FLEX iPad App

How do I use the app in front of a customer?

The app is designed for an interactive experience that can be shared with the customer. The majority of the output screens for the tools are interactive with sliders for you to show the customer the impact of making certain decisions. The outputs can then be produced as a customized PDF report branded with your logo and contact details and emailed to the customer, all from within the app. Your personalised Credit Guide and Privacy Consent forms can be produced from within the app and signed by the customer on the iPad.

Can I use the app on my iPhone?

No, the app cannot be installed on an iPhone, it has been developed to work on an iPad.

What version of iOS do I have to be on?

The app will work on iOS 6+ and will work on iPad 2 and newer models, including the iPad mini.

Will the app work on Android OS?

The app has been built for iPad. If there is sufficient demand we will look to build an Android version of the app.

How much does the app cost?

As an AFG broker, there are no extra costs to use the app, as it's all part of your ever expanding FLEX offering.

How much room will the App take on my device?

The app is approx 10MB in size. Reports generated in the app are typically 100kb-200kb each. A Credit Guide is 1MB. The initial load of reference data is approximately 250kb. Reference data sync is typically 20kb.

Can more than one person use the app (on two separate devices) using the same login?

No. Synchronization will not support logging into two different devices with the same login.

Can two people share the app on an iPad?

The app will not allow sharing of an iPad. Once logged into the app it is not possible to logout and change users. To change users the app needs to be deleted from the device, reinstalled and logged into as the other user.

How do I update my contact details? How do I update my logo?

Simply update your details in FLEX -> User Preferences and they will automatically update on the device the next time you launch the app.   If AFG doesn't already house your logo as part of the SMART program, please email your logo to AFG's Member Support at this email address -membersupport@afgonline.com.au

Who do I contact if something goes wrong?

How long will it take for an error in the software to be fixed? You can get help by sending feedback using the "Support" button in the app OR by contacting AFG's Member Support on 1800 063 210.

BrokerHQ won't load from the Dashboard screen?

On your iPad go to Settings > Safari > And make sure 'Accept Cookies' is set to Always. This will allow your browser to access the correct information it needs to work with BrokerHQ.

Do I need to be online all the time to use it?

The app is designed to work when offline but there are some functions that will require an internet connection.   For example, to search and compare product you will need to be online. The reason for this is that products change frequently and we don't want to store multiple products on the iPad as it will use up space and runs the risk of an out-of-date product being selected.   When logging in for the first time you will need to be online to allow the app to retrieve your contact, license and logo details and reference data.

You will need to be online to export data to FLEX. The app will automatically check for updates when launched if there is internet access. If there is no internet it can be used for up to 10 days without updates.

How will changes in state-based calculations/rates filter through? Will they be live? Will I have to do an update?

Calculators use reference data/look up tables that are updated on the device when the app is launched and there is an internet connection.

How secure is the information entered into the app? The app is protected by a 4 digit PIN that you set when logging in for the first time. Information entered into the app is stored in a database on the iPad. The password and PIN are stored in separate encrypted memory space. To maintain security your PIN needs to be re-entered every time the app is exited or sent to background.   When the iPad is locked the data is encrypted using the standard Apple encryption technique. The application and data are not encrypted when the iPad is unlocked.

What happens if I lose my iPad?

If you lose your iPad, simply call AFG's Member Support on 1800 063 210 and ask them to disable your account for the iPad app. Once the account has been disabled your app cannot be accessed. If someone tries to launch the app it will authenticate with FLEX and the app will be locked.   Please note that this does not mean your FLEX account will not be locked.