

EQUINET – FREQUENTLY ASKED QUESTIONS

TERMINOLOGY



SETTINGS

How do I change the website language settings?

At the top right corner of the webpage you will see website settings **Font**, **Contrast** and **Français**. Click on **Français** to toggle between English and French.

Do I need to change the website language each time I log in?

No. The website will remember your settings if you are using the same browser.

Can I change my notification preferences?

No. This feature is not available.

Where is the pop-down notification that displays the number of policy statements in the last 30 days and notices, confirmations and letters generated in the last 60 days?

Document notification now appears at the top right of the website once you log in. An orange bell icon appears to the left of the total number of policy statements over the last 60 days and the number of correspondences over the last 60 days.

NAVIGATING

Is there a mobile version of this website?

EquiNet was created using responsive design meaning that the website will change the layout based on the size of the browser window you are using.

How do I access the EquiNet online tools?

You need to log in to access any of Equitable Life's online tools. Online tools are posted on the website **Ribbon**.

How do I access forms?

All forms are available for download at the top of the navigation bar of EquiNet. Hover over the line of business at the top of the webpage and select **Forms**.

Forms are available in English and French and some may also be available in Chinese. Refer to the language bar on the right side of the **Forms** and **Marketing Materials** page.

Where is the Document Download, Policy Statements and Correspondence application located?

Document Download, policy statements and correspondence application have been merged into one application. The new application is called **Document Lookup** and is accessible from the **Tools & Information** tab on the website **Ribbon**.

To search for policy statements, click on **Document Type** and select **Policy Statement**. Click **Search**.

To search for correspondence, click on **Document Type** and select **Correspondence**. Select the type of correspondence you are looking for including confirmations, notices and letters. Click **Search**.

You can also search by date range. Note, the date range search cannot exceed two years.

Where is the Administration Guide located?

To access the Administration Guide for Critical Illness and Life or Savings & Retirement, you must log in to EquiNet. The Administration Guides are posted on the website **Ribbon**.

Where is the address change request form?

To access the **Address Change Request Form**, you must log in to EquiNet. The Form is posted on the website **Ribbon**.

SUPPORT

Who do I contact if I need help with a policy inquiry, document look up, forms, or reports?

Contact us using the **EquiNet Support Form**. The Support Form is located on the website footer.

My account is locked, what do I do?

As a security measure, EquiNet accounts will automatically lock after five failed login attempts. A failed login attempt is when a user tries to enter an invalid username and password five times. The temporary lock will last for approximately 30 minutes.

If you need access sooner, click on the Log In button at the top right of the website and reset your password using the **Forgot your username or Password** feature. Click on **Password** and follow the steps.

What do I do if my account is disabled?

If your account is disabled, contact EquiNet Support Department at 1.800.668.4095 or email equinetsupport@equitable.ca.

How do I update my email address?

If your email address has changed, log in to EquiNet. Click on the **User** icon at the top right of the website and follow the steps.