Alerts & Notifications: Service Alerts - FAQs

What is the difference between the My Alerts and All Alerts views?
The My Alerts view only shows those alerts that match your current subscription, as set by you using the Subscription Wizard or the Amend Subscription button on an Alert Detail page. All Alerts shows all current alerts.

Can I receive alerts via Reuters Messaging?
You can choose to have the alerts sent to your RM address. The message consists of a headline and a hyperlink to the alert details. If you are not already logged into the portal, you will be prompted for your username and password. You may find the “Remember My Password” tick box on the log in screen useful here.

Can I receive alerts via email?
You can choose to have the alerts sent to your email address. The email address is configured in the “My Delivery Details” section. The email message also contains a hyperlink to the alert details. If you are not already logged into the portal, you will be prompted for your username and password. You may find the “Remember My Password” tick box on the log in screen useful here. You can also use the “Text” option to have a text-only version of the email sent to an address of your choice. This option is very useful for sending your specially chosen alerts to a mobile device.

Can I receive alerts via SMS (Short Message Service)?
You can configure two different email addresses in the “My Delivery Details”, one of which will be sent a “text only” version of alerts (rather than HTML formatted text). This can be configured to be any email address you wish. Blackberry, pager, I-phone, and 3-G users can have emails sent directly to their phones. Many mobile service providers such as Vodafone.net and O2 offer email-forwarding services that will send an email to your phone via SMS – sometimes for a small fee. We recommend that you contact your service provider to enable this service and to acquire or enable the email address you will use.

Can I set up a group account?
You can register for the service under a group name, using a group email address. Alternatively, you can use the “Text Only” option to have alerts sent to the group email address of your choice.

Do I have to use Reuters Messaging to access the alerts?
No, but you do have to complete the Reuters on-line subscription process. The on-line subscription is the first step in registering for many of our on-line products, and gives you access to Service Alerting. There is no requirement for you to install Reuters Messaging – though we encourage you to do so to take full advantage of the real-time alerting that Service Alerts provides!

In the subscription wizard, there are three main categories of alerts. What do they mean?

Data and News
These are alert categories referring to the data or media content supplied by Reuters and upstream content providers. These alerts will refer to the accuracy and completeness of data sets & calculations. To ensure that you receive all alerts relevant to your service, please select appropriate Infrastructure and Application alerts.

Infrastructure
Disruption to Reuters core data processing and distribution systems can affect varying sets of applications and/or data content across cities, countries and regions. Select these categories to receive alerts on disruptions relevant to your use of Reuters information. For your convenience,

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we have placed a recommended base set of infrastructure templates in one branch of the subscription tree. We recommend you select all of these, then unsubscribe to individual alert categories if you feel that you are being alerted unnecessarily. To ensure that you receive all alerts relevant to your service, please select appropriate Content and Application alerts.

Application
Reuters services are presented in many formats. Your view of these services will depend on the application(s) that bring the data to you, including your desktop software, web-based apps, and local routing systems. Select these categories to receive alerts on disruptions relevant to the applications you use. To ensure that you receive all alerts relevant to your service, please select appropriate Infrastructure and Content alerts.

What are the 3 character codes shown in brackets on category branches in the Data & News branch of the subscription wizard tree?
These are the Product Definition Page (PDP) codes for the exchange. They are permissioning codes that may help some technical staff to identify areas of interest.

What are the “Recommended Selections” and why are they important?
These are categories that apply to Reuters underlying data and network systems. Issues with these systems can affect a wide range of Reuters products – too many to list individually for each system. We strongly recommend that you select all of these and then unsubscribe at a later date if you feel you are receiving some alerts unnecessarily. Unsubscribing is easy – just click the “amend subscription” button on any alert to change your settings for that category.

In the subscription wizard, what is the minimum I should select?
You should select everything in the “Recommended Selections” branches. If you feel that you are receiving some alerts unnecessarily, you can easily unsubscribe at a later date. Unsubscribing is easy – just click the “amend subscription” button on any alert to change your settings for that category.

Why do alerts delivered via Reuters Messaging, Email and SMS arrive at different times?
The quickest method of receiving Service Alerts is via RM, as it is an instant messaging solution, delivering messages in near real-time. Email is subject to the vagaries of internet delivery, the refresh rate of your email client, factors outside of Reuters control. SMS is the slowest method, as the message must first travel to your SMS provider before being committed to the SMS networks, all of which is also outside of Reuters control.

How can I see the history of an alert?
Each alert may have many updates. The history of these updates is shown on the Alert Details page for each alert. Updates are listed in reverse chronological order (i.e. with the most recent showing first).

Can I see alerts that have already been resolved?
The Resolved Alerts section lists all alerts that have been closed within the last 14 days. These are displayed in an “All Alerts” window or a “My Alerts” window that filters the alerts according to your subscriptions.

Why can I see Resolved Alerts on the main Alerts page?
Newly Resolved Alerts remain on the main Alerts page for two hours after they are first resolved. They are then moved onto the Resolved Alerts page.

Why am I receiving two emails for each alert?
You may still be receiving email alerts from the legacy alerting system that is being kept running for a limited cross-over period. We recommend that you contact the Service Support Help Desk

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(SSH) on +44 20 7542 2777 or globalsshd@reuters.com to have yourself removed from the legacy systems.

Who should I contact if I have a problem?
Customers should log a query using the Contact Us functionality in the Customer Zone. In the Product drop down list, select “Product not found… Search more”, and then type “Service Alerts” in the “Enter Product Here:” box.

Will there be future releases of this service?
A number of improvements are already planned for a later release. Future releases will contain advances such as alert severity, Bridge alerts and time scoped delivery.

I already receive email alerts, will this service continue?
Service Alerts acts as a replacement for the systems currently employed to deliver alerts to you. The legacy systems will be terminated in the coming months.

Why can’t I log into Service Alerts?
There are over 1200 different alert categories that can be selected by users. The system, however, only allows a user to select a maximum of 1000 categories. If this happens, we recommend that you click on the link titled “Alert details” in an emailed alert. This will enable you to get into the system and view the details of that particular alert. From there, click on the “Subscription Wizard” and deselect some of the categories you have selected. To deselect all categories, check the three top level boxes, and then uncheck them. You can then make a more specific selection from the available categories. This issue will be rectified in the next release of Service Alerts, scheduled for August/September 2006.

How can I let Reuters know about my ideas for new features?
Service Alerts was developed in response to customer feedback, and we welcome your thoughts and ideas. Please complete our feedback form in the Customer Zone at: http://customers.reuters.com/a/support/serviceAlertsFeedback/SAForm.asp

What is the difference between the IDN Alert ID and the Service Alert ID?
The IDN Alert system is restricted in the number of identifiers it can use; Service Alerts has no such restriction and each alert is uniquely identified. You should consider the updates from Service Alerts to be definitive, rather than the IDN Alerts page.

What is a ‘PRIORITY Alert’?
A ‘PRIORITY Alert’ will be raised whenever customers are impacted by a severe service incident. Every week customers receive alerts of varying significance, with the really important ones not easily identifiable. We are changing this so that prioritisation is given to the most important cases. ‘PRIORITY Alerts’ will be issued in the event of the most severe service issues. PRIORITY Alerts will be issued for any Severity 1 incident that occurs

- on any 'Premium Exchange' or related infrastructure
- in any of the following 'Key Financial Locations' (Frankfurt, Hong Kong, London, Milan, New York, Paris, San Francisco, Singapore, Tokyo, Zurich, Boston, Luxembourg)
- on Dealing 3000 Matching

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How do I receive 'PRIORITY Alerts'?
All customers already subscribed to receive our Alerts will automatically also receive 'PRIORITY Alerts'. The PRIORITY Alerts will be issued via our current alerting channels:

- Email
- SMS
- Reuters Messaging (RM)
- Integrated Data Network (IDN)
- Bridge Data Network (BDN)
- News2000

When will this change come into effect?
From August 1st, PRIORITY Alerts will be issued for any Severity 1 incident that occurs:

- on any 'Premium Exchange' or related infrastructure
- in any of the following 'Key Financial Locations' (Frankfurt, Hong Kong, London, Milan, New York, Paris, San Francisco, Singapore, Tokyo, Zurich, Boston, Luxembourg)
- on Dealing 3000 Matching.

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