Mobile App

Investor Hub

This guide explains how to navigate the Investor Hub mobile app, review account information, access documents, and manage application settings.

Table of Contents

1.Welcome 3

2.How to download the app 4

2.1 Download the App 4

2.2 Sign In 4

2.3 Multi-Factor Authentication 4

3.Home 5

What appears on the Home page 5

Open an account 5

4.Account Page 6

4.1Performance 7

4.2Holdings 8

4.3Transactions 9

5.Advisors 10

View your advisor's contact information, including their name, phone number and email address. 10

6.Documents 11

6.1 Find a document 11

6.2 Download a document 11

7. Settings 13

7.1 Common settings 13

Language 13

Face ID or biometric login 13

Communication preferences 14

Closed accounts 14

Sign out 14

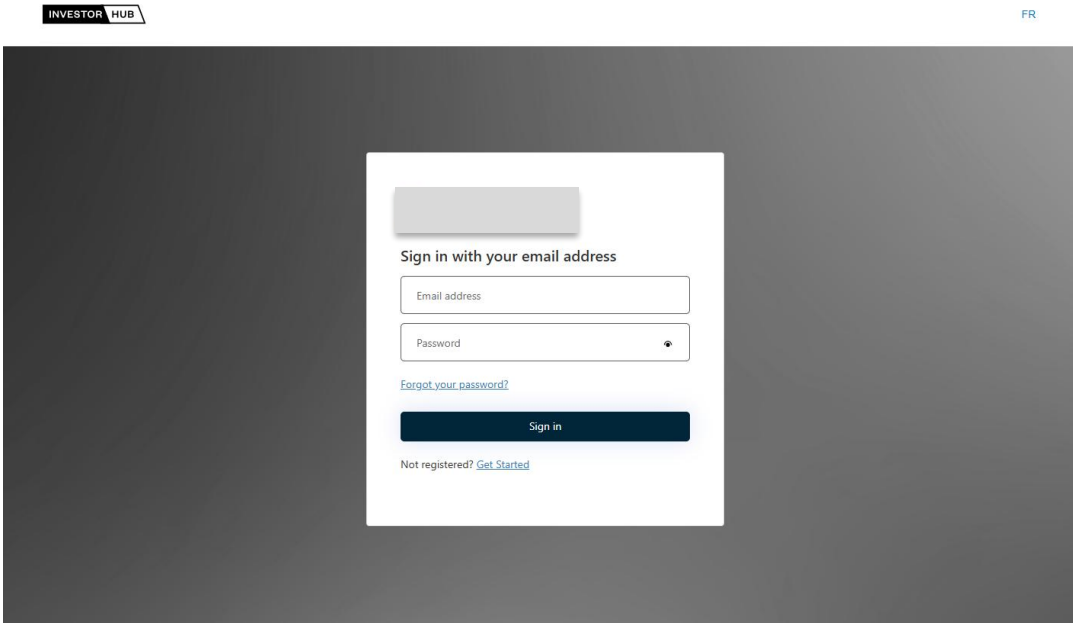
8. Mobile App and Web Version 15

1. Welcome

Welcome to the Investor Hub mobile app, a secure and convenient way to access your investment information anytime, anywhere. This guide will help you download, sign in to, and navigate the app.

Important: Before using the mobile app, you must first complete your Investor Hub registration through the Investor Hub website. For detailed registration instructions, refer to the Investor Hub Reference Guide.

After registration: A banner announcing the Investor Hub mobile app will appear on the web portal login page. Scan the QR code with your mobile device. You will be directed automatically to the appropriate app store for your device, where you can download the app.

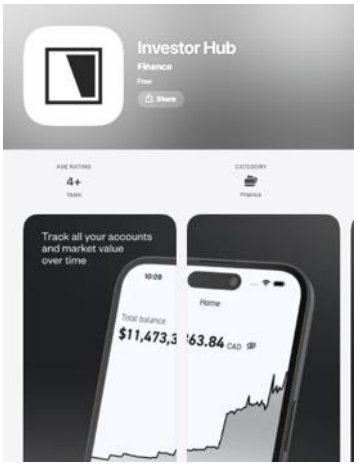


2. How to download the app

Option 1: Scan the QR code - Use your mobile device to scan the QR code. Also available on the [Investor Hub login page]

Option 2: Search the app store - You can also download the app directly from the Apple App Store or Google Play Store. Follow the instructions below.

2.1 Download the App



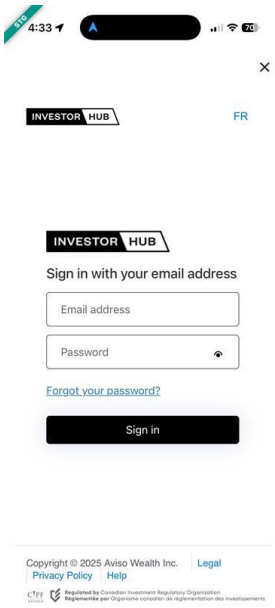
Step 1: Open the Apple App Store or Google Play Store

Step 2: Search for “Worldsource”

Step 3: Click on Investor Hub

Step 4: Click on the “GET” button or “Install” to start downloading the application. Once downloaded, open the application from your home page

2.2 Sign In



Step 1: Enter your email address associated with your Investor Hub account in the Email address textbox.

Step 2: Enter your password into the **Password** textbox.

Step 3: Press Sign in to proceed to the multi-factor authentication verification.

2.3 Multi-Factor Authentication

Once the username and password are entered successfully, multi-factor authentication verification is required. You will be asked to verify your identity when signing in.

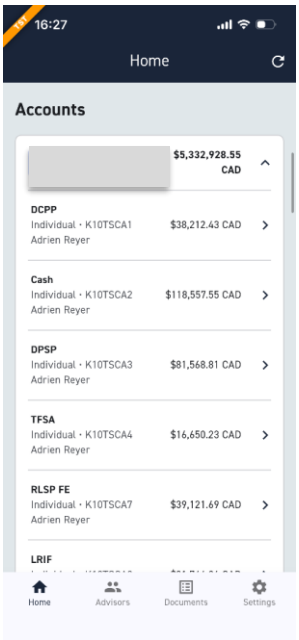
1. Retrieve the verification code sent to your phone or generated through the Microsoft Authenticator app.
2. Enter the code when prompted.
3. Continue into Investor Hub.

Face ID or Biometric Sign-In
On supported devices, you can enable Face ID or biometric authentication for faster and more convenient access after your first sign-in.

3. Home

Once inside the Investor Hub the first page an investor will see is the “Home” page. This page contains a consolidated view of your accounts attached to your Investor Hub profile.





What appears on the Home page

The Home page provides a summary of all accounts linked to your Investor Hub profile. Here you can:

- View the total value of your accounts
- Monitor account performance over time
- Switch between different time periods (6 months, 1 year, 5 years, or Maximum)
- View CAD and USD balances
- The overview chart displays the combined market value of all accounts linked to your profile.

Open an account

1. Locate the account in the account list on the Home page.
2. Select the account name or account row.
3. The account-specific view opens and displays information for the selected account only (total balance, performance, holdings, transactions)

Mobile and web difference

- Compared to Investor Hub Web, the Overview, Insights, and Documents sections are not directly accessible from the Home page.
- Unlike Investor Hub Web, the Mobile App does not offer Quick Actions for opening a new account or updating your profile. To access these features, you must use Investor Hub Web.

4. Account Page

Selecting an account from the Home page opens a dedicated account view. This view provides more detailed information and organizes the account into separate sections, including Total Balance, Performance, Transactions and Holdings.



Mobile and web difference

In Investor Hub Web, the account view is organized into four tabs: Overview, Holdings, Transactions, and Performance. In the Mobile App, the same information is available within the account view, but it is displayed in separate sections rather than tabs.

Additionally, in the Mobile App, the Total Market Value, Cash Balance, Net Invested, and Account Balance are located within the Performance section. In Investor Hub Web, this information is displayed under the Overview tab.

Finally, Investor Hub Web provides access to additional features such as Asset Allocation Chart, Top Holdings, and Recent Transactions, which are not currently available in the Mobile App. For registered accounts such as TFSAs and RRSPs, Investor Hub Web also includes a Plan Information tab that displays account-specific plan details, as well as access to Beneficiary Information, but not available on the Mobile App.

4.1 Performance

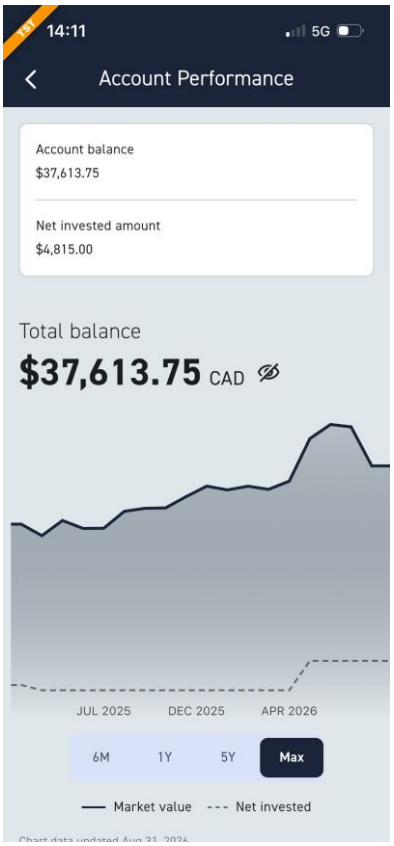
The Performance section summarizes how the selected account has performed over time. It may display the market value, net invested amount, rate of return, and a performance chart.

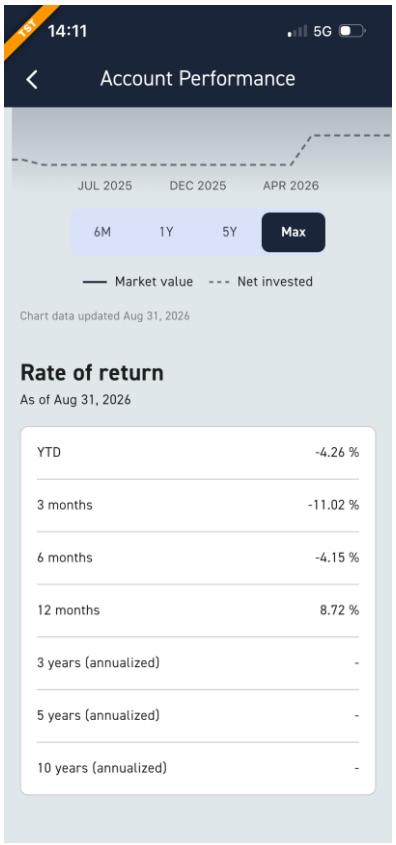
1. Open the selected account.
2. Scroll down to Performance.
3. Review the displayed period and performance values.
4. Use the available period options, when displayed, to review a different timeframe.

When you select the **View Performance** button in the **Performance** section, you will see:

1. Account balance and Net invested amount
2. Performance chart
3. Rate of return (YTD, 3 months, 6 months, 12 months, 3 years, 5 years, and 10 years)







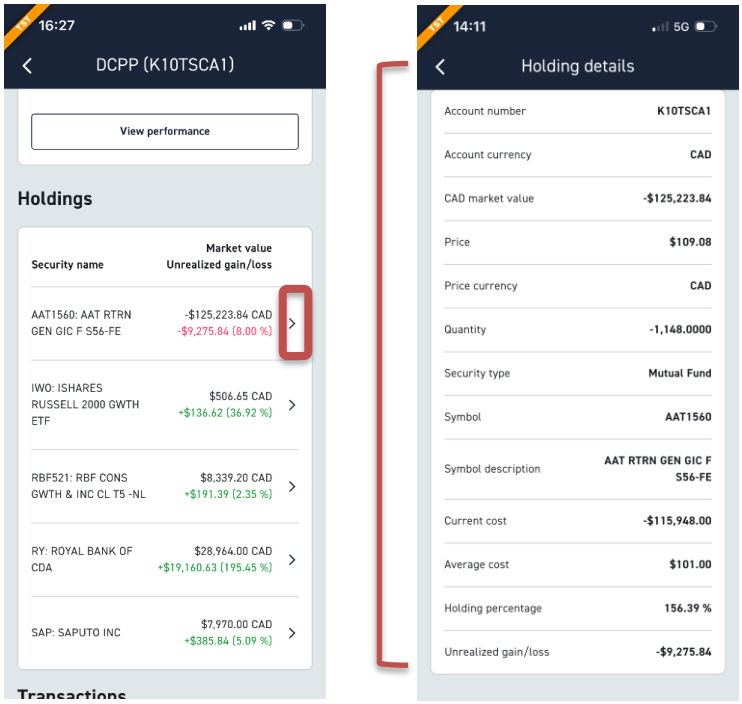
4.2 Holdings

The Holdings section shows the investments currently held in the selected account. Each holding may include the security name, units, unit price, market value, book value, and unrealized gain or loss.

You can view your holdings by scrolling to the holdings card under an account. The table will show:

1. Security name
2. Market value
3. Quantity held
4. Cost information
5. Gain or loss information

Tap a holding to view additional details.



Mobile and web difference

Asset allocation charts are available in the web version and may not appear in the mobile application.

4.3 Transactions

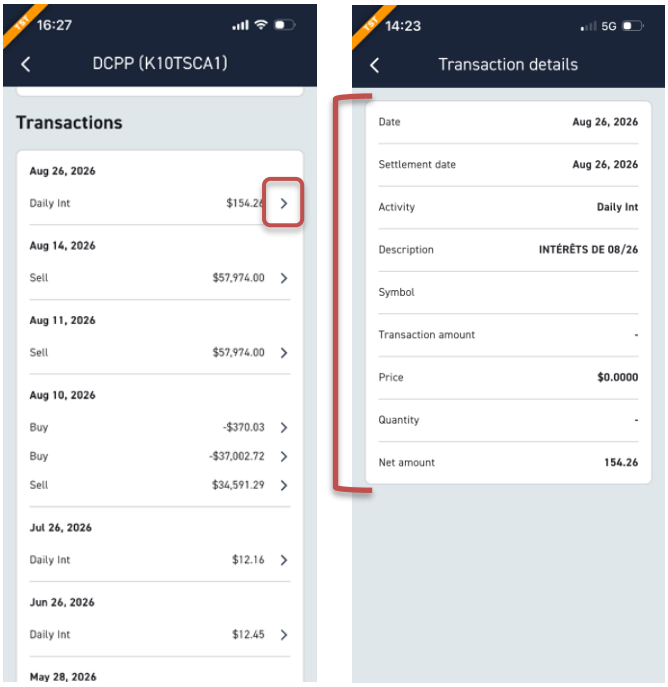
The Transactions section displays account activity for the selected account. The mobile app shows transaction details based on the activity available for the account.

To see the transactions, you can scroll down on the account view until you see transactions. The mobile app displays up to six months of transaction history, including:

- Transaction dates
- Trade and account activity
- Quantities
- Prices
- Transaction amounts

When you click on a transaction, it will show the following details:

1. Date
2. Settlement date
3. Activity
4. Description
5. Symbol
6. Transaction amount
7. Price
8. Quantity
9. Net amount



Mobile and web difference

Advanced transaction search filters and historical pre-conversion transactions are available in the web version and may not be available in the mobile application.

5. Advisors

View your advisor's contact information, including their name, phone number and email address.



Mobile and web difference

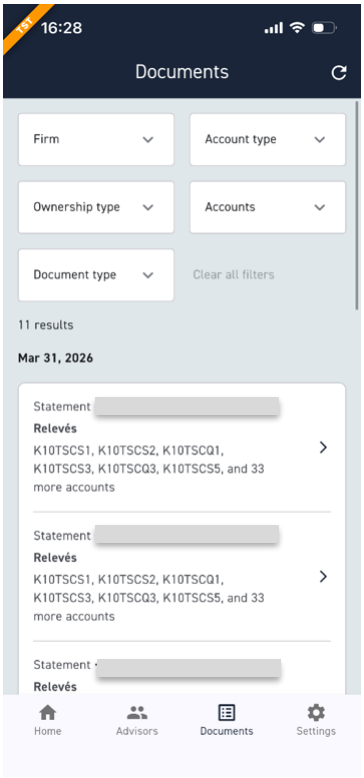
In Investor Hub Web, your advisor's information is displayed directly on the home page. In the Mobile App, this information can be accessed through the dedicated Advisors tab in the bottom navigation menu.

6. Documents

The Documents section provides access to client documents available through Investor Hub, including tax documents, account statements and trade confirmations.

Documents can be viewed one at a time by clicking on the title of the document in the description field. They are sorted by date and then grouped by account number.

Documents can be opened in the app and downloaded to the mobile device.



6.1 Find a document

1. Select Documents from the main navigation menu.
2. Use the available filters to narrow the results by account, document type, or date, when applicable.
3. Locate the required document in the results list.
4. Select the document name to open and review it.

6.2 Download a document

1. Open the required document.
2. Select the Download icon or download option.
3. Follow the mobile device prompts to save or share the file.
4. Open the device's Downloads or Files application to locate the saved document.

Mobile and web difference

Both the Mobile App and Investor Hub Web offer the same document filters, including Firm, Account Type, Ownership Type, Account, and Document Type.

However, unlike Investor Hub Web, the Mobile App does not include a Search by Title feature and does not allow users to filter documents by a specific date range. Documents are displayed in reverse chronological order (most recent to oldest), and users can browse older documents by scrolling down the list.

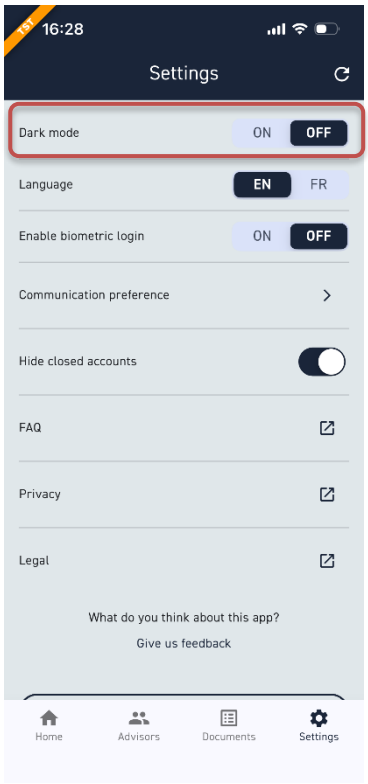
7. Settings

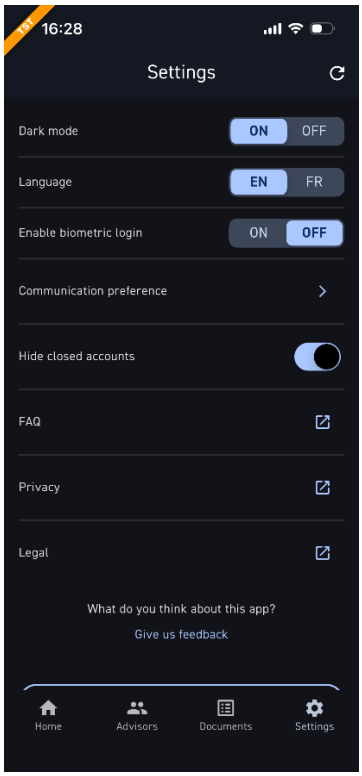
The Settings section allows clients to review application preferences and account-related options. The exact options displayed may vary by device and application version. To access this section, tap the Settings (gear) icon located in the top-right corner of the screen.

7.1 Common settings

Dark mode

Switch between normal mode and dark mode. Dark mode is a display setting that uses a dark background with light-colored text to reduce eye strain and save battery life. You can toggle between “ON” and “OFF” to switch it on/off.





Language

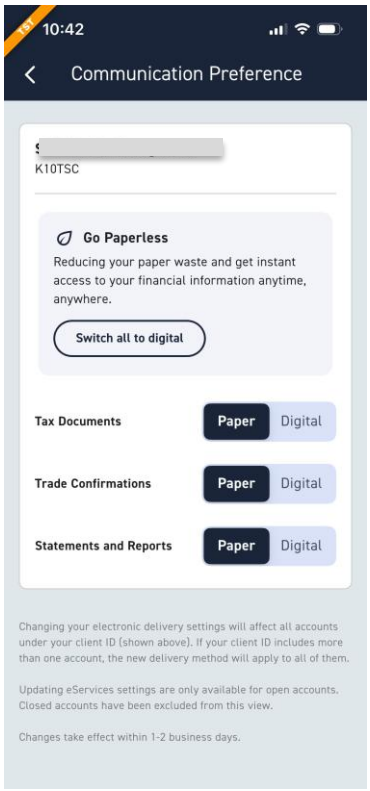
Use the application in English or French, when available. You can also set your language preferences by toggling between “EN” and “FR”.

Face ID or biometric login

Enable or manage biometric sign in on a supported device.

1. Open Settings.
2. Select the Face ID or biometric login option.
3. Follow the prompts displayed by the mobile device.
4. Confirm the change. Future sign-ins may use the enabled biometric method.

Communication preferences



Step 1: Select the Settings icon.

Step 2: Select **Communication Preferences** option.

Step 3: Choose your preferred delivery method. Delivery preferences can be updated to one of the following:

- Paper
- Digital

Step 4: Select Edit to update your preference.

Step 5: Save your changes

Please note

- The current delivery method will be displayed as the default selection.
- Changes apply to all accounts associated with the selected client ID.
- Available document types may vary depending on your account and available documents.

Closed accounts

Choose whether closed accounts are displayed, when the option is available.

Sign out

Securely end the Investor Hub session.

8. Mobile App and Web Version

Most core account-review functions are available in both experiences. The mobile app is optimized for quick access, while the web version includes certain additional details and search capabilities.

Feature	Mobile app	Web version
Consolidated and account balances	Yes	Yes
Balance and performance charts	Yes	Yes
Holdings details	Yes	Yes
Transactions	Yes	Yes
Client documents and filters	Yes	Yes
Advisor information	Yes	Yes
Communication preferences	Yes	Yes
English and French support	Yes	Yes
Hide closed accounts	Yes	Yes
Face ID / biometric login	Yes	No
Normal and dark mode	Yes	No
Asset allocation chart	No	Yes
Advanced transaction search filters	No	Yes
Historical transactions, pre-conversion	No	Yes
Plan information, including RRSP and TFSA	No	Yes
Beneficiary information, including RRSP and TFSA	No	Yes