

ILLUSTRATOR

CHANGES TO ILLUSTRATOR DESKTOP

1. What are the changes to Illustrator Desktop?

The desktop user interface has changed effective from 29 February 2020 to replicate the same look and feel as Illustrator Online. This ensures a seamless user experience regardless of whether the desktop or online variant is used.

The new version of Illustrator Desktop also contains access to the new Pre-assessment tool.

2. What is the new version number of Illustrator Desktop?

Effective from 16 May 2020, the Illustrator version is 6.3.0016 (or greater).

The version number is located on the bottom left-hand corner of the login screen and on the bottom right-hand corner of Illustrator quotes and OneCare Express applications.

3. Do I need to register for or download the new version of Illustrator Desktop?

For existing users who have installed Illustrator Desktop, you do not need to register for or download the new version. Your software will automatically update when you next login and are connected to the internet. You can continue to log in using your current Illustrator username and password.

For new users, you will need to **register on the OnePath website** and download the new desktop version on the Illustrator web page.

4. Can the new version of Illustrator Desktop be accessed offline?

Yes, Illustrator Desktop is available both offline and online.

5. Can I continue to use both Illustrator Desktop and Online variants?

Yes. The desktop variant is still available for use online and offline, and can be used interchangeably with the Illustrator online variant using the same login details.

Both variants will synchronise with each other when online allowing quotes and applications to be viewed, accessed and updated in either variant.

NEW PRE-ASSESSMENT TOOL

6. What is the new Pre-assessment tool?

A new and improved version of our award winning tool that allows you to receive on-the-spot, real-time indicative underwriting assessments, in as little as five minutes.

It can now be accessed directly within Illustrator and is fully integrated with OneCare Express saving you time during the application process with answers from pre-assessment populated, where applicable, into the Personal Statement.

7. Do I need to register for or download the new Pre-assessment tool?

No, there is no need to register or download any software. You can access the new Pre-assessment tool directly within Illustrator.

8. Can I use the old Pre-assessment tool?

No, the previous version is no longer supported and will not be accepted after 29 February 2020. Please delete this version, and only access the new Pre-assessment tool directly within Illustrator.

ILLUSTRATOR ONLINE (IOL)

9. What are the changes to Illustrator Online?

Effective from 29 February 2020, the new Pre-assessment tool can be accessed directly within Illustrator.

10. Do I need to download or install Illustrator Online on a local computer?

No. The online variant provides access to the quote and application functions via a web browser, without the need to download and install Illustrator on a local computer.

11. What details do I need to use when logging into Illustrator Online?

When you open Illustrator Online through your web browser, you will be asked to enter your username and password.

If you already have access to the Illustrator Desktop, you can log into Illustrator Online using your Illustrator Desktop username and password details.

If you do not yet have access to Illustrator, you will need to **register on the OnePath website**. The login details provided during the registration process can be used to access both the online and desktop variants of Illustrator.

12. Can Illustrator Online be accessed offline?

No. Illustrator Online can only be accessed through your web browser when you are connected to the web.

If you need to access Illustrator offline you can continue to do so through your desktop variant.

Both variants will synchronise with each other when online, allowing quotes and applications to be viewed, accessed and updated in either variant.

13. Can Illustrator Online be accessed by Mac users?

Yes. Illustrator Online can be accessed by both Mac and non-Mac users. Desktop variant remains non-compatible with Mac devices.

14. Can Illustrator Online be accessed through tablet devices?

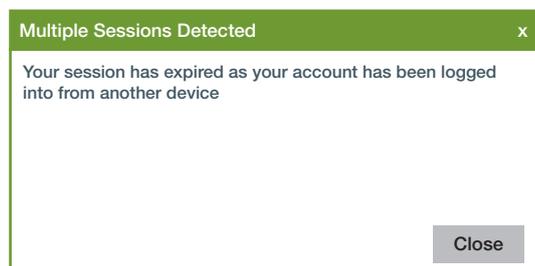
Yes. Illustrator Online is compatible with tablet devices through your web browser. Desktop variant remains non-compatible with tablet devices.

15. If an Illustrator Online session is left idle for a period of time will the session timeout?

Yes. Illustrator Online session will timeout after a period of 40 minutes if left idle and you will be required to log back in to continue use. Any unsaved work will be auto-saved. Illustrator Desktop sessions continue to **not** timeout of a session.

16. Can I run multiple Illustrator Online sessions using the same login details?

No. If there is more than one session then the first session will be automatically logged out and the below error message will be displayed.



17. Is Illustrator Online functionality different to Illustrator Desktop functionality?

No. Illustrator Online has the same functionality found in the desktop variant.

18. What do I need to be aware of when using Illustrator Online?

Be careful not to click 'back' on the web browser when in a session, this may create a prompt for you to log back into Illustrator Online. Instead, follow the navigation buttons within Illustrator Online.

However if you do click the 'back' button you will not lose any unsaved work, Illustrator Online will auto-save your work for you.

19. I have clicked on 'PDF Quote' to generate the quote, but the PDF did not generate. How do I resolve this?

In Illustrator Online when you click on 'PDF Quote' the quote will appear as a 'pop-up' in a new tab.

Note: You may need to allow 'pop-ups' in your browser settings in order to view your quotes.

20. Does Illustrator Online automatically save my quotes and applications?

Yes. Illustrator Online has an inbuilt, auto-save function so a manual save is only required where you would like to add a quote reference or where you want to create a copy of an existing quote without overwriting the original.

Illustrator Desktop also has auto-save functionality.

SUPPORT

21. Where can I access more information on Illustrator?

You can access further information on Illustrator by reading through the Illustrator and OneCare Express Reference Guide on the OnePath website, by clicking on Insurance > Tools > Illustrator.

22. If I have any questions or experience a technical issue, who should I speak to?

If you have any questions or experience any technical difficulties you can email our Adviser eBusiness training team on advisertraining@onepath.com.au and one of our team members will be in contact with you.

If you prefer to call us you can do so by calling our Risk Adviser team on **1800 222 066** weekdays between 8am and 8pm (AEST) or otherwise contact your BDM.