General

1. What is the Agent Management System (AMS)?
The Agent Management System (AMS) is a candidate onboarding platform that reimagines the end-to-end Agent Candidate experience. The primary goals are to increase transparency and provide a digital experience for the candidate, recruiter, and service professional.

2. Why is New York Life making this change?
AMS enables all groups to gain more visibility into a candidate’s recruiting and onboarding journey, enjoy increased efficiencies, and digitize various tasks. The goals of the AMS program are:
- Streamline the end-to-end recruiting process to increase consistency and efficiency while creating a scalable workflow that can be replicated across General Offices nationwide
- Digitize various tasks to improve efficiency and scalability
- Increase transparency throughout the process between Agent Candidates, Recruiters, GO Service, CLRU GO staff, Zone, and HO staff
- Consolidate steps to reduce “not in good order” (NIGO) rates for contract requirements
- Improve turnaround time for onboarding new agent candidates

3. How does AMS impact the way I partner with associates in Agency, Service, and the HO?
AMS improves transparency and lines of communication with partners in Agency, Service, and the HO. It provides visibility into the onboarding requirements required from GO Service, CLRU and HO staff, and allows on-demand viewing of outstanding candidate requirements. AMS also provides the ability to correspond with other internal users, replacing back and forth email threads outside the system. The specific changes and impacts to the way an individual may work is dependent on their role and respective process changes, and are covered in training documentation.

4. Where can I find training materials or additional information about AMS?
There are numerous resources available to prepare for the transition, all of which can be found on the AMS Agency Portal page. These resources are broken out by role, and include training materials, quick reference guides, and additional process documentation.

5. Who can I go to with questions or input about this new platform?
- For any technical issues or assistance with the AMS platform, contact the Service help desk at 1-800-562-9452
- For any technical issues or assistance with Sales Central, contact the Agency Digital Desk at 1-888-569-5433, Option 5, Option 3. The desk operates between 9:30AM to 5:30PM EST on Monday – Friday

Sales Central

6. Can RAs and LMSAs initiate candidate portals?
Yes, RAs and LMSAs can initiate candidate portals; however, the candidate needs to be assigned to a Recruiter or MP (using the “Assign Partner” button) before initiating the candidate portal in order to ensure that the AMS system functions correctly. RAs and LMSAs will maintain visibility into the candidate’s progression after assigning the candidate to a Recruiter or MP.

7. When I initiate a candidate portal, how long will it take for the candidate to receive the link to log into their candidate portal? Will I be notified when they access the candidate portal?
The candidate will receive an email immediately after the Recruiter selects the “Initiate Candidate Portal” button within Sales Central. Once the candidate has logged into the candidate portal in AMS and completed the disclosure form, you will receive an alert in Sales Central.
8. Why am I receiving an error when I try to initiate the candidate portal?
   In order to initiate a candidate portal, ensure that all of the following are true:
   
   - Candidate is active
   - Candidate has completed the candidate assessment
   - Recruiter has read/write access to the candidate

9. Can I resend the initiate candidate portal email once a candidate has logged in?
   No. Once the candidate has successfully logged into their selection portal, a Recruiter or MP will not be able to resend the “Initiate Candidate Portal” email. If a candidate is experiencing technical issues with their selection portal, please have them email SelectionPortal@newyorklife.com and copy you or the assigned Recruiter.

10. Can I create a candidate portal through AMS before completing the Candidate Assessment Profile?
   No, the Candidate Assessment Profile must be taken before a candidate portal (enabled by AMS) can be created from Sales Central (by either the MP or Recruiter).

11. Can I initiate the candidate portal if the candidate received a Redirect rating on the Candidate Assessment Profile?
   Yes. There is functionality available within Sales Central so gain MP and Zone approval to move forward with Redirect candidates. Once both approvals are gained, the Initiate Candidate Portal button becomes available.

12. Is a contract type required to create an AMS candidate portal through Sales Central?
   Yes, PTAS, TAS, and TEA candidates can be processed through AMS. PEA Agent Candidates entered into AMS will need to be manually removed then processed through the Agent Candidate System (ACS). The Managing Partner and Recruiters should do their best to determine candidate eligibility for PTAS, TAS, or TEA before initiating an AMS account for the candidate in Sales Central.

13. Can I change the candidate’s contract type?
   Yes. To switch the candidate’s contract type in AMS, connect with your local Service Professional who will submit an incident ticket to have the contract type changed.
   
   - If the candidate portal has not been sent, your local Service Professional can switch the contract type in Sales Central and, after the overnight refresh cycle, the Candidate Portal can be created
   - If the request was sent after the candidate portal was created but before the contract was initiated, the Agent Onboarding team can update the contract type directly in AMS
   - If the contract has been initiated, the contract type cannot be updated. The candidate will either need to use a new email address to create a new Sales Central and AMS profile, or the GO can use the legacy ACS process to contract the Agent

14. How can I track candidate activities in Sales Central?
   Candidate activities are tracked via the New Hire Checklist, found on the right-hand side of each candidate’s profile page. These activities are tracked separately from a Partner’s recruitment activities.
15. How long will it take for me to see updates or receive alerts in the New Hire Checklist for tasks my candidate has completed in AMS?
   Completion dates and alerts are fed from AMS to Sales Central every 30 minutes. Some exceptions to note include:
   - The Form U4 completion date currently does not populate in the New Hire Checklist. The Sales Central technology team is working to remediate this issue for inclusion in a future release.
   - The Credit Report completion date will populate once the full Inspection Report is completed in AMS.

16. How do Recruiters/RAs view the completed Background Resume, Credit Report and/or Inspection Report?
   Recruiters are able to log into AMS to view any and all documentation attached to a candidate record. Recruiters, in addition to RAs who do not have access to AMS, can access a candidate’s Background Resume, Form U4, and Inspection Report through hyperlinks included in the Sales Central New Hire Checklist. For any additional documentation, RAs will need to reach out to their local Service professional to have documents shared for review.

17. How do I initiate the fingerprinting process?
   Once the FINRA and NFA pre-hire tasks are completed, the Partner or Managing Partner can initiate the process using the “Assign Fingerprint” button in Sales Central. If the candidate is not registered, AMS will automatically push the task to them with specific instructions on how to schedule an appointment to complete the fingerprints. The task instructions contain the link to set the appointment and the correct code to enter it into the system. Recruiters and/or Managing Partners do not need to provide the candidate with a code at any point in time.

18. When will the candidate receive the fingerprint task?
   The fingerprint task will be sent only once the NFA and FINRA pre-hire checks have been marked as complete. This is to avoid the risk of alerting a currently-registered candidate's current employer. Once the fingerprint task is initiated, the candidate will receive an email.

19. Does fingerprinting have to be completed in order to send the candidate for MP review and approval (via the “Send to MP” button)?
   No, fingerprinting does not need to be completed in order to send the candidate to the MP for review and approval (via the “Send to MP” button in Sales Central). Only the Candidate Assessment Profile, Background Resume, and initial Credit Report need to be completed.

20. Will a candidate automatically graduate to PTAS in Sales Central?
   Yes. Graduating to PTAS is automated in Sales Central.

21. How do I know when my candidate has been PTAS approved?
   There is no notification in the New Hire Checklist for PTAS approval. To check if your candidate has been PTAS approved, reach out to your local Service professional, who will be able to view the candidate’s status in AMS. Recruiters can also check on each candidate’s status in AMS (refer to the Recruiter AMS training guide on how to check for your candidate’s status). Candidates eligible for PTAS approval are updated on an hourly basis.

22. Can I mark a candidate inactive in Sales Central?
   Yes, there is a button available in Partner Actions labeled “Mark Inactive” that enables you to inactivate a candidate. Inactivating a candidate in Sales Central also inactivates the candidate in AMS.
23. Can I reactivate a candidate whom I had previously marked as inactive?
   Yes, but only before the candidate has a Marketer ID created. After ID creation, reactivation is no longer available.

24. As a Managing Partner, can I review and approve my own candidate?
   Yes. To do so, MPs must select “Send to MP” from the candidate’s record in Sales Central to create the task for themselves in AMS.

25. How can I change which Recruiter is assigned to a specific candidate?
   Prior to contract approval, Home Office is able to edit the Recruiter details in AMS. To have a Recruiter’s details changed, submit the request to the Service Help Desk to open an AMS Support Ticket. If a Recruiter’s details are changed in AMS after a contract is initiated, a new marketer code might need to be requested for the candidate.

26. How can I ensure I receive all RTWs?
   To ensure you receive RTWs in Sales Central, you must press “mark step as complete” for the chevron upon successful completion of each recruiting task.

Note: Currently the Technology team is working to develop a solution to mark the “Career Interview” stage complete. Until this is developed, please utilize the following workaround to ensure that this stage is marked as complete and reflected in RTWs:
   • Enter into the “Career Interview” chevron stage in Sales Central
   • Navigate to the "Career Interview Date"
   • Manually input the task completion date
   • Click save

AMS (for Managing Partners, Zone COOs, and HOAS only; limited access for Recruiters)

27. How do I get my login credentials for AMS?
   Access AMS through single sign on; your existing NYL credentials will serve as login information.

28. What types of contracts can be processed through AMS?
   PTAS, TAS, and TEA contracts are the only contract types currently processed by AMS. All other contract types should be processed using current procedures.

29. Is there a way to withdraw candidates in AMS or move them to an “inactive” tab?
   Yes, this is doable by the Managing Partner or local Service professional (inactivation by Recruiters should occur in Sales Central instead of AMS). Inactivation in AMS will also inactivate the candidate in Sales Central.

30. Who will receive access to AMS and at what permission levels?
   • **Managing Partners:** Permissions to initiate contract process, approve Category 1 candidates, review Category 2 and 3 candidates, and trigger contracting following PTAS/TAS approval
   • **Recruiters:** Permission to view a candidate’s detail page which includes their application status and provided documentation, and to post notes on specific tasks
   • **Zone COOs:** Permission to approve Category 2 and 3 candidates
   • **HO Agency Standards:** Permissions to approve Category 3 candidates

31. Do I have to be in the office to access AMS?
   No. Users can access AMS on mobile devices through the AMS Platform URL. However, the AMS user experience works best on a laptop, specifically via Google Chrome.
32. What if my candidate passed the candidate assessment very recently before AMS was rolled out?
If a candidate already completed the application on Application Station, the recruiter can either ask the candidate to re-populate the application in AMS or proceed using ACS. Given the candidate impact, this would be a local decision made at the Recruiter’s discretion.

33. What if my candidate is entered into AMS, but we later determine he/she does not qualify for any of the AMS contract types and must complete one of our other agreements (ex. PEA)?
The candidate will need to be removed from AMS and re-entered into ACS. Service will facilitate the transition of the candidate file out of AMS and into ACS, and work with the AMS team to deactivate the candidate in AMS. However, the candidate does not need to complete the Background Resume again. Given that AMS only supports PTAS, TAS, and TEA contracts, MPs and Recruiters should attempt to confirm candidate eligibility for one of these contract types before initiating an AMS account for the candidate via Sales Central.

34. What if my candidate completed the Background Resume erroneously?
If the candidate has not fully submitted the Background Resume, they may go back and edit previous sections. If the Background Resume has been finalized and submitted, the candidate will need to inform Field Service and provide them with the correct documentation or information. Field Service will then upload candidate information and the correct documentation into AMS.

35. What happens if my candidate cannot complete the full Background Resume in one sitting?
The Background Resume is broken into multiple sections. Once the candidate has completed a given section and selected “Next,” the completed content for that section will be saved. They can then leave the Background Resume by selecting “Save for Later” and resume the process at their convenience with their previously-entered information populated in the forms.

36. What happens if my candidate has a technical issue and is not able to submit his/her Background Resume?
Please advise your candidate of the following tips and best practices:
- Use Google Chrome on a laptop or desktop if preferred
- Keep the “TO” date field of their current employment & residential entry blank
- Ensure there are no gaps in employment and/or residential history
- Add education to the employment section if the candidate answered “yes” to the education question. The candidate must include education history from the past 10 years to avoid receiving the error message “Please provide employment status of student”
- Enter 00000 as the zip code in the residential history section if the candidate lived outside the US in the last 5 years and AMS is unable to recognize the address
- Hit “Save for Later” to re-enter the Background Resume form for any navigational errors between sections

37. Can my candidate upload signed documents after marking a task complete?
No. Any documentation which requires that a manual “wet” signature be uploaded into AMS must be added prior to marking the task as complete. If this is not done, the contracting process will be lengthened due to the additional steps involved to have the documentation uploaded.

38. How will my candidate be notified if they have new tasks to complete?
AMS will send an email notification to the candidate when new tasks are added to their AMS page. Each email will contain a link with direct access to the task in AMS.
39. **How will I be notified when my candidate completes a task?**

Candidate activities are tracked via the New Hire Checklist, found on the right-hand side of each candidate’s profile page. These activities are tracked separately from a Partner’s recruitment activities.

40. **Will my candidate be able to take action on their tasks from a mobile device?**

Yes, candidates will be able to complete AMS tasks from a mobile device. However, the AMS user experience works best on a laptop, specifically via Google Chrome.

41. **When will my candidate receive access to the Learning Management System (LMS)?**

The candidate will receive access to the LMS the day after the Managing Partner has approved the contract initiation. To ensure a marketer code is successfully created for a candidate and to avoid issues with LMS access, ensure the name entered in the Recruiter Field on the candidate record belongs to an individual with a recruiting title (e.g., Recruiter, Managing Partner).

42. **Who should my candidate go to if they need help?**

Multiple support systems are available depending on the nature of the candidate’s question:

- For questions related to the Agent career, refer the candidate to their Recruiter
- For assisting candidates with AMS password reset requests and candidate information change requests (e.g., date of birth, name correction, etc.), contact the Service Help Desk at 1-800-562-9452 or through Service Now
- For TEA approval requests, candidate “how-to’s”, and candidate technical issues, refer the candidate to the SelectionPortal@newyorklife.com email address. Alternatively, the local GO Service professional can help submit a Service help desk ticket on the candidate’s behalf
- For issues logging into the Learning Management System (LMS) to complete assigned training modules, please reach out to NYLICU_Team@newyorklife.com for assistance with a password reset
- Additional details on the support model established for AMS can be found [here](#)