Using iPipeline's iGO e-Application with Foresters Financial – Tips & Support

Foresters Financial

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Tips for using iPipeline's iGO e-App

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  - e-App is available in all states, except NY through the iPipeline iGO e-App platform using Microsoft Edge (desktop/laptop) or Safari (Apple iPad® only). Foresters Financial™ does not support using Chrome or Firefox

  - Each signing party **must have their own email address**; separate from yours. This is an email account they already have and that he/she considers private for their own personal use

  - If an email account is to be set up specifically for e-App, it must be the signing party who sets up that email account and keeps their account password private. You cannot set up an email account for them

  - You may get an error message if you have more than one browser window open. If this happens, close each browser window and re-launch the e-App

  - From time to time clear your browser cache to prevent unwanted data from being carried forward into the e-App. To clear the cache on a laptop or computer, open Internet Explorer, go to "**Tools**" then "**Internet Options**". Find browsing history and click *Delete.* For the Apple iPad, go to "**Settings**," "**Safari**" and click *Clear History and Website Data*

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  - Pop-up Blockers must be turned off to see the PDF of the application and forms. To turn off Pop-up Blockers, open Internet Explorer, go to Tools, Interest Options, find Pop-up Blocker and make sure the "**Turn on Pop-up Blocker**" is grayed out for the time that you are reviewing the PDF
  - Autofill must be turned off
  - To prevent an incorrect date from mapping to the PDF of the application or from using characters not recognized by our New Business system, make sure to set the **Windows Display Language to English (United States)**. To update the Windows Display Language on a laptop or computer, click *Windows Start*, go to "**Settings**"**,** "**Time & Languages**" and click *Language*. Select *English (United States). Next, go to* "**Region**"**,** "**Country & Region**" *and select United States* as the Country and *Recommended English (United States) as the Regional Format.* For the Apple iPad, go to "**Settings**," "**General**" and click *Language & Region*. Make sure "**iPad Language**" is set to "**English (US)**"
  - You can complete the e-App in any order. You can click *Next* or *Back* or you can click the screen name in the left-hand Navigation Tree. Regardless of the order you choose, all screens need a green check mark before you can electronically submit the e-App

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  - Most screens do not prevent you from entering a response that makes a previous response inaccurate; just like in paper. For example: year of birth entered is 1965 but on another screen, you enter a year that is earlier or later than 1965; this date will be accepted. The only time you'll be alerted is if a date you've entered is in the future. Therefore, ensure the information entered is accurate

  - At any time throughout the e-App process you can click *View Forms* to see what data has been captured on the documents. You can print the documents. However, if you decide to stop the e-App process and print the documents prior to electronically submitting it to Foresters, only the information entered up to that point will be captured. You will need to complete the remainder in pen, collect a wet signature from all necessary signing parties, leave all applicable Point of Sale forms with them and send the signed, paper application package to Foresters, as you usually do

Support

Support

- If you have any technical issues, click the *Help* link at the top of the e-App screen.

  Once the *Help* link is opened, you can access a Live Chat session with an iPipeline representative. Live Chat is available from 8:00am–8:00pm ET Monday to Friday.

  If you try to chat during off hours, an email will be sent to the iPipeline Support Desk to be picked up the following day.

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Thank you

Any questions?

- Our Foresters Financial Sales Support team is only a call away, 866-466-7166, option 1

- If you're looking for a deeper dive on a particular module please let us know at USLearning@foresters.com

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