

HELP RESOURCE DIRECTORY

Having trouble with the Mobile Sales App (MSA)?

Contact the MOBILE HELP DESK:

- Call: 1-888-800-6490
Mon - Sun from 7am-9pm CT
- If after-hours please Email:
FHLMobileSupport@globe.life

Have a CRM system questions or issue to report?

- Can't access B2B Prospects/Data Axle Genie
- Don't see your active customers in Salesforce
- You see blank screens or errors on the page

Create a Support CASE within Salesforce:

[Click here to watch a video to see how](#)
(or check out the [Salesforce User Guide](#))

Can't sign into Salesforce?

Contact CRMpilotsupport@globe.life
Provide your info, device info, and screenshots

Having issues with FHLConnect, texts/emails about Business, or Sales Professional website?

Contact Customer Service at 440-922-5200

Having issues with FIT?

Contact 440-220-5252 from 8:30 a.m. to 5:30 p.m. ET,
Mon-Fri and ask for FIT Technical Support or send an
email to FITsupport@roundtablelearning.com