

How to access spectra



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| --- | --- | --- | --- | --- |
| **VERSION** | **STATUS** | **DESCRIPTION OF AMENDMENT** | **DATE OF AMENDMENT** | **AMENDED BY** |
| V1 | Completed | Spectra | 09.08.2024 | Tapashya Sunuwar |
| V2 | Edited |  | 19.08.2024 | Margo Lestz |
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# Spectra

# Spectra is a tool designed to tell you whether a case is likely to be loaded or declined by Vitality. It should be used before cases are submitted, for any clients who have any kind of medical conditions. You can watch a training video on it here: <https://youtu.be/ft_T9I8eLVk>

**You Need a Genistar Email Address**

For security purposes, Compliance has decided that only representatives who have been allocated a Genistar email address (Team Leader and above) may use the Spectra system. If you are Team Leader or above and need to get an email address, find instructions at:

*Info Hub > Resources > Professionalism.*

Any representative who does not qualify for a Genistar email address (below Team Leader) should contact their upline or EVP to assist them with running their applications through Spectra.

# HOW TO ACCESS SPECTRA

1. **Login to your Advisor Hub.**
2. **Click the Spectra tab.**

**A screenshot of a computer

Description automatically generated**

1. **You will be directed to an external system called Munich RE to login.**

A screenshot of a login form

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1. **Enter your Genistar email address and password.**

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1. **You will see the following page once you have successfully logged in.**

A screenshot of a computer

Description automatically generated

# HOW TO RESET YOUR PASSWORD

1. **Login to your Advisor Hub.**
2. **Click on the Spectra tab.**

**A screenshot of a computer

Description automatically generated**

1. **You will be directed to an external system called Munich RE to login.**

**A screenshot of a computer

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1. **Once you enter your Genistar email address, you will be directed to the following page. Please click on “Forgot your password”.**

A screenshot of a login screen

Description automatically generated

1. **Enter your email address and click “Continue”.**

A screenshot of a login page

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1. **You will receive an email with a verification code.**

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Description automatically generated

1. **Enter the code under “Verification code”.**

A screenshot of a login screen

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1. **You will then be instructed to enter a new password. Once this is done, you can login using the new password.**

A screenshot of a login page

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