

1. Q: How do I access Market Monitor?

A: You can create your own account at www.usportal.wmcglobal.com/ims. You must enter your name, contact information, and company information. An administrator will review your account and activate it within two business days. Alternatively, contact our support team at us.support@wmcglobal.com, and we'll create an account for you.

2. Q: What is my user name?

A: In Market Monitor, your user name is your email address.

3. Q: How do I access an audit notice?

A: You can access your audit notices in two ways:

1. Follow the link or links in the audit notification email you receive from noreply@wmcglobal.com when we issue audits to your company; or
2. Log into Market Monitor at www.usportal.wmcglobal.com/ims, view the dashboard, and browse through your audit notices. Multiple search and filter options are available on the dashboard.

4. Q: How can I communicate with the WMC Global Support Team?

A: If you've a general question, you can contact the WMC Global Support Team at us.support@wmcglobal.com any time or at +1 855 272 8182, Monday through Friday, from 9:00 A.M. and 5:00 P.M. EST. For questions regarding a specific audit, log into Market Monitor and leave comments on the audit notice itself. You'll receive an email message when a support team member replies.

5. Q: When will I receive audit notifications?

A: You'll receive audit notifications automatically via email from noreply@wmcglobal.com when your audits are published, when a published audit notice changes status, and when an administrator leaves a comment on an audit notice. Whitelist noreply@wmcglobal.com to ensure you receive all communications. Because the system is now automated, you can no longer reply to audit notifications to communicate with the WMC Global Support Team about open audits. Contact support at us.support@wmcglobal.com if you do not wish to receive email notices from WMC Global.

6. Q: Has anything changed about the audit process?

A: No, the audit process remains the same. Ads and associated service messages are captured and audited Monday through Friday, and corresponding audits are published the following Tuesday.

7. Q: Has anything about the audit notices changed?

A: Audits notices in Market Monitor have a new look and feel, but the same components from the PSMS Industry Monitor audit notices appear. Additional fields at the top of each audit notice provide further information about the results and relevant market. Also, each audit notice now includes a history log, which records enforcement communication and enforcement status changes.

8. Q: I had open audits in PSMS Industry Monitor. What happened to those audits?

A: Your open audits were closed, and when possible, they were reintercepted in Market Monitor. We logged all audits that were open during transition.

9. Q: How can I access my audits from PSMS Industry Monitor?

A: Because PSMS Industry Monitor was deactivated, remaining audits are available by request only, subject to WMC Global approval.

10. Q: How can I send files to the WMC Global support team?

A: You can attach files when leaving a comment on an audit notice. Select an option from the Provide Feedback dropdown menu, select the appropriate company from the Audit Result For dropdown menu, and click the **Upload File** button to attach a file. Video files are not supported at this time.

11. Q: What is the purpose of the Audit Result For field on the audit notice?

A: In some markets, one audit notice can display results for multiple WMC Global clients. The Audit Result For field at the top of each audit notice lists all clients for which the audit notice applies and provides results for each client. When commenting on an audit notice, you must send them individually for each result. The Audit Result For dropdown menu allows you to select the client that can view your comment. *All* companies in the client's network path can access comments left for each client.

In the US market, almost all audit notices will apply only to one client. Simply select the one company available in the Audit Result For dropdown menu to communicate with the client and the WMC Global enforcement team.