iGO e-App® Agent FAQs

What is iGO e-App?

iGO e-App is an intelligent fillable form with carrier specific rules embedded. It enables you to electronically complete and process 100% in Good Order applications. It also improves your productivity so you can sell more insurance.

What are the key features for iGO e-App?

- Intuitive User Interface - Improved Navigation and Workflow, Dynamic Alerts and Statuses, & Graphical Indicators
- Quick Access to Start a New Client or View All Existing Cases
- Sharing and Transfer Feature for Cases
- Enhanced Product Search Capabilities
- Consistent Look & Feel Across All Platform Applications
- iGO e-App Integration with AgencyWorks AMS
- Multi-Carrier Quotes - Generate Quotes for Multiple Carriers within One Integrated User Interface & Seamlessly flow Information from Quote to iGO e-App
- View / Print filled complete or incomplete forms at any time
- SAVE and UPDATE as many times as you like
- Print & wet sign to match your selling styles
- Customizable e-Signature (Click-Wrap)
- Electronic submission

What are the key benefits for iGO e-App?

- Speeds access to start a case and view an existing case
- Simplifies the tailoring of output to meet clients' needs through improved collaboration
- Allows you to enter quote data once and generate multiple carrier quotes
- Eliminates need to work in multiple environments via iGO e-App integration with AgencyWorks
- LifePipeTM (Term Quote) users can now auto-populate iGO e-App, eliminating the re-keying of data
- Reduce cycle time and get paid faster!
- Write more premium!
- Go Paperless with "iGO Green" and save on imaging, gas, and postage costs!
- Deliver forms that are 100% legible and in Good Order
- Improve the consumer experience!

How do I register for a username and password?

Registering for a username and password is simple. All you have to do is fill in some basic information about yourself and answer a few security questions. As soon as you submit your form, an e-mail is automatically sent to you with your username and a hyperlink for you to set up your password.

How do I get trained to use iGO e-App?

All training materials, including videos, product collateral, a list of frequently asked questions, and iPipeline's iGO e-App Support phone number and e-mail address can be found at: http://training.ipipeline.com/

In addition, trainings are held via WebEx and Teleconference every Thursday from 3:00 to 4:00 p.m. ET. To register, go to: http://ipipeline.webex.com/

How do I access iGO e-App?

There are three ways to access the iGO e-App.

1. On your distributor Web site, you will see an iGO e-App banner. This will allow you to view a demo, login or register for a username and password.

2. At the forms engine, you will notice another access point.

3. Our term quote engine now integrates with the iGO e-App. An additional feature you will see in the quote engine's profile page is the ability to customize your view to run quotes for iGO e-App carriers only. By viewing the results page, you will notice the green iGO e-App button. Selecting the button, your client's information will be pulled from the quote engine and populated throughout the carrier application of your choice.

What tools do I need on my computer?

Browser Compatibility:
IE 7, 8 & 9
Firefox 5, 6 & 7
Safari 5.0 & 5.1
Chrome 13, 14 &15

Hardware Requirements:
Any standard operating system

Bandwidth:
High-speed Internet Connection with minimum of 3MB Downstream and 1.5 MB Upstream

System Requirements:
System requires browser;
Adobe Reader version 8 or higher

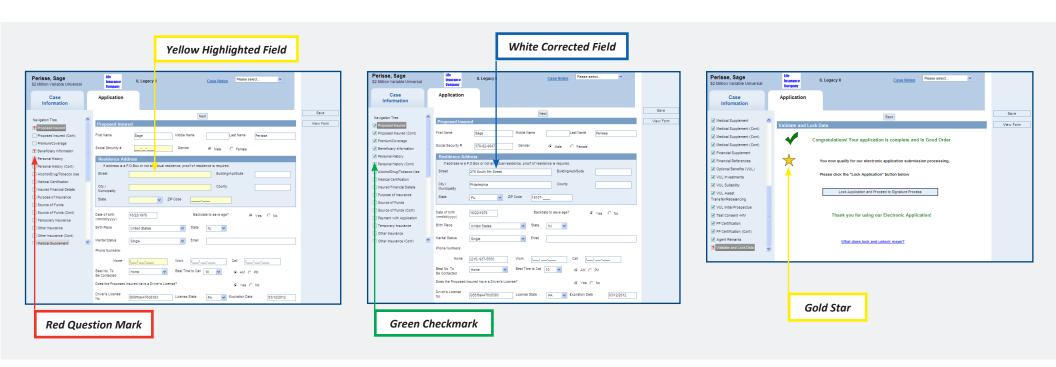iPipeline® Market, Sell and Process Insurance *Faster.*

TRANSAMERICA

What do the visual cues within the iGO e-App mean?

There are 4 main visual cues used within the iGO e-App:

1. If you type the information in right within the e-application, we will turn the respective **FIELD FROM YELLOW TO WHITE**.

2. A **RED QUESTION MARK** underneath a particular section, points out that you have made a mistake and that you eventually need to come back and fix it.

3. A **GREEN CHECKMARK** lets you know that a section is filled out correctly.

4. A **GOLD STAR** indicates that your application is in 100% good order.

Yellow Highlighted Field

White Corrected Field

Red Question Mark

Green Checkmark

Gold Star