

## Instructions for Accessing LIMRA's Fiduciary Education for Sales & Service Professionals Program

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- Log onto the course at <https://knowledge.limra.com>
  - **For Life-licensed individuals**, your Username is your National Producer Number (NPN). If you do not know your NPN, the website has a link for you to look it up.
  - **For all other personnel**, an Employee ID or Rep. Code prefaced by a company identifier is used (format: nnn\_ID, where nnn = the Company identifier and ID = Employee ID or Rep. Code). If the company identifier has not been supplied to you, the website has a link to provide the company identifier.
- If this is your first time logging on to this site, **your Password is your last name (lowercase)**. If you have previously accessed the course, please use the password you created at that time.
- If you have forgotten your password, provide your username and click "forgot password." You will be prompted to answer your security question. Answer the security question correctly and it will allow you to reset your password.
- Should you have technical questions about accessing or navigating within the LIMRA training site, please contact LIMRA's customer-support help line at 866-364-2380.
- If LIMRA's Customer Service Representative informs you that you cannot log onto their site because your name does not appear in their database, you should contact Great American's Licensing Department at 800-438-3398.