

Connex How-To: WinFlex and iGO Single Sign-On

Effective Wednesday, March 13, you will be able to access WinFlex and iGO eApplication through Connex, our new producer website that will replace eStation in 2019.

Changes to your experience in both applications will be minimal. However, there will be small differences in what you see in Connex before entering WinFlex or iGO.

Accessing WinFlex and iGO in Connex

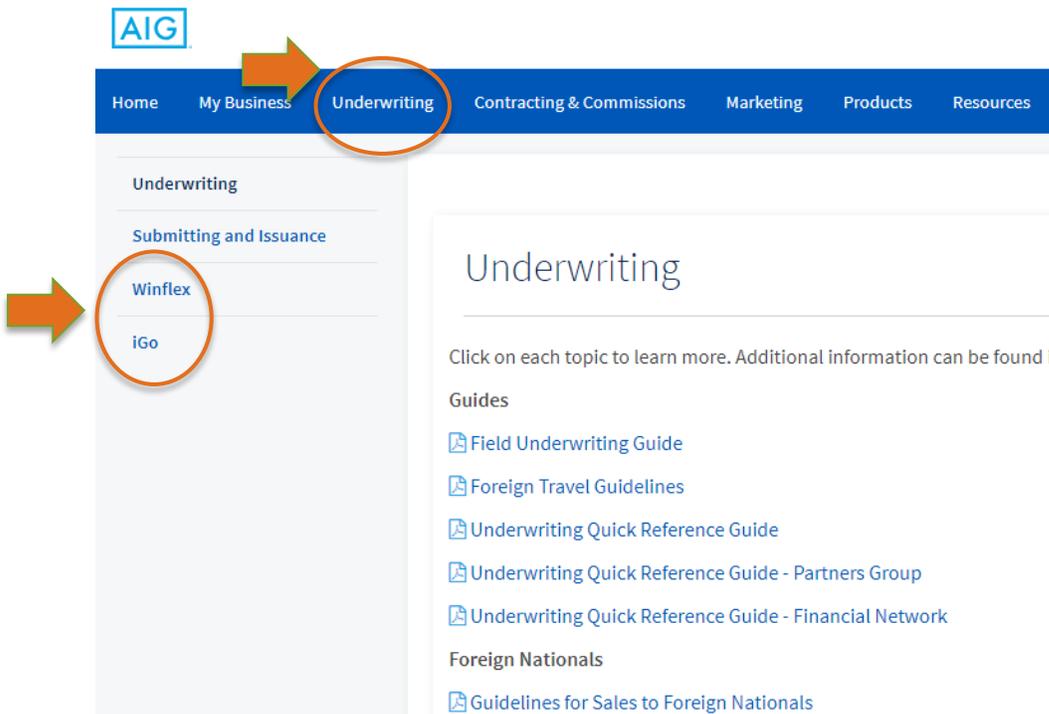
- From any Connex screen, click on **Underwriting** in the main menu running along the top the screen. This will take you to the Underwriting section where you will find links to both WinFlex and iGO on the left-hand side of the page.
- Click either **WinFlex** or **iGO** link to begin.

New to Connex?

Visit the Help page on Connex for user guides, FAQs, on-demand videos and more.

No need to register!

Use your eStation login to access Connex — it's that easy. Simply go to AIG.com/Connex.

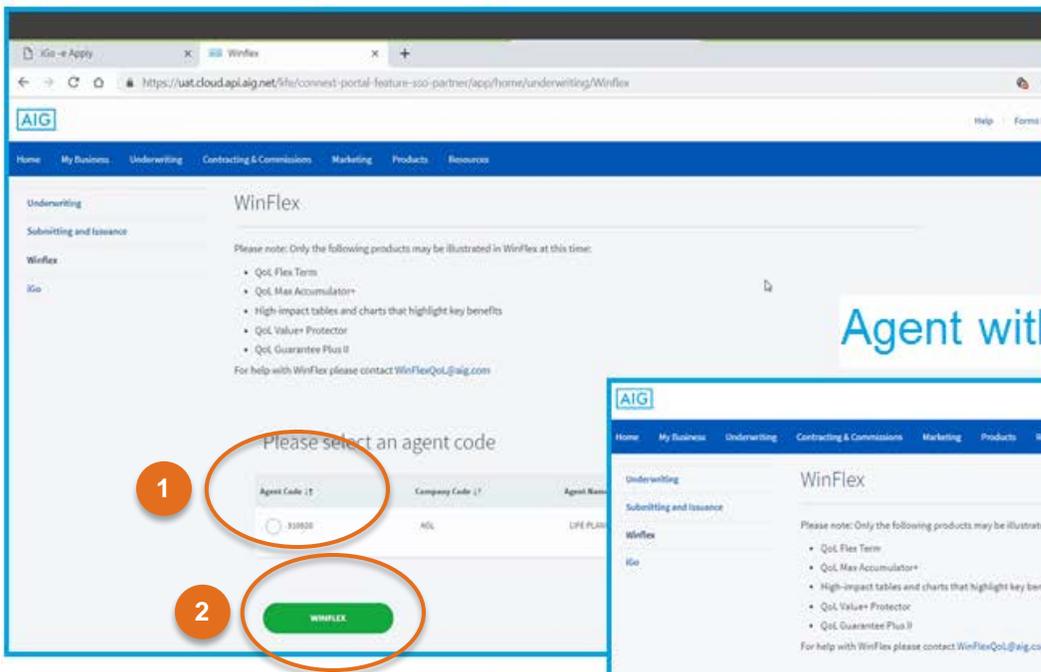


The WinFlex screen in Connex

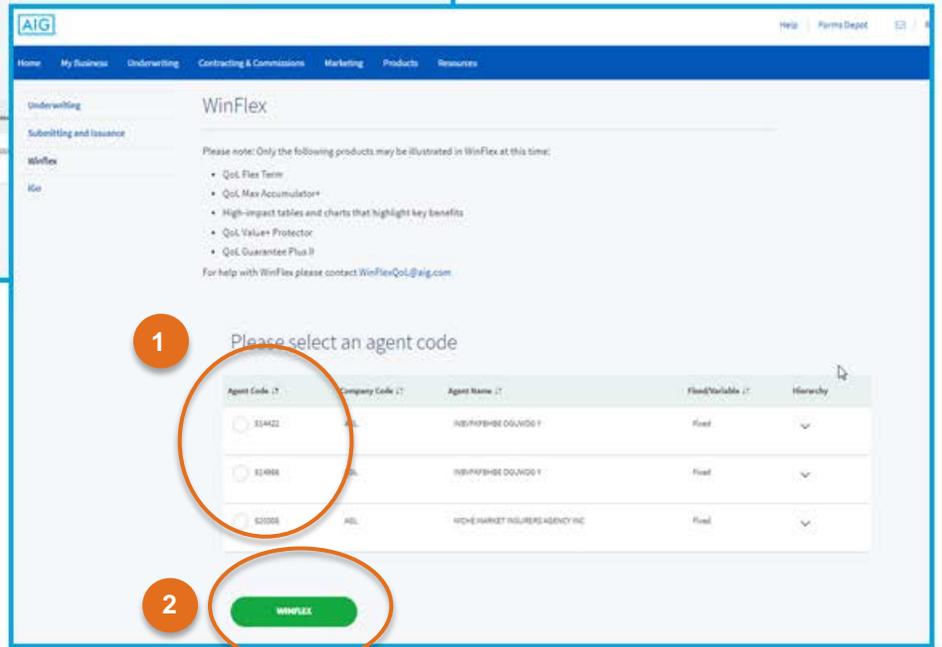
After selecting WinFlex from the left-hand menu, you will see a screen with your Partners Group or Financial Network Agent Code (or several codes if you have multiple codes).

1. **Select the Agent Code** you want to use for running WinFlex. Note: The code you select will be the code that is applied to any activities during your WinFlex session, including eApply.
2. Once the Agent Code is selected, click the **WinFlex button**. This will take you to the WinFlex environment where you will see the same company codes and products as before and will still be able to eApply through iGO for QoL products.

Agent with only One Agent Code



Agent with Multiple Agent Codes

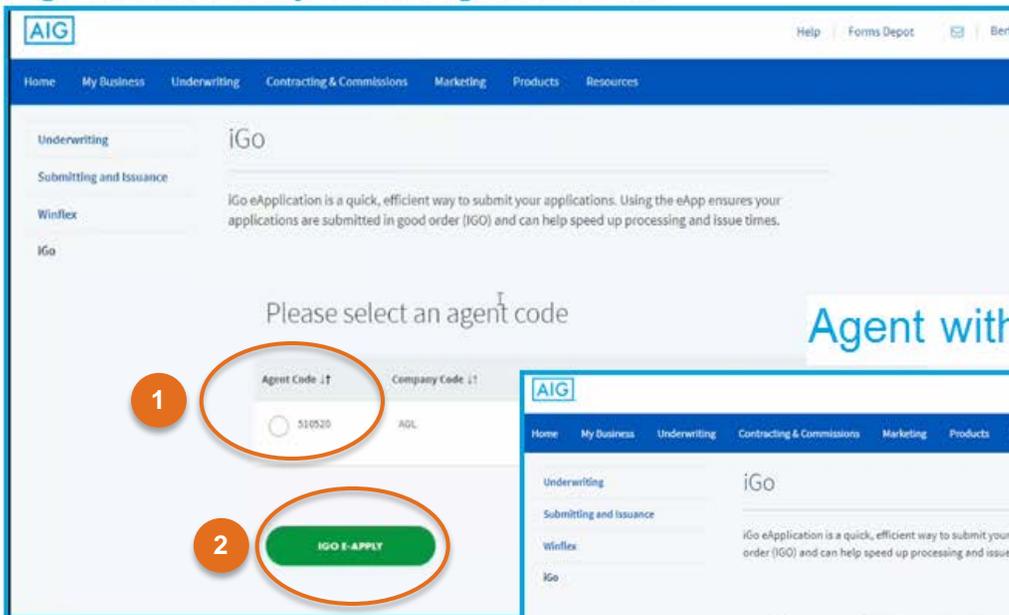


The iGO screen in Connex

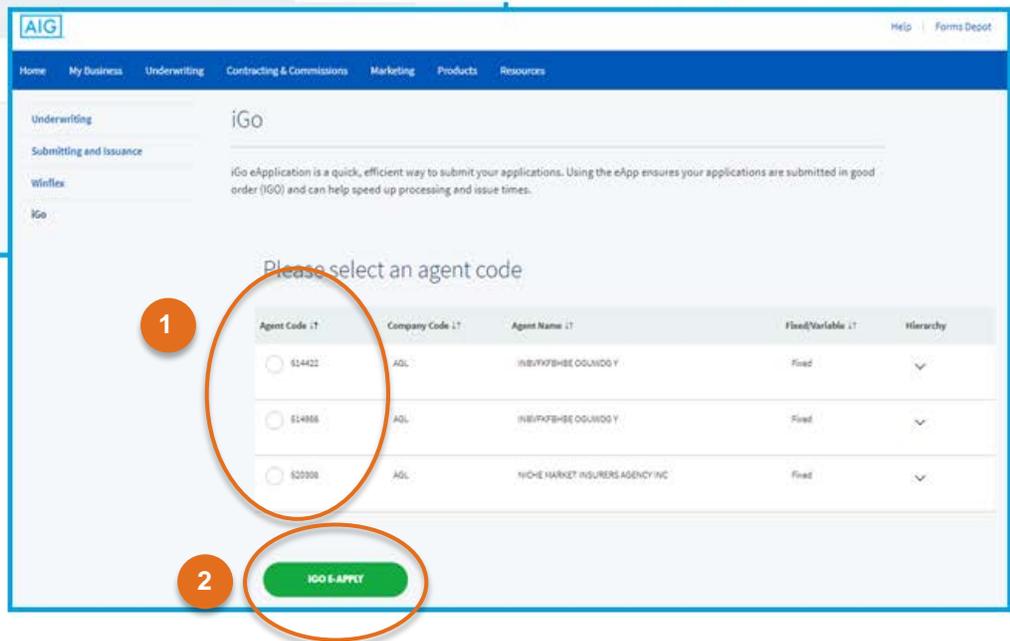
After selecting iGO from the left-hand menu, you will be presented with a screen with your Partners Group or Financial Network agent code (or several codes if you have multiple codes).

1. **Select the Agent Code** you want to use for writing a New Business eApplication. Note: The code you select will be the code that is passed onto iGO, and will be applied to any NEW cases you begin during the iGO session. This code will be populated in the Agent Report screen (see page 4).
2. Once selected, click the **iGO eApply** button. This will take you to the iGO eApplication environment where you may apply as usual.

Agent with only One Agent Code



Agent with Multiple Agent Codes



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iGO Agent Report Screen Changes

The only change you will see in iGO are minor changes to the Agent Report screen.

*Previous Agent Report screen is at right;
new screen effective 3/8 is shown below.*

1. **Service #** field renamed to **Agent Code**.
2. **LO Code** and **Agency** fields combined into one **Agency Code** field.
3. **Question removed:** "Will the Writing Agent have a different Service # to receive the commission for this policy?"

Instead, you may now type the appropriate Agent Code and Agency in the Writing Agent section if you want to specify a different number to receive the commissions for the policy.

The screenshot shows the 'Agent Report' form with a green header 'Previous Screen'. Callout 1 points to the 'Service #' field containing 'RS10520'. Callout 2 points to the 'LO Code' field containing 'Q004' and the 'Agency' field containing '0520'. Callout 3 points to a question: 'Will the Writing Agent have a different Service # to receive the commission for this policy?' with radio buttons for 'Yes' and 'No'.

The screenshot shows the 'Agent Report' form with a green header 'New Screen Effective 3/8'. Callout 1 points to the 'Agent Code' field containing 'RS10520'. Callout 2 points to the 'Agency Code' field containing 'Q0040520'. The question from the previous screen is no longer present.

Frequently Asked Questions

Q: Do I need to create or register for a new profile in Connexx?

A: No. The same login for eStation works for Connexx! Log into Connexx using the same credential used for eStation and you will be able to launch into WinFlex or iGO, just as you did from eStation.

Q: I am on the iGO page in Connexx but I do not see a button to launch iGO.

A: You may need to clear your cache and refresh the screen. Click the following: CTRL + F5

Q: I am on the WinFlex page in Connexx but I do not see a button to launch WinFlex.

A: You may need to clear your cache and refresh the screen. Click the following: CTRL + F5.

Q: What browser should be used for Connexx?

A: For the best user experience, it is recommended to use Firefox or Chrome. Chrome is preferred.

Q: Will I lose any of cases after the Connexx Single Sign-On deployment?

A: No. WinFlex and iGO will display the same cases for the users that existed prior to the release.

Q: Will I see different cases in WinFlex or in iGO e-Apply when launching from eStation vs. Connexx?

A: No. Your case list will not change depending on the portal from which you launch.

Q: Will there be a timeline for submitting cases to AIG for iGO e-Apply?

A: No. Connexx will simply add an additional button to take you to either WinFlex or iGO through the Underwriting page. The functionality inside WinFlex and iGO that are applied to submissions will not change. You will not lose any cases and they will not be blocked. You may continue to complete, lock, sign and submit cases to AIG after the Connexx Single Sign-On release.

Q: Will there be any changes in WinFlex?

A: No. WinFlex will not introduce any new behaviors or changes to the screens. The Company Codes and Products available to you will be no different from what was shown before the release.

Q: Will there be any changes to the eStation WinFlex or iGO screens?

A: No. The eStation WinFlex and iGO e-Apply screens that launch the tools will look the same as before.

Q: Will the new Connexx screens look different than the eStation screens?

A: Yes. The Connexx WinFlex and iGO e-Apply screens that launch the tools will display a list of Agent Codes belonging to the Agent. You will be able to select the Agent Code you want to use to write New Business before launching WinFlex or iGO e-Apply. The selected code will appear in the iGO Agent Report screen when creating a new case. This new functionality allows you to proactively pick which Agent Code you will write business under, and replaces the need for Agents changing once in iGO.

Frequently Asked Questions

Q: Which Agent Codes will display in the Connex WinFlex and iGO e-Apply screens?

A: Most Agents will only see one Agent Code available for selection in the Connex screens. However, some Agents may see multiple codes. For agents who are dually-appointed, the Connex screen will filter the list to ACTIVE Agent Codes used to sell QoL products.

Q: If I'm a dually appointed agent, will my Brokerage Agent Codes appear in the Connex selection list?

A: The Connex screen will filter the list to show ACTIVE Agent Codes used by Partners Group and Financial Network to sell QoL products. These are six-digit numeric Agent Codes.

- A few Agents may see additional Agent Codes in their list that should not be used to sell QoL business. Be sure to select a six-digit numeric Agent Code on the screens before launching iGO or WinFlex.

Q: Will I be able to run Reproposals (inforce illustrations) from the iGO e-Apply environment?

A: No. If you wish to run a Reproposal, you may continue to call the Home Office for assistance.

Q: Why can't I login as a Delegate in Connex and launch iGO for an Agent?

A: Following the Connex / eStation Single Sign-On release, the Agent must launch into iGO once before the delegate can launch iGO to see their cases.

Q: As an unlicensed user, can I run an Illustration for an Agent and will it show up in his Client Cases screen?

A: Yes. When you launch into WinFlex, go to the Agent Info screen and type the Agent's Name into the "Agent Name" field. Use the Search button (magnifying glass) to find the agent. This will link the case to the agents in Client Manager.