

eScan from Irish Life - FAQ

1 - How do I attach files to a new business case in b-line?

Please take a moment to view our two minute [video of how to use eScan in b-line](#). The video has audio, so to get the most from it, please turn on your pc speakers.

2 - When can I use *scan and attach* for all my pipeline policies?

Scan and attach is available for all policies in your bline pipeline.

3 - What if I don't have a scanner, where can I get one?

Basic scanners are very cheap (less than €60) and widely available. Many printers now come with a built in scanner. Installing them is very straightforward.

4 - Is there a size limit on the files I am allowed to attach?

Yes, depending on the format of your scanned file. If your scanned document is PDF or TIFF, then it must be no larger than 2Mb. For JPEG the limit is 1Mb, but you may attach more than one file.

5 - What if the files I want to attach are more than 2Mb?

The size of a scanned image is affected by the quality and image settings on your scanner. When first set up, most scanners default to 300 dpi (dots per inch) – this much higher than necessary for *scan and attach*. Set your scanner image quality to 70 dpi. Scanners also offer a choice of image between colour, black and white and grayscale. We recommend grayscale. Both these measures will greatly reduce the size of your images file, by as much as 90%. In the unlikely event that the file is still too big (e.g. original document is more than seven pages long) you should scan the document as two files and attach both.

6 - What if my scanner produces separate files for each page of the scanned document?

This is not a problem. You can attach many files for each upload. To select multiple files just hold down the Ctrl key when selecting your files. (The Ctrl key is usually located to the left of the space bar)

7 - Can I attach several types of document e.g. a CAB and a medical underwriting questionnaire?

Yes but you must do them as separate uploads. Just attach and upload a document then repeat the process for the next one.

8 - Is there a limit to the number of times I can upload documents for a particular case?

No.

9 - What if I accidentally attach the wrong file to a case?

If you haven't hit the **upload** button you can just use the **cancel all uploads** button and start again. If you have already uploaded, don't worry. Just upload the correct or corrected document and the New Business team will use the later version.

10 - Is it alright if I add some margin notes to my CAB?

We would prefer you not to. Please only provide the information required by the CAB fields proper. Extra information relating to the proposal should be entered on the additional information field in the bline application capture screens.