



## Frequently Asked Questions

Q: I have an original iPad. Will GTL's iPad app work on it?

A: Yes. GTL's App Manager will work on iPad 1, iPad 2, iPad mini and the New iPad as long as the iPad software is version 4.3 or greater.

Q: Apple just released a new IOS upgrade. Will the iPad app still work?

A: Yes. GTL's iPad application will work with IOS 4.3 or newer. However, prior to upgrading your IOS software, make sure to submit any pending applications prior to the IOS upgrade. The upgrade may cause any pending applications to be deleted from your iPad App.

Q: I'm a brand new GTL agent who hasn't submitted my first piece of business yet. Can I use the iPad app?

A: Yes. You can submit your first application to GTL using the iPad App. However, your first application will not be eligible for straight through processing. We'll receive the application electronically but your state insurance license will need to be verified first. Once verified, the system can then electronically approve the policy.

Q: Are all of GTL's products available for submission?

A: At this time, GTL's Advantage Plus plan is available. Additional products will be added in the very near future.

Q: Once I submit an application and my client receives the policy, is coverage really effective immediately?

A: Yes. You and/or your client will both receive an email with the policy number and the policy if electronic fulfillment is selected. Coverage is effective immediately.

Q: What if my client already has an Advantage Plus policy?

A: New Business will complete a prior record search to meet the daily benefit max and the application will be processed but not "STP" and you will be notified by email.

Q: Does the applicant have to complete a Verification Call?

A: No. Since GTL is capturing an electronic signature from the applicant, the completing of a verification call is not necessary.

Q: How do I take a screenshot if I am having issues and need to email the Home Office a screenshot?

A: Hold the top on/off button and the home button at the same time and a picture will be taken of your screen. Go into your photo icon, select the photo you took, tap on the (arrow icon) in the right upper corner and email the screenshot to [agency@gtlic.com](mailto:agency@gtlic.com).

Q: Can my client pay their premium with a credit card on the iPad?

A: No. At this time, we do not have the capability.

Q: How do I login for the 1st time?

A: Step 1: To login for the 1st time, you **MUST** be connected to the internet. If you are unsure about your connection, open your internet browser and try to access an internet site like [www.gtlic.com](http://www.gtlic.com) or [www.google.com](http://www.google.com). If you cannot access an internet site, you probably do not have a working internet connection.

Step 2: To login for the 1st time or if your password has been reset by GTL upon your request, login with UPPER CASE letters for BOTH your username and password. Once you reset your password, upper case letters will no longer be mandatory unless you prefer to use them in your password.

Q: What if I don't know my username/password or haven't used it for quite a while?

A: GTL can reset your password so you can gain access to the system. Call Sales Support at 800-323-6907 to complete the process. Once logged in, we strongly suggest you change your password immediately.

Q: What if I have a name change or have a new agent code?

A: Call Sales Support at 800-323-6907 to complete the process. Once changed, this update will take 24 hours to take effect.

Q: What if the GTL App "crashes" while I'm completing an application?

A: Log into the iPad App, Go to GTL App Manager located on the main menu, select "Select Application" located on the top left of your screen then select the applicant's name. All off the application information previously entered should be there.