



Design Professional

The EDGE LMS: FAQs

Q. How do I begin Multi-Factor Authentication?

A. We require Multi-Factor Authentication (MFA) to access the EDGE. To set up your MFA account and log on to the EDGE, please contact edge@axaxl.com. You will then receive an email from authzero@axaxl.com to activate your MFA.

Q. How do I access the EDGE after I set up MFA?

A. Follow this link to log in with your newly active MFA: <https://edgelearning.csod.com/samldefault.aspx> or <https://axaxl.com/insurance/design-professional/edge>.

Q. How do I access the *Contract Guide* and *Communiqué*?

A. On the EDGE Learner home page, click each corresponding image in the top carousel banner. Additionally, you may access the *Contract Guide* through the non-credit course entitled *Contract Guide for Design Professionals* found under **My Learning Enrollments**.

Q. How do I change my password?

A. If you forget your password, click the **Forgot password** hyperlink on the EDGE login page. Contact edge@axaxl.com if issues persist.

Q. How do I launch a course I have been enrolled in?

A. Click **Launch** in the **My Learning Enrollments** section or in the **Assigned** section on the Learning Dashboard page.

Q. How do I self-enroll in available courses?

A. You can instantly self-enroll in online courses/webinars via the **Available Online Courses** and **Available On-demand Webinars** carousel on the Learning Dashboard page. Simply click on the ellipsis icon to launch any course.

Q. Where are my completed courses?

A. Completed courses appear on the **Transcript** page. Click **View** (referenced in the image below) in the **Learning Dashboard** page. You can also get to your transcript page by clicking the triple bar menu icon on the top right-hand corner and selecting **Transcript & Certificates**.

Q. How do I download my CEU/PDH certificates?

A. Select the triple bar menu icon on the top right-hand corner of the page. Then click **Transcript & Certificates**. On the transcript page, click the **Active** filter drop-down button and select **Completed**. Click the **View Certificate** button to download your certificate.

Q. How do I enroll my staff in an Education Credit course?

A. If you are a firm administrator or agent/broker, select the triple bar menu icon on the top right-hand corner of the page. Then click **Admin Functions > Learning Assignment Tool**. On the Manage Learning Assignments page, click the **Create Assignment** blue button to begin.

Q. How do I view my staff education credit enrollments and progress?

A. If you are a firm administrator or agent/broker, select the triple bar menu icon on the top right-hand corner of the page. Then click **Admin Functions > Learning Assignment Tool**. On the Manage Learning Assignments page, click on an **Assignment/Enrollment** title hyperlink to view learners' progress.

Q. What is Fast Fast Forward?

A. Fast Fast Forward (FFF) is AXA XL's digital newsletter. It is accessible to anyone, regardless of whether they are a policyholder. On the FFF website, articles can be searched by industry type, risk topic, region, business unit or product. Specific Design Professional articles are posted regularly and can easily be shared on social media.

Contact us to learn more.

edge@axaxl.com

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