Life QUICK START: Frequently Asked Questions (FAQs)

How do I register for an account?
Go to Integrity.com, click Login in the upper right corner, and fill out the form. You'll need your National Producer Number (NPN). After you register, you'll get a confirmation email.

Where do I find IntegrityCONNECT?
Go to Integrity.com to log in, or check with your upline to confirm your group's preferred method for logging in.

What is my NPN and how do I find it?
Your NPN is your license ID number. You can visit NIPR.com to look it up.

I received an error that my "NPN does not exist in our records". What now?
You might be new, and your info hasn't loaded yet. If needed, use the live chat feature at the bottom left for help.

How do I contact Support?
Use the **live chat** at Integrity.com. Support hours:

- Mon–Fri: 8 AM – 6 PM (CT)
- Sat: 8 AM – 12 PM (CT)

I didn't get the confirmation email. What do I do?
Check your spam folder. If you still don't see it, use the live chat feature for help.

I forgot my password. What do I do?
Click Forgot Password on the Integrity.com login page and follow the steps.

How do I add leads or clients?
Go to your Contacts page and click the Import button. Download the template, fill it in, and upload your data , or click the Add New button to enter contacts individually.

How do I set up my Personal Agent Website, phone number, and email?
It's automatically made for you when you log in! Go to your **Profile Icon** in the top right, then click on Account and Agent Profile to update your info, or check out the Quick Start Guide.

I sell Life and Health. How do I turn products on or off?
From your Account page, go to Selling Permissions to control the products available to you and your clients.

How do I start a quote?
Click on Quick Quote in the top menu, or go to Contacts, select a contact, then click Start a Quote.

A product or carrier is missing. What do I do?
Go to your Account page, then Selling Permissions, and Manual-Attested Permissions, then add what's missing. Use the Quick Start Guide if you need help.

What products are in IntegrityCONNECT?
You can quote and sell:

- Final Expense
- Fully Underwritten and Simplified IUL
- Simplified Issue Term
- Medicare Advantage (MAPD)
- PDP (Prescription Drug Plan)

What is Single Sign-On (SSO) and which use Pre-fill?
The SSO and pre-fill include most of the large carriers. Check the full Carrier List on the platform.

My writing number (AWN) is wrong. How do I fix it?
If a carrier displays an incorrect writing number, you should be able to self-attest and add the correct AWN via your Account page in Selling Permissions and the Manual-Attested Permissions section.

I found a quote or underwriting rule error. What should I do?
Let Support know! Tell them which product, carrier, your NPN, and any other details so they can fix it fast.

I submitted an application, but I am not seeing it in the Contact record. Where is it?
We connect to several platforms using Single Sign-On. If you started an application and had to navigate off the site — in most cases, you can find it by logging into iPipeline. This link is in your Profile Icon in the upper right. If you cannot find the application, you can also login to the carrier site directly.

I don't see iPipeline. How do I get it?
Click on your Profile Icon, then go Go to your Account page and add your product preferences for Life. Then iPipeline will appear in the top menu.

There was an error in the carrier's e-App. What should I do?
If you're in a carrier's system and get an error, contact that carrier or e-App provider for help.

I added in my client's health info and medications, but I don't see all the carriers I'm signed up with when running a quote.
The quote tool looks at your client's information and checks them against each carrier's rules. If a carrier wouldn't approve your client, the system hides it. You will only see the carriers that are a good match.