



Burnham&Flower
INSURANCE GROUP

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Toolkit Checklist

Prior to attempting to access your Toolkit, be sure to check the following:

- Internet access is active
- Internet access speed is sufficient (*some large files may cause the connection to time-out if connection is dial-up*)
- Pop-up blocker set to allow www.bfgroup.com/toolkit and/or www.bfgroup.com is disabled
- Internet access is *not* being used through AOL; launch browser directly from desktop
- Security set to medium or lower
- Adobe Acrobat Reader installed on client computer
- Adobe Acrobat Reader *updated* to most current version

If you have difficulty logging in once you have obtained your confidential user name and password, please e-mail Toolkit@bfgroup.com with the details of what occurs when you attempt to log in. Please be very specific and detailed, and provide a screen-shot of any error messages if possible.
