



Client FAQ

DiligenceVault

06 | 2025

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01 User Management

1.1 Invite new internal users

Only Super Admin users can invite new users. In the top ribbon administrator users can click the below highlighted icon to add new users to the DiligenceVault account and the below pop-up will appear:



Invite User to Your Organisation ×

First Name*

Last Name*

Email*

User Roles ⓘ

☐ Key person? ⓘ

☒ Visible contact? ⓘ

Access Level

[View access level configuration](#)

All entity access excluding firm settings. This user can access all entities, create/modify and delete them but they do not have access to firm settings

Complete the first three fields. These are mandatory.

User Roles, **Key person?** and **Visible contact?** are all optional.

You **MUST** set an **Access Level** – the below provides a summary of the main access levels we recommend using based on your use cases:

- Super Admin - Super Admin is the role with the highest level of access.
- Owner – can edit all questionnaires, unless restricted, and can submit a questionnaire.
- Contributor – can edit all questionnaires, unless restricted, but cannot submit.
- Viewer – can view all questionnaires, unless restricted, but cannot edit or submit.
- Restricted – reserved for users external to the business, see 1.2 below for details.

Select **Save User** once done.

1.2 Invite new external users

Please contact researchsupport@lonsec.com.au if you'd like any assistance setting up external users.

Only Super Admin users can invite new users. Follow the steps above, however set the **Access Level** to "Restricted".

Once this user has created their account, click on your name in the top right-hand corner and selecting "Users & Teams" and then "Permissions":

Users & Teams

Users

Teams

Permissions

User roles

Access Levels

Select “New Permission” and the below pop-up will appear:

Manage Permission

Permission Mode

Exclusive

'Exclusive' permission mode ensures access is only granted to authorized users/teams for specific entities, templates, and projects within the app. These users cannot access anything else they do not have permission for.

Assigned To

User

User

Please select user

Entity Type

My Firm

Select Entities

Your Company Pty Ltd

☒ Auto assign underlying strategies/products for the selected firm(s)

Access Level

Viewer

This type of user can only view all the entities but cannot make any changes to them. They do not have access to firm settings.

Save

Cancel

Set **Permission Mode** to “Exclusive” – this ensures users can only access what you have specified in this permission.

Set **Assigned To** as “User”.

Select the user from the dropdown list that will appear.

For **Entity Type**:

- Select “My Firm” if you would like this user to access everything in the firm.
- Select “Product” if you would only like this user to have access to the products you specify.

For Access Level, see details above, however we recommend setting this to “Owner” if you are happy for this user to submit questionnaires. Set user to “Contributor” if you want to control when a questionnaire gets submitted.

Hit **Save**.

You will then see this permission appear in the Permissions table. You can edit this permission whenever you like to add/remove entities or delete the permission entirely. **NOTE** if you do delete the permission, the user will not be able to see anything when they log in.

1.3 Restrict 3rd party users access within a questionnaire

Currently there is no capability within DiligenceVault to restrict access within a questionnaire to specific questions or sections.

If a user has access to a questionnaire, they will have access to the full questionnaire and be able to view/edit all questions and responses. i.e. cannot invite a user and restrict to only the “Tax” section or questions 1, 2 and 3 but not 4 or 5.

02 Basics

2.1 Configure email settings

Firm level email settings

Under Firm Settings select 'Preferences' > 'Firm Preferences' – "Email Defaults" and toggle the desired settings.

User level email settings

Under your name in the top right corner select 'My Settings' > 'Email Notifications'.

2.2 Download questionnaire extract

1. Word export - go into the Questionnaire. In the Feature Bar click on the "Export/Sync" button and select "Export in Word or Excel".



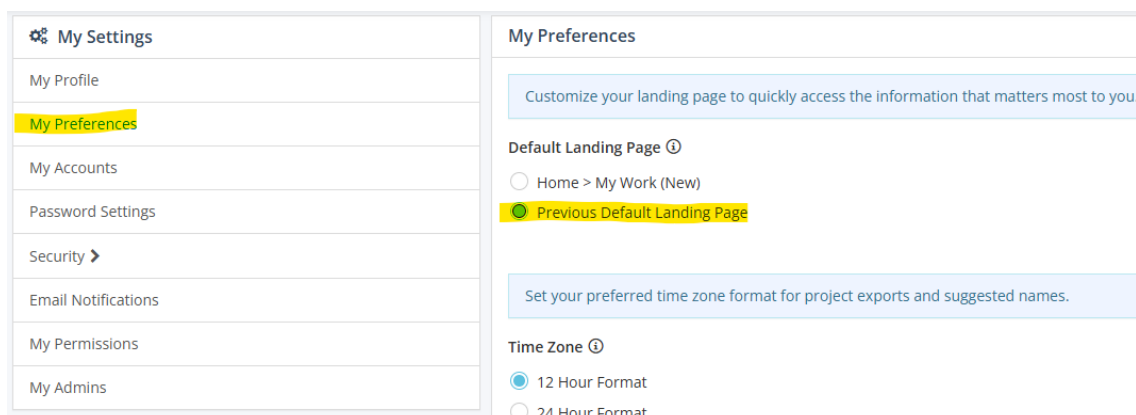
A pop-up will appear and ensure you are on the "Stylized Word Export" tab. If you would like a blank template, Please ensure "Export empty questionnaire with all conditional questions" is ticked. If not, just ensure that "Number the rows in custom grids" is selected and click "Download & Email".

2. PDF format, questions only – go into the Questionnaire. In the Feature Bar click on "More" and select Print / Preview. Then click Print and then set Destination to Save as PDF.

Users can adjust export preferences by visiting 'Firm Settings' > 'Preferences' > 'Export Preferences'.

2.3 Change DiligenceVault default landing page

Go to "My Settings" by clicking your name in the top right corner of the screen and select "My Preferences". You can then select which landing page you want. We recommend using the "Previous Default Landing Page" which is the Projects page.



2.4 Upload same document across multiple questionnaires

Currently, there is no functionality within DiligenceVault to upload one document across multiple questionnaires. However, users can add a document to the “Document Centre” located under the “Content” dropdown and “Documents”.

03 Completing Questionnaires

3.1 What is “the Firm”?

Lonsec Research is aiming to assess the entity that is managing the money itself. This is typically the management company, investment manager or sub-investment manager listed in the PDS. It is typically not the Responsible Entity or Holding Company.

If this is difficult to ascertain, please reach out to researchsupport@lonsec.com.au and we can specify.

3.2 Autofill or copy responses from one questionnaire to another

The ‘Autofill’ icon, in the questionnaire feature bar, allows users to copy responses from a “Completed” questionnaire into another questionnaire.



Once you click the button the below pop-up will appear:

A screenshot of the 'Auto-fill' pop-up window. At the top, a blue header bar contains the text: 'Auto-fill will populate responses by searching for exact matches given your settings below. Learn More'. Below this is a tabbed interface with three tabs: 'Most Recent', 'From a Product' (which is highlighted with a red box), and 'From a Diligence Project'. Under the 'From a Product' tab, there is an 'Auto-fill' section with a dropdown menu currently set to 'All Categories & Sub-Categories'. Below that is an 'Entity Settings' section with a toggle switch labeled 'Only include responses submitted to Lonsec'. The main section is titled 'Select a Product' and contains a dropdown menu with the text 'Select an option', which is also highlighted with a red box. Below this is a 'Match Settings' section featuring a slider for '% Similarity Match' ranging from 0% to 100%. At the bottom, there is a light blue box with the text 'Preview the counts of matches that will be autofilled based on your settings.' and a 'Preview' button. At the very bottom of the pop-up are three buttons: 'History', 'Auto-fill as Drafts', and 'Auto-fill'.

We recommend auto-filling **From a Product** and ensuring you autofill “All Categories & Sub-Categories”.

Select a product you would like to autofill from. NOTE the questionnaire must be at “Completed” status to copy over the most recent responses.

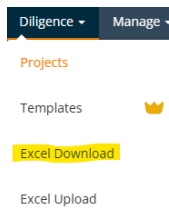
Click “Auto-fill as Drafts” if you would like to save each questionnaire before submitting.

Click “Auto-fill” if you know the responses are valid. This will enable you to submit the questionnaire immediately as responses are saved as finalised.

3.3 Complete questionnaire responses in excel and upload

Users can obtain an excel extract of the questionnaire, complete it offline and upload the responses back into DiligenceVault, filling out the questionnaire. This is useful if you need to work with 3rd party users external to the firm.

In the top ribbon, hover over Diligence and select “Excel Download”:



In the first dropdown select “Lonsec Research Pty Ltd”. Select the questionnaire you would like to extract in the second dropdown. For example this may be a “Active – Equities” questionnaire or a “Active – Fixed Income” questionnaire. Ensure that the dates reflect the period of questionnaire youd like to download.

NOTE: some tables within the questionnaire are “dynamic” meaning users will need to add additional rows within the excel document depending on the number of responses managers would like to input.

Once you find the questionnaire, select the questionnaire by clicking the “+” icon and then “Download”.

Once you complete the excel, you can follow the steps above but instead select “Excel Upload” under Diligence in the top ribbon. Select the file you would like to upload and hit “Process Upload”.

3.4 Reponses via “Additional Comments”

Please do not provide any information via the “Additional Comments” box as any content provided within this field does not flow through to Lonsec’s data storage. If you would like to submit any extra context or information, please email researchsupport@lonsec.com.au and this will be forwarded to the research team.

3.5 Percentage complete is needed to submit questionnaire?

All users must reach 100% complete to Submit a questionnaire. If questions are not relevant to a product or strategy, users can provide an explanation (unless obvious due to product structure) why a question is not answered by sending a “Follow-up”:



3.6 Questions not relevant to product

if questions are not relevant to your strategy/product, please use the “N/A” button on those questions and provide further details through the “Follow-up” functionality.

