

Hi

Welcome to I Guru the SMART alternative for insurance agents' training.

Please log on to <http://www.iguru.info>

Your User ID is: \_\_\_\_\_ and your password is: \_\_\_\_\_

Please read the instructions given below before you start accessing the course-

**1. Technical Requirements:**

1. To add this site to trusted sites, please set following options of your IE browser :

**For XP Users**

Add the site to Trusted Sites:

Internet Options --> Security --> Select Trusted Sites-->Click on Sites  
--> Add site url and uncheck the "Required server verification" --> OK  
--> OK

**For Windows Server OS (Windows Server 2000/2003):**

Internet Options --> Security --> Custom Level  
Initialize and script ActiveX controls not marked as safe = Prompt  
Run ActiveX controls and plug-ins = Enable

On login page a message "An ActiveX control on this page might be unsafe to interact with other parts of the page. Do you want to allow this transaction?" will appear with **Yes** and **No** options.  
Please always click <**Yes**>.

**2. Explorer Version**

- 2.a If your system supports Internet Explorer (IE) version 6.0, your course activity page opens up immediately.
- 2.b If your system has a lower version, you can download IE 6.0 using the link provided in our home page.
- 2.c In case you have IE version 5.5, then you can either upgrade it to IE version 6.0 as above or download a patch to make it compatible. We have provided the link in our home page for downloading the patch.
- 2.d Enable "Pop up" in your system. The pages of content is a pop up page in our site.

3. **Multiple Log in prohibited:** Multiple logins from the same machine will be prevented by capturing the Machine address.

**Single user:** Opening of more than one log on same computer as well as log in by same user ID /Password on different machines at the same time is prohibited

## 2 **Log in requirements:**

1. Enter the user ID and password and click on 'login' button in member Login.
2. Change your password when you login for the first time.
3. You will get your course activity page.
4. Click on <Continue course > in the course activity page
5. Your course will be loaded.
6. Select and click on the chapter to read from the chapter list on the left side.
7. The session out time is 10 minutes. If you keep the system inactive for more than 10 minutes, you will get a message as given below:

Session timed out. Please log in again.

Note: As per IRDA guidelines, if you keep the system idle for 10 minutes and above, your session will time out. Time will not be captured after session time out. You have to log in again to continue.

8. **Password:** For each learning session you will get a new password through SMS to your mobile phone
9. **Session duration:** Each session is restricted to maximum of four hours. If anyone continues after 4 hours in a single session, they will be logged off. A new password will be sent to the learner for logging again into the portal
10. **Request for password:** Whenever you wish to study, you can request for a password, incase you have misplaced or deleted the password sent to you earlier

## 2. **Learning Instructions:**

1. You need to finish each chapter to proceed to the next chapter
2. We have pre fixed the time to be spent for each chapter based on the time recommended by the company. Only when you have finished the minimum time required per chapter you can go to the next chapter.
3. Always read the content and take the quiz together before moving to the next chapter.
4. **Challenge questions:** While you are studying, you will get a question at random interval in insurance from the topics you have already covered. You

- have to answer the question within the time limit permitted. By not answering within the stipulated time, your session will end and you will be logged off
5. **Captcha:** At random intervals you will receive a “Captcha”. A “captcha” is a combination of letters and digits shown to you on screen in a particular design. You have to see the characters and key in the same within the time allotted. If you do not key in correctly or within the stipulated time, you will be logged off
  6. Follow the instructions / messages appearing on the screen when you navigate during your study.
  7. To quit, please click on the <click here only to save and Quit> button at button at the top.
  8. On quitting, you will get a tracking report in your “Course Activity page”
  9. Click on <logout>

### 3. **IRDA requirements:**

1. You can study for a maximum of 8 hours per day. On completing 8 hours, you will get the following message on your screen.

You have studied a maximum of 8:00 hours for this day, as permitted by IRDA. Please log off immediately. If you continue to study, the time will not be captured.

2. You can finish the entire training as below:

Minimum 7 days from the first log in day for 50 hours course  
Maximum 14 days from the first log in day for 50 hours course  
Minimum 4 days from the first log in day for 25 hours  
Maximum 7 days from the first log in day for 25 hours

3. If you fail to complete the course within 14/7 days as the case may be as above, you cannot log in further. You have to re-register for the course and do it from the beginning.
4. If you study at mid night, you will have to log out for the day at 12:00 mid night and log in again for the fresh day. You will also get a message to this effect as below.

**This log in day is over. If you want to continue your studies, please log out now and log in again for the new day.**

5. **End of chapter:** You have revision test for all chapters and a final test. The time spent by you on these tests will not be captured.

6. You can move to next chapter only if you complete the minimum time and also attempt the chapter end revision test.

#### 4. Quiz:

1. Always read the content and take the quiz together before moving to the next chapter for effective learning.
2. After attempting all questions, you will get the score in the last screen.
3. To capture the score in your log sheet, you have to click on either <view answers> or <next chapter> icons.
4. If you wish to improve your score in the quiz, you may do so by taking the quiz again. Your latest marks will be captured.
5. After completing all the chapters, you will have a final assessment test at the end. We have allotted 60 minutes for the final test. However, as per IRDA guidelines, please note that this time will not be recorded.
6. Please revise all chapters once again and make sure that you are thoroughly prepared to take the final assessment test.
7. On completion of training, and on completing the final assessment test, we shall generate the hard copy of completion certificate and send it to your training manager.

#### **MOST IMPORTANT - TO UPDATE THE COMPLETION DETAILS IN THE IRDA PORTAL :**

1. You must log in 50/25 hours of learning, which the system will automatically capture every time you log in.
2. You must complete all the chapters.
3. You must attempt all the tests and also the final assessment test at the end of course.
4. You must complete the training within IRDA stipulated time frame as explained in 4.2 above.

Access the online services and benefit from being part of a wired community.  
For any assistance, select the mail id as below:

HDFC Life Insurance	: <a href="mailto:hdfciguru@cnkonline.com">hdfciguru@cnkonline.com</a>
ICICI Prudential Life Insurance	: <a href="mailto:iciciiguru@cnkonline.com">iciciiguru@cnkonline.com</a>
SBI Life Insurance	: <a href="mailto:sbiiguru@cnkonline.com">sbiiguru@cnkonline.com</a>
Metlife Insurance	: <a href="mailto:metiguru@cnkonline.com">metiguru@cnkonline.com</a>
LIC Insurance	: <a href="mailto:liciguru@cnkonline.com">liciguru@cnkonline.com</a>
Bharti Axa Life Insurance	: <a href="mailto:bhartiiguru@cnkonline.com">bhartiiguru@cnkonline.com</a>