

# fi360<sup>®</sup> FAQ List

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This list of FAQs is for Training and Designations ONLY. Please [CLICK HERE](#) if you are seeking assistance with the fi360 Toolkit.

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## **Proctoring and Testing**

### **Q: Where is the proctoring form?**

**A:** Click on the link to be redirected to the proctoring form, then scroll to the bottom of the page: [http://www.fi360.com/main/training\\_aif\\_proctor.jsp](http://www.fi360.com/main/training_aif_proctor.jsp)

Follow the steps below to get there without the link:

- ◆ Go to fi360.com
- ◆ Use the drop down “Training” tab at the top of the page to select “AIF training”
- ◆ On the right hand side locate “Quick Links”
- ◆ Select “AIF Proctor Information”, the second option from the bottom
- ◆ Scroll to the bottom of the page to find the proctoring form

### **Q: Who can be my proctor?**

**A:** Proctor information is located here:

[http://www.fi360.com/main/training\\_aif\\_proctor.jsp](http://www.fi360.com/main/training_aif_proctor.jsp)

Keep in mind, when seeking a proctor, they must meet certain criteria. Proctors must be one of the following: Manager, Supervisor, Human Resource Department employee, Compliance Officer, OSJ, Branch Director, Registered Principal, Learning Center staff member (i.e. Sylvan), or Librarian.

Unacceptable proctors include, but are not limited to a family member/spouse, friend, co-worker/colleague, acquaintance, member of the clergy, supervisee or neighbor.

If you are uncertain or have someone willing to proctor you, but they do not meet the above criteria, fill out & submit the proctor form. The request will be reviewed and you will be informed whether it is approved or declined. Most proctors who do not fit in one of the required categories will be declined.

Independent employers: The two most popular options for Independent employers are a public library or a Learning Center. Some Learning Centers charge a fee and the student will be responsible for that cost. The student should be certain to ask prior to scheduling.

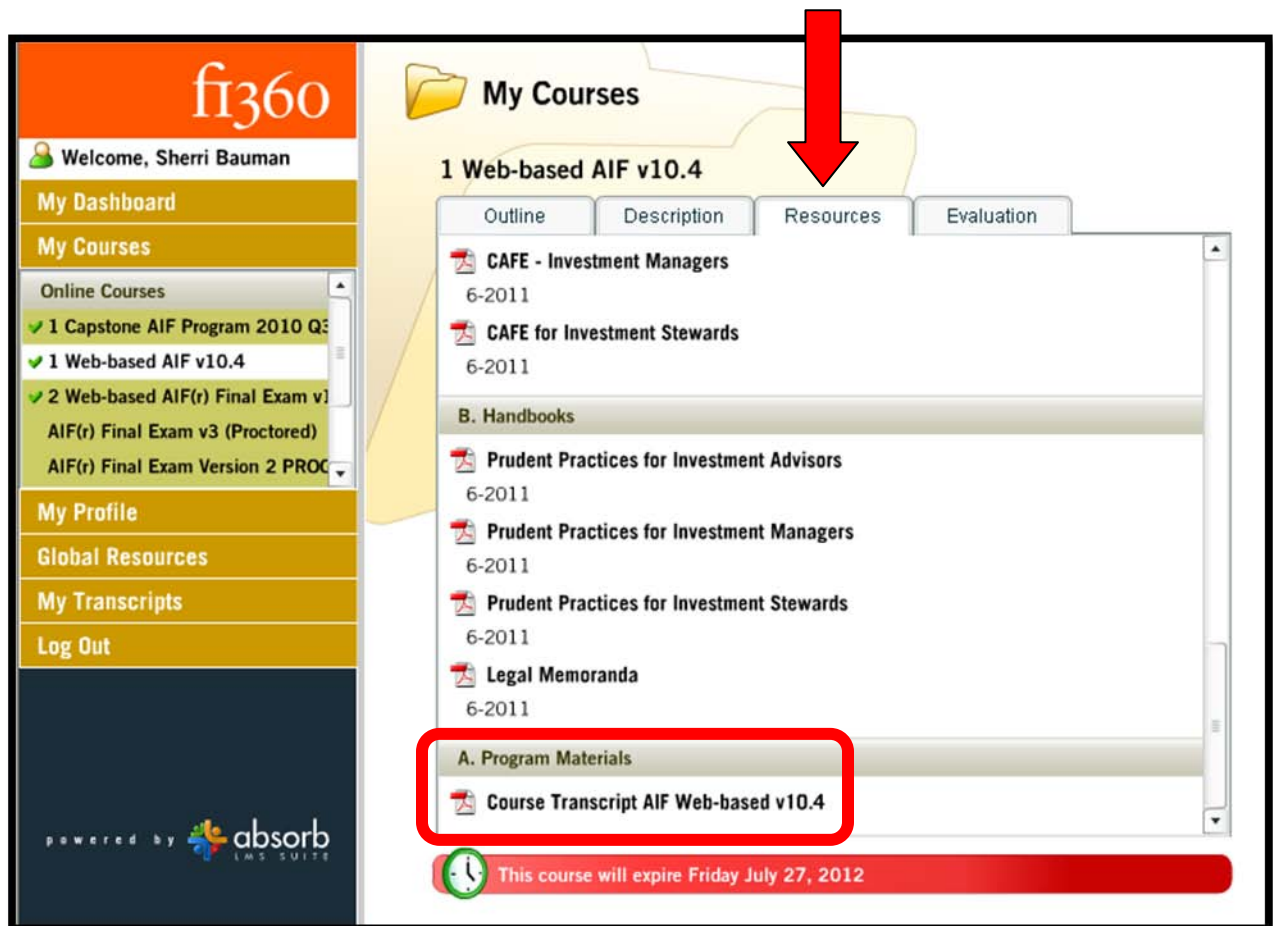
### **Q: How do I know my proctor has been approved?**

**A:** Once you have submitted a proctor, fi360 will contact your proctor to verify their identity and to provide them with a list of their responsibilities. If the proctor is approved, we will communicate this to you. If the proctor is not approved or if we learn that the proctor is unable to perform the duties, we will communicate this to you and request that you submit another proctor for approval.

**Q: What do you recommend I do to study for the course?**

**A:** It is recommended that you retake the quizzes and review the Course Transcript PDF document located in the “Resource” tab within the course in the Learning Management System. Some find it helpful to read what the instructor is actually teaching, rather than just listening to it. Keep in mind, if you plan to print the transcripts, it is over 200 pages, so be sure to duplex when printing.

Also located in the “Resource” tab are the Fiduciary Card and Fiduciary Placemat; take the time to review these as well. The handbooks are reference material to support the online course and none of it is required reading. Everything that will be on the exam is covered in the online slide presentation and accompanying audio. The handbooks will be a useful tool for you upon completion of the course and real-life implementation of the Prudent Practices when you don’t have your on-line material to reference.



**Q: Are there any practice exams available?**

**A:** Fi360 does not currently offer practice exams. Please refer to previous question for recommendations on studying.

**Q: I just took the “first quiz” and I have no clue where the questions/answers came from. The DoL and SEC questions were not covered in the training. Where are they?**

**A:** Within the practical application module, the last slide in the previous module has a “download” button. Students need these documents for the exercise. Students can either go back to that section (5.), launch the practical application, and move the cursor to the end of that section to download the documents OR the same documents are stored in the resource tab of the Learning Management System; these are PDF documents called “Practical Application with Exercise: Tips and Practices for Plan Fiduciaries: Exercise Instructions and Worksheet” and “Practical Application with Exercise: Tips and Practices for Plan Fiduciaries: DoL and SEC publication”. The exercise will make sense once you have those. Please confirm that your pop-up blocker is disabled in your browser before continuing.

**Q: How long is the Exam and what is the format?**

**A:** The final exam is a 60 question, closed book exam. You are allowed 90 minutes to complete the exam; 75% is a passing score. All questions are multiple choice. You will not need to memorize the Practices by number, just be comfortable with the concepts. The exam is paper-based at the Capstone instructor-led session. Otherwise, it is online with a proctor.

**Q: What if I fail?**

**A:** A student must receive a score of 75% or better to pass the AIF final exam and become eligible to apply for the AIF Designation. If a student does not receive a score of 75% or better, the student may re-take another version of the exam after a five (5) day study period. The (first) re-take exam is a unique, online, proctored exam. Should the student be unsuccessful on the (first) re-take, they must complete the AIF Web-based Program at no charge (or they may elect to complete the AIF Capstone Program at a discounted fee) and re-take another version of the exam after a thirty (30) day study period and \$100 testing fee. The (second) re-take exam is a unique, paper-based, proctored exam. A third re-take is not permitted. The student must enroll and complete the entire course again, taking the then-current version of the exam at the end of the course. Discounted rates are available.

**Q: When will I know the results of my exam and how will I be notified?**

**A:** Web-based Format – Instantly; Capstone– 1 week after class; AIFA – 2 weeks after class  
Students receive an email containing the results of your exam.

**Q: Do I need to let fi360 know what day I plan on taking the exam?**

**A:** No, you do not need to let us know the date you plan on taking the exam, unless it is a retake, in which case the exam may need to be loaded. You should see your exam listed in the Learning Management System under My Courses. If it is not there, you should call before scheduling an exam time with your proctor. If it is there, there is no need to contact us; all scheduling arrangements may be made between you and your proctor.

**Q: What if I click on the final exam before I am with my proctor and scheduled to take it?**

**A:** This will not hurt anything. Simply cancel out and wait until you are with your proctor. You will not be able to continue until then.

**Learning Management System (LMS)**

**Q: My username and/or password are not working.**

**A:** Check to make sure the correct login fields are being used to sign in. It is common to attempt to log into the fi360 Toolkit sign-in instead of the AIF Training log-in. From the fi360 homepage (fi360.com), you must look to the left of the Toolkit login fields and click on the link “Login to the Web-based Training”. A new window should open, displaying the fi360 logo, and a login for your courses.

If you are attempting to access the Designee Portal, see: [How do I access the Designee Portal? Which Member Login should I use?](#)

If a student has tried this and the username and/or password is still not working, email [training@fi360.com](mailto:training@fi360.com) to confirm password and uncover any discrepancy.

**Q: Am I able to use my iPad to complete the online modules?**

**A:** No. The Apple iPad/iPhone operating system chooses not to support Adobe Flash Player; Flash is the foundation of the software that runs the fi360 training programs. At this time it is a requirement that our students launch the course from a device that supports Flash.

**Q: How long does it take to complete the modules?**

**A:** Students should set aside 15-20 hours to complete the online modules. This includes extra time to stop and take notes, retake quizzes, and review the material in preparation for the exam.

**Q: How many modules are there?**

**A: Web-based Format**

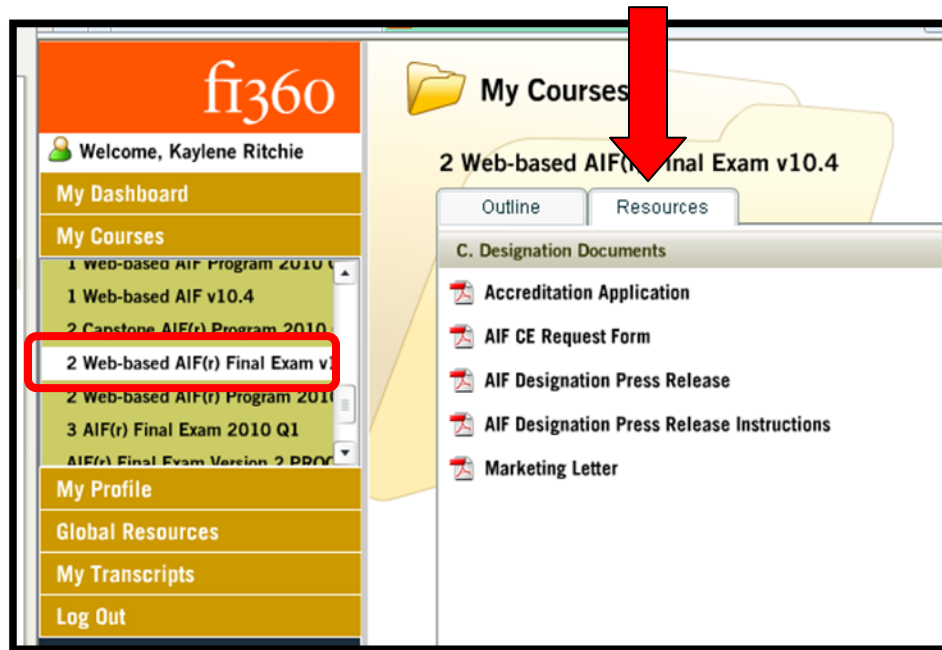
- There are a total of 7 modules, which include:
  - Introduction
  - Investment Manager's Practice
  - Step 1 – Organize
  - Step 2 – Formalize
  - Step – 3 Implement
  - Step 4 – Monitor
  - Wrap Up

**Capstone Format**

- There are a total of 6 modules, which include:
  - Introduction
  - Investment Manager's Practice
  - Step 1 – Organize
  - Step 2 – Formalize
  - Step – 3 Implement
  - Step 4 – Monitor
  
- **Both the Web-based and the Capstone format also include 2 practical application modules. Students will not be responsible for the information covered in these sections on the exam.**
  - Practical Applications with Exercise: Tips and Practices for Plan Fiduciaries
  - Practical Applications with Exercise: IPS Review

**Q: Where is the AIF Application/CE Request form?**

**A: Web-based students only:** Upon successful completion of the exam, you will be able to locate this document within the Learning Management System. They are found by first selecting My Courses, then select the appropriate ***Final Exam***, and finally, click the Resources tab at the top of the page. (See Image Below)



**Q: What is the passing score for the quizzes at the end of each module?**

**A:** Each quiz must be passed with a score of 75% to access the subsequent module.

**Q: If the Practical Application modules are optional, why am I not able to move to the next section?**

**A:** Listening to the practical application module is a requirement; however the student does not have to pass the quiz at the end in order to move along. If you are not able to move on, the slides may not have run completely through to the end. This will prevent your progress. If you did not see slides, please ensure that your pop-up blocker is disabled in your browser and retry the previous section.

### **Registration**

**Q: How do I register for a program?**

**A:** There are a variety of ways to sign up for a program:

- ◆ Visit our web site at: <http://www.fi360.com/main/purchase.jsp>
- ◆ Call our office and ask for the sales/training department:
  - 1.866.390.5080 – Toll free
  - 412.221.0292 – Direct

**Q: I have a group I'd like to register for the program; are we eligible for a discount?**

**A:** Yes; please call our office to receive your discount (1.866.390.5080) and ask for the Sales Department. The discount prices are located on our site:

[http://www.fi360.com/main/training\\_grouprates.jsp](http://www.fi360.com/main/training_grouprates.jsp)

**Q: What is the difference between the AIF® and AIFA® Designation Training?**

**A:** The **AIF® Designation** trains an individual on practices that represent a prudent investment process defined by law and regulation. Each practice is substantiated by case law, legislative acts (ERISA, UPIA, MPERS, UPMIFA) and regulatory opinion letters. This process represents the minimum due diligence required by law and regulation for a fiduciary standard of care.

The **AIFA® Designation** takes the fiduciary training to a higher level by training an individual on ISO-like procedures to conduct formal assessments of an organization's current fiduciary process. The AIF Designation is a prerequisite for the AIFA Designation and allows an individual to first understand the correct process to follow. The AIFA Designation allows the holder to perform fiduciary assessments, identifying shortfalls, making the necessary recommendations and, if desired by the assessed entity, granting a CEFEX certification. CEFEX is the international certifying body which shows that an organization is adhering to a fiduciary process.

**Q: How much time is given to complete the course?**

**A:** You have 180 days from purchase date to complete the course. When you log in and select your course it will display your expiry (highlighted in red at the bottom of the outline tab). This link will provide you with details for an extension if necessary: [Training Policies](#).

**Q: Are there written references/resources provided to those that go the online route?**

**A:** Yes, once you register for the AIF® Designation Training, we will send you a package via FedEx. The package includes: (Please note, that you do **not** need this package to begin the course).

◆ **Reference Materials:**

- Prudent Practices for Investment Stewards
- Prudent Practices for Investment Advisors
- Prudent Practices for Investment Managers
- Self-Assessments of Fiduciary Excellence (SAFE™) questionnaires
- Legal Memoranda
- Fiduciary Placemat
- Fiduciary Card
- Training Refund/Cancellation Policy\*
- Instructions for Online Access to the AIF Designation Training
- Agenda for the AIF Designation Training

You will also find downloadable PDF versions of all materials necessary to complete the AIF Training available in the Resources tab of the course when you log in. Designation documents to apply for and use the AIF Designation will be available after you complete the final exam.

### **Earning the AIF/AIFA Designation**

#### **Q: How can I earn the AIF Designation?**

**A:** In order to qualify for the AIF Designation, we recommend that you first assess your eligibility against the prerequisites valuation framework. The steps to earn the credential are as follows:

- 1) Enroll in the AIF Designation Training
- 2) Successfully complete the training and pass the AIF Examination
- 3) Complete the application which includes the Code of Ethics attestation
- 4) Submit the completed application and Designation dues, and undergo precertification screening.

There are two Training formats that lead to the AIF Designation: capstone and web-based. The web-based version consists entirely of online learning, whereas the capstone version combines online learning with face-to-face instruction.

In order to maintain the AIF Designation ongoing, you need to do the following on an annual basis:

- 1) Maintain current contact information in the Designee database
- 2) Accrue and report six hours of continuing education (CE), four of which must be from fi360-produced sources
- 3) Attest to the Code of Ethics
- 4) Remit payment of the Designation dues

#### **Q: What benefits are available to me as an AIF® or AIFA® Designee?**

**A:** The benefits of holding the AIF® or AIFA® Designation include:

- 1) A Quarterly Designee Newsletter to keep you connected with fi360 and your fellow Designees
- 2) A customized legal bulletin from Drinker Biddle & Reath containing timely insights into legislative decisions that impact the fiduciary environment
- 3) Discounts on all fi360 products and services, including [20% off any Toolkit Subscription](#)
- 4) Eligibility to enter fi360's annual [Designee Article Competition](#)
- 5) Article writing and placement by Published Words

- 6) Discounts on services, such as fee benchmarking (Fiduciary Benchmarking, Inc.) and liability insurance (NAPLIA)
- 7) Advocacy and support from the entire fi360 staff

**Q: I successfully completed both the AIF® and AIFA® Designation Training. Why can't I promote both Designations?**

**A:** The AIFA® Designation supersedes the AIF® Designation if one has earned both. The AIFA Designation Training builds upon the foundation of the AIF Designation Training, progressing beyond comprehension of the Prudent Practices themselves to an understanding of ISO-based fiduciary assessment procedures. Furthermore, the AIF Designation is a prerequisite for the AIFA Designation, making it redundant to promote both.

**Q: When should I expect my certificate?**

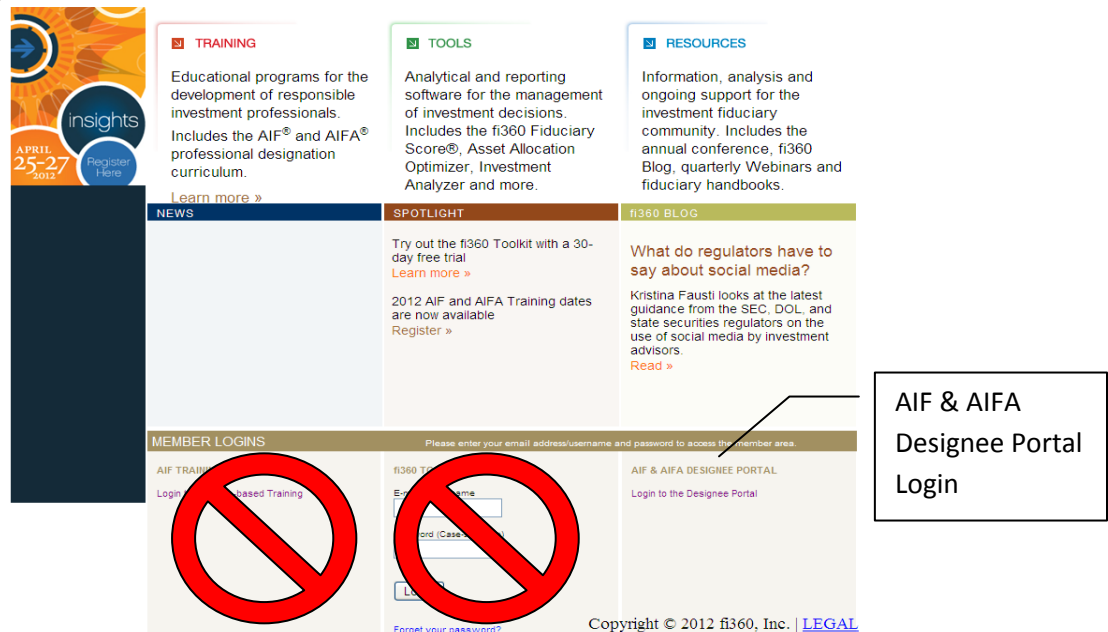
**A:** You should expect your official Designation certificate, suitable for framing and wall-mounting, 2-4 weeks after your Designation application is received and processed.

**Designee Portal**

**Q: How do I access the Designee Portal? Which Member Login should I use?**

**A:** In order to access the Designee Portal:

- 1) Visit <http://designee.fi360.com> or [www.fi360.com](http://www.fi360.com)
- 2) If you begin at [www.fi360.com](http://www.fi360.com), scroll down until you see the 'Member Logins' area
- 3) Click the link entitled, 'Login to the Designee Portal' (Please refer to the screenshot below)



If you are attempting to access the Training in the Learning Management System, see: [My username and/or password aren't working.](#)

**Q: How do I retrieve my password to the Designee Portal?**

**A:** There is a 'forgot password' link at the Designee Portal login page. Upon clicking this link, you will be asked for your email address. Your password will be emailed to you within moments. If you do not receive a password, please contact the Designations team at [Designations@fi360.com](mailto:Designations@fi360.com).

**Q: How do I change my current password to the Designee Portal?**

**A:** There is a 'change password' link at the Designee Portal login screen. Upon clicking this link, you will be asked for both your email address and old password. Provided the information entered matches what is found in our database, your password will be updated instantaneously. If the following message is not displayed, "**Password has been changed. Return to login**", please contact the Designations team at [Designations@fi360.com](mailto:Designations@fi360.com).

**Q: With which internet browsers can I best view the Designee Portal?**

**A:** The Designee Portal is best viewed with Internet Explorer versions, 6, 7, or 8, Firefox, and Google Chrome. You will experience limited functionality accessing the CE content when using Internet Explorer 9 and Safari.

**Q: Will my tools password provide access to the Designee Portal?**

**A:** The tools password will only provide access to the Toolkit ([http://www.fi360.com/main/tools\\_login.jsp](http://www.fi360.com/main/tools_login.jsp)). You have a separate and unique password for the Designee Portal.

**Q: Who is the intended audience for each of fi360's three login areas?**

**A:** The Toolkit login is for active tool subscribers and complimentary trial participants. The AIF® Web-Based Training is for students currently enrolled in the AIF Designation Training. The Designee Portal is for active AIF and AIFA Designees, and for inactive Designees in the process of reinstating the Designation.

## **Continuing Education**

### **Q: When is my continuing education (CE) due?**

**A:** CE hours must be reported on an annual basis on the anniversary of being awarded the Designation. This date is displayed on your Designation certificate, as well as within the Designee Portal. As an example, if you were awarded the Designation on February 1, 2008, your CE hours should be accrued and reported by or before February 1 each year.

### **Q: This is my first time renewing my Designation. Do I need to complete continuing education (CE)?**

**A:** As of January 1, 2011, CE is required on an annual basis, including one's first renewal period. Therefore, any Designee who was awarded the Designation on or after January 1, 2011 or later must accrue the required CE hours for his or her first renewal cycle, as well as each subsequent renewal period.

### **Q: How much continuing education (CE) must I complete in order to renew my Designation?**

**A:** AIF® Designees must accrue six hours of CE, and AIFA® Designees must accrue ten hours of CE. This CE must be accrued and reported during your twelve month renewal cycle, and is due on the anniversary of earning the Designation.

### **Q: What is the cost for continuing education (CE)?**

**A:** AIF® and AIFA® Designees have unlimited access to fi360's CE directory at no cost. The directory contains approximately 100 hours of on-demand educational content. As an alternative source of CE, you can attend [fi360's annual Conference](#), or audit the web-based AIF Designation Training. There is a cost for the latter two options. For more information, please contact [Designations@fi360.com](mailto:Designations@fi360.com).

### **Q: What are the acceptable sources of continuing education (CE) for AIF® Designees?**

**A:** AIF® Designees are required to accrue and report six hours of CE annually. Of the six hours, up to two may come from a relevant non-fi360-produced source of one's choosing. A minimum of four hours must be accumulated from the approved sources listed below:

- The [fi360 annual conference](#) (live event)
- Archived recordings from past fi360 conferences (from the on-demand fi360 CE directory)
- fi360 [Resources webinars](#) (live)

- Archived recordings of past Resources webinars (from the on-demand fi360 CE directory)
- Web-based AIF Designation Training (audit)
- Participation as a liaison officer at a firm being certified (max of 3 hours/year). For more information on CEFEX certifications, please visit [www.cefex.org](http://www.cefex.org).

**Q: What are the acceptable sources of continuing education (CE) for AIFA® Designees?**

**A:** AIFA® Designees are required to accrue and report ten hours of CE annually. Of the ten hours, up to four may come from a relevant non-fi360 source of one's choosing. A minimum of six hours must be accumulated from the approved sources listed below:

- The [fi360 annual conference](#) (live)
- Archived recordings from past fi360 conferences (from the on-demand fi360 CE directory)
- fi360 [Resources webinars](#) (live)
- Archived recordings of past Resources webinars (from the on-demand fi360 CE directory)
- Participation in a CEFEX Certification team or as a liaison officer at a firm being Certified (max of 5 hours/year). For more information on CEFEX certifications, please visit [www.cefex.org](http://www.cefex.org).

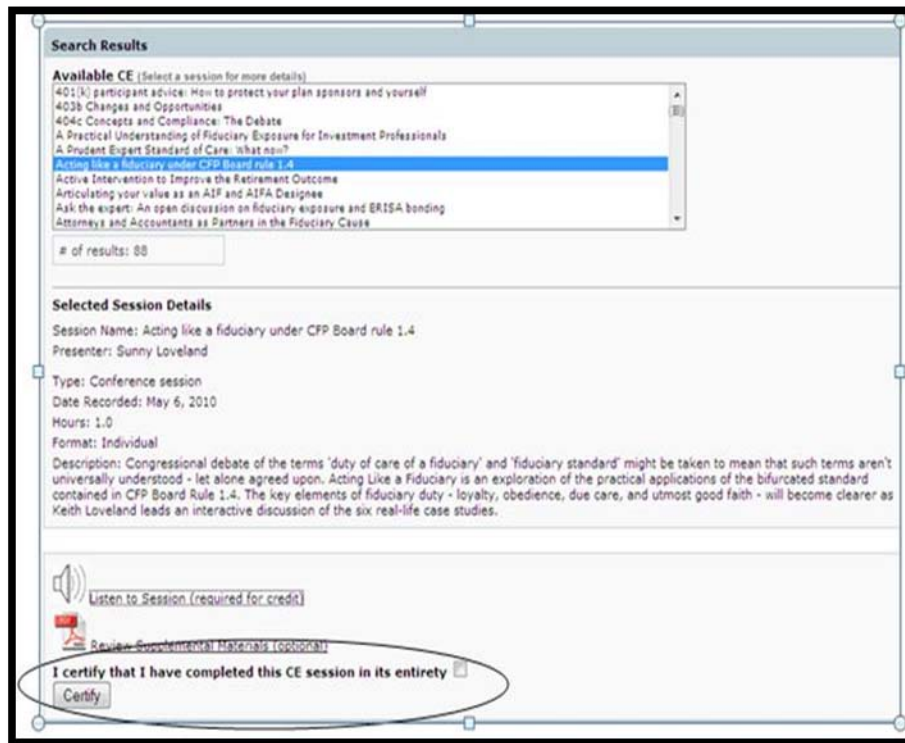
**Q: Where can I locate fi360-produced continuing education (CE)?**

**A:** The CE Directory can be located within the Designee Portal (<http://designee.fi360.com>). Once logged in, click the 'CE Home' tab at the welcome screen, and follow the link entitled, Visit the fi360 CE Directory. Other sources include the [fi360 Conference](#) and Web-based AIF Designation Training (course audit).

**Q: How do I report fi360-produced continuing education (CE)?**

**A:** To report fi360-produced CE hours:

- 1) Login to the Designee Portal (<http://designee.fi360.com>)
- 2) Click the 'CE Home' tab at the top of the welcome screen
- 3) Click the link entitled, 'Visit the fi360 CE Directory', on the lower left side of the Continuing Education Home screen
- 4) Select a desired session from the 'Available CE' list
- 5) Below the session details, click the link entitled, 'Listen to Session (required for credit)'
- 6) After the session has concluded, close your media player, scroll to the bottom of the CE page, and click the certify button (see screenshot below)



To report CE hours earned through a CEFEX certification, please contact the Designations Team directly at [Designations@fi360.com](mailto:Designations@fi360.com) or 866-380-5080 ext. 224. Be sure to include the CEFEX registration number in your correspondence.

CE hours earned at the fi360 Conference are reported on your behalf. Instructions for properly tracking your attendance at individual sessions will be explained in your welcome packet upon arrival.

**Q: What qualifies as acceptable non-fi360 continuing education (CE)?**

**A:** The Designee bears the responsibility to select an educational event that is relevant, timely, and supportive of the fiduciary practices underlying the Designations. Examples of non-fi360 CE include, but are not limited to: sessions from industry conferences, firm element training, and CE earned for another industry credential, such as the CFP® certification, CPA, or CIMA® designation. If you are unclear as to whether or not an event qualifies, please email [Designations@fi360.com](mailto:Designations@fi360.com).

**Q: How do I report non-fi360 continuing education (CE)?**

**A:** When reporting non-fi360 CE, please report the specific, individual sessions attended or completed, rather than conferences as a whole (i.e., "Understanding 408(b)(2)", not "CFDD Conference"). In order to report your hours:

- 1) Login to the Designee Portal (<http://designee.fi360.com>)

- 2) Click the 'CE Home' tab at the top of the welcome screen
- 3) Click the link entitled, Report non-fi360-produced CE, on the lower right side of the 'Continuing Education Home' screen
- 4) Complete all required fields and submit the information

**Q: I do not use a supported browser ("Error 404"). How do I access fi360-produced CE?**

**A:** This error is usually displayed for Designees using the IE9 web browser. An option in the *Tools* menu of your browser, known as *Compatibility View*, can solve the problem. For more information, please visit <http://windows.microsoft.com/en-US/windows7/How-to-use-Compatibility-View-in-Internet-Explorer-9>.

As an alternative to the fi360 CE Directory, you can access the conference sessions through a podcast. To do so, please read the following instructions:

- 1) Using a media application such as ipodder, iTunes®, or Abilon, copy and paste one of the following URLs into the application. For iTunes, click the "Advanced Tab" and then "Subscribe to Podcast". A pop-up box will appear for you to enter the URL. You may also click on the link directly or copy and paste it into your browser.
  - 2011 Conference: <http://www.fi360.com/ce/2011conference.rss>
  - 2010 Conference: <http://www.fi360.com/ce/2010conference.rss>
  - 2009 Conference: <http://www.fi360.com/ce/2009conference.rss>
- 2) Choose the desired session
- 3) Upon completion of the session, send an email to [Designations@fi360.com](mailto:Designations@fi360.com) for reporting purposes
- 4) To access a recorded webinar, please visit:  
[http://www.fi360.com/main/resources\\_webinars.jsp](http://www.fi360.com/main/resources_webinars.jsp).
- 5) Upon completion of the webinar, send an email to [Designations@fi360.com](mailto:Designations@fi360.com) for reporting purposes

**Q: What are the approved CE credits?**

**A:** Refer to link for approved CE credits: [http://www.fi360.com/main/training\\_ce.jsp](http://www.fi360.com/main/training_ce.jsp)

**Q: Is fi360 an approved provider for state insurance continuing education (CE)?**

**A:** Fi360 is only an approved provider for state insurance CE in the state of Pennsylvania. Due to limited staff, we do not have the resources to seek approved provider status for state-level organizations outside of our home state. If you wish to seek CE for your

insurance license outside of Pennsylvania, you are welcome to file on an individual, retroactive basis. We will be happy to provide any documentation (program agenda, description, etc.) you may need. However, we are unable to file for approved provider status at the organizational level retroactively.

## **AIF and AIFA Designation Renewal**

### **Q: How do I renew the AIF® or AIFA® Designation?**

**A:** The following steps are required annually in order to maintain the Designations:

- 1) Maintain current contact information in your Designee profile
- 2) Accrue and report the required CE hours
- 3) Attest to the Code of Ethics
- 4) Remit payment of the Designation dues

To check your renewal status, login to the Designee Portal: <http://designee.fi360.com>. Upon logging in, you can verify your next renewal date and CE progress ( see screenshot below).

**Welcome Ryan Lynch!**

Portal Home | Designee Benefits | Designee Materials | CE Home | Renew Designation!

**Welcome to the Designee Portal!**

This section of the fi360 website is dedicated solely to you, our AIF® and AIFA® Designees.

**ANNOUNCEMENTS**

**We are pleased to announce the 2011 fi360 Conference taking place May 4 - 6 in San Antonio, TX, is expected to draw nearly 500 attendees!**  
The conference sessions will be recorded and made available within the CE Directory by June 1. In order to access the CE Directory, please click the 'CE Home' tab above. You will find a link to access this on-demand educational directory in the fi360 Produced CE section of the Continuing Education Home page.

**Designee Details**

**Designee Information**

Name: Ryan Lynch  
Designation: AIF  
Accreditation Date: September 1, 2006

**Renewal Status**

Next Renewal Date: September 1, 2011  
Accrued CE Hours: 2.0 of 6.0 hours  
[Go to the CE Home page](#)

**Renew Designation:** Your next renewal date is currently more than 60 days in the future. Please check back closer to your renewal date.

**Frequently Used Documents**

- [AIF® and AIFA® Designation Renewal Guidelines and Continuing Education Requirements](#)
- [Guide to Use of Designation Marks AIF® and Accredited Investment Fiduciary®](#)
- [Guide to Use of Designation Marks AIFA® and Accredited Investment Fiduciary Analyst™](#)
- [AIF® and AIFA® Designee Code of Ethics](#)
- [The Value of Working with an AIF® or AIFA® Designee Promotional Piece](#)
- [New AIF® Designee Press Release](#)
- [New AIFA® Designee Press Release](#)
- [New Designee Press Release Instructions](#)
- [Form ADV - Suggested Language](#)

**Q: Where do I submit my completed AIF® or AIFA® Designation application?**

**A:** You can submit your completed Designation application by fax or mail:

Secure fax line:  
412-221-3993

Mail:  
fi360, Inc.  
Abele Office Park  
10 Emerson Lane, Suites 801-3  
Bridgeville, PA 15017

**Q: How do I update the contact information listed in my profile in the Designee Search?**

**A:** Upon logging into the Designee Portal ([Click here for login instructions](#)) there is a link entitled *Edit Profile* in the top right-hand corner of the screen. Using the *My Details* and *My Addresses* tabs, you can update your name, mailing address, phone number, website URL, email address, profile picture, etc. Please allow up to twenty-four hours for the changes to be reflected in your profile in the public Designee Directory.

**Q: Can I update my firm/company name in the Designee Portal?**

**A:** If you have changed firms, please contact the Designations Team directly at [Designations@fi360.com](mailto:Designations@fi360.com) to update this information. Firm names cannot be changed by clicking the *Edit Profile* link within the Designee Portal.

**Q: Are there established prerequisites that one must meet before using the AIF® Designation or enrolling in the AIF® Designation Training?**

**A:** In order to qualify for the AIF® Designation, you should first assess your eligibility against the prerequisites valuation framework. Upon confirming eligibility, the next steps are as follows:

- 1) Enroll in the AIF Designation Training
- 2) Successfully complete the training and pass the AIF Examination
- 3) Complete the application which includes the Code of Ethics attestation
- 4) Submit the completed application and Designation dues, and undergo precertification screening.

There are no prerequisites to meet to enroll in the Training itself. The prerequisites are not assessed until processing one's Designation application (step #4 above). Please contact [Designations@fi360.com](mailto:Designations@fi360.com) for further details.

**Q: Are there established prerequisites that one must meet before using the AIFA Designation?**

**A:** In order to qualify for the AIFA Designation, you must first hold the AIF Designation. We recommend that you assess your eligibility against the prerequisites valuation framework. The steps to earn the credential are as follows:

- 1) Hold the AIF Designation
- 2) Enroll in the AIFA Designation Training
- 3) Successfully complete the Training through satisfactory class participation, exercise performance, and quiz and final AIFA Examination scores
- 4) Complete the application which includes the Code of Ethics attestation
- 5) Submit the completed application and designation dues, and undergo precertification screening

Please contact [Designations@fi360.com](mailto:Designations@fi360.com) for further details.

**Miscellaneous**

**Q: I can't move on within the course.**

**A:** This is most common within the welcome module; the student will not be able to close out of the welcome module prior to the video finishing. First check to see if there is a gray arrow or a green checkmark. If it is a gray arrow next to the section in question, the student has two options. If the student has not watched the module, click on it to start at the beginning, and allow the video to finish on its own. If the student has already watched the module, they will be able to grab the "slider bar" at the bottom and slowly drag it to the end. The section will now have a green check mark, necessary to move on.

**Q: My course won't open/it's a white screen. What do I do now?**

**A:** This is a pop-up issue. Check to make sure the pop-up blocker setting within the internet browser is turned off. Close the browser and try again. To find the location of the pop-up blocker setting in your particular browser, please visit [http://www.hotcomm.com/faq/faq\\_popups.asp](http://www.hotcomm.com/faq/faq_popups.asp) for instructions specific to your situation.

In a few cases there have been browser history issues. Follow these steps to rectify this situation:

- ◆ Clear browser cache – history and temp files – IE 7
  - Click the Tools menu (either the menu heading on the left of the window or the gear symbol on the right hand side of the window).
  - Click “Internet Options.” A small window will open.
  - Under the “General” tab, then under the section headed “Browsing history,” click “Delete...” A new window will open.
  - Under the section heading “Temporary Internet Files,” click “Delete files.”
  - Under the section heading “History,” click “Delete history.”
  - Student should try restarting the browser.
  - Student should try restarting computer.
- ◆ Another option is to try using a different browser – Firefox, latest version is a good option.
  - Type [www.mozilla.com](http://www.mozilla.com) into your browser address bar.
  - Click “download Firefox – free” button.
  - Follow the instructions for downloading.

**Q: I completed the online training; what should I bring with me to class?**

**A:** Note-taking materials. All other materials will be provided in class; students are not required to print or bring anything they have already received by that time.

**Q: What if my firm won't allow me to use/promote the AIF® or AIFA® Designation?**

**A:** If you are not allowed to promote the AIF® or AIFA® Designation on your business cards, email signature, or bio, please contact [Designations@fi360.com](mailto:Designations@fi360.com). We will monitor the data, and reach out to your compliance department to determine what is required for approval.

**Q: Have the AIF® or AIFA® Designations been approved by FINRA?**

**A:** FINRA does not approve designations. Instead, they “recognize” them. The AIF Designation has been recognized by FINRA. Please visit [www.finra.org](http://www.finra.org) for more information.

**Q: How many individuals carry the AIF® or AIFA® Designation?**

**A:** The number of active AIF and AIFA Designees fluctuates as professionals earn the mark, or allow it to lapse. As of January 25, 2012, the total number of active Designees worldwide was approximately 5,500.

**Q: How can I find an AIF® or AIFA® Designee in my area?**

**A:** The best way to find a Designee is through the Designee Search feature at [www.fi360.com](http://www.fi360.com) (located in the left side bar menu). You can search on a number of different parameters, including: name, city, state, etc.

**Q: What is your cancellation policy?**

**A:** Refer to link for current cancellation/refund policy:  
<http://www.fi360.com/main/pdf/trainingRefundPolicy.pdf>