

# Agent Connection FAQ's (Frequently Asked Questions) and Quick Tips

## LOGIN QUESTIONS

### How do I log in to the Agent Portal, Commission Portal, or GTLink?

1. Go to our homepage, [www.gtlic.com](http://www.gtlic.com).
2. Click the Agent Connection button on the home page OR select Agent Connection from the top navigation menu.
3. On the right-hand side of the page, enter your username and password.
4. Select Agent Portal, Commission Portal, or GTLink. A separate window will open for each area. (If a new window does not open, pop-up blockers may be enabled. See instructions under "I click on a link and nothing happens.")

*Note: For detailed instructions and assistance with the Agent Portal, click on "Agent Portal Guide" under Agent Connection.*

### What is my username and password?

Please contact the Life and Health Sales Department at toll-free at (800) 323-6907 or by e-mail at [agency@gtlic.com](mailto:agency@gtlic.com), if you did not receive it in the mail with your contract information.

### How do I view my commission statements?

1. Log in to the Commission Portal.
2. Choose "Statements" and then select "Monthly Commissions, Weekly Commissions, or Weekly Advances" from the main summary page.
3. You will be able to access the last three (3) monthly statements through the Web site.

### How do I change my Commission Portal password?

1. Log in to the Commission Portal.
2. Choose "Profile" from the top menu.
3. Select "Change Password."

**Note:** If you are idle for more than 20 minutes, you will be redirected to [www.gtlic.com](http://www.gtlic.com) and you will need to sign in again.

*To change your Agent Portal or GTLink password, please contact the Life and Health Sales Department at (800) 323-6907 or [agency@gtlic.com](mailto:agency@gtlic.com).*

## INTERNET OR TECHNICAL QUESTIONS

### Why can't I see my commission statement or any other PDF?

Please make sure you have Adobe Reader 8.0 or above. If you are using Mozilla Firefox, try reinstalling the browser.

### I click on a link and nothing happens.

1. Look at the top of your browser window or toolbar; a message might have appeared indicating that a pop-up was blocked. Select "allow pop-ups" to view the page. To always allow pop-ups from our site, select "always allow pop-ups from [www.gtlic.com](http://www.gtlic.com)".
2. The most popular areas for pop-up blocker settings are browsers and specialty toolbars such as Yahoo, Google, MSN, etc.
3. You may need to lower your security settings on the browser.
  - a. Select Tools from the top of your browser window menu.
  - b. Select Internet Options, then Security.
  - c. Then select Internet and choose "custom level" and "low."
  - d. You may need to repeat for local intranet and trusted sites.

### Is Internet Explorer 8 supported?

Yes, Internet Explorer version 8 (beta version) is supported at [www.gtlic.com](http://www.gtlic.com).

### How do I know which version I have of Internet Explorer?

To see what Internet Explorer version you have, select Help at the top of your browser and then "About Internet Explorer."

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## TECHNICAL REQUIREMENTS

In order to use our Web site, please use the following Internet browsers: Internet Explorer, Safari, Opera or Mozilla Firefox. For best results, use Internet Explorer 6 or 7.

To view forms, statements, and submit online applications, you need to have Adobe Reader 8.0 or above.

To download the most recent version of Adobe Reader, go to [www.adobe.com](http://www.adobe.com) and select "Get Adobe Reader." If you have Adobe Reader 8.0 or above and you are unable to view forms, uninstall the program and reinstall it.