



PRU LIFE U.K.

PRUExpert LMS

Introduction and Walkthrough

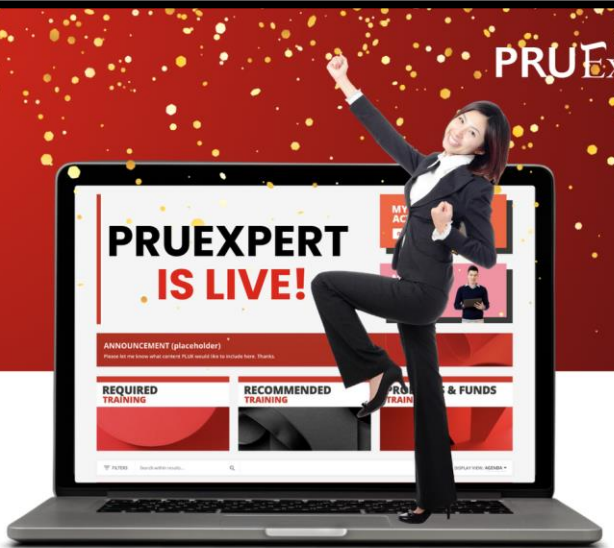


For Every *Life*, For Every *Future*

The All-New PRUExpert LMS

Official Launch Date:

January 20, 2025



PRUExpert

PRUEXPERT IS LIVE!

ANNOUNCEMENT (placeholder)
Please let me know what content PRUE should be included here. Thanks.


REQUIRED TRAINING

RECOMMENDED TRAINING


PRO... & FUNDS

YOUR ALL-NEW PRUEXPERT IS HERE


Built to make learning experience smoother, smarter, and more tailored to you, so you can stay ahead of the game and continue to grow and succeed.



Gain access to personalized content designed to meet your needs—enabling you to deepen your knowledge and enhance your skills with greater efficiency.




No more searching high and low. Whether it's a keyword, course, or resource, our improved search feature will save you time and effort!



Discover an intuitive, new interface that makes navigating modules easier than ever. Plus, easily access learning statistics and information, training hours, and more!

EXPERIENCE THE ALL-NEW PRUEXPERT NOW

To log in, scan the QR code and click on **Forgot Password**. Enter your username then press **Send Reset Link**.



Please note: Once the all-new PRUExpert is up and running, we'll kick things off with just the essential courses like ROP 1 and PRUReview to focus on onboarding new recruits. Don't worry, the rest of the trainings will roll out in the following weeks!

PRU Academy Helpdesk



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Candidate Access

Join PRU to PRUExpert LMS



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Candidate Registration in JoinPRU

The screenshot shows a web browser at the URL joinpru.com.ph/coding-roadmap. The page title is "E-Licensing Journey". The navigation menu includes: Home, About Pru Life UK, Your Aspirations, Travel with PRU, Our Success Stories, Our Proposals, and E-Licensing Journey. The main content area features a map with a winding road and several pitstop markers: "Build your Business", "Rookie Onboarding Program (ROP)", "Insurance Commission Examination", "Completion of Licensing Requirements", and "Agent Code and Authority to Sell". In the top right corner, there are "Login" and "Sign-up" buttons. A "Last Login:" label is visible at the bottom right of the map area. The footer contains the same navigation menu as the top.

1. Go to joinpru.com.ph.

2. Click on **E-Licensing Journey**.

3. Click on **Sign-up**.





Candidate Registration in JoinPRU

4. Fill out the required information. **Primary email is irreplaceable.**
5. Verify identity through OTP sent via email or mobile number.
6. A notification pops up to indicate successful registration.

E-Licensing Journey

E-Licensing Journey is your recruitment roadmap. Click each pitstop to view the description and requirements needed to continue your e-licensing process.

Register to eLicensing

To continue your application, kindly fill in all the necessary fields below. Please note that the items with red asterisk are mandatory.

▼ Application Details

Category*

New Recruit Pru Life UK Agent


Application Type*

New License For Reinstatement

▶ Account Details

▶ Basic Information

▶ Recruiter's Information

I'm not a robot  [Privacy](#) [Terms](#)



Verify your identity

We've sent a verification code to your registered email address. Please enter the code to continue your registration.

- - - - -

Your code will expire in 03:57

[Resend Code](#)



Success

You have been successfully registered to elicensing.





Candidate Sign-in via JoinPRU

7. Log in to your JoinPRU account.


E-Licensing Journey

E-Licensing Journey is your recruitment roadmap. Click each pitstop to view the description and requirements needed to continue your e-licensing process.


Sign in to eLicensing

Email address

Password

I'm not a robot  reCAPTCHA
Privacy - Terms


[Forgot Password?](#)





Candidate Sign-in via JoinPRU

8. Verify identity through OTP sent via email or mobile number.

Verify your identity 

We've sent a verification code to your registered email address. Please enter the code to sign in.

- - - - -

Your code will expire in 03:47

[Resend Code](#)



Candidate Sign-in via JoinPRU

9. Once logged in, click on the **Go To PRUExpert** button.

E-Licensing Journey

E-Licensing Journey is your recruitment roadmap. Click each pitstop to view the description and requirements needed to continue your e-licensing process.

[Go to PRUExpert](#) ← 9

Hi, [My Account](#) | [Logout](#)

Build your Business

Rookie Onboarding Program (ROP)

Insurance Commission Examination

Completion of Licensing Requirements

Agent Code and Authority to Sell



Candidate Sign-in via JoinPRU

10. Click on "I Agree" on the Default policy page.

Default policy

You must read and agree to the privacy policy in order to proceed

Any information collected by us, relating to an identifiable person, shall be used only in accordance with the procedures and for the purposes that are here acknowledged to the data subject and where the latter, as required by law, has expressly consented.

I accept the terms of the privacy policy (required) 

I DON'T AGREE I AGREE

Candidate Sign-in via JoinPRU

11. You will be redirected to the Candidate landing page.

PRU LIFE UK

Search content in the platform

Homepage

UNLEASH YOUR JOURNEY

Dynamic Training for a Thriving New Future

Welcome, future life insurance agents!

We're excited to have you join Pru Life UK, the leading life insurance company in the Philippines! To start, you'll need to complete your coding requirements, including passing the IC or IAP licensure exams. Let's get started on building your long-term career with us!

REQUIRED TRAINING

Candidates Required Training

ROP1
Rookie Onboarding Program

ROOKIE ONBOARDING PROGRAM PART 1 (ROP1)

ENROLLED
4 courses

Learning plan

RECOMMENDED TRAINING

2 Items

PRUREVIEW
PRUREVIEW TRADITIONAL & VARIABLE DIGITAL TRAINING

ENROLLED
EN | 4 courses

Learning plan

PRUREVIEW
PRUREVIEW TRADITIONAL & VARIABLE INSTRUCTOR-LED TRAINING (ILT)

ENROLLED
3 courses

Learning plan

No events
You have no scheduled events for this month

NEED HELP?

EMAIL US

© Powered by Docebo



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Overview and Navigation

PRUExpert LMS Candidate View



For Every *Life*, For Every *Future*

Landing Page



Welcome Banner
A short message to welcome aspiring agents to PRU Life UK.

Required Trainings
Trainings that are part of the requirements for coding.

Recommended Trainings
Supplementary trainings for pre-coding recruits.

The screenshot shows the PRU Life UK landing page. At the top, there is a navigation bar with the PRU Life UK logo, a search bar, and user icons. The main content area is divided into several sections:

- Welcome Banner:** A large red banner with the text "UNLEASH YOUR JOURNEY" and "Dynamic Training for a Thriving New Future" featuring a man in a suit celebrating.
- REQUIRED TRAINING:** A section titled "Candidates Required Training" featuring a card for "ROOKIE ONBOARDING PROGRAM PART 1 (ROP1)" with "ENROLLED 4 courses" and a "Learning plan" link.
- RECOMMENDED TRAINING:** A section titled "2 Items" featuring two cards for "PRUREVIEW TRADITIONAL & VARIABLE DIGITAL TRAINING" and "PRUREVIEW TRADITIONAL & VARIABLE INSTRUCTOR-LED TRAINING (ILT)", both with "ENROLLED" status and "Learning plan" links.
- My Calendar:** A calendar view for July 2025 showing "No events" and "You have no scheduled events for this month".
- NEED HELP?:** A dark grey button labeled "EMAIL US" at the bottom right.

At the bottom of the page, it says "© Powered by Docebo".

My Calendar
Shows the candidate's registered trainings.



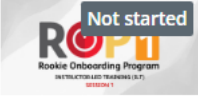

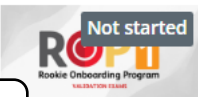

ROP1 Courses, Time to Complete, Expiration Date



PRU LIFE U.K.

< Back [Homepage](#) > ROOKIE ONBOARDING PROGRAM PART 1 (ROP1)

Mandatory: ROP1 ILT Session 1 & 2
Click "PLAY" to start the courses.

 ROP1: ILT Session 1 Mandatory EN ILT (Instructor-Led Training)	PLAY
 ROP1: ILT Session 2 Mandatory EN ILT (Instructor-Led Training)	PLAY
 ROP1: Exams Mandatory EN E-learning <input type="radio"/> 0 of 3 lessons completed	PLAY
 ROP1: Reference Materials & Handouts Optional EN E-learning <input type="radio"/> 0 of 1 lessons completed	PLAY

Mandatory: ROP1 Exams

Optional: ROP1 Handouts & Reference Materials

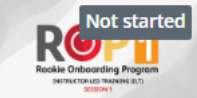
Timeline: 90 days Expiration Date

Mandatory courses
0 of 3 completed | 0h 0m of 0h 0m
Courses required to complete the learning plan

Optional courses
0 of 1 completed | 0h 0m of 0h 0m



Global progression
0 of 4 completed | 0h 0m of 0h 0m

Keep learning from

 ROP1: ILT Session 1
EN | ILT (Instructor-Led Training)

[START LEARNING NOW](#)

Learning plan details

-  Time to complete
90 days from enrollment
-  Enrollment with expiration date
Expiration: 10/17/2025 11:20:13 am

Course and Learning Plan Access

PRUExpert LMS Candidate View



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ILT Registration

From the landing page, click on **Required Training.**

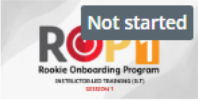
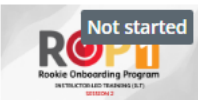
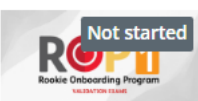

The screenshot displays the Pru Life UK platform homepage. At the top, there is a navigation bar with the Pru Life UK logo, a search bar, and utility icons. A large banner features a man in a suit with the text "UNLEASH YOUR JOURNEY" and "Dynamic Training for a Thriving New Future". To the right, a "Welcome, future life insurance agents!" message provides instructions on getting started. Below the banner, the "REQUIRED TRAINING" section highlights the "ROPI" (Rookie Onboarding Program Part 1) with 4 courses. The "RECOMMENDED TRAINING" section lists two "PRUREVIEW" courses: "PRUREVIEW TRADITIONAL & VARIABLE DIGITAL TRAINING" and "PRUREVIEW TRADITIONAL & VARIABLE INSTRUCTOR-LED TRAINING (ILT)". A calendar view on the right shows "No events" for the month of July 2025. A "NEED HELP?" section with an "EMAIL US" button is located at the bottom right. The footer includes the text "Powered by Docebo".



Click "PLAY" to start the ROP1 ILT Session 1 or 2.



Mandatory: ROP1 ILT Session 1 & 2
Click "PLAY" to start the courses.


-  **ROP1: ILT Session 1**
Mandatory | EN | ILT (Instructor-Led Training) [PLAY](#)
-  **ROP1: ILT Session 2**
Mandatory | EN | ILT (Instructor-Led Training) [PLAY](#)
-  **ROP1: Exams**
Mandatory | EN | E-learning 0 of 3 lessons completed [PLAY](#)
-  **ROP1: Reference Materials & Handouts**
Optional | EN | E-learning 0 of 1 lessons completed [PLAY](#)

Mandatory courses
0 of 3 completed | 0h 0m of 0h 0m
Courses required to complete the learning plan

Optional courses
0 of 1 completed | 0h 0m of 0h 0m



Global progression
0 of 4 completed | 0h 0m of 0h 0m

Keep learning from

-  **ROP1: ILT Session 1**
EN | ILT (Instructor-Led Training)

[START LEARNING NOW](#)

Learning plan details

-  **Time to complete**
90 days from enrollment
-  **Enrollment with expiration date**
Expiration: 10/17/2025 11:20:13 am



ILT Registration/Enrollment

You will be redirected to this page. Click **“ENROLL”**.

ROP1: ILT Session 1

ILT (Instructor-Led Training) ENGLISH Part of the learning plan: **ROOKIE ONBOARDING PROGRAM PART 1 (ROP1)**

ADD TO PLAYLIST **MARK AS OUTDATED**

Course description
Register and attend to ROP1 Instructor-Led Training (ILT) Session 1.

Course sessions
8 full online sessions | 9 full onsite sessions

FILTERS

Before ILT registration

- Face-to-Face ROP Part One Session 1 Cebu - TGU**
07/22/2025, 06:00 pm - 10:00 pm (GMT +08:00) Asia/Manila
1 event | Full onsite | Cebu - TGU | 1 instructor | 4h **ENROLL**
- Face-to-Face ROP Part One Session 1 Ortigas**
07/22/2025, 06:00 pm - 10:00 pm (GMT +08:00) Asia/Manila
1 event | Full onsite | Ortigas | 1 instructor | 4h **ENROLL**
- Face-to-Face ROP Part One Session 1 Makati**
07/25/2025, 08:30 am - 12:30 pm (GMT +08:00) Asia/Manila
1 event | Full onsite | Makati - Ayala North Exchange | 1 instructor | 4h **ENROLL**

Enrollment options

Enrolled

Missing session enrollment
Select a session and enroll

CHOOSE SESSION

Course details

- Time to complete**
Unlimited access
- Course ID**
I-Z1G281

Virtual ROP Part One Session 1
08/7/2025 (GMT +08:00) Asia/Manila

SESSION INFORMATION EVENTS INSTRUCTORS

Session information

- Event 1
- Attendance Full online
- Video conference tool Zoom Meeting
- Duration 4h

Session events
0 ended events | 1 scheduled events

2025 Show ended events

Thu 07 Aug

Virtual ROP Part One Session 1
08/7/2025, 08:30 am - 12:30 pm (GMT +08:00) Asia/Manila
Online | Zoom Meeting | 4h

Completion status

Attend at least 1 event to complete this session
0 of 1 events attended

Course upcoming events

Virtual ROP Part One Session 1
The event is scheduled for 08/7/2025 at 08:30:00 am

After ILT registration



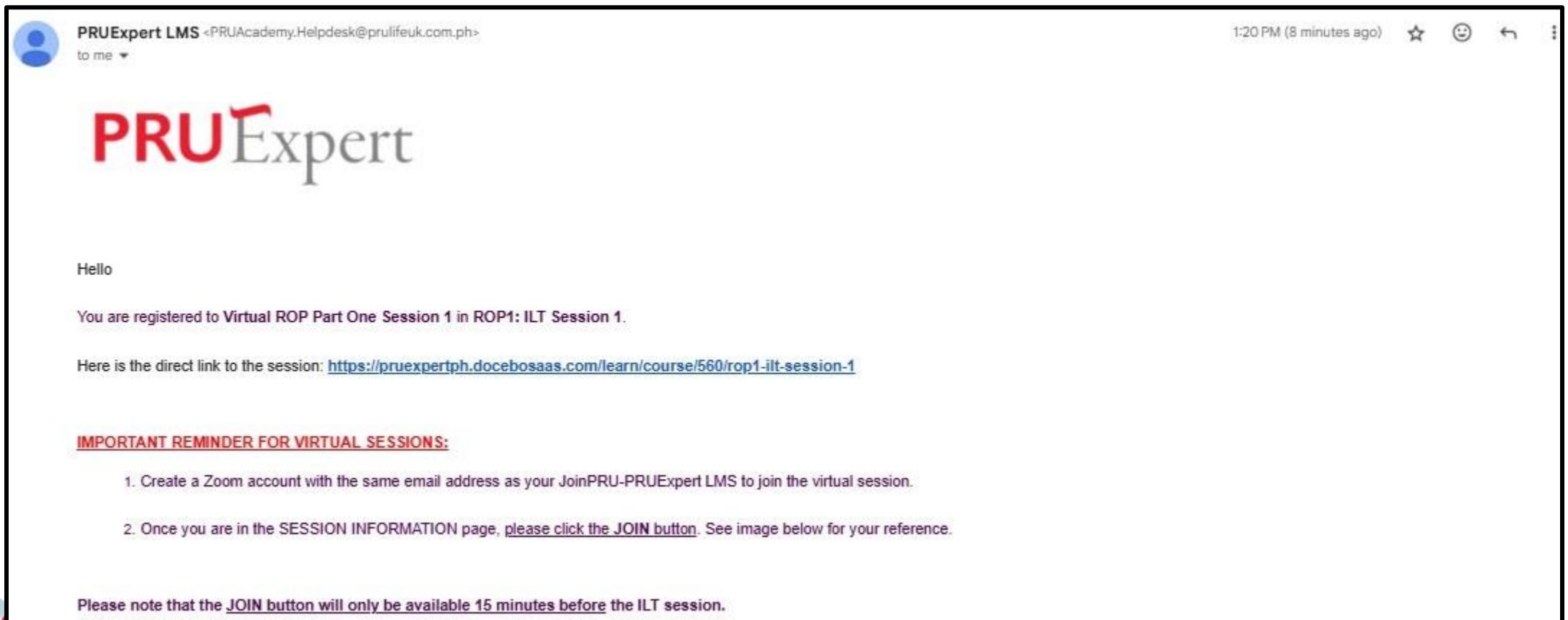
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ILT Registration/Enrollment



Notification on successful enrollment

- Check **"SPAM"**, **"Junk Files"** or **"Promotions"** folder on GMail Inbox.
- Move to **Primary Inbox Folder**.





ILT Unenrollment

Steps on how to unenroll from an ILT session:

1. From your Homepage, click on Required Training.

The screenshot displays the PRU LIFE UK platform homepage. At the top, there is a navigation bar with the PRU LIFE UK logo, a search bar, and a hamburger menu. Below the navigation bar is a large banner for "JOURNEY" with the tagline "Dynamic Training for a Thriving New Future" and an image of a man in a suit. To the right of the banner is a red box with the text "License exams. Let's get started on building your long-term career with us!". Below the banner, the "REQUIRED TRAINING" section is visible, showing "Candidates Required Training" with a card for "ROOKIE ONBOARDING PROGRAM PART 1 (ROP1)". The card indicates it is "ENROLLED" with "4 courses" and has a "Learning plan" link. Below this is the "RECOMMENDED TRAINING" section, which shows "2 Items". The first item is "PRUREVIEW TRADITIONAL & VARIABLE DIGITAL TRAINING", which is "ENROLLED" with "4 courses" and has a "Learning plan" link. The second item is "PRUREVIEW TRADITIONAL & VARIABLE INSTRUCTOR-LED TRAINING (ILT)", which is "ENROLLED" with "3 courses" and has a "Learning plan" link. On the right side of the page, there is a calendar view for "July 2025" showing two sessions: "Virtual ROP Part One Session 1" on 07/19/2025 from 08:30 am to 12:30 pm, and "Virtual ROP Part One Session 2" on 07/19/2025 from 01:30 pm to 05:30 pm.



For Every *Future*



ILT Unenrollment

Steps on how to unenroll from an ILT session:
2. You will be redirected to the Course page.

ROOKIE ONBOARDING PROGRAM PART 1 (ROP1)

Learning plan



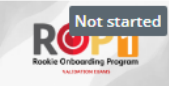

[← SHARE](#)

Learning plan description

Basic knowledge and skills on life insurance concepts, Pru Life UK product solutions and sales advisory process.

Courses in the Learning plan

2 E-learning | 2 ILT (Instructor-Led Training)

	ROP1: ILT Session 1 Mandatory EN ILT (Instructor-Led Training)	RESUME ▾
	ROP1: ILT Session 2 Mandatory EN ILT (Instructor-Led Training)	RESUME ▾
	ROP1: Exams Mandatory EN E-learning <input type="radio"/> 0 of 3 lessons completed	PLAY ▾
	ROP1: Reference Materials & Handouts Optional EN E-learning <input type="radio"/> 0 of 1 lessons completed	PLAY ▾

Learning plan progress


In progress ^

Mandatory courses
0 of 3 completed | 0h 0m of 0h 0m
[Courses required to complete the learning plan](#)

Optional courses
0 of 1 completed | 0h 0m of 0h 0m

Global progression
0 of 4 completed | 0h 0m of 0h 0m

Keep learning from

 **ROP1: ILT Session 1**
EN | ILT (Instructor-Led Training)

[RESUME TRAINING](#)



ILT Unenrollment



Steps on how to unenroll from an ILT session:

3. Select the session then click the **"3 dots icon"** on the upper-right corner of the screen. From the options, select **“Unenroll from this session.”** Then, enroll to new session.

The screenshot displays the PRU LIFE U.K. interface for the 'ROP1: ILT Session 1'. The page title is 'Virtual ROP Part One Session 1' with a date of 07/19/2025 (GMT +08:00) Asia/Manila. The session is categorized as 'Mandatory' and 'ILT (Instructor-Led Training)'. The page shows session information, including 'Event 1', 'Attendance Full online', 'Video conference tool Zoom Meeting', and 'Duration 4h'. There is a 'Session events' section with a calendar view for 2025, showing an 'Ongoing' event for 'Virtual ROP Part One Session 1' on Saturday, July 19th. A 'JOIN' button is visible next to the event. On the right side, there is a 'Completion status' section indicating 'Attend at least 1 event to complete this session' and '0 of 1 events attended'. Below that is a 'Course upcoming events' section with a 'JOIN' button for the current session. A dropdown menu is open in the top right corner, triggered by the '3 dots icon', with the option 'Unenroll from session' highlighted. A red arrow with the number '3' points to this icon.

Joining a Virtual ILT session



1. Enroll to the training session you wish to attend. Upon successful enrollment, you will receive an email confirmation similar to the one below.

The screenshot shows an email interface. At the top left is the sender's profile: a blue circular icon, the name "PRUExpert LMS", and the email address "<PRUAcademy.Helpdesk@prulifeuk.com.ph>". Below the name is "to me" with a dropdown arrow. At the top right, it says "1:20 PM (8 minutes ago)" followed by icons for star, smiley, reply, and more options. The main body of the email features the "PRUExpert" logo in red and grey. Below the logo is the text "Hello". The next line says "You are registered to Virtual ROP Part One Session 1 in ROP1: ILT Session 1." The following line says "Here is the direct link to the session: <https://pruexpertph.docebosaas.com/learn/course/560/rop1-ilt-session-1>". Below this is a section header "**IMPORTANT REMINDER FOR VIRTUAL SESSIONS:**" followed by a numbered list: "1. Create a Zoom account with the same email address as your JoinPRU-PRUExpert LMS to join the virtual session." and "2. Once you are in the SESSION INFORMATION page, please click the JOIN button. See image below for your reference." At the bottom, it says "Please note that the JOIN button will only be available 15 minutes before the ILT session."

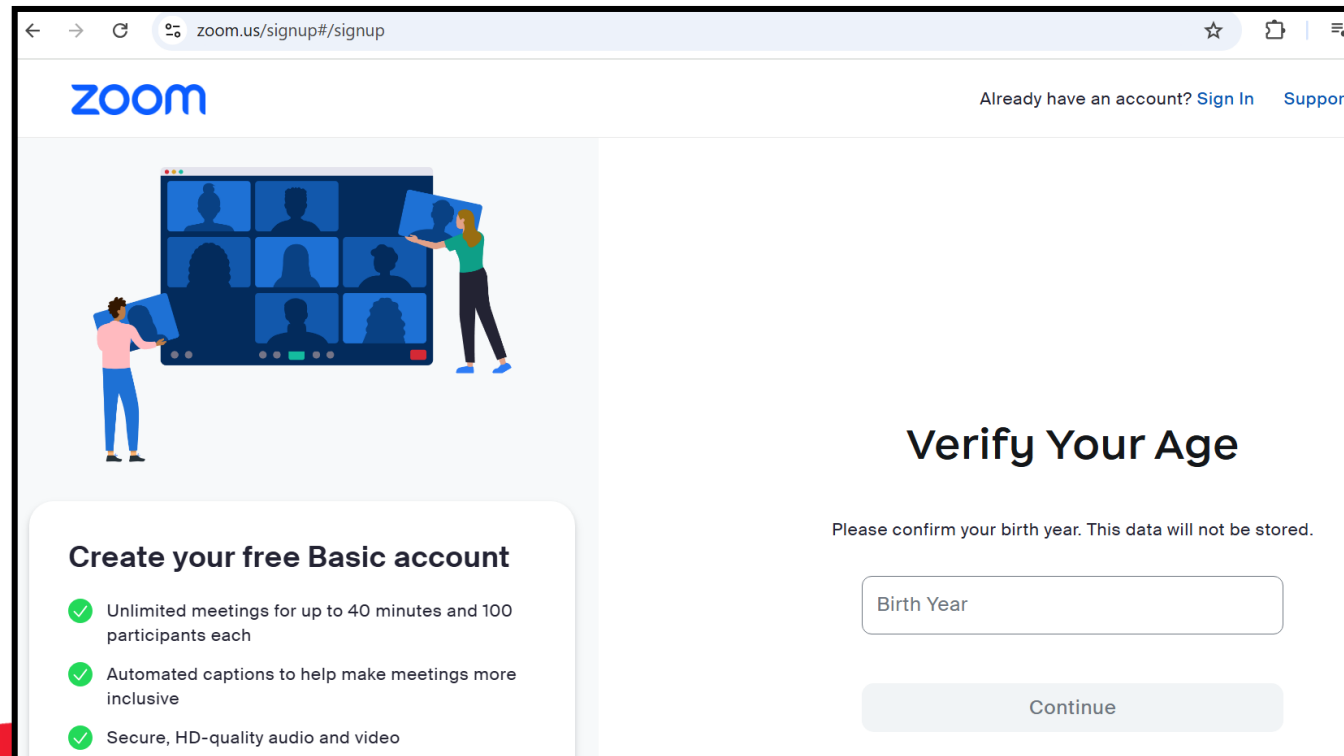
Joining a Virtual ILT session



Important Reminder for Virtual Sessions:

To join the virtual sessions, please ensure your candidate **creates a Zoom account using the same email address registered with JoinPRU-PRUExpert LMS.**

 [Sign Up Free | Zoom](#)



The screenshot shows the Zoom sign-up page at the URL zoom.us/signup#/signup. The page features the Zoom logo and navigation links for 'Sign In' and 'Support'. An illustration of two people interacting with a Zoom meeting grid is displayed. The main heading is 'Verify Your Age', with a subtext: 'Please confirm your birth year. This data will not be stored.' Below this is a text input field labeled 'Birth Year' and a 'Continue' button. On the left side, there is a section titled 'Create your free Basic account' with three bullet points: 'Unlimited meetings for up to 40 minutes and 100 participants each', 'Automated captions to help make meetings more inclusive', and 'Secure, HD-quality audio and video'.



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Joining a Virtual ILT session



2. Click on the direct link to the session indicated in the confirmation email.

The screenshot shows an email interface. At the top left is a profile icon and the sender information: "PRUExpert LMS <PRUAcademy.Helpdesk@prulifeuk.com.ph> to me". At the top right is the time "1:20 PM (8 minutes ago)" and icons for star, smile, and reply. The main content of the email includes the "PRUExpert" logo, a "Hello" greeting, a registration confirmation for "Virtual ROP Part One Session 1 in ROP1: ILT Session 1", and a direct link: <https://pruexpertph.docebos.com/learn/course/560/rop1-ilt-session-1>. Below this is a section titled "IMPORTANT REMINDER FOR VIRTUAL SESSIONS:" followed by two numbered instructions: 1. Create a Zoom account with the same email address as your JoinPRU-PRUExpert LMS to join the virtual session. 2. Once you are in the SESSION INFORMATION page, please click the JOIN button. See image below for your reference. At the bottom, a note states: "Please note that the JOIN button will only be available 15 minutes before the ILT session."





Joining a Virtual ILT session

2.1 Sign in to PRUExpert using the same JoinPRU login credentials.

- Username: Same JoinPRU Email
- Password: Same JoinPRU password

PRU LIFE U.K.

pruexpertph.docebosaas.com/learn/signin

Sign in

Please insert your username and password to proceed

Username (required)
JoinPRU Email

Password (required)
.....

SIGN IN

[Forgot your password?](#)

[SAML SSO](#)



Joining a Virtual ILT session


3. Once you are in the **SESSION INFORMATION** page, please click the **JOIN** button. See image below for your reference. Please note that the JOIN button will only be available 15 minutes before the ILT session.


The screenshot displays the PRU Life U.K. platform interface. At the top, there is a search bar and navigation links. The main content area is titled 'ROP1: ILT Session 1' and includes a breadcrumb trail: 'Mandatory > ILT (Instructor-Led Training) > English > 0 of 1 sessions completed > Part of the learning plan > ROOKIE ONBOARDING PROGRAM PART 1 (ROP1)'. The session details are as follows:

- Virtual ROP Part One Session 1**
07/19/2025 (GMT +08:00) Asia/Manila
- SESSION INFORMATION** (selected), EVENTS, INSTRUCTORS
- Session information:** Event 1, Attendance Full online, Video conference tool Zoom Meeting, Duration 4h
- Session events:** 0 ended events | 1 scheduled events. Filter: OLDEST TO NEWEST, AGENDA. A toggle for 'Show ended events' is checked.
- Calendar view:** Shows 'Sat 19 Jul' with an 'Ongoing' status for 'Virtual ROP Part One Session 1' from 07/19/2025, 08:30 am to 12:30 pm (GMT +08:00) Asia/Manila. A 'JOIN' button is visible next to the event, highlighted by a red arrow with the number '3'.
- Completion status:** Attend at least 1 event to complete this session. 0 of 1 events attended.
- Course upcoming events:** Virtual ROP Part One Session 1. The event started 3 hours 46 minutes ago. A 'JOIN' button is present.

PRUAcademy Trainers Email to Agency Leaders

3.1 Scan QR Codes for **ROP1 Registration** and **Training Calendar** for the Zoom Details.




via 

TIME SLOT	SESSION 1	SESSION 2
8:30AM - 12:30PM	JULY 8 JULY 19 JULY 29	JULY 9 JULY 30
1:30PM - 5:30PM		JULY 19
6:00PM - 10:00PM	JULY 1	JULY 2

PRUHouse Ortigas


18F Exquadra Tower 1 Jade Drive,
Ortigas Center, San Antonio Pasig City

 Face-to-face


TIME SLOT	SESSION 1	SESSION 2
8:30AM - 12:30PM	JULY 4	
1:30PM - 5:30PM		JULY 4
6:00PM - 10:00PM	JULY 22	JULY 23


PRUHouse Makati

16F Ayala North Exchange Tower 1,
Ayala North Exchange Legazpi Village Makati City


 Face-to-face

TIME SLOT	SESSION 1	SESSION 2
8:30AM - 12:30PM	JULY 25	
1:30PM - 5:30PM		JULY 25
6:00PM - 10:00PM	JULY 8 JULY 15	JULY 9 JULY 16


 REGISTER NOW



**PRUReview
PRUEXPRT
REGISTRATION**



**ROP1
Rookie Onboarding Program
PRUEXPRT
REGISTRATION**



**ACCESS THE
TRAINING
CALENDAR
BY SCANNING
THE QR CODE**

REMINDERS:

- IC Exam takers are encouraged to complete PRUReview **BEFORE** the exam.
- Sessions 1-2 are recommended to be taken in order.
- 30-minute grace period applies to both virtual and face-to-face classes.

PRU ACADEMY - Q2 2025 (JULY) INSTRUCTOR-LED TRAINING SCHEDULES (ROP1, ROP2, PR, PRUREVIEW, PIP and PRODUCTIVITY TRAINING) Restricted

AFAS24...02024.pdf | Joining...xpert.png | VIRTUAL ILT...1.png | 2025 TRAIN...5.jpg | 2025 TRAIN...5.jpg | PRUExpe...Alley.png | PRUREVIEW...(1).png | ROP2_P...Manila.png

PIP Classes...2.png | Prod (1)...(1).png | Prod (2) Ju...1.png | Prod 1 - Ju...1.png | PRUTips (1) 4.png

Good day, Metro Manila 2 Agency Leaders!

Sharing with you the poster of our instructor-led trainings (ILT) for the month of **JULY 2025.**

To access the Zoom details for virtual trainings, kindly scan the QR code attached on the posters for the Zoom meeting details

PRU AGENT ACADEMY

ROP TRAINING CALENDAR JULY 2025



Joining a Virtual ILT session



4. For the Zoom Registration page, input correct details. **Zoom account** must be **the same** as **JoinPRU-PRUExpert Email**.

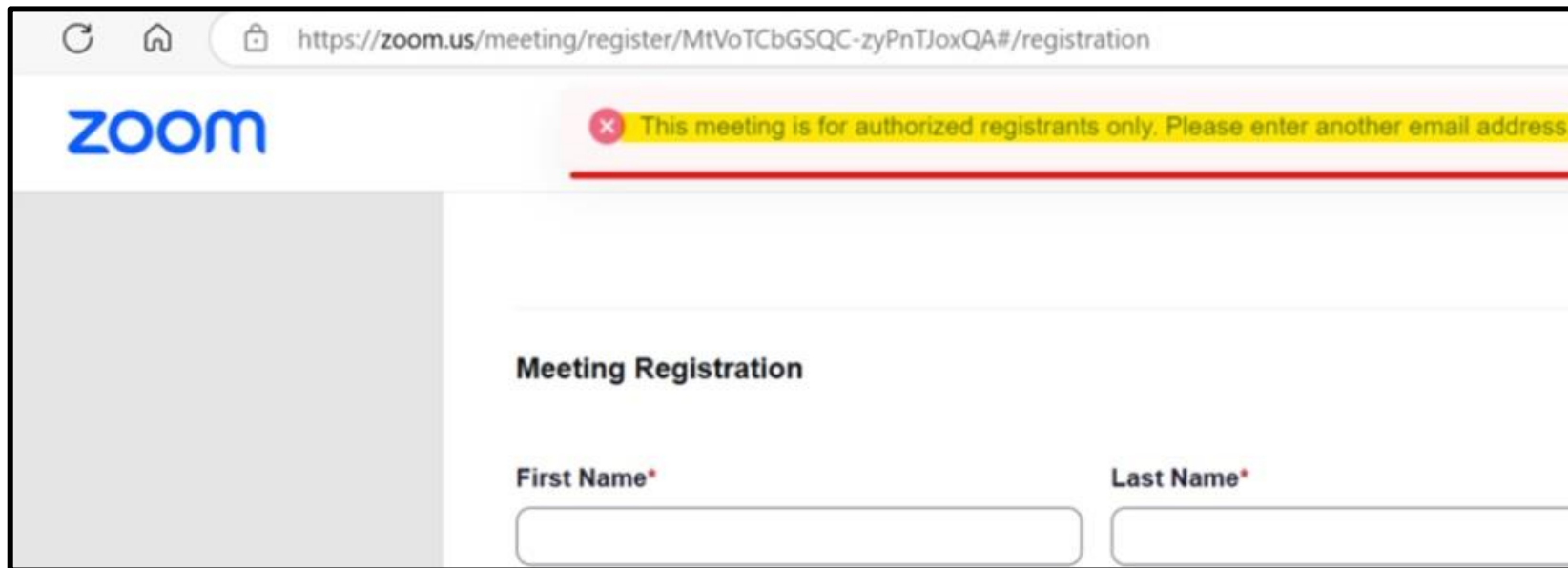
The screenshot shows the Zoom registration interface. At the top left is the Zoom logo. The session title is 'ROP 1 Session 1'. Below it, the date and time are 'Sep 5, 2024 08:00 AM in Asia/Manila'. The section is titled 'Webinar Registration'. There are three input fields: 'First Name*' with the placeholder 'First Name', 'Last Name*' with the placeholder 'Last Name', and 'Email Address*' with the placeholder 'join@company.com'. At the bottom, there is a disclaimer: 'Information you provide when registering will be shared with the account owner and host and can be used and shared by them in accordance with their Terms and Privacy Policy.' A blue button labeled 'Register and Join' is visible, and the text 'Webinar has started' is displayed above it.



Joining a Virtual ILT session



- 4.1 Candidate used **"different email"** to join the Zoom ROP1 ILT Sessions.
- If **Zoom Account email** is **inconsistent** with the **JoinPRU-PRUExpert accounts**, candidate encounters this error **"This meeting is for authorized registrants only. Please enter another email address."**
- As a result, the candidate's ROP1 Attendance was **not tagged immediately** as "complete" due to **"inconsistency on the email address"**.



New Agent Access



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Important Reminders

1. For **newly coded agents**, we convert their Candidate accounts to **Agent Accounts weekly**.
2. **Agent accounts** are **permanent** and will be used to access **mandatory and advanced trainings for agents**.
3. **Agent's Username** is **AGENT CODE**.

How to Login (newly coded agents)



1. Go to <https://pruexpertph.docebosaas.com/learn>.
2. Click on **Forgot Your Password**.
3. Enter your email. (*pluk email*)
4. Click on **Send Reset Link**.

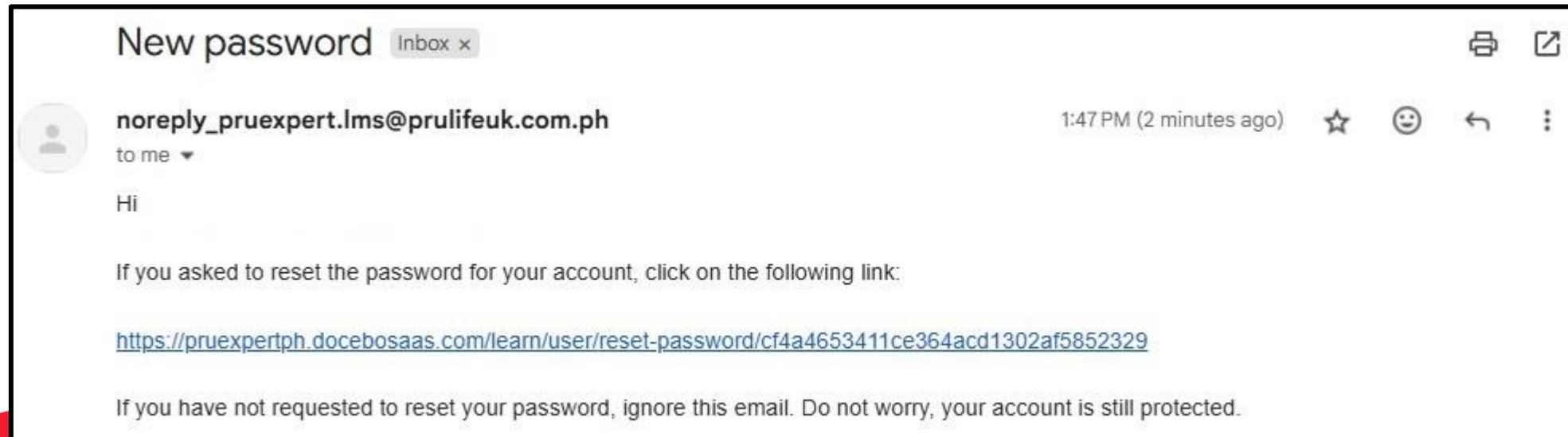
Recover password

Insert your username or your email address in the field below. You will receive an email with instructions.

Username or email (required)

SEND RESET LINK

Already registered? [Sign in](#)



Dos & Don'ts For Candidates



For Every *Life*, For Every *Future*

JoinPRU E-Licensing Journey Application Inquiries & Concerns

JoinPRU

Home About Pru Life UK Your Aspirations

E-Licensing Journey

E-Licensing Journey is your recruitment roadmap. Click each pitstop to view the description and require

Register to eLicensing

To continue your application, kindly fill in all the necessary fields below. Please note that the items with red asterisk are mandatory.

▼ **Application Details**

Category *

New Recruit Pru Life UK Agent

Application Type *

New License For Reinstatement [i](#)

Did you Pre-register in Our Proposals Tab? *

Yes No

▶ Account Details

▶ Basic Information

▶ Recruiter's Information



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JoinPRU Application Inquiries & Concerns



Do	Don't
<p data-bbox="295 277 1121 444">✉ For JoinPRU Account Inquiries, Please Email: <i>Agency Licensing at Agency.Licensing@prulifeuk.com.ph.</i></p> <p data-bbox="295 505 1128 611">You may contact them for help with the following:</p> <ul data-bbox="295 618 1296 1219" style="list-style-type: none"><li data-bbox="295 618 1212 711">• 📄 JoinPRU Sign-Up or Application/Account Details<li data-bbox="295 772 970 815">• 🔄 Reinstatement Requirements<li data-bbox="295 876 1116 919">• JoinPRU Coding Requirements & Status<li data-bbox="295 981 1296 1023">• 🔒 JoinPRU OTP, Reset Password, or Login Issues<li data-bbox="295 1085 1080 1128">• 🚫 JoinPRU Inactive Account Concerns<li data-bbox="295 1189 1296 1219">• JoinPRU IC Exam Registration and IC Exam Results	<p data-bbox="1350 277 2173 382">✘ Do NOT Send JoinPRU Account Inquiries to: <i>PRUAcademy Helpdesk.</i></p> <ul data-bbox="1350 444 2155 772" style="list-style-type: none"><li data-bbox="1350 444 2155 611">• PRUAcademy Helpdesk handles JoinPRU-ROP1 Training and PRUExpert account issues only.<li data-bbox="1350 672 2076 772">• They do not assist with JoinPRU-related concerns.



JoinPRU – PRUExpert Account Creation

JoinPRU

[Home](#) [About Pru Life UK](#) [Your Aspirations](#)

E-Licensing Journey

E-Licensing Journey is your recruitment roadmap. Click each pitstop to view the description and requirements.

Register to eLicensing

To continue your application, kindly fill in all the necessary fields below. Please note that the items with red asterisk are mandatory.

▶ Application Details

▼ Account Details

E-mail Address *

Password *

Confirm Password *

Do you have an existing PRUExpert Account? *

Yes No



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JoinPRU-PRUExpert Account Details



Do	Don't
<ul style="list-style-type: none">• New Candidates and Reinstating Agents (more than 1 year) are required to complete ROP1 Training. Reinstating Agents who will retake ROP1 needs to create new email.• On the JoinPRU Account Details, answer "NO" to the question: <i>"Do you have an existing PRUExpert Account?"</i>• This action will automatically create a new PRUExpert Account.	<ul style="list-style-type: none">• ✗ If the candidate selects "YES" on the question: <i>Do you have an existing PRUExpert Account?</i>• No PRUExpert Account will be created.• The candidate will not be able to access the ROP1 Training unless they already have an active PRUExpert account.• Once candidate log in JoinPRU and click "Go to PRUExpert", he will encounter an error "Mismatch JoinPRU & PRUExpert account detected."



E-Licensing Journey

E-Licensing Journey is your recruitment roadmap. Click each pitstop to view the description and requirements.

Register to eLicensing

To continue your application, kindly fill in all the necessary fields below. Please note that the items with red asterisk are mandatory.

▶ Application Details

▼ Account Details

E-mail Address *

E-mail Address

Password *

Password

Confirm Password *

Confirm Password

Do you have an existing PRUExpert Account? *

Yes

No



E-Licensing Journey

E-Licensing Journey is your recruitment roadmap. Click each pitstop to view the description and requirements.

Register to eLicensing

To continue your application, kindly fill in all the necessary fields below. Please note that the items with red asterisk are mandatory.

▶ Application Details

▼ Account Details

E-mail Address *

E-mail Address

Password *

Password

Confirm Password *

Confirm Password

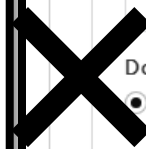
Do you have an existing PRUExpert Account? *

Yes

No

▶ Basic Information

▶ Recruiter's Information



Alternative PRUExpert Login (Mismatched Account – Active PRUExpert Account)



Sign in to PRUExpert using the same JoinPRU login credentials via <https://pruexpertph.docebosaas.com/learn>.

- Username: Same JoinPRU Email
- Password: Same JoinPRU password

PRU LIFE U.K.

Sign in

Please insert your username and password to proceed

Username (required)
JoinPRU Email

Password (required)
.....

SIGN IN

[Forgot your password?](#)

[SAML SSO](#)

Head

Future



Contact for Help

If candidate encountered the “**Mismatched JoinPRU & PRUExpert Account detected**” error and **cannot login directly to PRUExpert website,**

➔ **Email: PRUAcademy Helpdesk at PRUAcademy.Helpdesk@prulifeuk.com.ph**

Include:

- *Email Subject: **Candidate - Mismatched Account***
- *Candidate's full name*
- *JoinPRU registered primary email*
- *Screenshot of the error (if possible)*
- *Brief description of the issue*

Mismatched JoinPRU and PRUExpert account detected.

Please log in to PRUExpert LMS (<https://prulifeuk.litmos.com.au>) and update your PRUExpert LMS e-mail address to match your JoinPRU e-mail address. Please make sure that they are exactly the same, so that you can proceed with your JoinPRU registration and coding process.

Close



Training Deadline Policy





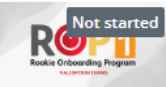

90-Day Completion Rule

- Candidates must complete all ROP1 courses within **90 days** of account creation.

ROP1 Learning Plan Requirements:

- **ROP1 Session 1** – 210 minutes (Mandatory)
- **ROP1 Session 2** – 210 minutes (Mandatory)
- **ROP1 Exams** – (Mandatory)
- ROP1 Handouts & Reference Materials – (Optional)

Courses in the Learning plan
2 E-learning | 2 ILT (Instructor-Led Training)


	ROP1: ILT Session 1 Mandatory EN ILT (Instructor-Led Training)	PLAY	▼
	ROP1: ILT Session 2 Mandatory EN ILT (Instructor-Led Training)	PLAY	▼
	ROP1: Exams Mandatory EN E-learning 0 of 3 lessons completed	PLAY	▼
	ROP1: Reference Materials & Handouts Optional EN E-learning 0 of 1 lessons completed	PLAY	▼

Mandatory courses
0 of 3 completed | 0h 0m of 0h 0m
📌 Courses required to complete the learning plan

Optional courses
0 of 1 completed | 0h 0m of 0h 0m

Global progression
0 of 4 completed | 0h 0m of 0h 0m

Keep learning from

 ROP1: ILT Session 1
EN | ILT (Instructor-Led Training)

START LEARNING NOW

Learning plan details ^

- 🕒 Time to complete
90 days from enrollment
- 📅 Enrollment with expiration date
Expiration: 10/17/2025 11:20:13 am
- 📄 Learning plan ID
LP-D19941





90-Day Completion Rule



Do	Don't
<ul style="list-style-type: none">• Candidates complete the ROP1 training within 90 days.	<ul style="list-style-type: none">• ✗ If not completed within this period:<ul style="list-style-type: none">• The candidate will be required to retake all ROP1 courses, regardless of previous progress or completions.

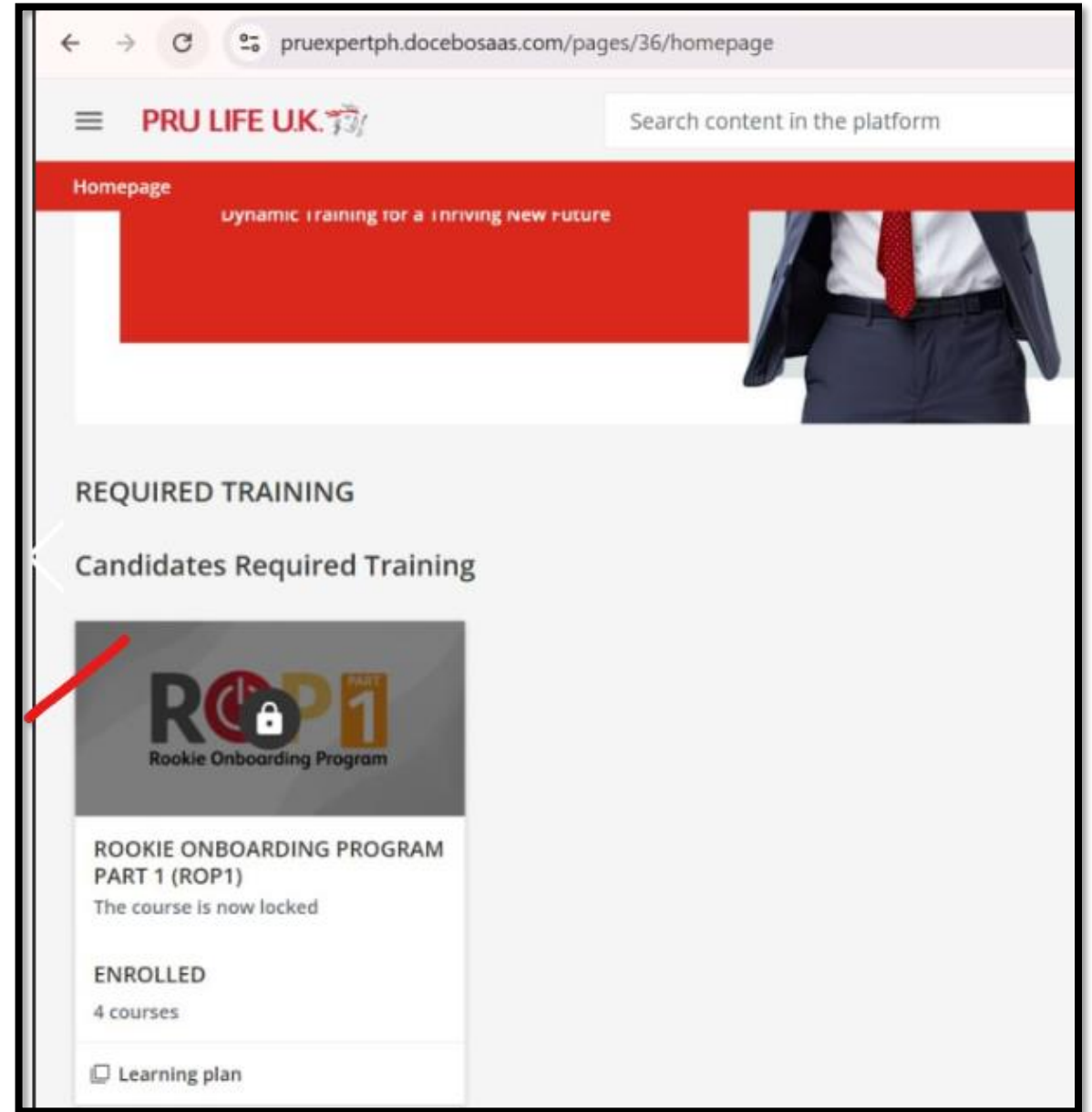
Reminder:

- ✗ If not completed within this period:
 - The candidate will be **required to retake all ROP1 courses**, regardless of previous progress or completions.

➔ Email: PRUAcademy Helpdesk at PRUAcademy.Helpdesk@prulifeuk.com.ph to reset the Locked ROP1 Access.

Include:

- Email Subject: **Candidate - ROP1 Locked**
- Candidate's full name
- JoinPRU registered primary email
- Screenshot of the error (if possible)
- Brief description of the issue



The screenshot shows a web browser displaying the PRU LIFE U.K. platform. The URL is pruexpertph.docebosaas.com/pages/36/homepage. The page features a red header with the PRU LIFE U.K. logo and a search bar. Below the header, there is a section titled "REQUIRED TRAINING" with a sub-section "Candidates Required Training". A card for the "ROOKIE ONBOARDING PROGRAM PART 1 (ROP1)" is highlighted with a red arrow. The card shows a lock icon and the text "The course is now locked". Below the card, it indicates "ENROLLED 4 courses" and a "Learning plan" link.

ROP1 ILT Sessions Enrollment & Zoom Account

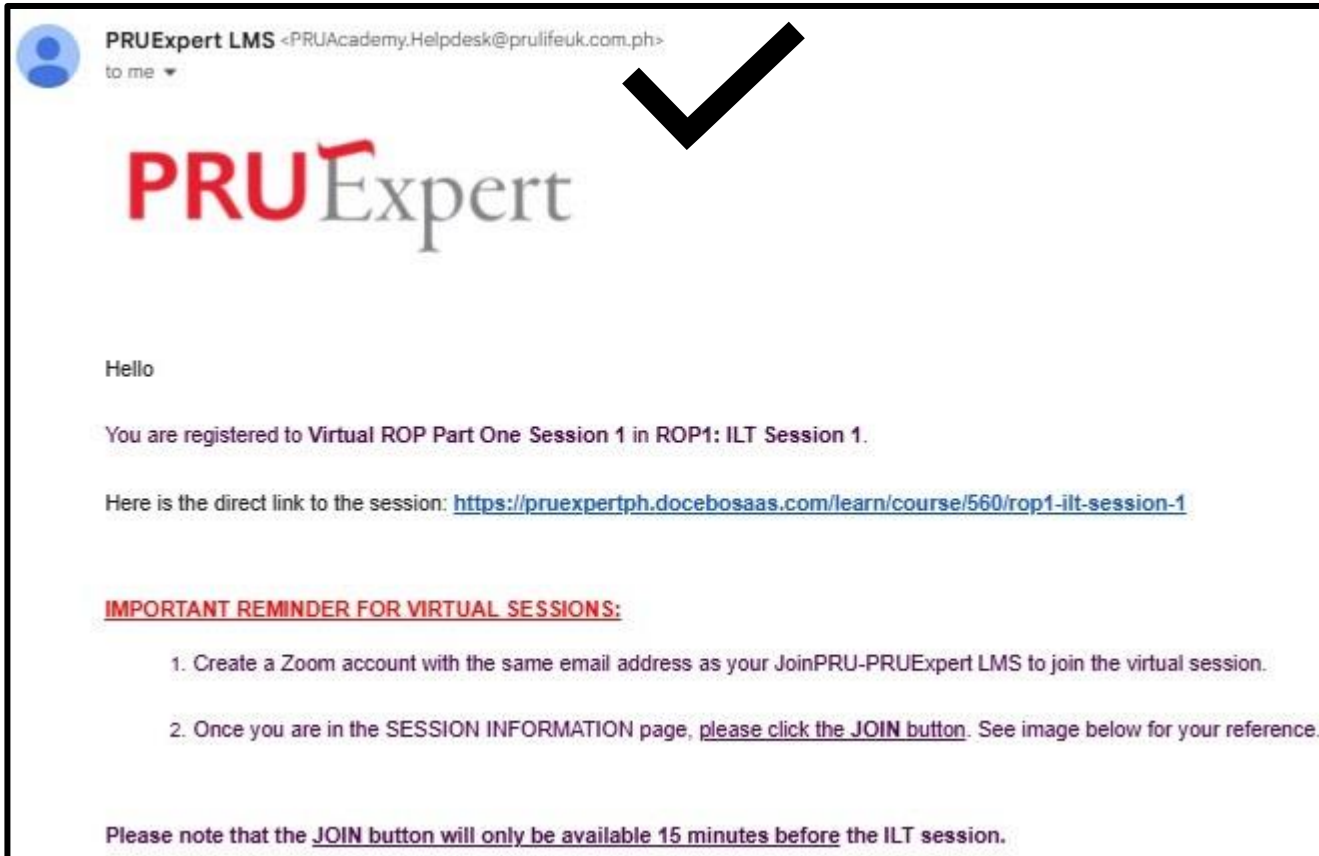


Do	Don't
<ul style="list-style-type: none">• Candidate must enroll to the ROP1 ILT Session 1 and ROP1 ILT Session 2 before attending the classes.• Check "SPAM", "Junk Folder", or "Promotions" folder for the email for enrolment notification.• Use consistent email on the following accounts:<ul style="list-style-type: none">• JoinPRU-PRUExpert• Zoom Account	<ul style="list-style-type: none">• ✗ Candidate is a "walk-in participant" or "did not enroll on the session".• Zoom account email is inconsistent / not the same with JoinPRU-PRUExpert account.• Consequences:<ul style="list-style-type: none">• Candidate encounters this error "This meeting is for authorized registrants only. Please enter another email address."• The candidate's ROP1 Attendance was not tagged immediately as "complete" due to "inconsistency on the email address".



Do

Notification on successful enrollment



PRUExpert LMS <PRUAcademy.Helpdesk@prulifeuk.com.ph>
to me

PRUExpert

Hello

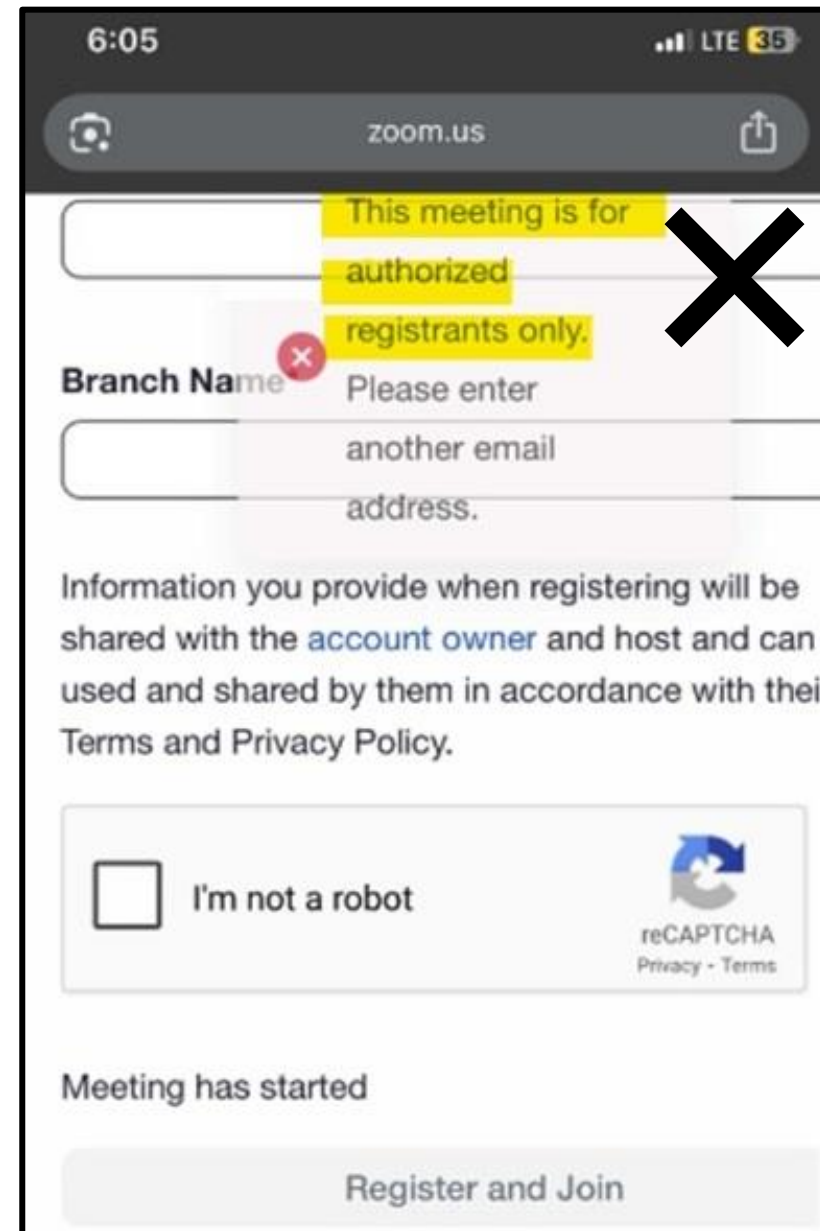
You are registered to Virtual ROP Part One Session 1 in ROP1: ILT Session 1.

Here is the direct link to the session: <https://pruexpertph.docebosaas.com/learn/course/560/rop1-ilt-session-1>

IMPORTANT REMINDER FOR VIRTUAL SESSIONS:

1. Create a Zoom account with the same email address as your JoinPRU-PRUExpert LMS to join the virtual session.
2. Once you are in the SESSION INFORMATION page, please click the JOIN button. See image below for your reference.

Please note that the JOIN button will only be available 15 minutes before the ILT session.



6:05 LTE 35%

zoom.us

This meeting is for authorized registrants only.

Branch Name Please enter another email address.

Information you provide when registering will be shared with the account owner and host and can be used and shared by them in accordance with their Terms and Privacy Policy.

I'm not a robot reCAPTCHA Privacy - Terms

Meeting has started

Register and Join



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ROP1 ILT Sessions Attendance



Do

Minimum Attendance Requirement

• Each ILT session (Session 1 and Session 2) requires a **total of 210 minutes of Zoom attendance** to be tagged as **“Complete”**.

ROP1 ILT Session Attendance Tagging

• After attending an **ROP1 Instructor-Led Training (ILT) Session**, candidates must wait up to **2 working days** for their **attendance to be tagged** in the system.

Don't

ROP1 ILT Session Attendance Issues

Attendance Not Yet Tagged

- If a candidate **has not waited 2 working days** after attending the ILT session, their attendance **may not yet be tagged** in the system.
- **Action:** Please allow up to **2 working days** for the system to update.

Insufficient Zoom Attendance

- If a candidate attends **less than 210 minutes** in either **ROP1 ILT Session 1 or Session 2**, the session will **not be tagged as “Complete.”**
- **Action:** The candidate must **retake the session** and ensure full attendance to meet the 210-minute requirement.

Do




ROP1 Certificate of Completion

When is the Certificate Generated?

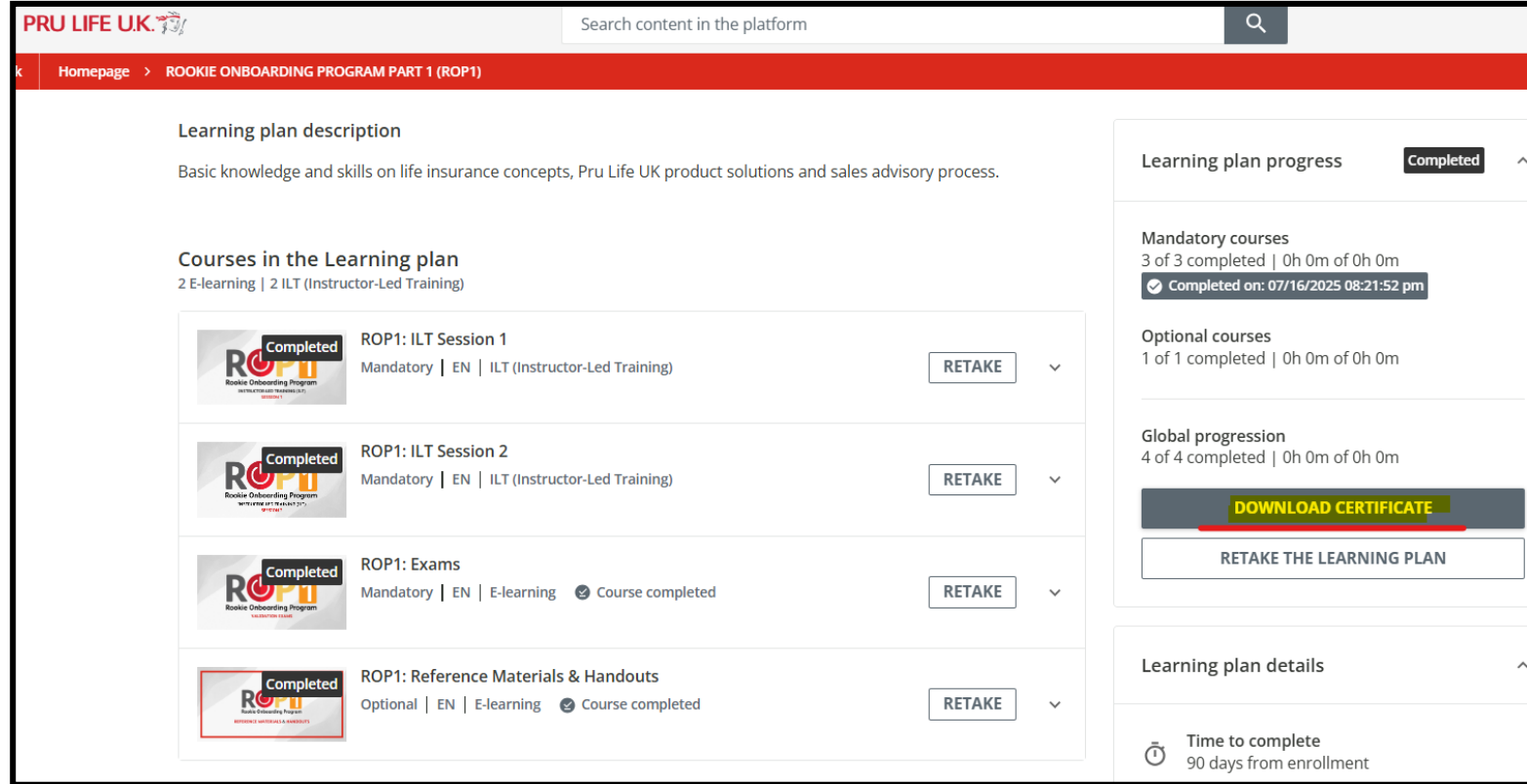
Once the candidate has:

- Been **tagged "Complete"** in both **ROP1 ILT Session 1 & Session 2**
- Successfully **completed all ROP1 exams**

 The **Certificate of Completion** will be **automatically generated** in the PRUExpert system.

How to Get the Certificate

- Go to your **PRUExpert account** and click **ROP1 Learning Plan**.
- Click **"Download Certificate"** immediately once it becomes available ***within 90 days***.



The screenshot displays the PRU Life UK PRUExpert interface for the ROP1 Learning Plan. The page title is "ROOKIE ONBOARDING PROGRAM PART 1 (ROP1)". The "Learning plan description" states: "Basic knowledge and skills on life insurance concepts, Pru Life UK product solutions and sales advisory process." The "Courses in the Learning plan" section lists four items, all marked as "Completed":

Course Name	Type	Status	Action
ROP1: ILT Session 1	Mandatory EN ILT (Instructor-Led Training)	Completed	RETAKE
ROP1: ILT Session 2	Mandatory EN ILT (Instructor-Led Training)	Completed	RETAKE
ROP1: Exams	Mandatory EN E-learning	Course completed	RETAKE
ROP1: Reference Materials & Handouts	Optional EN E-learning	Course completed	RETAKE

The right sidebar shows "Learning plan progress" as "Completed". It also displays "Mandatory courses" (3 of 3 completed) and "Optional courses" (1 of 1 completed). A prominent "DOWNLOAD CERTIFICATE" button is visible, along with a "RETAKE THE LEARNING PLAN" button. The "Global progression" shows 4 of 4 completed. At the bottom, it indicates "Time to complete: 90 days from enrollment".



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✘ ROP1 Learning Plan Access auto-deactivates after 90 days

- If a candidate **has not downloaded the certificate**, he **will lose access** to the **Certificate of Completion**, even if the training was completed.

How to Recover the Certificate

- Send an email to **PRUAcademy Helpdesk at pruacademy.helpdesk@prulifeuk.com.ph** requesting assistance.
- Include:
 - **Email Subject: CANDIDATE - Certificate - ROP1**
 - Full name
 - JoinPRU-PRUExpert primary registered email
 - Date of ROP1 completion (if known)
 - Request to recover the Certificate of Completion

Do

✔ Confirm ROP1 Completion in JoinPRU



After Completing ROP1:

1. Download your Certificate of Completion from PRUExpert.
2. Log back in to your JoinPRU account.



Check Your ROP1 Status:

- Go to the **2nd Pin/Pit Stop** in your **E-Licensing Journey**.

- Your **ROP1 Completion Status** and **Date of Completion** will be **automatically reflected** once you log in.

JoinPRU

PRU LIFE UK

Home About Pru Life UK Your Aspirations Travel with PRU Our Success Stories Our Proposals **E-Licensing Journey**

E-Licensing Journey

E-Licensing Journey is your recruitment roadmap. Click each pitstop to view the description and requirements needed to continue your e-licensing process.

Build your Business

Rookie Onboarding Program (ROP)

Insurance Commission

Completion of Licensing Requirements

Agent Code and Authority to Sell

Login Sign-up

Rookie Onboarding Program (ROP)



Rookie Onboarding Program Result

Status
Completed

Completion date
06/20/2025

Rookie Onboarding Program is valid only for six months after the completion date.



🚫 ROP1 Status Error in JoinPRU (2nd Pin/Pitstop)

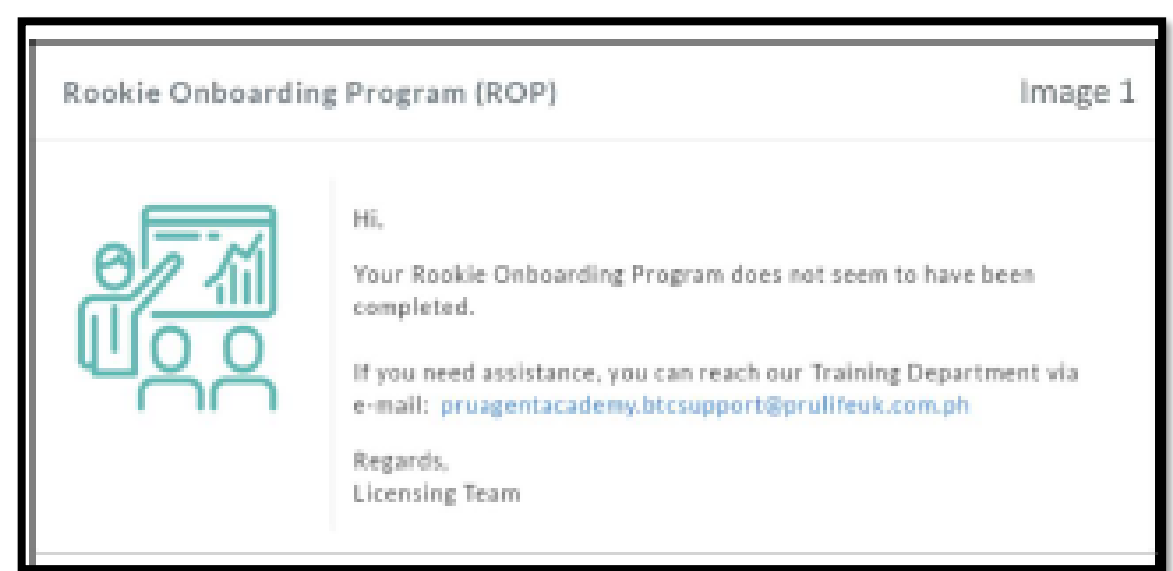
! Error Message:
"Your Rookie Onboarding Program does not seem to have been completed."

@ What to Do:

- If you encounter this error **after completing ROP1 ILT Sessions and exams**, send an email to **PRUAcademy Helpdesk** pruacademy.helpdesk@prulifeuk.com.ph for further checking.

Include in your email:

- Email Subject: **CANDIDATE - JoinPRU ROP1 Incomplete**
- Full name
- JoinPRU primary registered email
- Screenshot of the error (if available)



Do

✅ Final Step: Confirm ROP1 Completion in JoinPRU – Completion of Licensing Requirements

📄 After Uploading Your Coding Requirements:

1. Click **“Download a Copy”** to save your submission for your records.
2. Then click **“Submit”** to finalize the process.
3. A **congratulatory message** will appear immediately, confirming that your submission has been received.

JoinPRU PRU LIFE UK

Home About Pru Life UK Your Aspirations Travel with PRU Our Success Stories Our Proposals **E-Licensing Journey**

E-Licensing Journey

E-Licensing Journey is your recruitment roadmap. Click each pitstop to view the description and requirements needed to continue your e-licensing process.

Build your Business

Rookie Onboarding Program (ROP)

Completion of Licensing Requirements

Insurance Commission

Agent Code and Authority to Sell

Login Sign-up

Congratulations!

You have successfully submitted all your licensing requirements. You can check your application status via JoinPRU. If you have any questions or concerns regarding your application, please send us a message using our Contact Us page.

Close



🚫 ROP1 Status Error in JoinPRU (4th Pin/Pitstop)

! Error Message:

"To continue with your application, ensure that you have completed your Rookie Onboarding Program."

@ What to Do:

- Send an email to **PRUAcademy Helpdesk** pruacademy.helpdesk@prulifeuk.com.ph for further checking of your account.

Include in your email:

- Email Subject: **CANDIDATE - JoinPRU ROP1 Incomplete**
- Full name
- JoinPRU primary registered email
- Screenshot of the error (if available)

License Requirements

To continue with your application, ensure that you have completed your Rookie Onboarding Program.

Close

Dos & Don'ts For Agents



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Agent's Login & Reset Password



Do	Don't
<ul style="list-style-type: none">• Wait 1 week for PRUExpert Agent Account setup.• Username : Agent Code	<ul style="list-style-type: none">• Immediately login PRUExpert.• Username: Pluk email

What to Do:

- In case no reset password is received, send an email to **PRUAcademy Helpdesk at pruacademy.helpdesk@prulifeuk.com.ph** for further checking of your account.





The PRUExpert Answers Alley is back and better than ever!

Get quick answers to common questions and troubleshooting tips 24/7.

Scan the *QR code to explore now!

PRUExpert



*Please make sure that you are logged in to your PRUExpert account before scanning the QR code.



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For training concerns, please feel free to send us an email at

pruacademy.helpdesk@prulifeuk.com.ph



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For more information: www.prulifeuk.com.ph



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