New U.A. Web-Based, CD-ROM Training System…FAQs

UA's new web-basedd training CD-ROM system, the new Agent training tutorial for underage health, initially was previewed by a segment of Branch offices for testing and evaluation. Your feedback proved invaluable, and the System was released to all Branch locations in November. Here are some useful tips for using the web-based training CD, which is divided into three segments: Markets and Products, Prospecting and Service, and Presentation Skills.

1. How Do I Get Started With the System?

* Make sure you're connected to the Internet.
* Insert the CD containing the first training module.
* After a short delay, you'll be taken to the training login page.
* Enter your username.
* Enter your password, which will be provided by your Manager.
* If the CD in the drive is the correct one for the course you are set to view, it will automatically launch the program. Otherwise, a screen will appear telling you which disk you need to insert. Follow the instructions on that screen to begin training.

2. I'm a Branch Manager, and I forgot my password to add additional Agents. What do I do?

E-mail *rwoods@torchmarkcorp* and Marketing will direct you to a support technican. Provide your name, Branch number and ask for your password to be reset. You'll be contacted to confirm the change, and then you will be able to proceed.

3. I can't seem to login to the system for training.

* If the system is returning you to the login page with an error message, make sure you are using the correct username and password, provided to you by your Branch Manager. It begins UAI, followed by four numbers and two to four additional characters.
* If the system asks for a different CD, the disk currently in the drive is not the correct one for the next course.
* The first time you take the course, you'll be given a pre-test to assess your existing knowledge of the material prior to training. After the pre-test, you'll be taken to the actual training module. Three months later you'll take a post-test to determine how much you've retained.
* The web-based tutorial works best with the latest version of Windows Media available for your platform. It will prompt you if a newer version is available, but also give you a link to continue training. Please follow the upgrade instructions provided. Download the latest version of Media Player at: http://www.microsoft.com/windows/windowsmedia. (Note: Windows 95 and Windows NT 4 do not support the latest versions of the player and will generate a warning message. The version of Windows Media Player run on these platforms may cause the training system and/or the computer to freeze during training.)
* If you receive any other error message, close all the open Internet browser windows and reinsert the CD. If you still get an error message, contact Marketing for direction.

4. I received an error after the training started, and now I can't get out?

* If the computer still responds to the mouse, clicking the "Crash Logout" will load a page into the slide frame and allow you to close the window.
* If the computer doesn't respond to the mouse or the page doesn't load, press <Ctrl>, <Alt> and <Delete> simultaneously. Then select "Titleless Interface" and select "End Task."
* If nothing happens within 60 seconds of performing the above steps, you will need to restart your computer.

5. I have only one set of CDs, but I want to train several Agents at once.

* You can order additional CDs. Email your order to Marketing. Include name, Branch number, shipping address, phone number, quantity and type of packaging you prefer. A single CD is $1.50; a three CD set in paper sleeves is $4.00; a three CD set in protective case is $7.50. Your order will be billed to the McKinney, TX office.