

# HOW TO GET SCAN MATERIALS

## Frequently Asked Questions

### WHY CAN'T I ACCESS THE STOREFRONT?

It typically takes about 2-4 days to gain Storefront access once you've become active to sell SCAN, and you may not be entered into the system as a new Agent. Also, make sure you are using the same email address you used to register with SCAN.

### WHAT IF I FORGET MY PASSWORD

1. Click on "Forgot Password or Username"
2. Enter your email in the username field and click "Send"
3. You will receive a temporary password via email from the SCAN Storefront title "SCAN Forgot Password".
4. Return to the log-in screen, enter your username and the temporary password
5. Once you have logged in, enter the temporary password in the "current password" field, within the "Change Password" box, and create a new password.
6. Click "Change Password"

### HOW DO I ADD SALES EVENTS TO A FLYER?

You must first review the "Sales Job Aid CMS Event Reporting" document you received from your SCAN BAE. This guides you through the process of registering your events with SCAN through CMS. Once approved, the events will be uploaded to the storefront for you to include on any event flyer layout. PLEASE NOTE: Under no circumstances may you add events on blank flyer shells that have not been previously approved by CMS.

### HOW CAN I UPDATE OR CHANGE MY PERSONAL INFORMATION (NAME, MAILING ADDRESS, OR PHONE)?

1. Update your information on the storefront by clicking on the "Edit Profile" on the upper right hand corner of the home page.  
**OR**
2. Contact the SCAN Sales Support Team. It may take 1 to 2 business days to be corrected in the system.

### CAN I ADD MORE THAN ONE PHONE NUMBER OR MY PHOTO TO MATERIALS/FLYERS?

Only a single phone number and a single photo are allowed.

### WHAT IF I'M TRYING TO ORDER AN ITEM ON THE STOREFRONT AND IT'S OUT OF STOCK OR NOT AVAILABLE?

Contact the SCAN Sales Support Team. They will be able to provide you with an estimated date of when the item(s) you wish to order will be back in stock. We appreciate your patience.

#### Questions?

Contact the SCAN Sales Support Team for help at 1-888-445-2038. You may also contact your SCAN Broker Account Executive for questions or assistance.

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