



Frequently Asked Questions (FAQs)

Updated: May 19, 2020

- 1) Item counts in AdvisorMail vs. Advanced Supervision/Enterprise Vault.cloud
- 2) Direct Engineering support hotline hours

Intended Audience: Current AdvisorMail Administrators & Reviewers

This document contains Frequently Asked Questions (FAQ) regarding what to expect when on the day of your organization’s cutover from AdvisorMail to Veritas Advanced Supervision. If you have any follow-up questions, please send an email to [advisormail@veritas.com](mailto:advisormail@veritas.com).

For additional information about the transition from AdvisorMail to Advanced Supervision, refer to these FAQs:

- [Migration FAQ](#)
- [Advanced Supervision FAQ](#)

Question	Answer
What is “cutover day”?	Your cutover day is the day where you will login to AdvisorMail and see a pop-up notification instructing you to login to Advanced Supervision to conduct your compliance review. The link to Advanced Supervision will be provided in the pop-up notification. Make sure to bookmark the new link.
<i>When will my organization’s cutover day occur?</i>	Customer cutovers to Advanced Supervision are scheduled to begin in late April 2020. Scheduled transition dates are as follows:  If you only have AdvisorMail, cutovers will begin in late April. You will receive an email with your cutover day approximately 1 month before your cutover.  If you have Enterprise Vault.cloud and AdvisorMail, cutovers will begin in late June 2020. You will receive an email with your cutover day at least 1 month before your cutover.
<i>How do I access Advanced Supervision on cutover day?</i>	On cutover day, you will login to AdvisorMail with your existing credentials. A pop-up notification will appear and give you the login link for Advanced Supervision. Make sure to bookmark the new Advanced Supervision login page and then use your existing AdvisorMail credentials to login.
<i>Will all of my data be accessible in Advanced Supervision?</i>	No. In line with SEC and FINRA requirements, any data that is 7 years or newer will be migrated to Azure. Any data that is older than 7 years will not be migrated. If you have any questions or special requirements, please contact the product team immediately at <a href="mailto:advisormail@veritas.com">advisormail@veritas.com</a> .
<i>Will I still have read-only access to AdvisorMail?</i>	Yes.

<p><i>How long will I have read-only access to AdvisorMail?</i></p>	<p>You will have read-only access for 2 weeks following your cutover date. For example, if your first day using Advanced Supervision is April 30, 2020. You will have read-only access to AdvisorMail until May 14, 2020.</p>
<p><i>Are there any limitations with the read-only access to AdvisorMail?</i></p>	<p>Yes. Access to AdvisorMail will only allow you to read data in AdvisorMail, you will not be able to perform any actions in AdvisorMail.</p>
<p><i>Will Veritas continue to journal our data to AdvisorMail after the cutover date?</i></p>	<p>Yes, as a precautionary measure, Veritas will journal your data to both systems for 2 weeks following your cutover.</p>
<p><i>I just accessed Advanced Supervision and Enterprise Vault.cloud for the first time. I noticed that the item counts in AdvisorMail do not match the counts in Discovery archive. Is something wrong?</i></p>	<p>In short, nothing is wrong. AdvisorMail's platform frequently duplicated items per journal address/offices/accounts. Advanced Supervision is part of Enterprise Vault.cloud. The Enterprise Vault.cloud platform offers a sophisticated mechanism to identify duplicates and reduce the review workload. As a result, your items counts in Enterprise Vault.cloud may be lower than what you see in AdvisorMail.</p>
<p><i>What should I do if I'm having a technical issue with my cutover to Advanced Supervision?</i></p>	<p>For the first 48 hours following your cutover, the Advanced Supervision Engineering team will have a hotline open to assist with any questions from 6 a.m. Pacific Time to 3 p.m. Pacific Time. You will receive this hotline information via email.</p> <p>Once you are 48 hours past your cutover date, you should contact Veritas Technical Support for assistance:  <a href="https://www.veritas.com/support/en_US/article.100038431">https://www.veritas.com/support/en_US/article.100038431</a></p>
<p><i>Are there any notifications or other items I need to setup during my first use of Advanced Supervision?</i></p>	<p>Yes. If you are an administrator, you are strongly encouraged to do the following in the EV.cloud administration console:</p> <ul style="list-style-type: none"> <li>• Step 1: Use your AdvisorMail credentials to login to the administration console.</li> <li>• Step 2: On the Archive Overview page, find the current contact details section. Make sure your email address appears as an admin address and also add the email address for your organization's billing contact if it does not appear.</li> <li>• Step 3: Navigate to the Reports and Notifications node on the left side of the page.</li> <li>• Step 4: Select notifications.</li> <li>• Step 5: Enable usage notifications – you can select the threshold and frequency for the notifications. You can also add email addresses that you want to receive the notifications. For more information, please refer to this <a href="#">documentation</a>.</li> </ul>
<p><i>What is the fastest way to get notified about product updates or other important product information?</i></p>	<p>The fastest way to receive product notifications is by signing up for our Advanced Supervision Mir3 notifications. If you would like to opt-in to this notification list, please contact <a href="#">Veritas Technical Support</a> and ask them to add you. You can select</p>

to be contacted via email, SMS text message or phone call with product notifications, including any required product maintenance.

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