

## IGO eApp FAQ

<p><b>I am unable to log into iGO. What can I do?</b></p>	<p>There could be many reasons why you are unable to log into the iGO software. Some of those reasons may be caused by your browser.</p> <ul style="list-style-type: none"> <li>• Try closing and re-opening the browser</li> <li>• Try accessing the software with a different browser. i.e. Chrome, Edge, Firefox</li> <li>• Try clearing your browsing history.</li> </ul>
<p><b>How Can I Check Who Has Been Sent an Email on a Case?</b></p>	<p>Log into iGO e-App and navigate to the Email Sent screen. This displays a chart of all the signers that have been sent emails, and the date it has been sent.</p>
<p><b>What can I do if the agent or client is not getting the signature email?</b></p>	<p>If the agent or client is not receiving the email, make sure they check their email junk/spam folder.        Note: If you are still unable to locate the signature email, please call support at 800-641-6557.</p>
<p><b>What can I Do if my client has signed, but I am not yet able to?</b></p>	<p>In cases such as these, it is important to note that there are many roles involved in the e-Signature process. All roles (such as proposed insured, payor, owner...etc.) must complete the e-Signature process before the agent can sign.</p> <p>Therefore, it is possible that the client has signed, but the agent is not yet able to because one of the other roles has not yet completed the e-Signature process</p>
<p><b>What Should I Do If My Case Is Expired?</b></p>	<p>The agent needs to unlock the app, they cannot resend the email from the clickwrap admin, they will get an error “record is ineligible for resending.”</p> <p>Please call support at 800-641-6557.</p>
<p><b>Still have more questions?</b></p>	<p>Watch the iGO Agent Tools Tutorial <a href="#">Here</a>.        Or Call the iGO Help Desk 800-641-6557</p>