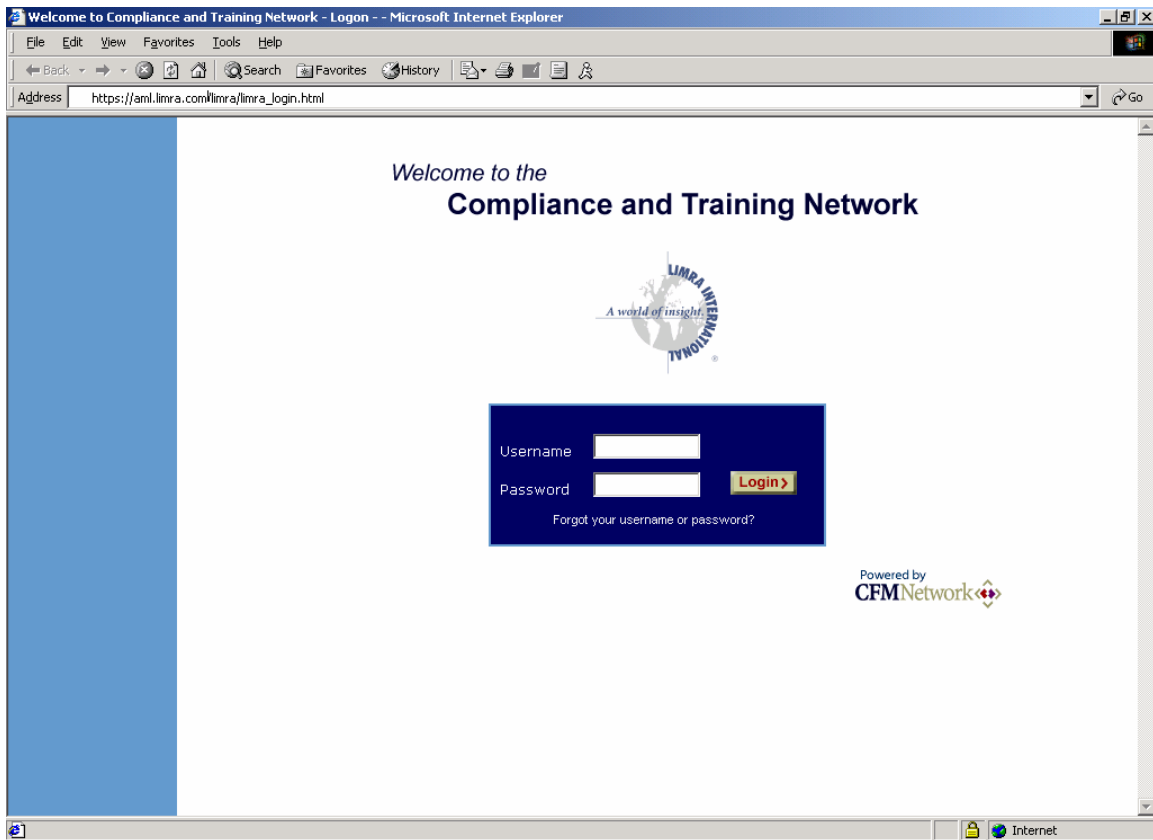




Frequently Asked Questions



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System Requirements

- Personal Computer (the CFM Network™ does not support Macs) with access to the Internet
- Windows 95, 98, Windows NT 4.0, Windows 2000, or Windows Millennium
- 90 MHz Pentium processor
- 32 MB Ram
- 256-color SVGA video card/monitor, 800x600 resolution
- 28.8k modem
- Microsoft Internet Explorer (IE) 5.5 or higher

Accessing the Training Site

Q: How do I access the CFM Network training site?

A: Open Internet Explorer and go to <https://aml.limra.com>.

Logging In

Q: How do I login to the CFM Network?

A: To login to the CFM Network, you must be a registered user. If you are already registered, please follow the steps listed below.

- On the Login Page (<https://aml.limra.com>), enter your username and password in lowercase in the spaces provided. Please note that the login function is case sensitive.
- Click on the *Login* button.

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Q: I followed the steps to login to the CFM Network, but I received a message that says “There is no such user in our database - please wait to be transferred to the login screen.” What does this mean?

A: This message indicates that the login information entered does not match our list of active accounts. If you are registered and receive this message, it could be for several reasons:

- Your login and/or password were typed incorrectly. Make sure your Caps Lock is off, that you are typing each character in lowercase, and that you are not transposing any of the characters.
- If the information you entered is correct and you continue to receive this message, please contact our support staff at support@cfmpartners.com or (866) 364-2380.

Q: I have logged into the CFM Network previously but have forgotten my password. How do I resolve this situation?

A: Click on the *Forgot your login or password?* link for instructions.

If you need further assistance, contact our support staff at support@cfmpartners.com or (866) 364-2380.

Q: When I try to login, I receive an error message that says “Unexpected error loading application.” How do I resolve this problem?

A: This error message is generated when it has taken longer than expected to login to the CFM Network. There are several reasons this may have occurred:

- Your access to the system is being blocked by pop-up blocking software. If this is the case, you need to disable this software and try to login again.
- A security warning was launched, but is behind the Login Page. The CFM Network is a secure site. Your browser security settings may be set to alert you when you are going to a secure site. Sometimes this alert launches behind the current window. If this is the case, minimize the Login Page and answer the security alert.
- It took longer than expected to login, but you actually did login to the system. This often happens when using a dial-up connection and may even happen with a broadband connection. Minimize the current window to see if another window launched behind it.

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Q: My ISP is America Online® or CompuServe. When I login to the CFM Network from the Web browser within my ISP program, I am unable to take the course. How do I resolve this problem?

A: Once you are connected to the Internet, open Internet Explorer independently from the America Online® or CompuServe software, i.e., do not try to access the CFM Network from within AOL or CompuServe. This should prevent the problem.

Taking the Course

Q: How do I begin a course?

A: Once you are logged in, you will be brought to the Home Page. The Home Page lists the course(s) you are enrolled in, provides a brief description of the course(s), and indicates the percentage completed.

To begin the course, click on the course title.

The Lessons Page is the first screen that you will see upon entering the course. It lists the lessons for the course, a brief description of each lesson, and the percentage completed for each lesson. To start a lesson, click on its link. You will be brought to the Lesson Introduction screen of the lesson you choose.

You may also return to a completed lesson or to one in progress by clicking its link. If you are returning to a lesson you started previously, you will be brought to the last screen you were on when you left the course.

For more information on Course Pages and their functionality, please refer to the Help section of the CFM Network. You may access Help by clicking on the link in the upper right-hand corner of the screen once you are logged in.

Q: Does my performance on Learning Checkpoints count toward my grade for the course?

A: No, scores for Learning Checkpoints are not recorded. Learning Checkpoints allow you to test your understanding of the information presented. You are permitted two attempts to select the correct answer. If, on the second attempt, you have not identified the correct answer, it

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will be provided to you. You may also go back through the course and review the course information.

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Q: Does my performance on Lesson Assessments count toward my grade for the course?

A: No, Lesson Assessments are optional and scores are not recorded. They are found at the end of each lesson to aid you in preparing for the Final Assessment.