

Problem accessing and using iGO

1. Is Agent using Internet Explorer
 - a. IE 6, 7, & 8 for wizard screens
 - b. Consumers may e-Sign using Safari browsers
2. Does Agent Have Adobe on their computer
 - a. Adobe Reader version 6 or higher
3. Make sure 3rd party cookies are not blocked. Make sure any toolbars (google or yahoo) also have popup blockers off. Can prompt agent to hold control key down while clicking the buttons.
4. Clear Temporary Internet Files
5. Clear Cookies
6. These settings can be added to trusted sites
 - <https://pipeservices.ipipeline.com>
 - <https://pipepasstoigo.ipipeline.com>
 - <http://formspipe.ipipeline.com>
7. Did they try exiting the app and re-entering it.

Agent or is not receiving e-sig emails-

1. Make sure they check spam and junk folders of their email.
2. If agent says the client never got the email in most instances the agent never hit the bar that says 'send email to client' he just hit the next button. Walk the agent through the process of hitting the send email button.
3. Show agent how to Resend email to client/agent within ClickWrap function

If agent is having trouble viewing PDFs –

1. Make sure they check spam and junk folders of their email.
2. Is your popup blocker turned on? Make sure any toolbars (google or yahoo) also have popup blockers off. Can prompt agent to hold control key down while clicking the buttons.
3. Are you using Internet Explorer? What Version
4. Do you have Adobe installed on your computer? what Version
5. Are you running inside or outside of Citrix (their Agent Gateway)?
6. Is the app displayed behind the iGO window and they just don't realize it.
- 7.
8. To repair Adobe do the following
 - a. Help Menu
 - b. Repair Adobe Installation

If iPipeline needs to troubleshoot the issue the following questions would help us expedite the process.

1. Agent Name
2. Client Name
3. Product Type, Product and State selected
4. Date and time when the problem occurred
5. What exactly were they doing when the problem occurred
6. Screen shot of error message would be extremely helpful.
7. Is this the first app the agent is doing or have they successfully done one in the past

Topaz Problems

1. Can they successfully run the Topaz testing outside of Citrix, and are they running iGO outside of Citrix?
2. Make sure agent has rebooted after installing Topaz