



Thrivent iGO E-Application: Quick Reference Guide

(Pages referenced in light blue can be found in the [Thrivent E-Application Guide](#))

Certified Browsers (p. 24)

- Windows: Edge, Chrome (latest), Firefox (latest)
- Mac OS & iOS: Safari (latest)

Logging In to iPipeline (pp. 2-3)

- Unique Login: Your Thrivent iGO login is different from other carriers' iGO logins. Create a new account if needed.
- Username Issues: If you use iPipeline for other carriers, ensure the correct username is entered for Thrivent.
- Access Code: After logging in, you may be prompted for a code sent by iPipeline Authentication (support@ipipeline.com).
- Error Messages: If you encounter errors, close all browsers, restart your computer, and double-check your credentials.

E-Application Tips

- Writing Number: You must have a Thrivent writing # to submit an e-app. Paper applications are an alternative if you don't have one. (p. 3)
- Pre-Appointment States (PA, GA, WI): Ensure your licensing and LTC CE Training are current before submitting. Otherwise, you'll need to restart the application.
- Pop-Up Blockers: If the client can't open the e-app, check that pop-ups are allowed.
- Quote Consistency: Ensure billing options and benefits match the final quote before starting the e-app. Mismatches will cause errors. (p. 14)
- Couples Applying Together: Each client must have a unique email address. Duplicate emails will prevent one client from signing. If this happens, unlock the application and correct the email. (p. 23)
- Signature Order: The agent can only sign *after* all clients have signed. Ensure client info is not entered into the agent section.
- Making Changes: You can unlock and edit the application before clients sign. After client signatures, no changes are allowed.
- Deposits: If the client does not want to make a deposit but has filled out the EFT form, check the "no deposit" box. Otherwise, the first month's premium will be drafted. (p. 14)
- Premium Drafting: If no deposit is made, the agent must contact the Case Manager to draft the premium upon approval. Otherwise, payment by check is expected.
- Printing Applications: After submission or signing, go to E-app → View Forms, then save/download as PDF. (p. 24)
- If a pop-up appears after 20 minutes asking if the user wants to continue. Clicking "Continue" does not reset the timer and the app could close. To reset it, the user must click "Save" or "View Forms."