

## **INVESTOR360<sup>®</sup>: ADDITIONAL ASSETS**

The Additional Assets section displays a list of outside assets associated with the account, such as bank accounts, loans, and credit cards, as well as assets manually entered by your advisor. Advisor-entered assets cannot be updated and are identified by a plus sign. If the login credentials for one of your assets need updating, a yellow triangle (▲) appears next to that asset. You can add or edit additional assets from the Overview or Holdings subtab of Investor360<sup>®</sup>.

Available Additional Assets categories:

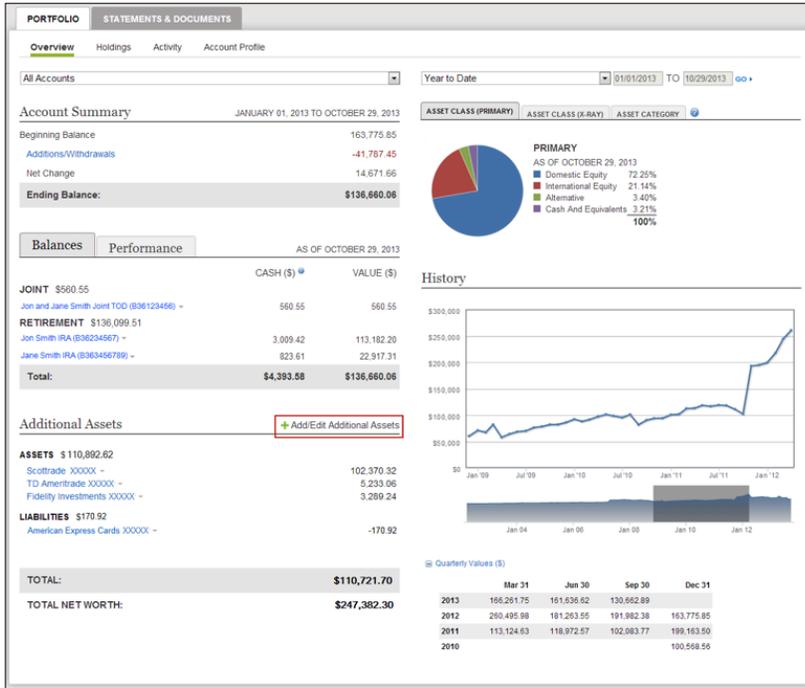
- Investment
- Banking
- Loan
- Credit Card
- Mortgage
- Insurance

### **What to expect when using Additional Assets:**

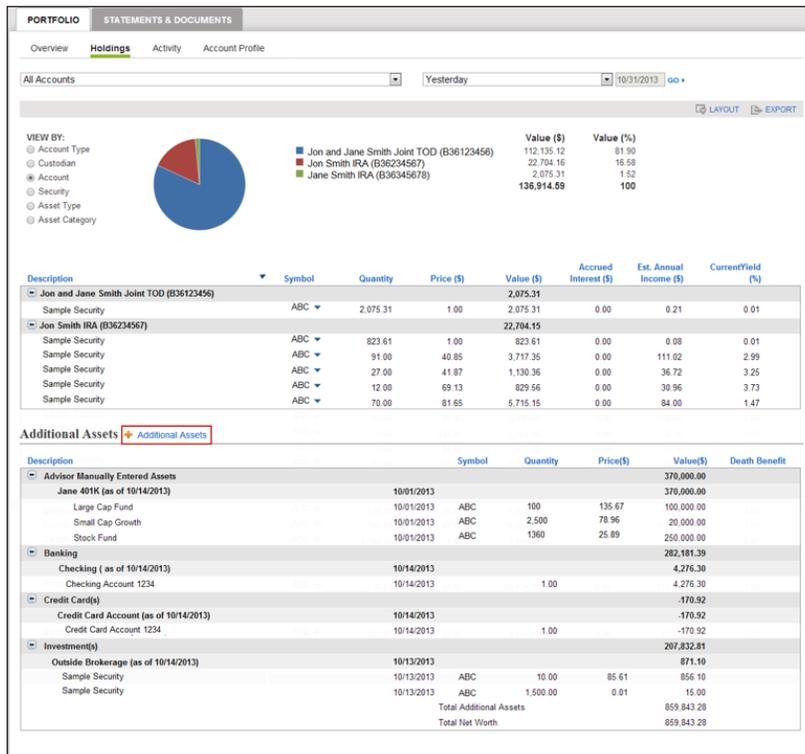
- Your outside asset login credentials entered in Investor360<sup>®</sup> must exactly match those provided at the other institution.
- Your security questions at the other institution may occasionally cause the link to break.
- Once all security questions have been answered in Investor360<sup>®</sup>, you should not have to answer them again.
- Some sites require you to reestablish the link between Investor360<sup>®</sup> and the outside site after a certain period of time (e.g., 90 days).
- Sometimes you may need to reestablish the link to your outside account due to technical updates or fixes.
- External websites have different account update cycles. For example, an insurance policy account may update less frequently than a bank account.

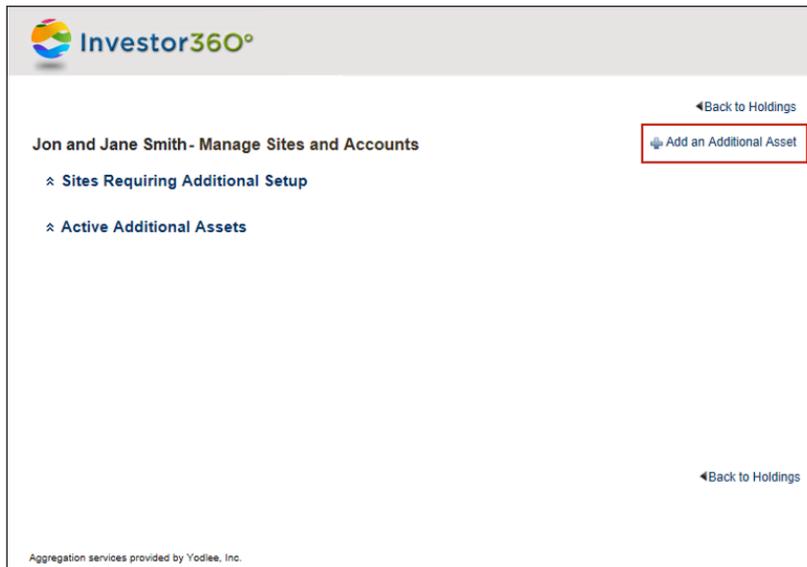
**To add additional assets:**

1. You can access the Add/Edit Additional Assets page from either the Overview or Holdings subtab.
  - a. From the Overview subtab, click the **Add/Edit Additional Assets** link. Assets already active on the account appear.

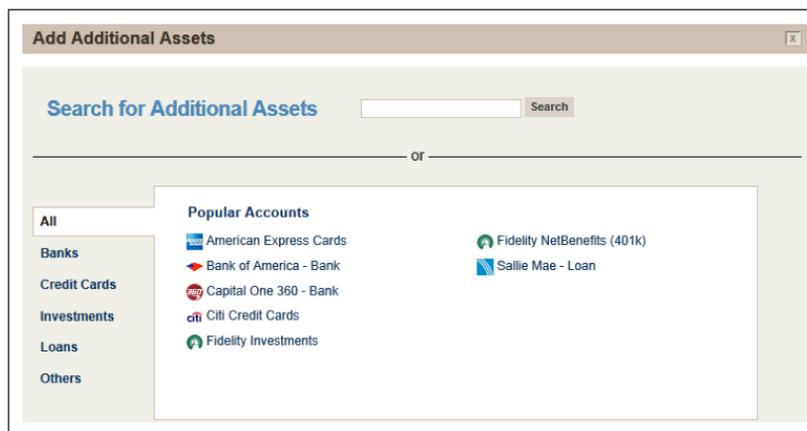


- b. From the Holdings subtab, click the **Additional Assets** link. Assets already active on the account appear.





2. Click the **Add an Additional Asset** link at the top right.
3. You can choose from some popular options by clicking on an institution within the categories displayed on the left or search for assets by using the search function.



4. Once the asset is found, click the asset link.
5. Enter the appropriate login information for the asset and click **Add Account**. Investor360° retrieves the account information and loads the additional asset list.
6. Repeat steps 3–5 for any account you would like to add.
7. Click **Back to Holdings** to return to the Holdings subtab.
8. The accounts you added will appear on both the Holdings subtab and the Balances section of the Overview subtab.

### To edit additional assets:

1. From the Overview subtab, click the **Add/Edit Additional Assets** link, or from the Holdings subtab, click the **Additional Assets** link. Assets already active on the account appear.
2. Click the **Edit** link for the asset.



Account Name	Account Type	Account Number
IRA	Investment Accounts	xxx-1234
Securities	Investment Accounts	xxx-2345

3. Verify the login information.
4. Click **Update Account**.
5. Additional login information may be required to proceed. If prompted for additional login credentials, enter the information as needed.

### To update additional assets:

If the asset appears with a yellow triangle, you'll need to update the information. A yellow triangle indicates that an error has occurred on the account, and we were unable to update the account accordingly. You will also receive an e-mail notification from Investor360° alerting you to the error.

1. From the Overview subtab, click the **Add/Edit Additional Assets** link, or from the Holdings subtab, click the **Additional Assets** link. All assets that need to be updated appear under the Sites Requiring Additional Setup section.
2. Review the error code and description.
3. Click the **Edit** link under the account that you are working on.
4. Review the login credentials and make edits as necessary.
5. Click the **Update Your Account** link.
6. Additional login information may be required to proceed. If prompted for additional login credentials, enter the information as needed.
7. Click **Update Account**.

### To remove additional assets:

1. From the Overview subtab, click the **Add/Edit Additional Assets** link, or from the Holdings subtab, click the **Additional Assets** link. Assets already active on the account appear.
2. Click the **Remove** link for the asset.
3. Verify the request and click **Remove**. Investor360° removes the asset.
4. Click the **View and Edit Your Remaining Assets** link.

### Troubleshooting most common errors

Errors can happen for a variety of reasons. If you notice a yellow triangle next to an additional asset, an error has occurred when Investor360° attempted to gather information about that account. Some most common errors are related to:

- Security questions
- Login information or passwords
- Terms and conditions
- Duplicate accounts

**Please note:** If you are still receiving errors after troubleshooting or your error is not captured below, please contact your advisor.

**Security questions.** When an outside account is first added to Investor360°, you may have been presented with a security question. The answer is stored in Investor360° and will be used the next time the other institution's site presents that particular question. When the account is updated during the nightly feed, the other institution's site may present a new security question. Since the response to this new question was not entered when the account was aggregated initially, an error will occur until the question is answered.

You will need to update the account with the new answer to fix the error. Once all responses are stored in Investor360°, the account should update automatically without an error. To update the account, follow the steps below:

1. From the Overview subtab, click the **Add/Edit Additional Assets** link, or from the Holdings subtab, click the **Additional Assets** link. Assets already active on the account appear.
2. Click the **Edit** button for the affected account.



3. Resubmit the login credentials. Click **Update Account**.

**Edit Your Account E\*TRADE - Investments account**

\* E\*TRADE - Investments User ID:

\* E\*TRADE - Investments Password:

\* Re-enter Password:

Login with security device OR password:

Fields marked with an asterisk \* are required.

4. A new security question should be presented. Respond to the new question and update the account.

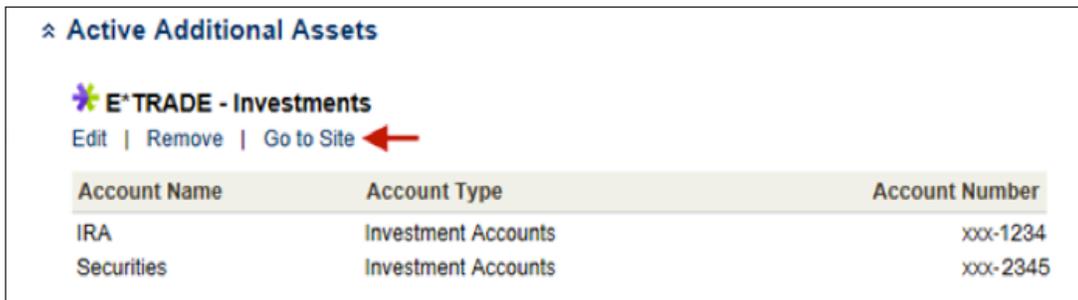
The next time Investor360° is presented with a question that has not yet been answered in Investor360°, the same error will occur. You should follow the aforementioned steps to restore the link.

**Login information or passwords.** When adding an outside account, the login credentials provided in Investor360° must be the exact same as the credentials used at the other institution's site. If a login ID or password is changed at the other institution's site, the login ID or password will also need to be updated in Investor360° in order to access the account and continue to pull account balances.

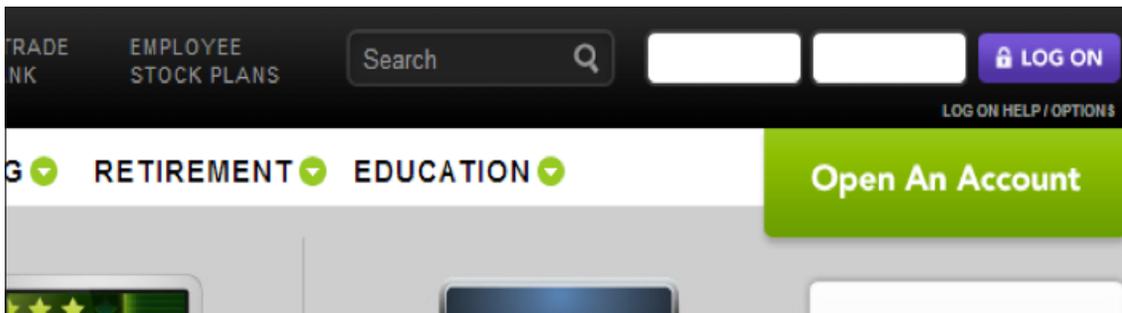
**Please note:** Login IDs and passwords are case sensitive.

If you see an invalid login or password error, you should verify the login credentials at the other institution's site. Once you have logged in to the other institution's site to verify the credentials, follow the steps below to update the account in Investor360°:

1. From the Overview subtab, click the **Add/Edit Additional Assets** link, or from the Holdings subtab, click the **Additional Assets** link. Assets already active on the account appear.



2. Click the **Go to Site** link to access the other institution's site. Verify your login credentials at the login page to make sure that you've selected the appropriate option.



3. Go back to Investor360° and click the **Edit** button for the affected account.



4. Update your login credentials with the exact same information you provided at the other institution's site.
5. Resubmit the login credentials to Investor360°. Click **Update Account**.

**Edit Your Account E\*TRADE - Investments account**

\* E\*TRADE - Investments User ID:

\* E\*TRADE - Investments Password:

\* Re-enter Password:

Login with security device OR password:

Fields marked with an asterisk \* are required.

[Update Account](#)

**Terms and conditions.** At times, a company may bring you to an interim page after you have provided your login information and before you can access the account (i.e., acknowledging a site's updated terms and conditions). This type of page will block Investor360° from accessing the account information and will cause an error. Once you have accepted the terms and conditions at the other institution's site, return to Investor360° to refresh the account by following the steps below:

1. From the Overview subtab, click the **Add/Edit Additional Assets** link, or from the Holdings subtab, click the **Additional Assets** link. Assets already active on the account appear.
2. Click the **Edit** button for the affected account.

Active Additional Assets

E\*TRADE - Investments

[Edit](#) | [Remove](#) | [Go to Site](#)

Account Name	Account Type	Account Number
IRA	Investment Accounts	xxx-1234
Securities	Investment Accounts	xxx-2345

3. Resubmit the login credentials. Click **Update Account**.

**Edit Your Account E\*TRADE - Investments account**

\* E\*TRADE - Investments User ID:

\* E\*TRADE - Investments Password:

\* Re-enter Password:

Login with security device OR password:

Fields marked with an asterisk \* are required.

[Update Account](#)

**Duplicate accounts.** Sometimes, additional asset accounts duplicate in Investor360°. If this happens, you will see duplicated account balances within Investor360°. You will also see the same institution listed twice on the Add/Edit Additional Assets page, and all of the underlying account holdings will be exactly the same.

To correct this error, follow the steps below:

1. From the Overview subtab, click the **Add/Edit Additional Assets** link, or from the Holdings subtab, click the **Additional Assets** link. Assets already active on the account appear.
2. Look at your list of active accounts. Confirm that the institution name is exactly the same, as well as the underlying accounts.
3. Once you've verified that the account was a duplicate, click the **Remove** link to remove one of the accounts.

**Active Additional Assets**

**E\*TRADE - Investments**  
→ Remove | Go to Site

Account Name	Account Type	Account Number
IRA	Investment Accounts	xxx-1234
Securities	Investment Accounts	xxx-2345

**E\*TRADE - Investments**  
Remove | Go to Site

Account Name	Account Type	Account Number
IRA	Investment Accounts	xxx-1234
Securities	Investment Accounts	xxx-2345

4. Go back to the Holdings subtab to confirm that the duplicated account was properly removed.