



# eGIF FAQ

## Step-by-step process

1. Open email from Implementation Specialist with eGIF URL link.
2. Click eGIF link and launch the form.
3. Complete all required fields within the form and contact your Implementation Specialist with any questions.
4. Submit the form and wait to hear from your Implementation Specialist with the next steps.

## How do I access the eGIF?

You will receive a link to the eGIF form from your Implementation Specialist. Once you click on that link, it will launch the form and you can begin filling out each section.

## Is there a certain browser I should use to complete the eGIF?

We recommend using Google Chrome, Microsoft Edge, or Apple Safari for the most optimized experience. You may use other browsers, but you may also experience some slowness.

## Does the Group/Agent filling out the eGIF need to have a Salesforce license or login?

No, users can use the link in any web browser on their computer, mobile phone, or tablet to complete the eGIF without a username or password.

## What if I have questions about how to complete the eGIF?

The eGIF also includes notes and help sections to help facilitate completion, but the group/agent can reach out to their Implementation Specialist for additional assistance.



## **Is the group/agent able to save the eGIF and come back to finish it later?**

Yes, every page has a Save and Finish Later button, and it will save all the information that has been entered. The form also automatically saves your answers on each page as you enter your information. Use the same URL link to go back to the eGIF to finish and submit.

## **Is there a specific time frame the group/agent has to complete the eGIF?**

Yes, the eGIF link will expire after 30 days. After 30 days, contact your Implementation Specialist to reset the expiration date for the link.

## **What if there are multiple contacts, subscriber definitions, member waiting periods, or eligibility requirements for the different subgroups?**

As the group/agent, you will need to provide those details in a document and attach it to the eGIF, or email the details directly to your Implementation Specialist. The eGIF cannot gather multiple definitions or assign them to subgroups.

## **Are the group and agent able to work together to complete the eGIF?**

Only one person can complete the eGIF, the eGIF cannot be shared between users. There is only one editor's link that is sent to a recipient, that recipient is the only person who can edit the eGIF.

