Equitable Sales Illustrations® System
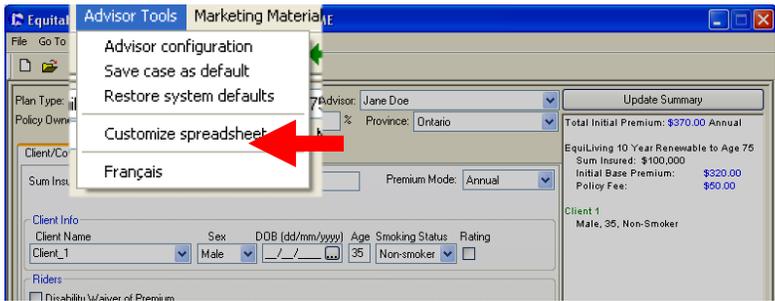
Frequently Asked Questions

Q1	How do I customize the default language on the input screens?
A	There are two ways to customize the language on your input screens: 1. Change the language on the Main menu screen, OR 2. Within the product module itself, select the language on the Advisor Tools

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Q2	Will changing the input language affect my saved illustrations?
A	If you saved the illustration in English but have changed the language on your input screens to French, when you open the illustration, it will appear in French, not in English as originally saved.
Q3	Is there anything I need to do differently when adding my name, designations and contact information to the Advisor Configuration screen?
A	If you would like to have the option of producing reports in both French and English, go to Advisor Configuration:
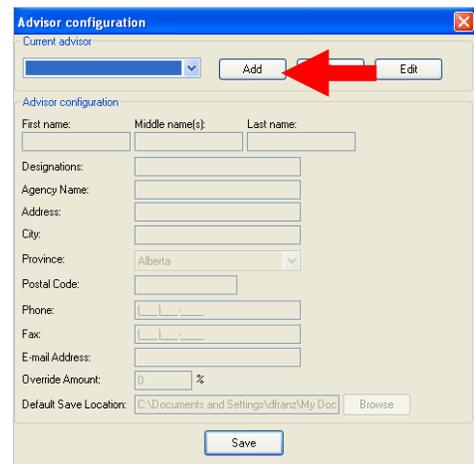
- o   Add your information first in your primary language. Save it.

- o   Then add it again in the secondary language. Save it.

Within the product module itself, select the advisor information in the appropriate language, to appear on the cover page of the client report.
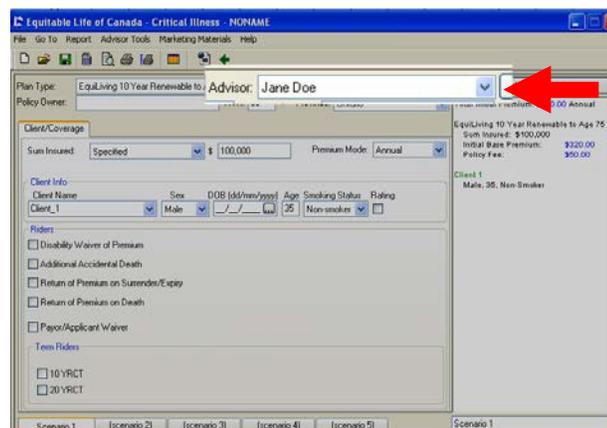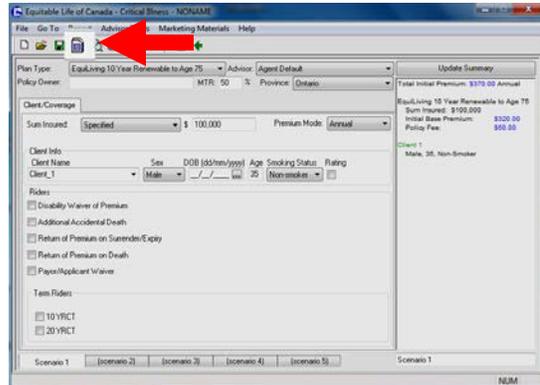
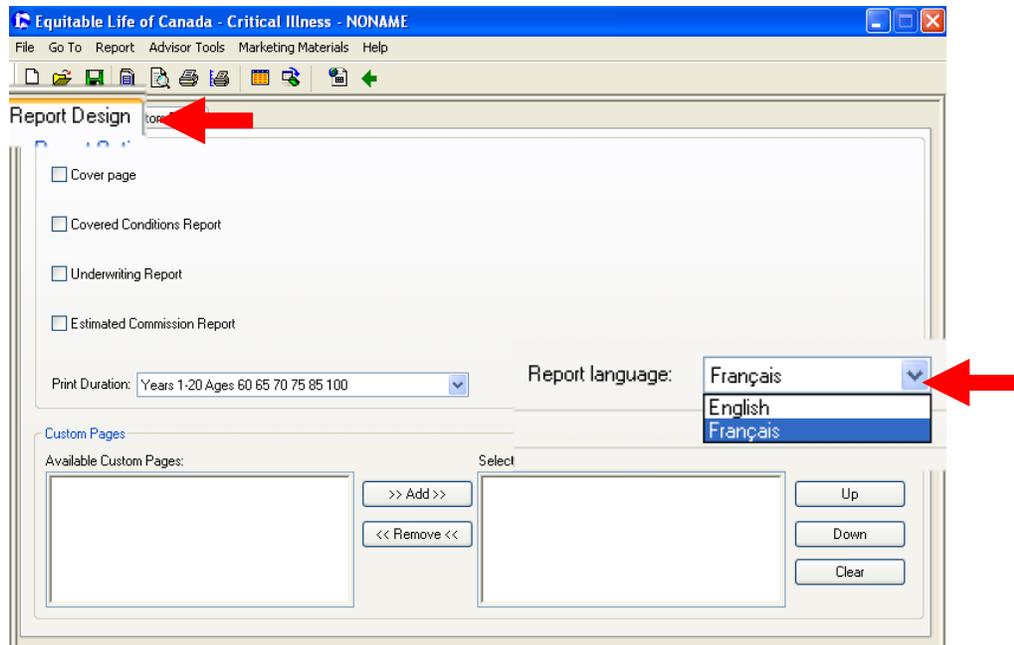|	
Q4	Where do I find client reports and how do I change the language?
A	Client reports can be found by going to Report in the toolbar and selecting Design Report
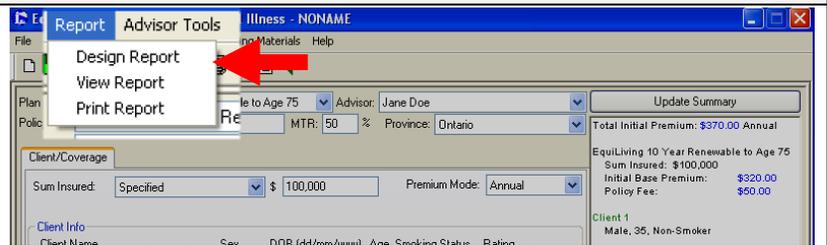
OR by clicking on the report icon.

On the Report Design tab, use the Report Language field to change the report language.
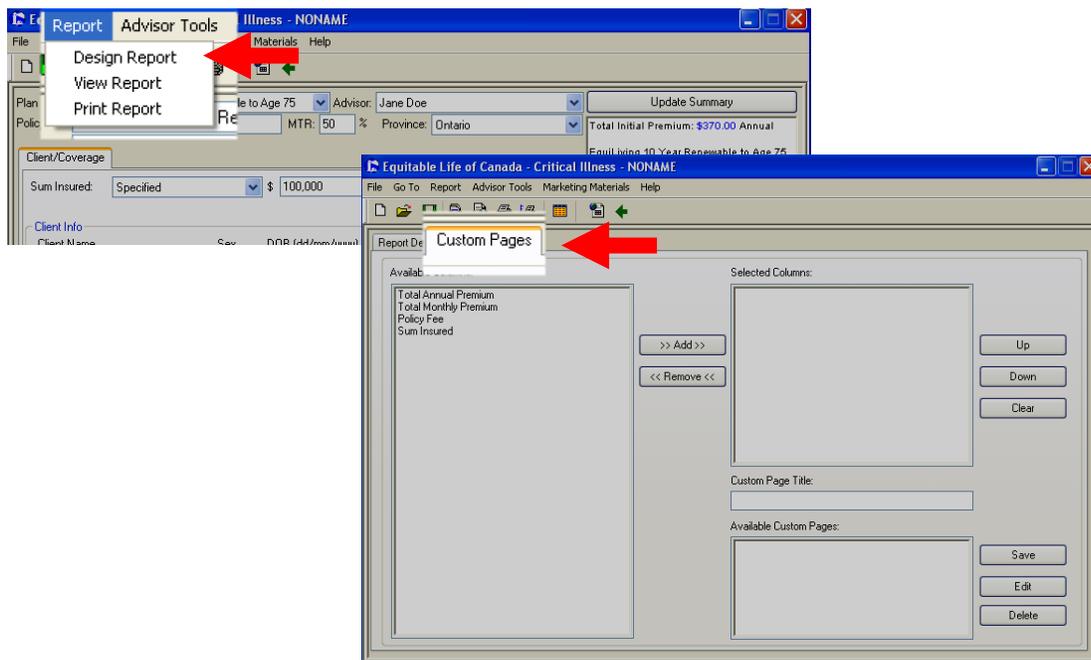
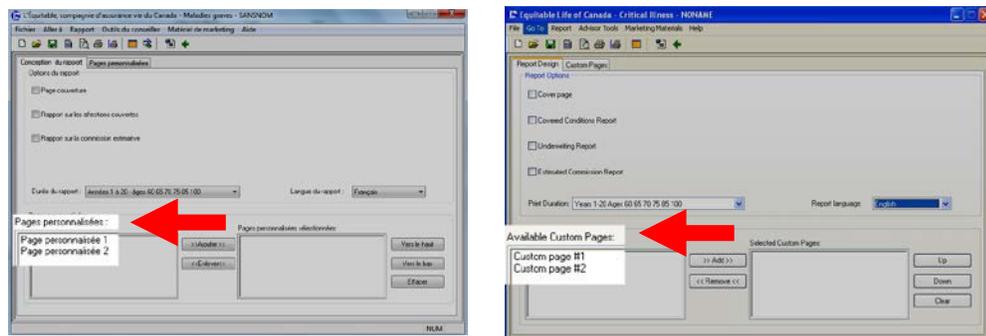| Q5	Is there anything I need to do differently when creating and saving custom pages?
A	If you want to have the option of including Custom Pages in both French and English reports, you need to create and save them in both languages. • Go to Report in the toolbar, select Design Report and then Custom Pages. **Note:** • The input screen language must be French if you want to create and save custom pages for use in French reports. • The input screen language must be English if you want to create and save custom pages for use in English reports. • See **Q1** for instructions on how to change the input screen language.

| Q6	Is there anything I need to do differently when selecting custom pages to include in a report?
A	The most important thing to remember is that in order to select custom pages for your client report, the input screen language and report language must be the same. • See **Q1** for instructions on how to change the input screen language. • See **Q4** for instructions on how to change the report language. • Custom Pages created in the French input screens will only appear under "Pages personnalisées" when the screens are in French. • Custom Pages created in the English input screens will only appear in the "Available Custom Pages" when the screens are in English. • A custom page saved in one language will never be pulled into a report produced in the other language, even if you select it on *the R*eport Design Screen. **For example**: If you are working with French input screens and **1** select a custom page from the list **then** **2** change the Report Language to English, that custom page will not appear in your report even though you selected it. You will need to **3** change the input screen language to English, create and save the custom page in English and then select it to include it in the report.
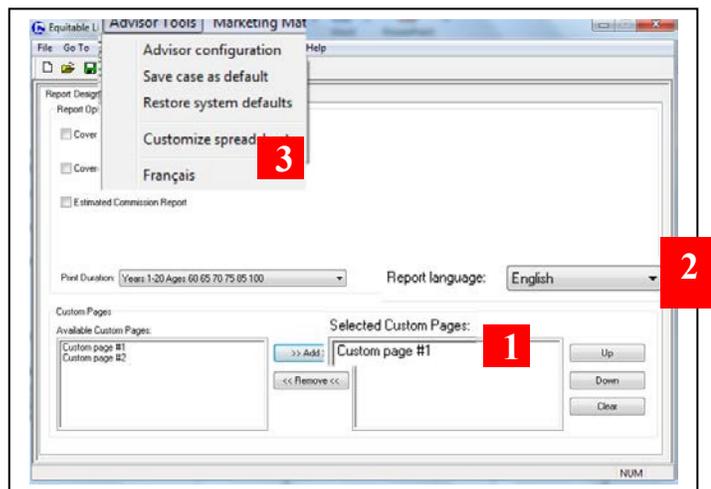
Q7	If the language on the input screens is French, when I click on links under the Marketing Materials tab, will those screens also be in French?
A	The links under the Marketing Materials tab takes you to the EquiNet advisor site. While the screens will appear in English, most of the materials, forms and pdfs are available in French.
Q8	Who can I contact if I have questions?
A	If you have problems downloading the software, call our support line at 1.800.722.6615 extension 555.

If you have questions about how to use the software, contact your Equitable Life Regional Service Representative at the Regional Office nearest you:

Kitchener/Waterloo 1.800.722.6615	Vancouver (Mainland) 1.888.939.7788
Victoria 1.888.939.7788	Kelowna (Interior) 1.888.939.7788
Calgary 1.888.747.7418	Edmonton 1.888.741.7416
Saskatoon 1.800.567.5389	Winnipeg 1.866.957.5354
Sudbury 1.888-707.2115	Hamilton 1.888.707.2109
Markham 1.888.707.2110	Ottawa 1.800.565.6835
Halifax 1.888.707.2114	Quebec 1.888.686.5211