

Quick Ref	Video Playing Problems - Technical	Resolution
Page Not Found Error	For some or ALL of the video links, I receive a page not found, nothing happens, or the video plays without sound.	On the Internet Browser, select Tools, and then select Internet Options, Under the section labeled "Temporary Internet files" press the 'Delete Cookies' button. After that is complete, Press the 'Delete Files' button. This may take a few minutes if you have not deleted those files recently on your PC.
Slow Response	Every video plays ok, but I am experience delays or slow response on some videos.	<ul style="list-style-type: none"> - If you are using a dialup modem, slow response can be normal for this video and for all videos that you try to access. Flash videos send an enormous amount of data and dialup connections will generally give you delays or slow response depending on the speed of your connection. - For all other connections besides dialup, it is possible that overall Internet traffic in general or Internet traffic to/from Assurant Health is temporarily overloaded (similar to rush hour traffic). Try again at a later time.
Other Technical Problems	I've tried all of those suggestions and I still have technical problems with the training videos	<p>Call the Assurant Health Help Desk at (877) 284-4796, Press option 5 for the Help Desk to assist you. Be prepared to provide the access code that you used on the www.assuranthealthtraining.com site.</p> <p>The Help Desk will try to resolve your question, If they can't they will log your issue and coordinate the resolution. To help us resolve the issue promptly, please be prepared to email or explain the exact sequence that you used and the results that you are experiencing.</p>

Quick Ref	Non - Technical Business Issues or Questions	Resolution
Access Code	I do not remember my access code or the site will not accept my access code. Is the access code case-sensitive?	<p>When you key the access code, you may use any combination of upper or lower case letters. If you re-key the code and still have a problem, contact the office or source that gave you the code.</p> <p>This training is the property of Assurant Health and the Help Desk <u>cannot</u> give out the access code.</p>
Appointment Page	I can't get access to the appointment page. Or, I have passed the quiz at a prior viewing time and now want to get back to that page.	You only get access to the appointment page AFTER you pass the training quiz. If you did not print the appointment application, you will have to take the quiz again.
Content Questions	I have business questions or comments on the training material or the appointment process with Assurant Health.	E-mail us at assuranthealthinfo@assurant.com (you can use the 'contact us' function on the web site). Be sure to provide a telephone number.