

# Wealthscape Investor

## Frequently Asked Questions

### **What is the new URL for Wealthscape Investor?**

As of June 28, 2017, MML Investors Services (MMLIS) brokerage clients should use the new web domain—<https://www.WealthscapeInvestor.com/mmlis>—to access the brokerage platform and use their existing myStreetscape user ID and password to log in. Clients should replace any bookmarks or favorites saved in their Internet browser for the legacy log-in page, [myStreetscape](#).

A banner message at the header of the myStreetscape log-in page alerts clients of the rebranding and new URL. Clients can click on the URL to be redirected to the new Wealthscape Investor log-in page. MMLIS' myStreetscape log-in page and mobile app will remain available with a message pointing clients to the new Wealthscape Investor site through September 2017.

### **If my client already has log-in credentials for the legacy myStreetscape site, does he or she need to register for new access to Wealthscape Investor?**

No. The client should use his or her existing myStreetscape user ID and password to log into the Wealthscape Investor desktop site and mobile app. They should not register on the Wealthscape Investor log-in page as a new user.

### **What if my client never established log-in credentials for the legacy myStreetscape site?**

View [Wealthscape Investor: IDs, Passwords, and Usernames](#) for information on how clients can self-register for a new user ID on the Wealthscape Investor desktop site.

### **What if I don't know if my client ever established log-in credentials for the legacy myStreetscape site?**

Registered representatives can run a report on Wealthscape that provides a list of all active client user IDs. To do so:

1. Go to Wealthscape > Reports > Reports.
2. Locate the "Wealthscape Investor registration and eDelivery" report, located within the "Administration" tab.
3. Click "View" to run the report.

For more information on running reports, view [Wealthscape Reports: Running Reports](#).

### **How can I help a client who has forgotten his or her password?**

[View Wealthscape Investor: IDs, Passwords, and Usernames](#) for information on how clients can reset their own password on the desktop version of Wealthscape Investor.

If a security question is on file, the client must enter the answer to the security question correctly in order for the reset password functionality to work. If the client cannot answer correctly:

- The client can contact MMLIS Representative Services to have the password reset, or
- Registered representatives can email [NFSInternet@massmutual.com](mailto:NFSInternet@massmutual.com) with the client's user ID to request a password reset.

### **What if my client's account has been locked due to numerous failed log-in attempts?**

If an account becomes locked:

- Clients can contact MMLIS Representative Services to have the password reset, or
- Registered representatives can email [NFSInternet@massmutual.com](mailto:NFSInternet@massmutual.com) with the client's user ID to request that the account be unlocked.

### **Is it true that clients can create a new custom user name to use instead of their current user ID?**

Yes. Upon logging into the desktop version of Wealthscape Investor, clients will see a pop-up message promoting the new custom username feature. They will have the option to replace their user ID number with a custom username.

Custom usernames should contain nine to 15 letters and/or numbers and must contain at least one letter. Symbols, punctuation marks and spaces are not allowed. [View Wealthscape Investor: IDs, Passwords, and Usernames](#) for step-by-step instructions on creating a custom username.

Clients who establish a custom username will need to log in using the Wealthscape Investor desktop and mobile app sites going forward. The legacy myStreetscape log-in page and mobile app will not support new custom usernames.

### **How can I learn more about the Wealthscape Investor rebrand and everything the new site has to offer?**

For more information on the myStreetscape to Wealthscape Investor rebrand that took place on June 28, 2017, view:

- ["myStreetscape rebranded 'Wealthscape Investor' June 28"](#) FieldNet News article.
- [Wealthscape Investor: IDs, Passwords, and Usernames job aid](#).
- Wealthscape Investor client brochure, [Your guide to using Wealthscape Investor \(MI1023\)](#).
- [Wealthscape Investor Login](#) client video (2:06).
- [Wealthscape/Wealthscape Investor](#) page on FieldNet/New Sales/MMLIS/Brokerage.