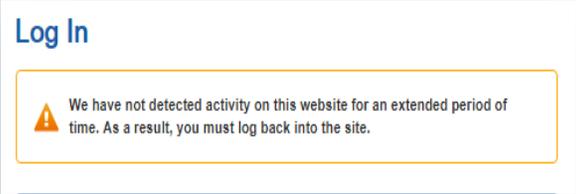


IPIPELINE FAQs AND TROUBLESHOOTING GUIDE

Situation	Solution
I have a password for i-GO from my old IMO. Can I use that?	No. Each IMO has its own ID#. In order to get the correct product information, you will need to register your information with Davis Life & Annuity's i-GO platform. Don't worry, though, registration only takes a few minutes.
I cannot remember my username/password, or if I even registered.	Select "Forgot your UserID. You will be asked to enter your e-mail. If you have an account, complete the steps to retrieve your username/password. If you do not have an account, a message will appear saying so. You may go ahead and register for a new account at that point.
Do I really need three different usernames for these new products?	No. The new iPipeline suite creates one username and password for all three products: I-GO, LifePipe Term Quotes, and FormsPipe. Once you log into one, you will be logged into all three.
I get this message on the home screen when I try to log in:	In order to protect client safety, iPipeline automatically closes inactive sessions after a period of time. All you need to do is log in again to resolve the issue. 
I get an error message when I try to log in:	In order to protect your safety online, as well as your clients' vital information, this screen will appear when you have had too many sessions open, or "abandoned" too many sessions by entering information and then leaving the site without logging out. All you need to do is close the web page, clean out your cookies files, then go back in and you should be fine.
What happened to DropTicket?	So that you may have access to the fastest, most convenient quoting tools available, Davis Life & Annuity has replaced DropTicket with LifePipe Term Quotes. LifePipe Term Quotes offers the same speed and use-anywhere flexibility, but it is even more convenient because term records can be uploaded into I-GO to make Term life applications even faster and easier.

I thought we didn't need to register for FormsPipe...	<p>FormsPipe used to be a function that did not require a signon, but with increasing safety requests regarding protection of client e-mails in some markets, an extra layer of protection was added proactively.</p> <p>Fortunately, as stated above, the same login for I-GO and LifePipe Term Quotes works for FormsPipe.</p>
I need help and the Davis Life & Annuity crew is not around. What can I do?	<p>Fear not; we have help available. The "Need Assistance" tab on the iPipeline home page leads to a helpful instructional video. Should you have any further questions:</p> <ul style="list-style-type: none">• Urgent issue Cyberchat: https://www.customerportal.ipipeline.com/igo-e-app-help-desk/• Urgent Issue phone support: 1-800-641-6557 (option 1)• After-hours, non-urgent: support@ipipeline.com <p><i>please note – iPipeline's hours of operation are 8am – 8pm EST, Mon-Fri</i></p>
When I am told to "clear out cookies", how do I do that? And what are "cookies", anyway?	<p>Cookies are files that store information you enter on a website in order to provide you with the answers you seek. However, if these files were not protected, your information would be vulnerable. Just as you would not leave your wallet wide open on a table in a café as you went to the counter to order, websites "close off" information to maintain your safety.</p> <p>Unfortunately, this creates frustrating error windows, but the issue is easily remedied. CLICK HERE to review step-by-step instructions, courtesy of the University of Iowa IT department. OR, copy and paste the following we address into your browser's address bar: https://its.uiowa.edu/support/article/719</p>