

Key Areas in AccountView

MORNINGSTAR Wealth

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Introduction

AccountView can provide account aggregation information to advisors and their clients. Its primary purpose is to facilitate aggregation for advisors and allow them to view summary information.

This quick reference guide addresses the key information and actions to take on each tab within AccountView, including:

Home

Accounts

Credentials

Clients

Institutions

Financial Data

Click any item above to navigate to more information.

The Home tab is a dashboard for the state of accounts.

The top portion summarizes aggregation status by accounts, including:

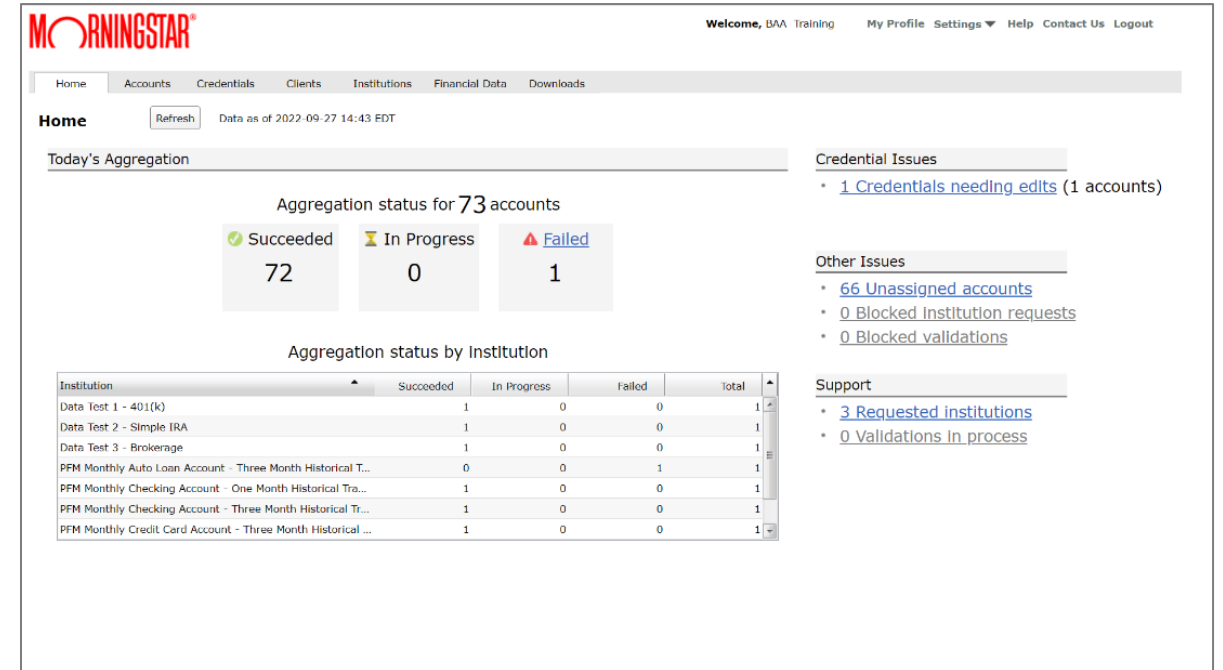
- **ACCOUNTS:** How many are connected to the aggregation service?
- **SUCCEEDED:** How many updated successfully as of prior day close?
- **FAILED:** How many failed to aggregate overnight?
- **IN PROGRESS:** How many are currently in the process of aggregating?

The bottom portion summarizes status by institution. This includes:

- Known issues affecting institutions with connected accounts, and
- A summary of account status by institution, with sortable column headers.

To the right, you'll notice additional information about issues possibly requiring attention.

Select any link on the AccountView dashboard to be redirected to a more detailed explanation on a different tab.



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Home Accounts Credentials Clients Institutions Financial Data Downloads

Home Refresh Data as of 2022-09-27 14:43 EDT

Today's Aggregation

Aggregation status for 73 accounts

✔ Succeeded 72
⌚ In Progress 0
⚠ Failed 1

Aggregation status by Institution

Institution	Succeeded	In Progress	Failed	Total
Data Test 1 - 401(k)	1	0	0	1
Data Test 2 - Simple IRA	1	0	0	1
Data Test 3 - Brokerage	1	0	0	1
PFM Monthly Auto Loan Account - Three Month Historical T...	0	0	1	1
PFM Monthly Checking Account - One Month Historical Tra...	1	0	0	1
PFM Monthly Checking Account - Three Month Historical Tr...	1	0	0	1
PFM Monthly Credit Card Account - Three Month Historical ...	1	0	0	1

Credential Issues

- [1 Credentials needing edits](#) (1 accounts)

Other Issues

- [66 Unassigned accounts](#)
- [0 Blocked institution requests](#)
- [0 Blocked validations](#)

Support

- [3 Requested institutions](#)
- [0 Validations in process](#)

Click any tab above to navigate to more information.

All Accounts

Key Information Displayed

The All Accounts sub-tab displays all accounts linked through the aggregation service and is organized by searchable, sortable columns, including:

- Institution name
- Client name, if assigned
- Account name, number, and market value
- Last successful aggregation, and
- Alarms for any aggregation errors.

Primary Workflows/Use Cases

- Search and filter to find an account
- Aggregate new accounts
- Force an aggregation
- Edit account details
- Assign clients to accounts
- Export a list of accounts
- Export account, position, client, or transaction data
- Delete accounts

Institution	Client	Name	Market Value	Last Aggregated	Alarm
Chase	Chase	Chase	\$118,825.12	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$176,061.20	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$2,014,707.71	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$41,999.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$1,219.81	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$4,847.97	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$10,391.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$18,144.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$74,114.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$184,011.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$209,222.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$16,112.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$766,452.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$11,112.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$136,000.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$14,825.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$27,000.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$76,744.00	2022-09-27 11:14 EDT	
Chase	Chase	Chase	\$19,458.00	2022-09-27 11:14 EDT	

Out-of-Date Accounts

Key Information Displayed

The Out-of-Date Accounts sub-tab uses similar columns to convey information about accounts that failed to aggregate, which appeared as alarms on the previous sub-tab. Unique information on this sub-tab includes:

- Last aggregation attempt, even if it failed
- Aggregation status, and
- Recommended troubleshooting actions.

Primary Workflows/Use Cases

- Review recommended troubleshooting actions
- View how many accounts are recommended for aggregation
- Force and aggregation
- Search and filter to find an account
- Send accounts to Technical Support

Institution	Client	Name	Market Value	Last Aggregated	Last Aggregation Alt.	Aggregation Status	Recommendations
Chase	Chase	Chase	\$118,825.12	2022-09-27 11:14 EDT		Outdated error	

Click any tab above to navigate to more information.

All Credentials

Key Information Displayed

The All Credentials sub-tab provides a summary of the credentials added to the aggregation service, as well as the number of accounts currently connected through each credential. A zero typically indicates a user did not finish linking the account.

Primary Workflows/Use Cases

- Search and filter to find credentials
- Determine what account(s) a credential is for
- Create, edit, or delete credentials

Institution	Client	Nickname	# of Accounts	Alarm
Data Test 1 - 401(k)	Smith, Janet	Data Test 1 - 401(k) 12001	1	
Data Test 2 - Simple IRA	Smith, Janet	Data Test 2 - Simple IRA 4025	1	
Data Test 3 - Brokerage	Smith, Janet	Data Test 3 - Brokerage 5120	1	
PFM Monthly Auto Loan Account - Three Month Histori...	Client, Test	PFM Monthly Auto Loan Account - Three Month Histori...	1	▲
PFM Monthly Checking Account - One Month Historical...	Client, Test	PFM Monthly Checking Account - One Month Historical...	1	
PFM Monthly Checking Account - Three Month Histori...	Client, Test	PFM Monthly Checking Account - Three Month Histori...	1	
PFM Monthly Credit Card Account - Three Month Hista...	Client, Test	PFM Monthly Credit Card Account - Three Month Hista...	1	
PFM Monthly HSA Account - Three Month Historical Tra...	Client, Test	PFM Monthly HSA Account - Three Month Historical Tra...	0	
Sample FI Request	Sample Request 1	Sample Request 1	1	
Sample Request	Sample Request 2	Sample Request 2	1	
techFirst Investments - Advisor (Demo)	TechFirst Investments - Advisor (Demo) 2	TechFirst Investments - Advisor (Demo) 2	32	
techFirst Investments - Advisor (Demo)	TechFirst Investments - Advisor (Demo) 3	TechFirst Investments - Advisor (Demo) 3	32	
techFirst Investments - Advisor (Demo)	TechFirst Investments - Advisor (Demo) 1	TechFirst Investments - Advisor (Demo) 1	0	
TEST: ByAllAccounts Demonstration FI #2 (SQA)	TEST: ByAllAccounts Demonstration FI #2 (SQA) 2371	TEST: ByAllAccounts Demonstration FI #2 (SQA) 2371	2	

Credentials Needing Edits

Key Information Displayed

Similar to Out-of-Date Accounts, the Credentials Needing Edits sub-tab consolidates credentials not successfully linked to a financial institution and suggests recommended troubleshooting actions.

Primary Workflows/Use Cases

- Review recommended troubleshooting actions
- Search and filter to find credentials
- Edit or delete credentials that are not working
- Send credentials to Technical Support

Institution	Client	Nickname	# of Accounts	Authentication Status	Recommended...
PFM Monthly Auto Loan Account - Th...	Client, Test	PFM Monthly Auto Loan Account - Th...	1	Credential error	

Click any tab above to navigate to more information.

Key Information Displayed

The Clients tab lists your clients that have been set up in the system and their basic profile information. If the system allows clients for your firm to log in, you can see the date they last logged in. Given the unique use case of managing aggregation access for your end users, this tab may not be visible for some customers.

Primary Workflows/Use Cases

- Search and filter to find clients
- Create a client
- View all accounts of a client
- Assign accounts to clients
- Enable or disable a client login
- Enable or disable alerts for a client
- Change a client's password
- Export a list of clients
- Delete clients

Click any tab above to navigate to more information.

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Home Accounts Credentials **Clients** Institutions Financial Data Downloads

Clients Create Client Edit Client Email Client Assign Accounts Create Accounts Refresh Table More Actions

Clear Selection

	Name	Email	Phone Number	AccountView Login	Last Login Date
	Search	Search	Search	Search	Search
<input type="checkbox"/>	▶ Client, Sample	sample.client@email.com	123-345-7890	sample.client@email.com	2022-09-25
<input type="checkbox"/>	▶ Client, Test	test.client@email.com	123-456-7890	test.client@email.com	2022-10-01
<input type="checkbox"/>	▶ Smith, Janet	janet.smith@email.com	123-456-7890	janet.smith@email.com	2022-10-05

Supported Institutions

Key Information Displayed

The Supported Institutions sub-tab shows all institutions currently used by you and your clients, with the option to view all supported institutions. You can view details about the institutions, such as:

- What the user must provide to link accounts
- How many accounts have been linked at each institution
- Whether limitations to a client's data exist
- How likely the institution is to successfully aggregate (i.e., health), and
- Whether there are known connectivity issues occurring at the institution.

Primary Workflows/Use Cases

- View either your financial institutions or all available to your firm
- Search for a financial institution
- View details of financial institutions
- Verify support of a financial institution

Institution	Login Link	# of Accounts	FI Health	Known Connectivity Issues
New York 529 College Savings Program	https://www.ny529.com/onlineportal	0	✓	
Fidelity	https://www.fidelity.com	0	✓	
Schwab	https://www.schwab.com	0	✓	
TD Ameritrade	https://www.tdameritrade.com	0	✓	
Prudential	https://www.prudential.com	0	✓	
Bank of America	https://www.bankofamerica.com	0	✓	
Wells Fargo	https://www.wellsfargo.com	0	✓	
Chase	https://www.chase.com	0	✓	
Capital One	https://www.capitalone.com	0	✓	
Citibank	https://www.citibank.com	0	✓	
USAA	https://www.usaa.com	0	✓	
MetLife	https://www.metlife.com	0	✓	
Aviva	https://www.aviva.com	0	✓	
Genworth	https://www.genworth.com	0	✓	
Transamerica	https://www.transamerica.com	0	✓	
MetLife	https://www.metlife.com	0	✓	
Aviva	https://www.aviva.com	0	✓	
Genworth	https://www.genworth.com	0	✓	
Transamerica	https://www.transamerica.com	0	✓	
MetLife	https://www.metlife.com	0	✓	
Aviva	https://www.aviva.com	0	✓	
Genworth	https://www.genworth.com	0	✓	
Transamerica	https://www.transamerica.com	0	✓	

Requested Institutions

Key Information Displayed

The Requested Institutions sub-tab reflects requests submitted for new financial institution support. Alarms typically indicate the request requires additional information.

Primary Workflows/Use Cases

- Check the list of requested financial institutions
- Request a new financial institution
- Change or cancel a financial institution request

Requested Institution	Login Link	Credential	# of Accounts	Alarm
Sample FI Request	https://www.bankofamerica.com	Sample FI Request 1	1	
Sample Request	https://www.bankofamerica.com	Sample Request 1	1	
Sample Request	https://www.bankofamerica.com	Sample Request 2	1	

Validations

Key Information Displayed

The Validations sub-tab allows you to view the validation status of all financial institutions you have used or are currently using. This tab may not be visible to all customers.

Primary Workflows/Use Cases

- Check the validation status of your financial institutions

Institution	Activated On	Status	Resolution	Received On	# of Accounts
Antares Benefit Group North Central States - Participant	2018-01-07	Completed	Valid	2018-07-07 09:09 EDT	0
Bank of America (BankAmerica.com)	2017-03-04	Completed	Valid	2017-03-06 07:25 EDT	0
Bankcard (US)	2019-06-18	Completed	Valid	2019-06-27 13:46 EDT	0
MetLife	2021-05-17	Completed	Valid	2021-05-17 16:10 EDT	0
Brookline Bank - Banking	2016-10-15	Completed	Valid	2016-10-15 14:54 EDT	0
Capital One	2017-06-10	Completed	Valid	2017-06-15 10:38 EDT	0
Charles Schwab & Co., Inc. - Client Log In	2019-07-30	Completed	Valid	2019-07-30 08:57 EDT	0
Charles Schwab & Co., Inc. - SchwabPlan Retirement Plan Center Participant	2020-10-07	Completed	Valid	2020-10-08 08:40 EDT	0
Chase Online	2017-04-14	Completed	Valid	2017-04-17 09:42 EDT	0
Citibank - Cit Cards	2020-10-13	Completed	Valid	2020-10-14 11:22 EDT	0
Citibank - Cit Cards - Quicken	2017-02-28	Completed	Valid	2017-02-28 09:53 EST	0
Data Test 1 - 401(k)	2016-07-07	Completed	Valid	2016-07-07 13:04 EDT	1
Data Test 2 - Simple IRA	2016-07-07	Completed	Valid	2016-07-07 12:05 EDT	1
Data Test 3 - Brokerage	2016-07-07	Completed	Valid	2016-07-07 12:05 EDT	1
Data Test 4 - Savings	2016-10-31	Completed	Withdrawn		0
Data Test 5 - Checking	2016-10-31	Completed	Withdrawn		0
Data Test 6 - Car Loan	2017-11-16	Completed	Valid	2017-11-20 13:17 EST	0
Data Test 7 - Mortgage	2017-11-16	Completed	Valid	2017-11-20 13:17 EST	0
Data Test 8 - Credit Card	2017-11-16	Completed	Valid	2017-11-20 13:17 EST	0
Data Test 9 - Various Securities	2018-08-28	Completed	Valid	2018-08-30 15:50 EDT	0
DataTest1 - Investment Options CIT - Demo FI	2017-08-09	Completed	Valid	2017-08-10 10:24 EDT	0

Click any tab above to navigate to more information.

Key Information Displayed

This tab shows positions and transactions for selected accounts, which can be a helpful tool for troubleshooting data-related issues. Again, this tab may only be visible to customers with this use case.

Primary Workflows/Use Cases

- Select accounts to show their financial data
- Filter the list of positions or transactions
- Export position and transaction table data
- Export all available position and transaction data for selected accounts
- Extract source financial data
- View and export position history

The screenshot displays the Morningstar Financial Data interface. At the top, there is a navigation bar with the Morningstar logo and user information: "Welcome, BAA Training", "My Profile", "Settings", "Help", "Contact Us", and "Logout". Below this is a secondary navigation bar with tabs: "Home", "Accounts", "Credentials", "Clients", "Institutions", "Financial Data", and "Downloads".

The main content area is titled "Financial Data" and includes a sub-header "Accounts (0 selected)" and an "Export Actions" dropdown. Below this, there are two sections: "Positions ()" and "Transactions ()".

The "Positions ()" section contains a table with the following columns: Institution, Client, Name, Number, Alarm, and Market Value. The table lists several accounts, including "Data Test 1 - 401(k)", "Data Test 2 - Simple IRA", "Data Test 3 - Brokerage", and various "PFM Monthly" accounts. A red warning icon is visible in the "Alarm" column for the "PFM Monthly Auto Loan Account".

At the bottom of the table, there are "Cancel" and "Get Financial Data" buttons. Below the table, a message reads: "Select accounts from the accounts list and click the **Get Financial Data** button to populate this grid."

Click any tab above to navigate to more information.