MassMutual

Advisor360° Alerts Reference Sheet

Use this document to learn how to view and manage Advisor360° Alerts.

Overview

Advisor360° Alerts is a practice level notification system that helps advisors and staff stay informed regarding certain compliance requirements, client accounts and transactions, client communication, trading activity, etc.

Alerts are centralized into one system which allows advisor's and staff, in most cases, to determine which alerts they receive, who receives them, and if the alerts are received via email and/or the Advisor360° platform.

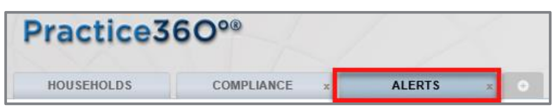
Alert topics include Protection, MMLIS, and Compliance. For a complete list of alerts and notification descriptions, refer to the Advisor360° Alert Types and Descriptions Reference Sheet.

Locating Alerts

Alerts can be located in two areas:

1. The **Alert Widget** on the Advisor360° Dashboard

2. **Alert Tab** in Practice360°.



Enrolling in Alerts

Advisors have the ability to determine which alerts individuals receive in their practice. This allows individuals to only receive alerts that are specific to their role. Alerts can be viewed in the Advisor360° platform or via email (if enabled).

Note: Compliance Alerts (with the exception of Advertising Alerts) cannot be delegated to other individuals. Advisors will receive these alerts directly.

To enroll individuals to receive alerts:

1. Go to **Practice360°** and select the **ALERTS tab**.

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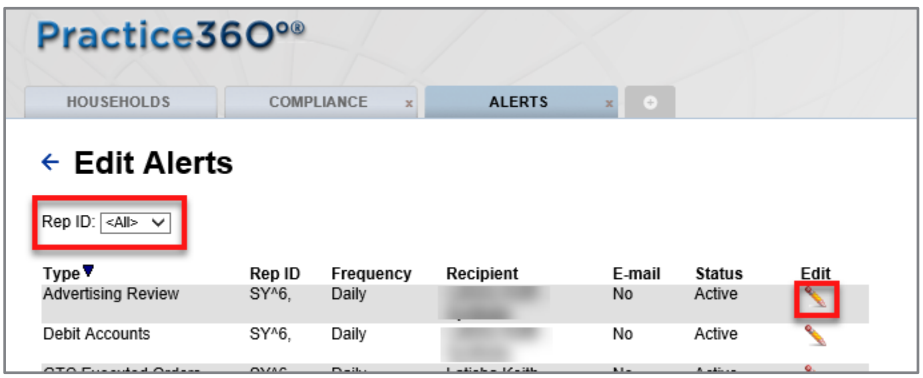
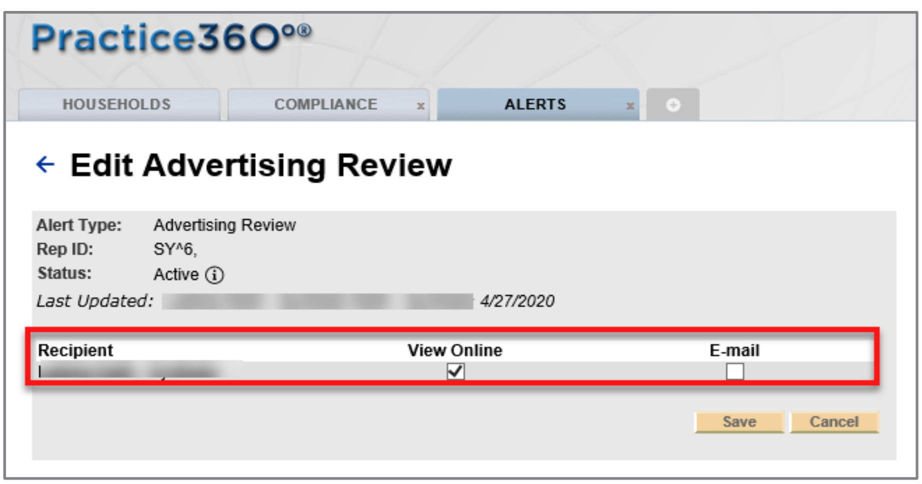
2. Select **Edit Alerts**

3. Select a specific **Rep ID (or all)** from the **Rep ID drop-down menu** and select the the **corresponding pencil icon under** the Edit column of the alert you want to enroll in.



4. Select which **recipients** will receive the alert via email or online using the checkboxes next to their name.



5. Select **Save**.

Tip! To unsubscribe from an Alert, complete the steps above and de-select the checkboxes.

Searching and Viewing for Alerts with the Alerts Tab

To search and view alerts in the Alerts Tab:

1. Go to the **ALERTS** tab within Practice360°.

2. To refine your search, use the following data criteria:

    a. **Date**: Period of time the alert was triggered.

    b. **Type**: Category of alert.

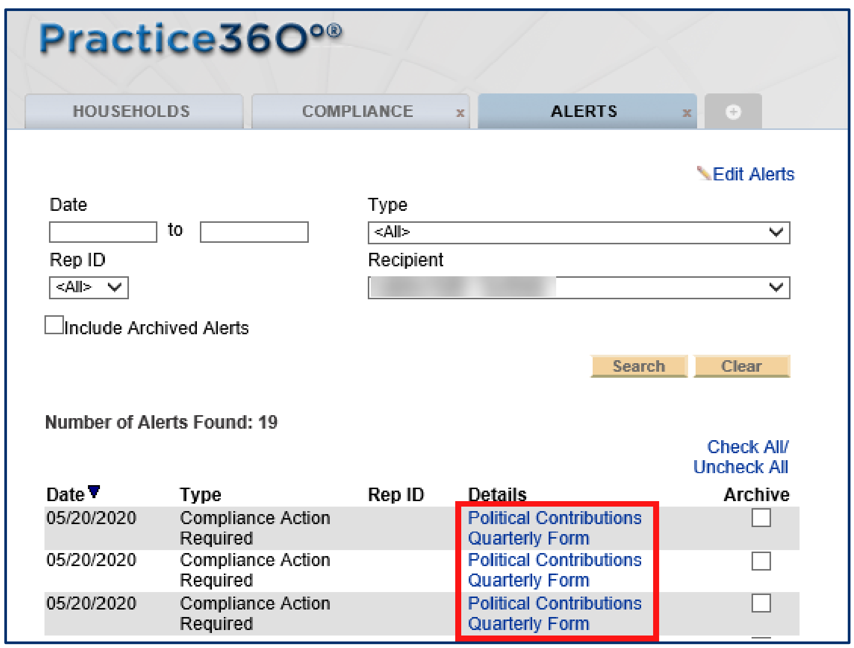
    c. **REP ID**: Advisor's ID.

    d. **Recipient**: Specific person.

    e. **Include Archived Alerts**: Show alerts that have been archived.

3. Select **Search**.

4. Results will appear in the **Alert Summary Table** under the search criteria. To view the details of an alert, select the **Details hyperlink** next to the alert.



5. The **alert details** will display with information or the action needed.

Viewing Alerts in the Alerts Widgets

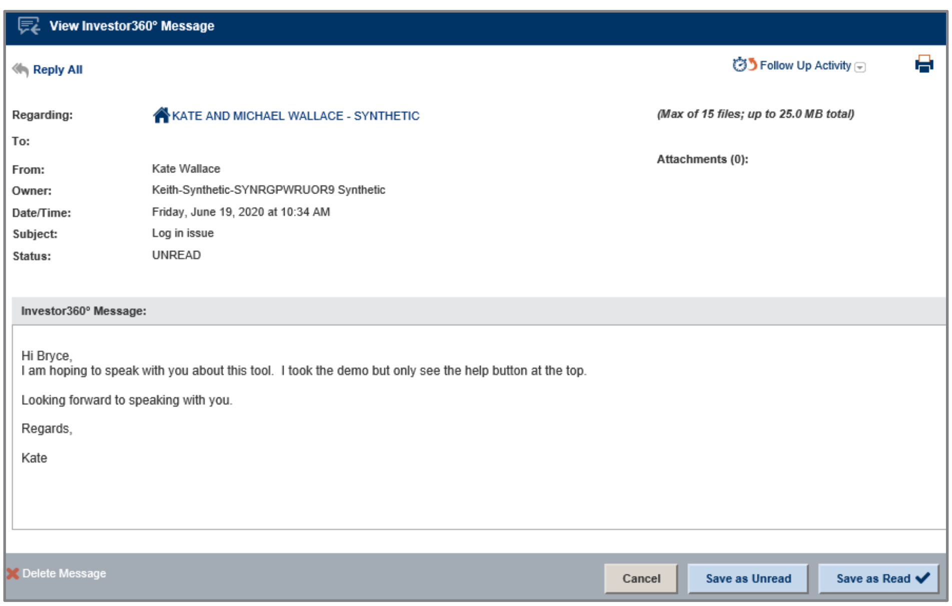
To view active alerts in the Advisor360° Dashboard:

1. Go to the **Alerts widget** on the Advisor360° Dashboard. All active alerts will display.

   Tip! Individuals can filter by Rep ID or Split Code in the All Advisor IDs drop-down.

2. To view a specific alert, select the **alert link**.

3. The alert will display in a separate window.



Note: Dependant on the alert notification, information and next steps may vary.

Archiving Alerts

After an alert has been triggered, the alert can be archived and removed from the Alerts summary. Once an alert is archived, it is archived for all recipients.

Alerts will automatically archive after 10 days.

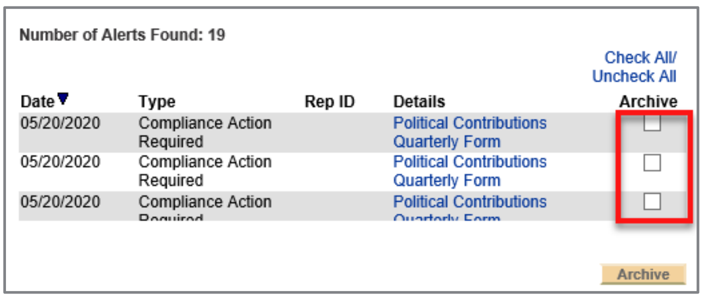
Note: The Invalid Beneficiary and Compliance Action Required alerts will be archived only after the required event has been completed or if the alert is on a timed schedule.

To archive an alert:

1. Go to **Practice360°** and select the **ALERTS tab**.

2. Input the search criteria to find the alert(s) and select **search**.

3. Results will appear under the search criteria. Under the Archive column of the alert you want to archive, select the corresponding **archive checkbox** on the alert to be archived .



Tip! You can also select Check All/Uncheck All for large groups of alerts.

4. At the bottom of the search results, select **Archive**.

Note: To access archived alerts, search for alerts using the **Include Archived Alerts** search criteria.