

Holly Alling

From: Jeni Jensen [jeni@wfgadvisors.com]
Sent: Thursday, October 15, 2009 9:50 AM
To: Jeni Jensen
Subject: ServiceNet & MyNotifications
Importance: High

Hello,

You may be missing some important messages! In order to ensure that you receive all service request communications from the BD, please follow the instructions below to turn on email notifications:

The Home Office is using ServiceNet to document requests and communicate with you in response to any requests you make – either through ServiceNet or by phone. An email will be sent when paperwork is received and scanned and/or when a service is completed. In addition, they are using ServiceNet to notify you of any rejected documents or missing information.

From V2020 Dashboard:

- Select My Notifications
- Click on the Manage Subscriptions Tab at top
- Select UPDATE to the left of ServiceNet
- Make sure any items under Available are moved to In Use

** You can use this same process to go through each of the subscription options to make sure you receive those notifications.

If you have any questions or need assistance, please let me know. Thanks!!

Jeni Jensen

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