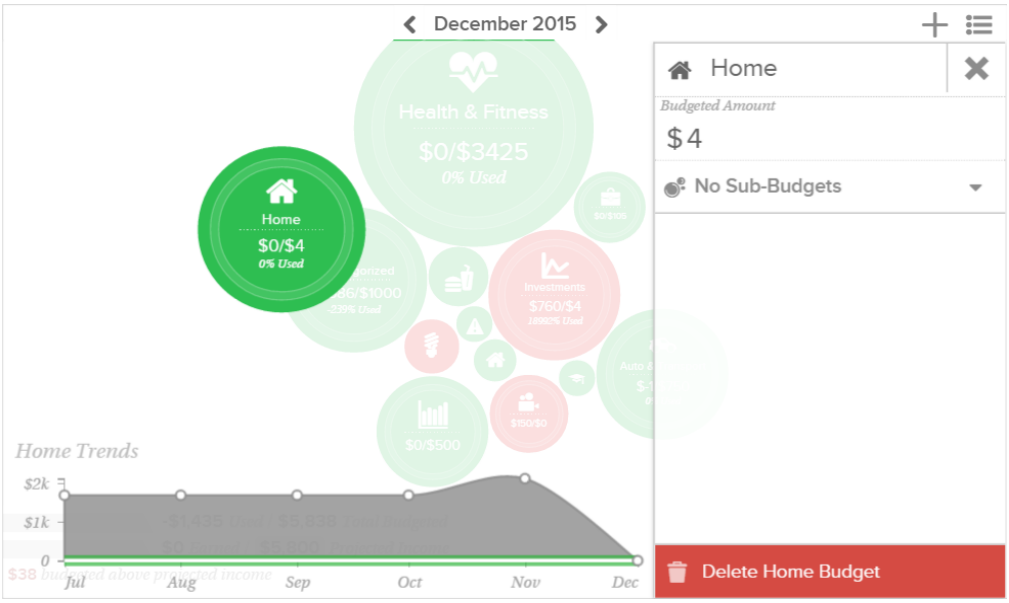
2. Select a category, then select a subcategory.



3. In the category pane, click the **Budgeted Amount** field, enter an amount, then press Enter.

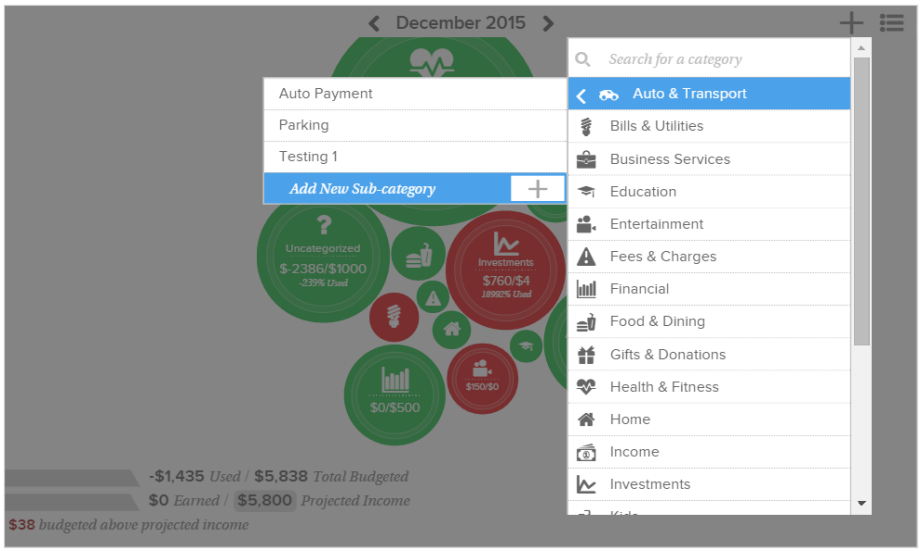
To edit or delete a budget

1. In the Budget widget, click a budget.
2. Click **Delete Budget**.



To add a subcategory

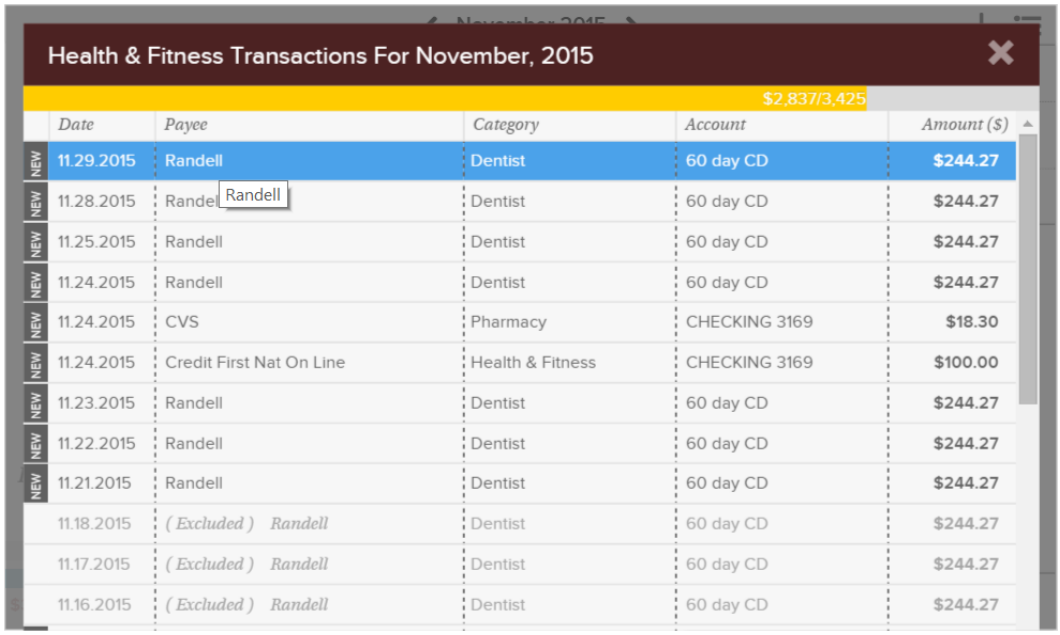
1. In the Budget widget, click the **Add a budget** icon (+).
2. In the **Add a budget** drop-down, select the desired parent category, then click **Add New Sub-category**.



3. Enter the name of the subcategory you want to create, then click **ADD** or press Enter. The category pane appears.
4. In the category pane, click the **Budgeted Amount** field, enter an amount, then press Enter.

To view individual transactions

1. In the Budget widget, click a bubble budget. The category pane appears.
2. Click the bubble budget again. All individual transactions for the selected month appear.

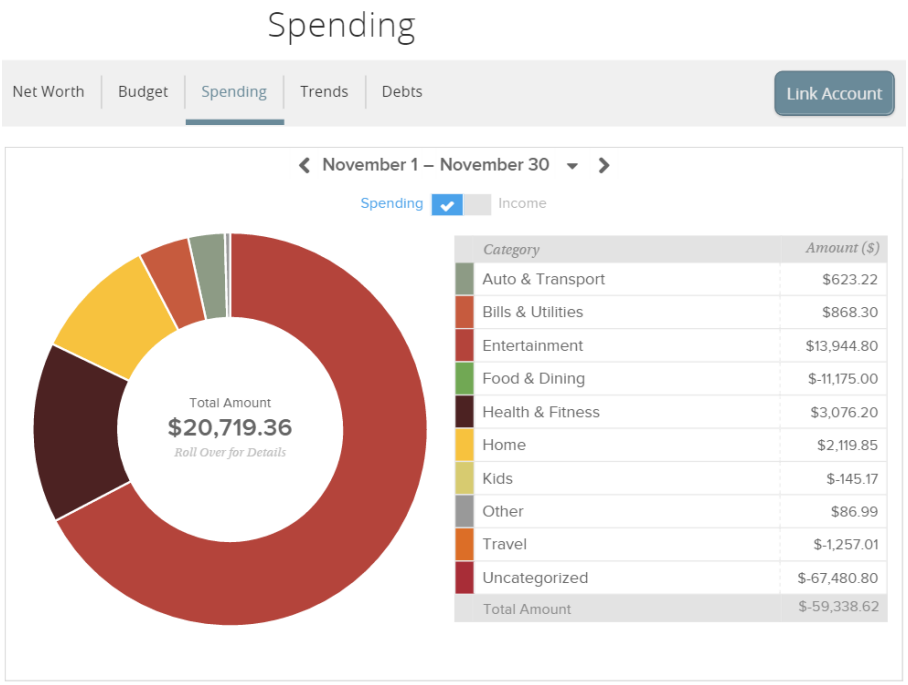


3. Click an individual transaction to view the transaction details.

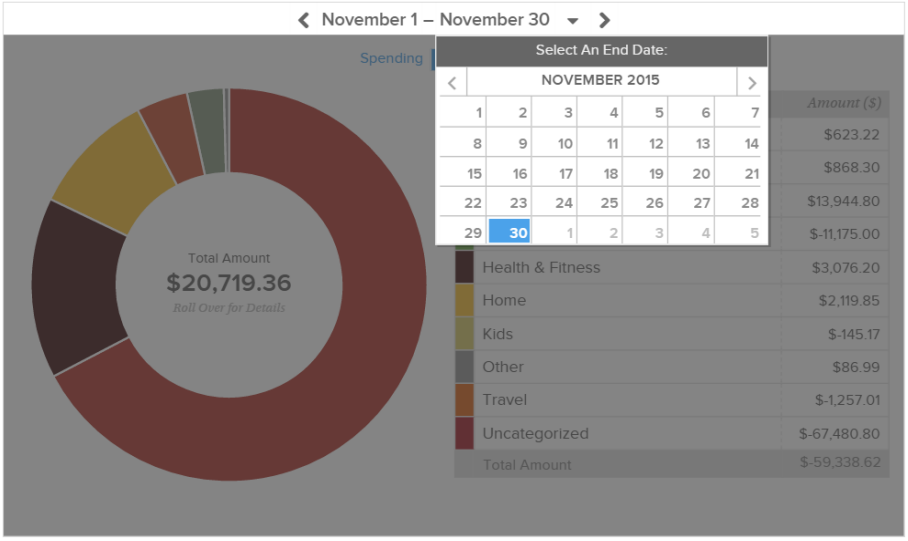
Spending

The **Spending** widget allows you to see a visual representation of how you are spending your money over a period of time. Transactions are categorized based on the same categories used in the Budget widget, but show the percentage of each category as compared to the total.

1. Click the Spending/Income toggle to view the Spending or Income wheel.

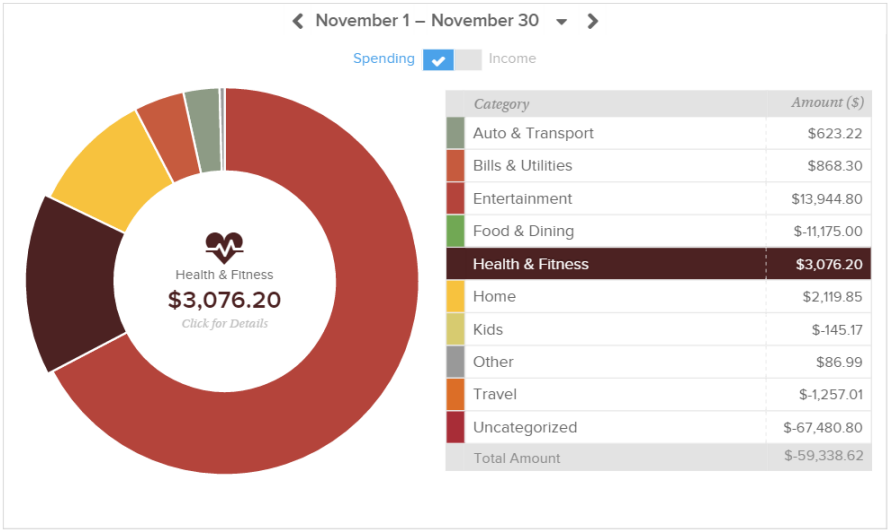


2. Change the time frame by changing the date range menu.



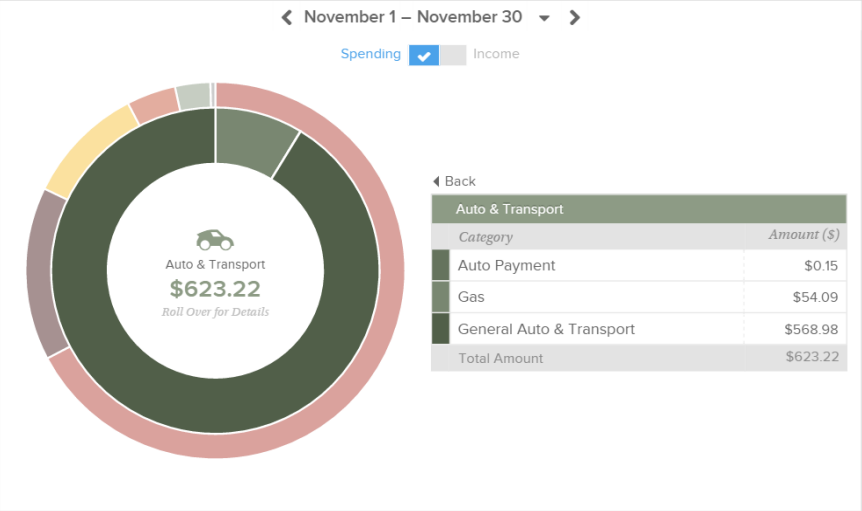
Note: You can select an exact date or date range by clicking the arrows, using the drop-down menu, or selecting from the calendar.

3. Hover over a section of the spending wheel to see how much you spent in each category.

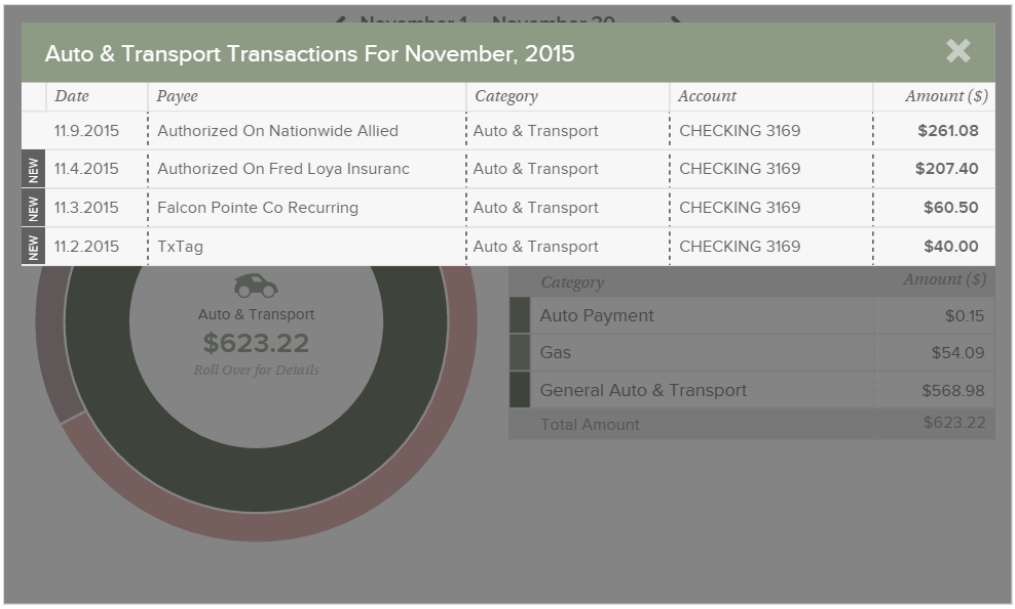


Note: If a certain category spending is less than 3% of your overall spending, it will be placed in the Other category.

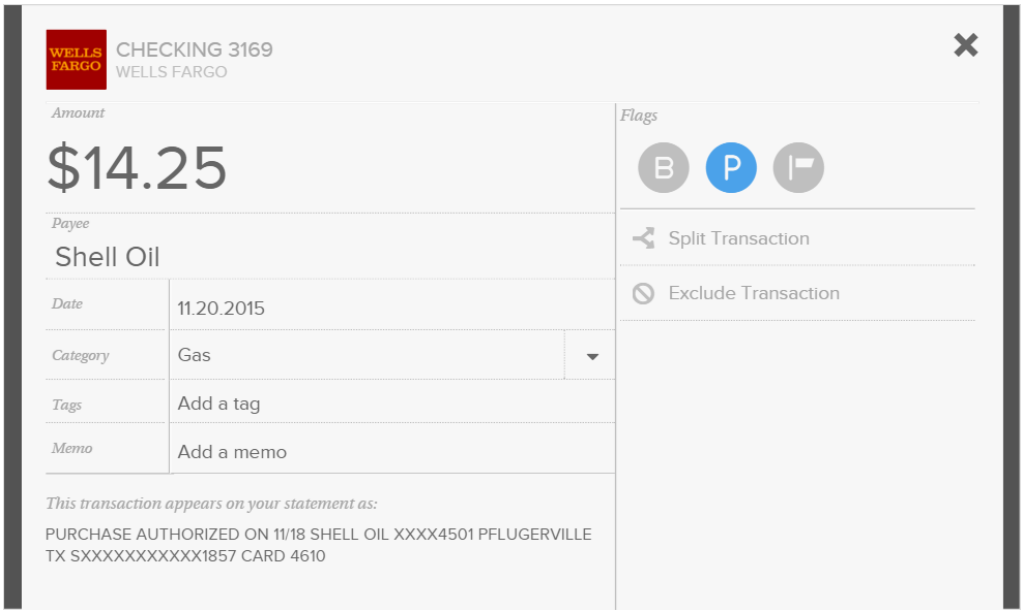
4. - To drill down further to see more information, click on the desired section and it will expand out to its own category wheel with a breakdown of your subcategory spending.



5. - To drill down even further to see the transactions under a subcategory, click the subcategory listing on the right or click the center of the wheel. A transactions overlay appears.



6. Click a transaction to view or edit the transaction details.



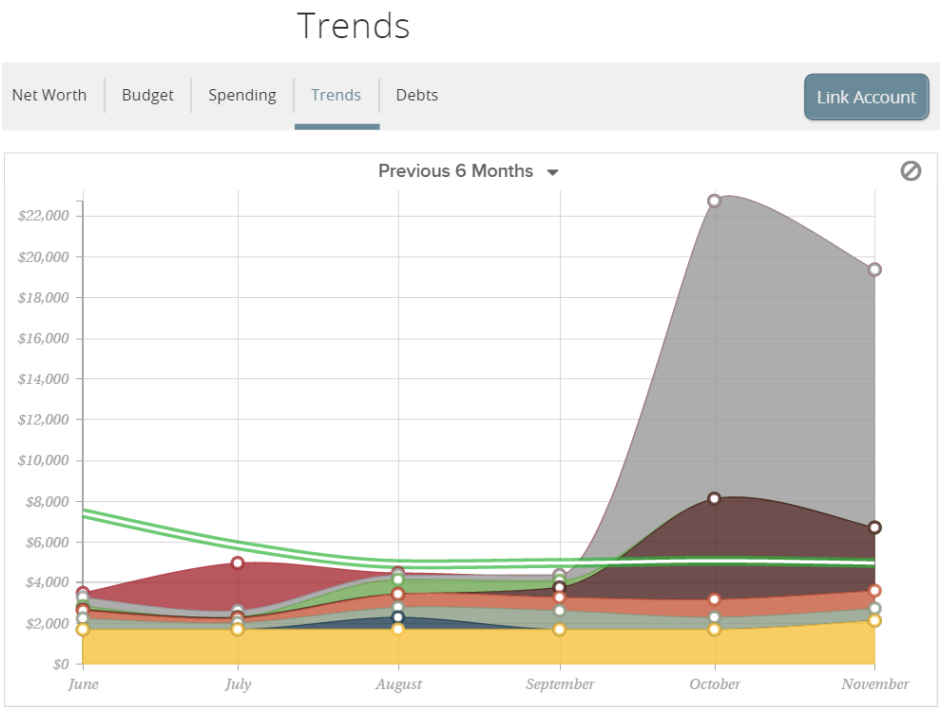
Note: You can only edit transaction details on a desktop or tablet, not on a smartphone. However, you can still view transaction details on a smartphone.

Trends

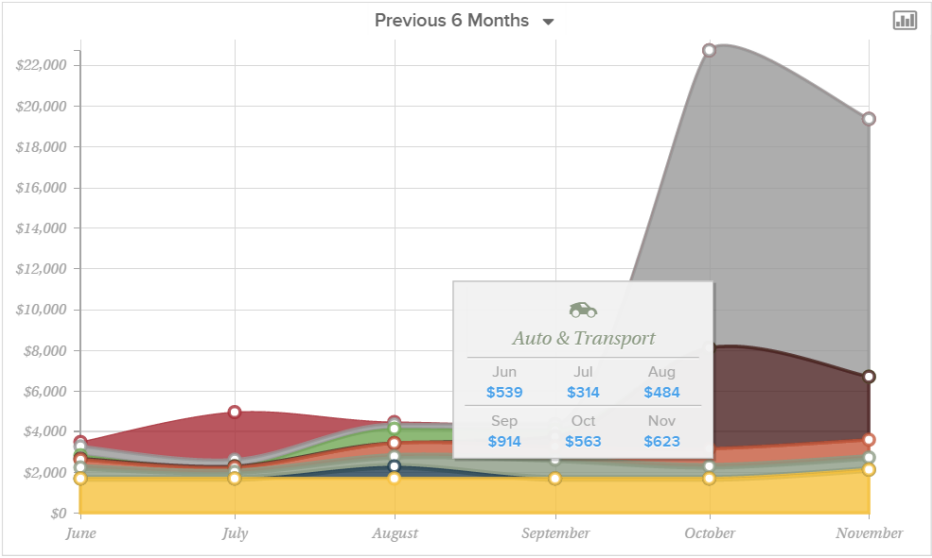
The **Trends** widget builds even further on your budgeting categories to help track spending over time as compared to income. It shows spending history by category, along with a green line showing income. This way, you can quickly determine if you are spending more than you are making.

Note: This widget is only available on a desktop and tablet.

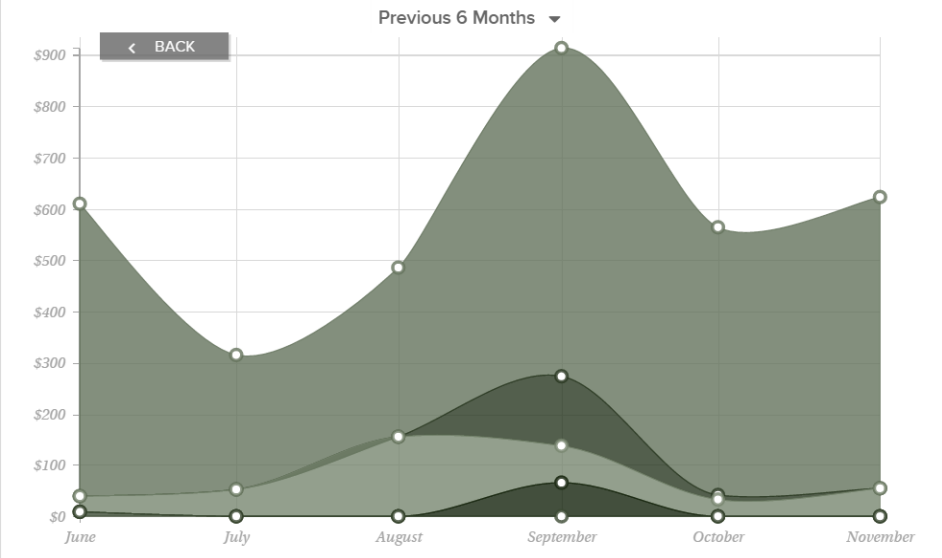
1. To show or hide your income, click the Hide Income icon ( ) or the Show Income icon ( ).



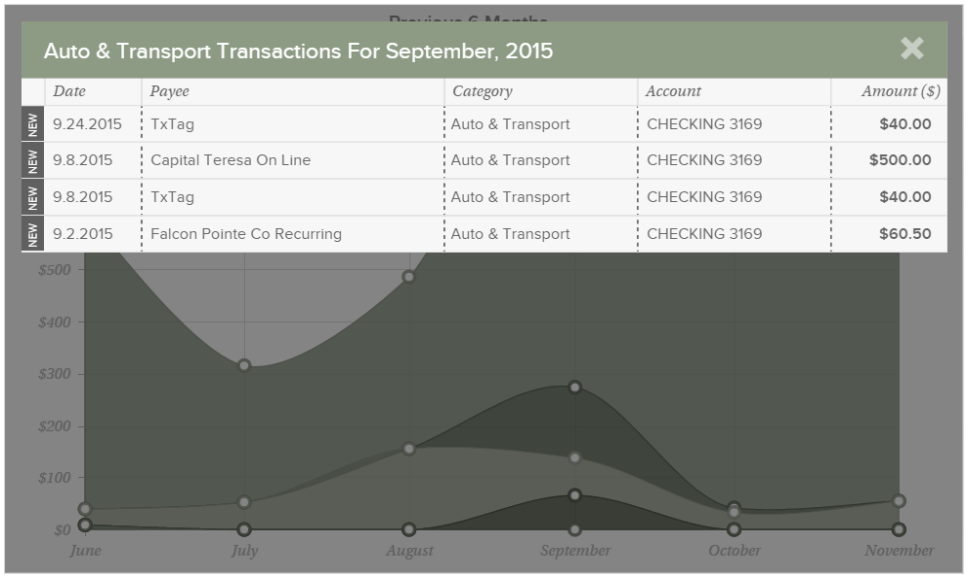
2. Hover your mouse over a colored area to show the actual spending in each category for the months displayed.



3. Click a category area in the graph to drill down into the selected category and show any relevant subcategories.



4. Click any of the circle data points to display a list of transactions for the selected category.



5. Click an individual transaction to view the transaction details.

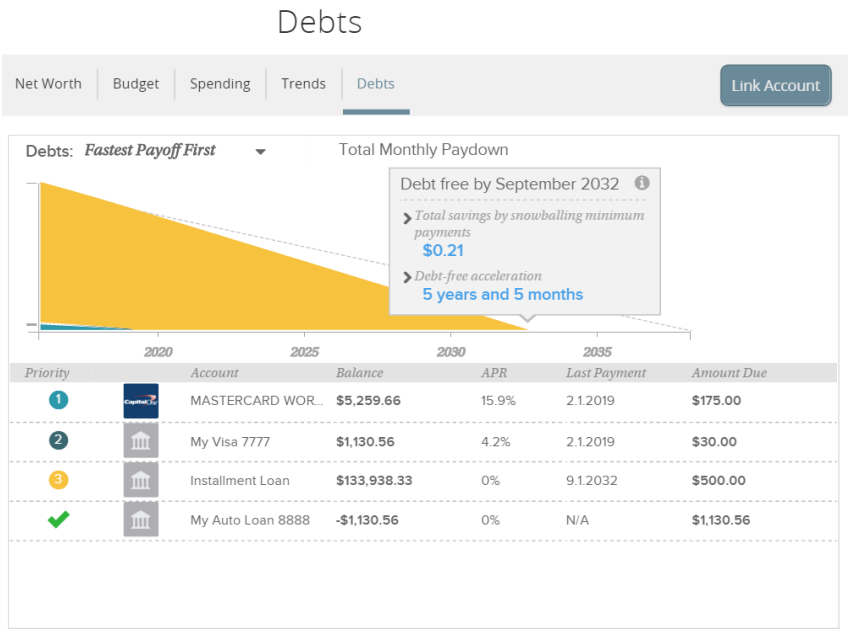
Debts

The **Debts** widget allows you to see all of your debt accounts in one place and to calculate how making additional payments, or paying off your debt completely, can impact your debt over time. You can calculate paying off your debt using the Snowball method. This method helps you pay off your debt in the fastest way possible, focusing on your smallest debt first.

> **Note:** This widget is only available on a desktop and tablet.

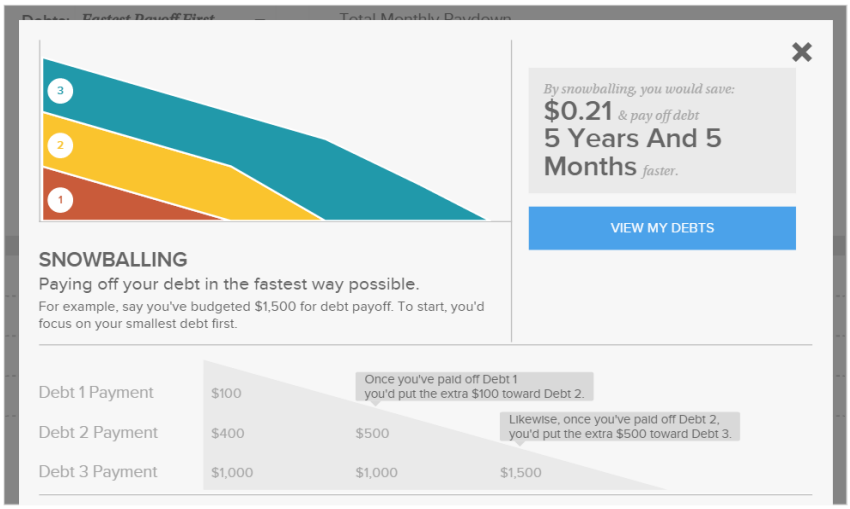
The main view is the trending graph for paying off all of your debt.

1. Hover your mouse over a section of the graph to show how much you will owe based on the current projection.

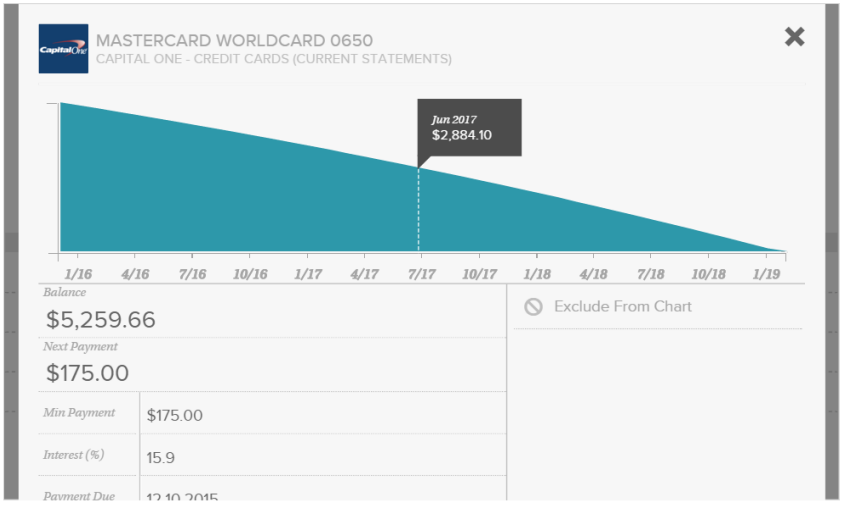


Note: The colors in the graph correspond to the numbers beside each account. Payoff dates and the amount you save are automatically calculated by the details you input for each debt. The dotted line reflects time and money savings from using the Snowball method.

2. Click the information icon (ℹ), to see how Snowballing helps you pay down your debt more quickly. Both the amount and time saved are prominently displayed.

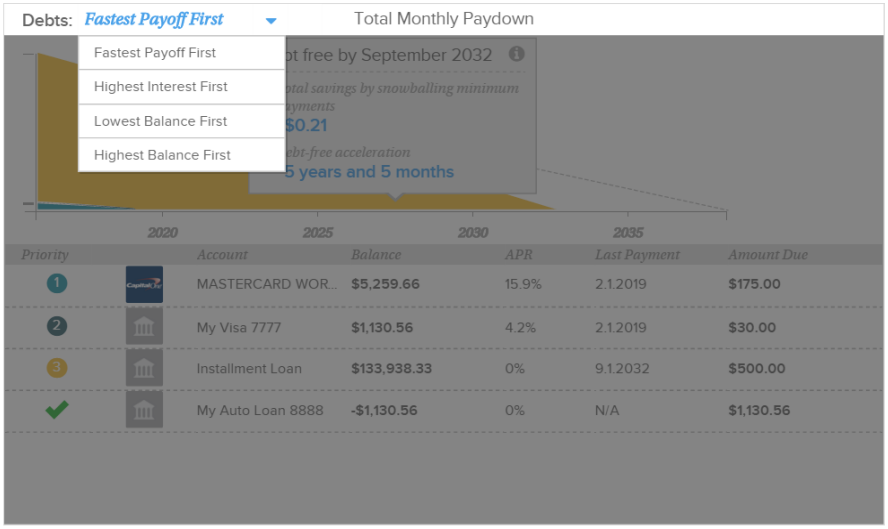


3. - Click on an account to edit details and view an individual payoff graph.
4. - Hover your mouse over a section of the graph to see how much you will owe based on the current projection.



Note: Some financial institutions may not provide details such as the interest rate and minimum payment. PFM will make its best guess on what these figures should be, but always double check and, if necessary, manually enter in the correct information.

If you don't want to use the Fastest Payoff First method, you can set the priority to Highest Interest First, Lowest Balance First, or Highest Balance First by clicking on the drop-down menu in the navigation bar.

- **Fastest Payoff First** – Debts are ordered by which debt you will pay off soonest based on balance, annual percentage rate (APR), and minimum payment. Your additional amount towards your debts is applied in that order as you pay off your debts.
- **Highest Interest First** – Debts are ordered from your highest APR to the lowest APR. Your additional amount towards your debts is applied in that order as you pay off your debts.
- **Lowest Balance First** – Debts are ordered by balance amount from Lowest to Highest. Your additional amount towards your debts is applied in that order as you pay off your debts.
- **Highest Balance First** – Debts are ordered by balance amount from Highest to Lowest. Your additional amount towards your debts is applied in that order as you pay off your debts.

Setting payoff priority