



AGENT INSTRUCTIONS

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REGISTRATION

1. Go to <https://e360.sfglife.com/>.
2. Fill out the registration form with your information and click “Register Now!”
 - a. Be sure to select **GRIFF MARTIN** from the drop-down list.
3. Click “Login Here” on the next page, or go to <https://symmetryfinancial.edvance360.com/>, to log in with your username (the e-mail address you registered with) and password.



AGENT INSTRUCTIONS

COURSES

1. After logging in, click “Courses” at the top of the screen.

Home

ACCOUNT >
WIDGETS
NOTIFICATIONS >
CERTIFICATES
EPORTFOLIO >
NETWORK
LINKS >
SEARCH

Home Courses Communities Scores Help

SYMMETRY U

Welcome to Symmetry U!

Welcome to Symmetry U! Your educational journey begins with the courses already assigned in your lessons section. After making your way through those, enjoy signing up for additional courses on your own, broadening your knowledge base!

2. Click the course you'd like to start.

Courses

MY TRAININGS
AVAILABLE COURSES
ALL TRAININGS

Courses » My Trainings

My Trainings

Search

Current FastTrack

FastTrack



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3. Begin the course by clicking on the first lesson (or the last one not completed).

FastTrack

MY COURSE
LESSONS
RESOURCES
DISCUSSION

Courses » Course Lessons
Make This My Default Page

Lessons

Name	Dates	Lesson Progress
Phase 1	--	0% Complete
Phase 2	--	0% Complete
Phase 3	--	0% Complete
Phase 4	--	0% Complete
Phase 5	--	0% Complete
Phase 6	--	0% Complete



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4. Follow the lesson directions and enjoy the course!

After you're finished with the lessons, head over to the discussion board by clicking "Discussion" on the left-hand side of the screen to interact with other Symmetry U students. You can also click "Resources" to view all supplemental course material.

FastTrack

- MY COURSE
- LESSONS
- RESOURCES
- DISCUSSION**

[Make This My Default Page](#)

Search Filter

Tags/Keywords:

Category:

Poster:

[Search](#)

Forums

[FastTrack Discussion](#)

Post your thoughts about the FastTrack course here!

Total Posts: 0

Posts

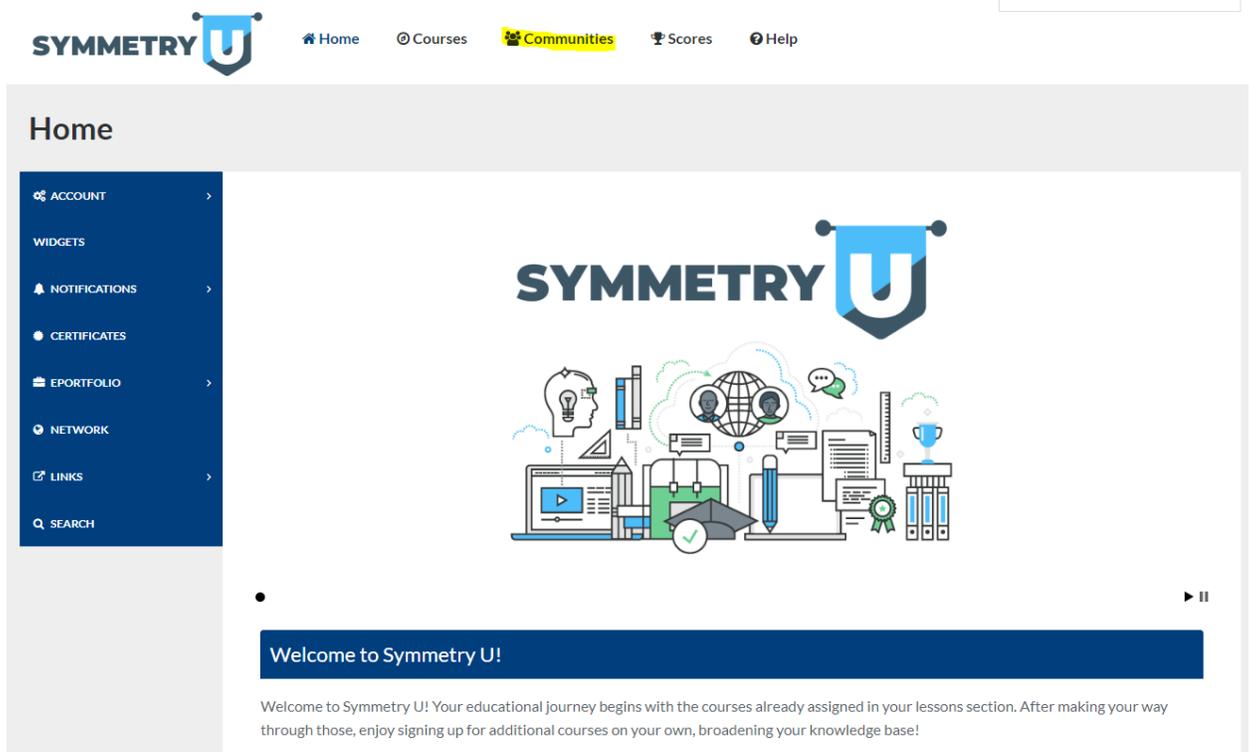
No Post Found



AGENT INSTRUCTIONS

COMMUNITIES

1. After logging in, click “Communities” at the top of the screen.

A screenshot of the Symmetry U user interface. At the top, there is a navigation bar with the Symmetry U logo on the left and links for Home, Courses, Communities (highlighted in yellow), Scores, and Help on the right. Below the navigation bar is a "Home" section. On the left side of the Home section is a dark blue sidebar menu with options: ACCOUNT, WIDGETS, NOTIFICATIONS, CERTIFICATES, EPORTFOLIO, NETWORK, LINKS, and SEARCH. The main content area of the Home section features a large illustration with the Symmetry U logo and various educational icons like a lightbulb, books, a globe, a laptop, a graduation cap, and a trophy. Below the illustration is a dark blue banner with the text "Welcome to Symmetry U!". Underneath the banner is a paragraph of text: "Welcome to Symmetry U! Your educational journey begins with the courses already assigned in your lessons section. After making your way through those, enjoy signing up for additional courses on your own, broadening your knowledge base!"

2. Click the community you’d like to view.

A screenshot of the Symmetry U "Communities" page. The page has a header "Communities" and a sub-header "My Communities". On the left side, there is a dark blue sidebar menu with the option "MY COMMUNITIES" selected. The main content area shows the text "Communities » My Communities" and "My Communities" in a large font. Below this is a search bar with a "Search" button. Underneath the search bar, there are three categories listed: "Carriers", "Corporate", and "Thrive".



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- Once inside, navigate through the community to access various elements.
 - Wiki** – Contains carrier contact info, guidelines, and specific notes.
 - Resources** – Contains product guides, software, applications, articles, and more.
 - Discussion** – Contains discussion board specific to the community.

A screenshot of the Symmetry U community page for AIG. The page has a dark blue sidebar on the left with navigation options: MY COMMUNITY, WIKI, RESOURCES, DISCUSSION, and COMMUNITY ANNOUNCEMENTS. The main content area is white and features a header "AIG" and a sub-header "Communities » Community Details". Below this, there is a "Messages 1" notification and a "Mark All Read" link. The main heading is "Welcome to AIG's carrier page!" followed by "NOW - NEVER EXPIRES | Mark read". The main text reads: "Welcome to AIG's carrier page through Symmetry U! Here, you'll find carrier specific notes, product information, software downloads, and more!". There are three bullet points: "For important details regarding working with AIG, visit the Wiki page.", "For product information, software downloads, and more, visit the Resources page.", and "Don't forget to share your thoughts and tips on working with AIG in the Discussion group!". On the right side, there is a "About This Community" section with the AIG logo and a welcome message: "Welcome to AIG's carrier page through Symmetry U! Here, you'll find carrier specific notes, product information, software downloads, and more! For important details regarding working with AIG, visit the Wiki page. For product information, software downloads, and more, visit the read more...". Below this is an "Administrator" section for "Symmetry Financial Group" with a profile picture and a "Send Message" button.



AGENT INSTRUCTIONS

PROFILE

1. After logging in, you'll have the ability to update your profile, change your password, adjust how your homepage looks (by turning off/on widgets), and create an E-Portfolio.

Home

The screenshot displays the Symmetry U user interface. On the left is a dark blue navigation sidebar with the following items: ACCOUNT (with a dropdown arrow), MY PROFILE, CHANGE PASSWORD, WIDGETS, NOTIFICATIONS, CERTIFICATES, EPORTFOLIO, NETWORK, LINKS, and SEARCH. The main content area features the Symmetry U logo at the top, followed by a large illustration of educational icons including a lightbulb, books, a globe, a laptop, a graduation cap, and a trophy. Below the illustration is a dark blue banner with the text "Welcome to Symmetry U!". Underneath the banner is a paragraph of text: "Welcome to Symmetry U! Your educational journey begins with the courses already assigned in your lessons section. After making your way through those, enjoy signing up for additional courses on your own, broadening your knowledge base!".

ACCOUNT

- MY PROFILE
- CHANGE PASSWORD

WIDGETS

- NOTIFICATIONS
- CERTIFICATES
- EPORTFOLIO**
- NETWORK
- LINKS
- SEARCH

SYMMETRY U

Welcome to Symmetry U!

Welcome to Symmetry U! Your educational journey begins with the courses already assigned in your lessons section. After making your way through those, enjoy signing up for additional courses on your own, broadening your knowledge base!



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You can also search for other students and add “friends” to your network!

The screenshot displays the Symmetry U user interface. At the top, there is a navigation bar with the Symmetry U logo on the left and menu items: Home, Courses, Communities, Scores, and Help. Below the navigation bar is a "Home" header. On the left side, there is a dark blue sidebar menu with the following items: ACCOUNT, WIDGETS, NOTIFICATIONS, CERTIFICATES, EPORTFOLIO, NETWORK (highlighted with a green bar), LINKS, and SEARCH. The main content area features a large Symmetry U logo and a colorful illustration of educational icons including a lightbulb, a globe, a laptop, a graduation cap, a trophy, and books. Below the illustration is a dark blue banner with the text "Welcome to Symmetry U!". Underneath the banner, a paragraph reads: "Welcome to Symmetry U! Your educational journey begins with the courses already assigned in your lessons section. After making your way through those, enjoy signing up for additional courses on your own, broadening your knowledge base!"



AGENT INSTRUCTIONS

MEMBER DIRECTORY

NETWORK

Home » Network » Search Contacts

Search Alphabetically

A B C D E F G H I J K L M N O P Q R S T
U V W X Y Z

Members

	Name	Member Type	City & State
	Ayres & Cicily Newsom	Agency Owner/Mentor	None
	Corp Staff	Corporate Staff	None
	Doug Zeh	Agency Owner/Mentor	None
	E360 User	Alumni	None
	Jon Edwards	Admin	None
	Justin Buckley	Admin	Swannanoa North Carolina
	Logan Student Test	Agent/Learner	None
	Logan Long	Admin	North Carolina (NC)
	Symmetry Financial Group	Admin	None
	Taco Thursday	Agent/Learner	None
	Test Student	Agent/Learner	None



AGENT INSTRUCTIONS

HELP

1. After logging in, click "Help" at the top of the screen.

The screenshot displays the Symmetry U user interface. At the top left is the Symmetry U logo. To its right is a navigation bar with the following items: Home (with a house icon), Courses (with a graduation cap icon), Communities (with a group of people icon), Scores (with a bar chart icon), and Help (with a question mark icon and a yellow background). Below the navigation bar is a grey header area with the word "Home" on the left. On the far left is a dark blue vertical sidebar menu containing the following items: ACCOUNT (with a person icon), WIDGETS, NOTIFICATIONS (with a bell icon), CERTIFICATES (with a certificate icon), EPORTFOLIO (with a folder icon), NETWORK (with a globe icon), LINKS (with a link icon), and SEARCH (with a magnifying glass icon). The main content area features a large illustration with the Symmetry U logo at the top center. The illustration includes a lightbulb, a laptop, a globe, a graduation cap, a trophy, and various educational icons. Below the illustration is a dark blue banner with the text "Welcome to Symmetry U!". Underneath the banner is a paragraph of text: "Welcome to Symmetry U! Your educational journey begins with the courses already assigned in your lessons section. After making your way through those, enjoy signing up for additional courses on your own, broadening your knowledge base!".



AGENT INSTRUCTIONS

2. Access general tutorials and guides by clicking on the links that appear, or enter in a ticket to the help desk, by clicking on "User Help Desk" on the left-hand side of the screen.

Help & Tutorials

HELP
USER HELP DESK

Help » Help Contents

Help

QuickStart Guides

Please note the Edvance360 tutorials are based on the default system settings. Edvance360 provides the ability to tailor the system to utilize the terminology you prefer. So the tutorials may vary slightly if you have changed the terminology.

For example, if you prefer the term "trainer" versus "faculty" you can make that change. However the tutorials will use the default term "faculty".

Learner/Student

- [Getting Started for Learners](#)
- [How to Login](#)
- [How to Setup Badges](#)
- [How to Use Secure Social Network](#)
- [How to Use the Discussion Course Tool](#)
- [How to Use E360 Navigator - PG 4](#)
- [How to View Certificates](#)
- [How to Blog](#)
- [How to Use Communities](#)
- [How to Setup ePortfolio](#)

Video Tutorials

General Tutorials

- [Blog](#)
- [Calendar](#)
- [Certificates](#)
- [Change Password](#)
- [Communities](#)
- [Course Calendar](#)
- [ePortfolio](#)
- [Home Page Links](#)
- [Logout](#)



AGENT INSTRUCTIONS

When entering a ticket to the help desk, click the green plus sign to start.

The screenshot shows the 'Help & Tutorials' section of the interface. On the left, there is a navigation menu with 'HELP' and 'USER HELP DESK'. The main content area displays 'Help » Help Desk' and a 'View Closed Tickets' button. Below this, the heading 'User Tickets' is followed by the message 'No User Ticket Found' in red text. A green plus sign icon is visible in the top right corner of the content area.

View the status of current tickets by clicking the link to open it or close the ticket if you feel the issue has been resolved.

The screenshot shows the 'Help & Tutorials' section of the interface. At the top, there is a navigation bar with the SYMMETRY U logo and links for Home, Courses, Communities, Scores, and Help. Below this, the 'Help & Tutorials' section is displayed. The left navigation menu is the same as in the previous screenshot. The main content area shows 'Help » Help Desk' and a 'View Closed Tickets' button. Below this, the heading 'User Tickets' is followed by a table of tickets. A green plus sign icon is visible in the top right corner of the content area.

Title	Created	Action
test	09/24/2018 11:41 AM	Close



AGENT INSTRUCTIONS

Help & Tutorials

HELP

USER HELP DESK

Help » Help Desk » Ticket Response

Ticket Response

test

Status: Open

Submitted: 09/24/2018 11:41 AM

Attachments:

Responses

09/24/2018 11:42 AM: llong@sfglife.com

Fixed!

Respond

Detail

Attachment 1 No file chosen

Save