Key Areas in AccountView

Click Here to Explore!

MORNINGSTAR Wealth

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:

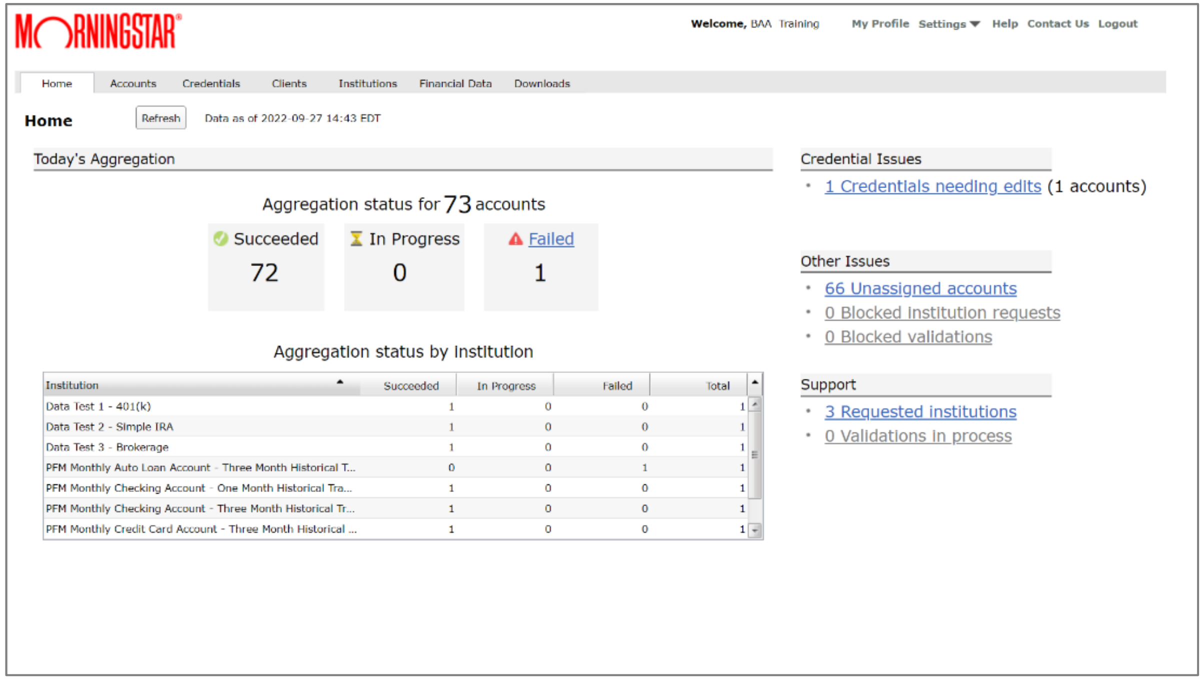
- **ACCOUNTS**: How many are connected to the aggregation service?
- **SUCCEEDED**: How many updated successfully as of prior day close?
- **FAILED**: How many failed to aggregate overnight?
- **IN PROGRESS**: How many are currently in the process of aggregating?

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.



Click any tab above to navigate to more information.

All Accounts

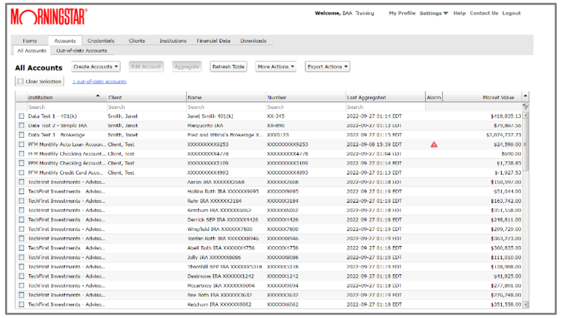
Key Information Displayed

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



Out-of-Date Accounts

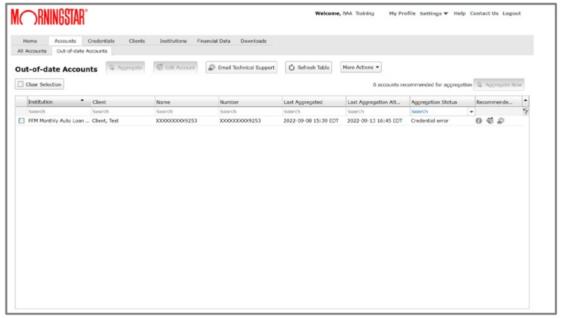
Key Information Displayed

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



Click any tab above to navigate to more information.

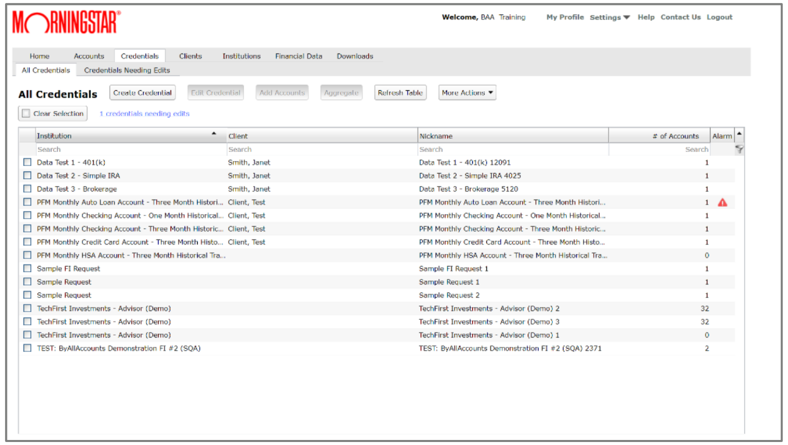
All Credentials

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



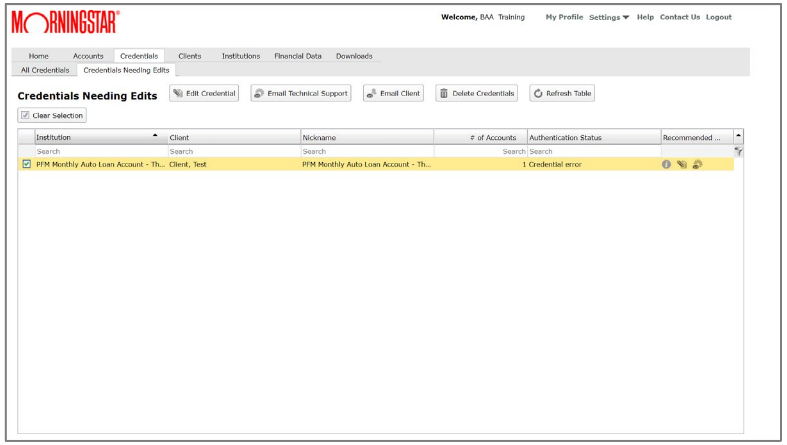
Credentials Needing Edits

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



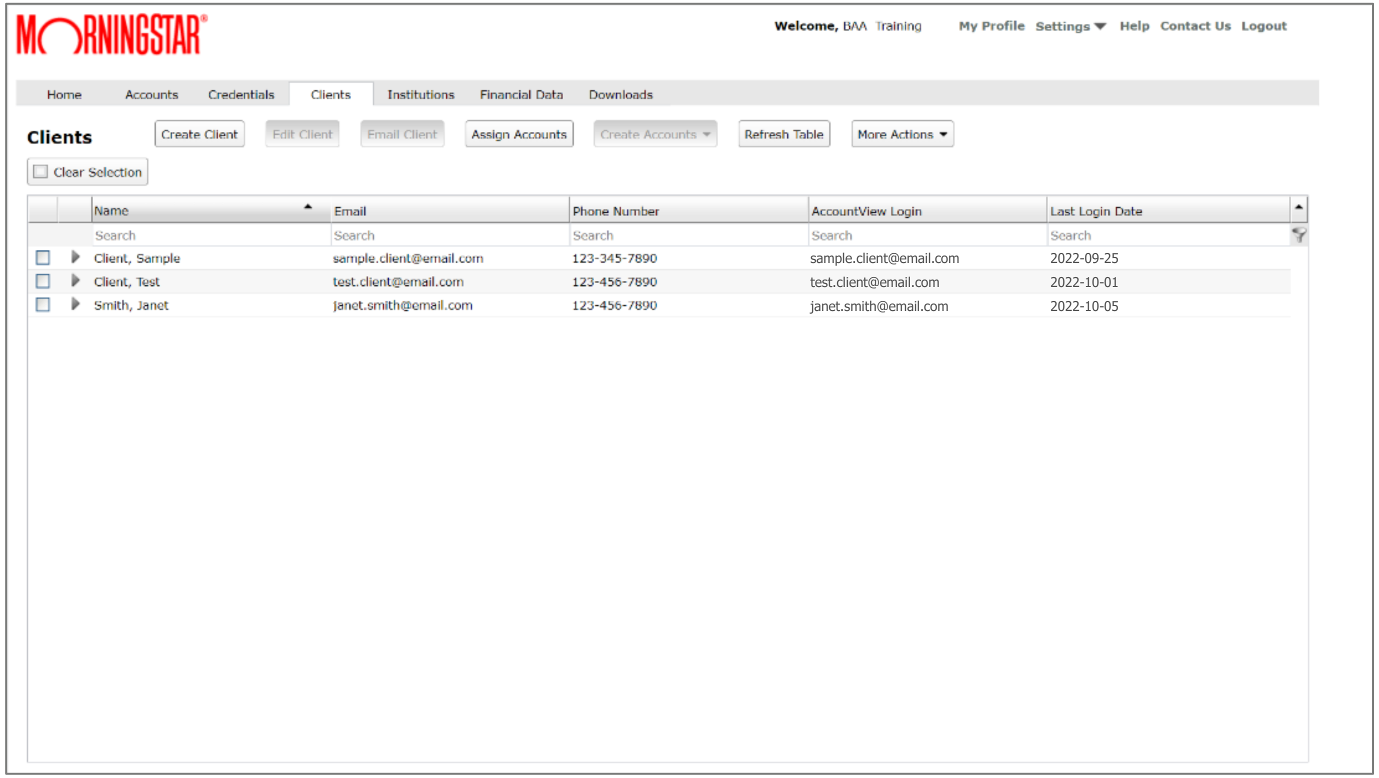
Click any tab above to navigate to more information.

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.

Supported Institutions

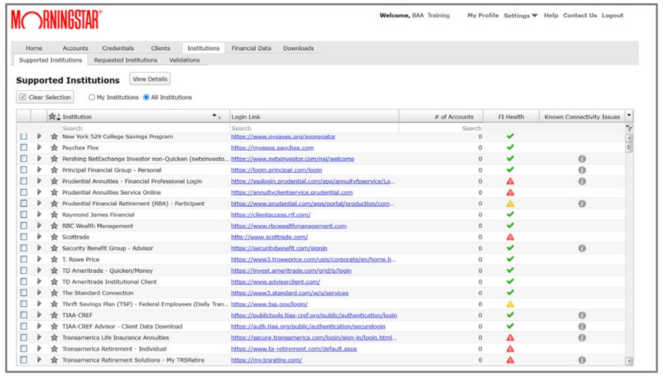
Key Information Displayed

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



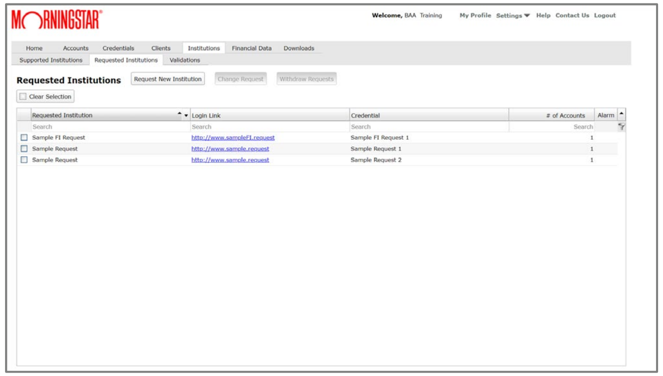
Requested Institutions

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



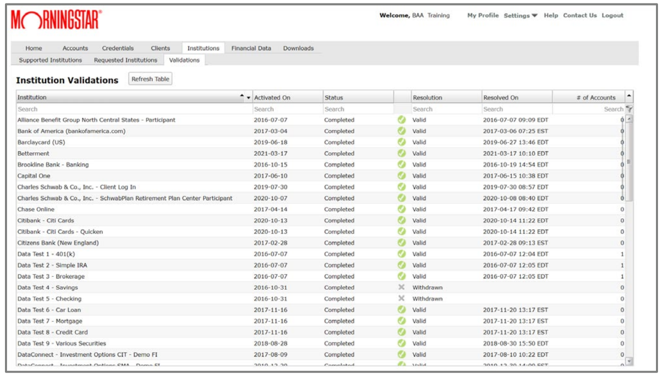
Validations

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



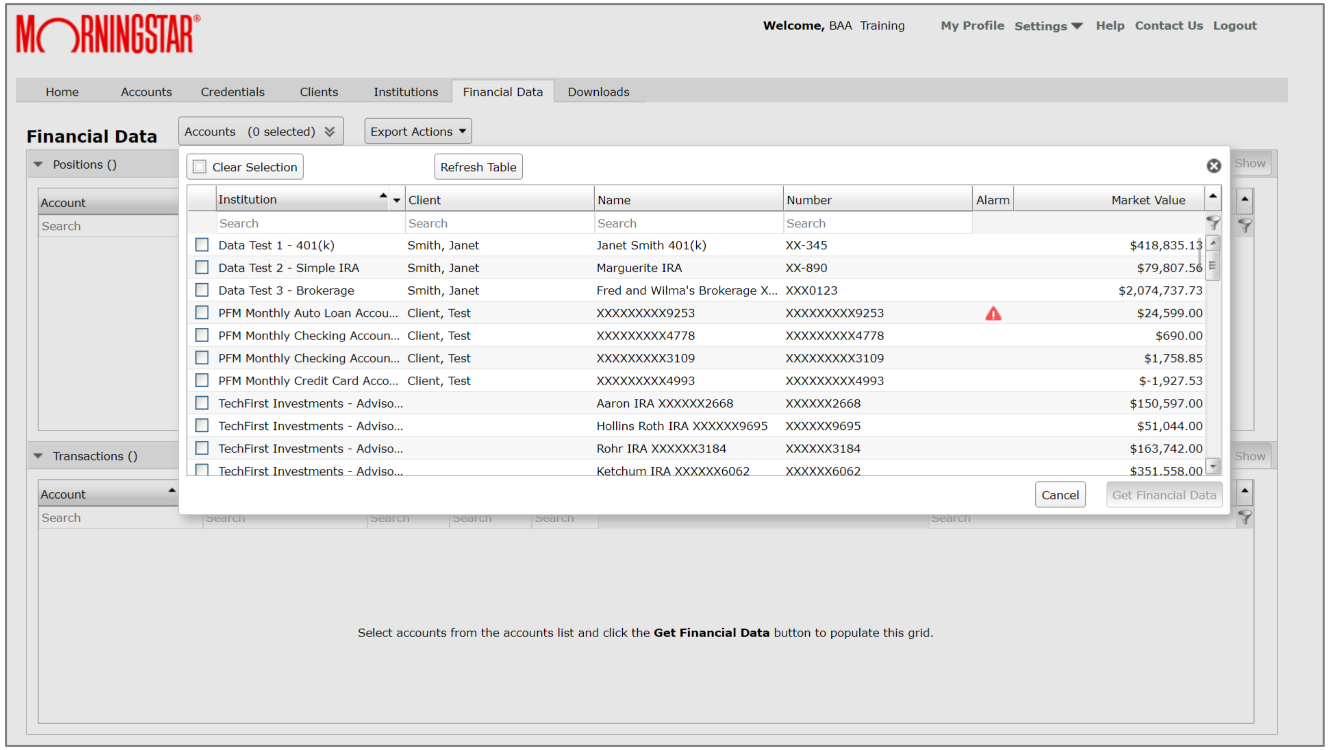
Click any tab above to navigate to more information.

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



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