

Agent User Guide

vl

Table of Contents

SENTINEL ELITE™

General	1
Logging In	1
Password Reset	
Profile Management	
Principle of an Agency	5-6
Logging Out	
Agent Dashboard	
Appointments	
Documents	
Groups	
Writing Codes	
Licenses	

LOGGING IN

Sentinel Elite^M is accessible at <u>www.sentinelelite.com</u>. To login enter your username and password and then click *Log In*.

SENTINEL		
	Welcome to Gorman Health Group Portal Sentene Ster 11s A Revise, module-based software solution designed to assiss government managed care organizations onboard agents, provide straining, manage organized water and pay commissions effectively and compliantly Revised water organizations in simple, architect Service at a sa- complete solution or tainored to address specific needs. Log in below or click here to learn more.	
	Log In Username Password Remember me? Forgot your password?	
	Log In Register as an Agent	

PASSWORD RESET

If you have forgotten your password click *Forgot your password?* on the landing page.

	Welcome to Gorman Health Group	Portal
S sertem organiza «Piter Com	Eller [®] is a flexible, module-based software solution designed to assis gover about provide the solution of the solution of the solution of the solution way and compliantly. Because every organization is unique, Sentinel Eller [®] npiete solution or tailored to address specific needs. Log in below or click he	emineria margado care a da digu commosiona can be license as a ene to learn more.
	Log In Username	
	Password	<u>m</u>
	Remember me? Forget your password? Log in	a starting and a start of the s
	Register as an Agent	

Enter your User Name when prompted and click *Continue*.

ELITE		
	Step 1 of 3- Please enter your user name so we can retrieve your account information. Your information is kept confidential and secure at all times. ACCOUNT INFORMATION User Name* Image: Image	rue

Next confirm the answer to your self-selected **Security Question** along with the **Last Four Digits of your Social Security Number** and click **Continue**.

ELITE		
Forgot Password		
Step 2 of 3 – Please answer the security question associate	d with your account. Then specify the last four digits of your SSN.	
CONFIRM SECURITY OUESTION		
In which city would you like to retire?	Last four digits of SSN*	
L		
		Continue
		Contact:

Enter a new password and confirm by reentering.

✓ Tip: Password requirements in Sentinel Elite[™] include at least 8 characters, including at least one uppercase letter, a lower case letter, a number and a non-alphanumeric character (#\$!). Example: Password1#

SENTINEL ELITE		
Forgot Password Step 3 of 3 - Please enter and confirm a new password for your account RESET PASSWORD Password* If you already have an account, please log in.	Confirm password*	Contat: 12-456-7890

PROFILE MANAGEMENT

To manage your profile including your demographic information and security details, place the cursor on your name in the upper right hand corner of the screen and select *Profile* from the drop down menu.

ELITE							April Agent V
BestHealth	Plan Admin Dashboard						Profile Switch Roles
*** On-Roarding			PR	ROGRAM STATUS			Log out
Dashboard	Program Name	Start Date	Stop New Enrollments Date	Agents Enrolled	Agents In Progress	Agents Completed	Agents Stopped
Agencies	Anexinet Sample Program	04/01/2016		0	0	0	0
Appointments	Aprils Test Program	01/01/2016		1	1	0	0
Data Extracts	Demo Program	01/01/2016		1	0	0	0
	Test Program	01/01/2016		0	0	0	0
C Groups	View All						



The information housed on your Profile Screen includes;

Demographic Information

- Name
- Date of Birth
- Gender
- Social Security Number
- National Producer Number
- Email
- Telephone Numbers
- Addresses

Credentials

- Username
- Password
- Security Questions
- Security Answers

Principal Details (where applicable)

• Name of Agency for which you are the Principal

								April Agent 🥪 Agent
doard pirtments	My Profile							
	DEMOGRAPHIC INFORMATION						LOGIN CREDENTIALS	
	First Name*	Initial	Last Name*			Suffix	Username*	
	Apri		Agent				afling/8	
	Date of Birth*	Gender*					Password	
	11/1/19/8	O Male @ Temale						0
	Social Security Number*			National Producer Number			Confirm Password	
	123-45-6789			15809256				
				NPN Lookup			Security Question*	
	tmail*						In which city would you like to retire?	
	omt@gormanheakhgroup.com						Security Question Arower*	
	Primary Phone Number*			Phone Number Type*			saniose	
	209-200-6043			Home				
	Additional Blance Monther 1			Manage Manager Tange				Printing for an approv?
	222-222-2222			First Automotive Type				
	Additional Phone Number 2			Phone Number Type				
	100-000-0000			NOTE IN THE REPORT OF A				
	PRIMARY ADDRESS							
	Address Line 1*			Address Line 2				
	123 street			sute 6				
	City*			State*		Ζφ*		
	long beach			California		90815		
	MAILING ADDRESS							
	Same as primary address							
	Address Line 1			Address Line 2				
	666 styreet			yo mamas house				
	City			State		Zip		
	encinidas			California		90816		
	U here a process address Address Line 1 Edd system Gry arcsides			Asilens ins 2 [primers insee Size Colform	×	Zp Tooris		

You may update the information contained on your *My Profile* screen. Once updated, click Save, to cancel click Cancel.

 \checkmark Tip: Required fields are identified with an asterisk \star throughout Sentinel Elite \bullet .

LOGIN CREDENTIALS	
Username*	
afiing78	
Password	
	0
Confirm Password	
Security Question*	
in which city would you like to retire?	
Security Question Answer*	
san jose	
	Principal for an agenc

Ip: For security purposes your Social Security Number may not be used as your Username.

If you are the *Principal of an agency* you must register as an individual before you will be allowed to register as the Principal of an agency. Once your individual profile is set up, proceed to the Profile screen and click *Principal for an agency?* on the right of the screen below Login Credentials.

	2						April Agent 🧹	
Dashboard Appointments	My Profile							
C Documents C Groups	DEMOGRAPHIC INFORMATION	Initial	LOGIN CREDENTIALS					
ticenses	April Date of Birth®	Gender*	Agent			afirg/8 Passered		
 Programs III¹/2 Provide In Sell 	11/11/19/8 Social Security Number*	O Male 🖲 Female		National Producer Number		Confirm Password	0	
Co marcy to see	123-45-6789			15800256 <u>NPN Lookup</u>		Security Question*		
	tmal* ont@gomanhealthgroup.com					In which city would you like to retire? Security Question Answer*	•	
	Primary Phone Number* 2019-200-6043			Phone Number Type* Home *		samjosa		
	Additional Phone Number 1 222-222-2222			Phone Number Type Fax			Principal for an agency?	
	Additional Plene Number 2 666-666-6666		Phone Number Type Mobile					
	PRIMARY ADDRESS							
	Address Line 1* 123 street			Address Line 2 write 6				
	Giy# kong beach			State* California	Zp* 90815			
	MAILING ADDRESS Same as primary address							
	Address Line 1 666 styreet			Address Line 2 yo mamus house				
	City encinidas			State California	Zip 90816			
							Cancel Save	

You will be prompted to input the *Tax ID (FEIN)* and *National Producer Number* for the agency.

To continue registering as the Principal of an agency click *Register*. To cancel, click Cancel.

REGISTER AS AGENCY PRINCIPAL Please enter the Tax ID and NPN for the agency for which you are a principal.
Tax ID*
National Producer Number*
Cancel Register

You will then be prompted to confirm that you'd like to register as the *Principal of the agency*.

To complete your registration as the Principal of an agency verify the name of the agency in the box and click **Yes**. To cancel, click **No**.

Confirm	×
The following agency matched the criteria entered: Test Agency Are you sure you want to register as a principal for this agency?	
	No Yes

Once you have completed your registration as the Principal of an agency Sentinel Elite™ will display the affiliation below your *Login Credentials* on the *My Profile* screen.

AFFILIATION You are currently the principal for agency:	or the following
Test Agency	Remove

LOGGING OUT

To log out, place the cursor on your name in the upper right hand corner of the screen and click the down arrow to the right. Select *Log out* from the drop down menu.

SENTINEL ELITE							April Agent V Plan Admin
BestHealth	Plan Admin Dashboard						Profile Switch Roles
··· On-Boarding			PR	OGRAM STATUS			Log out
Dashboard	Program Name	Start Date	Stop New Enrollments Date	Agents Enrolled	Agents In Progress	Agents Completed	Agents Stopped
Agencies	Anexinet Sample Program	04/01/2016		0	0	0	0
Appointments	Aprils Test Program	01/01/2016		1	1	0	0
Data Extracts	Demo Program	01/01/2016		1	0	0	0
Documents	Test Program	01/01/2016		0	0	0	0
Groups	View All						

AGENT DASHBOARD

The Agent Admin Dashboard is the hub of Sentinel Elite[™] and thus the landing page. The Dashboard provides a snapshot of your activity in several categories for all Plans you work with that utilize Sentinel Elite[™]. You will see your Program Status, Groups, Ready to Sell status, applicable Appointments, Licenses, and New Messages. You will also be able to access your Documents, including certificates of completion for courses you have successfully completed.



APPOINTMENTS

To manage your **Appointments**, you may either, click the **Appointments** icon in the Menu to the left of the screen or go to the **Appointments** section located on the Agent Dashboard in the upper right of the screen. The **Appointments** section in the Agent Dashboard will provide a snapshot of your appointments. Your **Appointment** information is refreshed on a <u>daily basis</u>. To see all of your appointments click **View All** in the gray bar below the displayed appointments.

	8					Apri Agent 🗸				
Deshboard descentments	Agent Dashboard									
		PRO	GRAMS		0	O NEW MESSAGES O				
Con Decements	in-Progress	New	Completed	Register		You do not have any unread messages				
er uroups	VTestminimarkingematikensed: Selling State Selection	_								
Ucenses	1-2-3-4-5-6					APPOINTMENTS				
2-3 Messages						Attree Pending				
Programs	vegenastastropan:					There are no active appointments				
🖒 Ready to Sell	1-3-3-4				View All					
	test pros									
	0-0-0									
	The REPORT of Conception in									
	0									
	1-2-3									
	Vitew Att									
		ca	CUPS							
	Plan	Group	Start Date	Writing Code						
	Best Health Plan, Inc	Aprils Test Group	01/13/2016							
	BCBS Michigan	CSR VENDOR	04/29/2016							
	Arkansas BCBS	TestiSroup	06/20/2016							
	Yanw Ad									
			BEAD							
	Plan Contract Name		Contract #	State	Denefit Year	Effective				
			NS	I NOUTS						
	View All									
			110	TENSIS						
	License # State	Line of Authority	Litense Class	Satus	Effective Date	Expiration Date				
	4561236 00	42 - Life & Health	1 - Producer	- ima	03/22/2016	08/22/2017				
	Sheed at		- · · · · · · · · · · · · · · · · · · ·							
	and the second se									

Once on the *Appointment* screen you may search by your appointment *Status (Appointed, Exception, Failed, Pending, Record Not Found, Submitted to State, or Terminated)*.

You may also filter by Appointing Entity, Start Date, Plan, State, End Date, or Status.



DOCUMENT MANAGEMENT

Document Storage

To manage your stored documents, click the **Documents** icon in the **On-Boarding** Menu to the left of the screen. You will be able to view any documents that have been loaded to Sentinel Elite[™] either independently or through a program including certificates of completion for training courses you have successfully completed.

ELITE	B					April Agent 🗸			
Deshboerd	Agent Dashboard								
C Appointments			PROGRAMS		0	NEW MESSAGES			
C ^{an} Groups	In-Progress	New	Completed	Register		You do not have any unread messages			
Licenses	ViesDighmachinematikemest: Selling State Selection					APPOINTMENTS			
Programs	VHighmarkTestProgram:					There are no lefter presidented			
CD Ready to Sell	1-2-3-4				View All	таких или полнок ирропология			
	text hmk:								
	Text BCEES Ar Wikilium 2:								
	BC B5 Arkaman 5:								
	View All								
			GROUPS						
	Plan	Group	Start Date	Writing Code					
	Best Health Plan, Inc.	Aprils Test Group	01/13/2016						
	BCBS Michigan	CSR VENIDOR	04/29/2016						
	Arkamas BCBS	TestGroup	06/28/2016						
	View All								
			READ	IV TO SELL					
	Plan Contract Name		Contract #	State	Benefit Year	Effective			
			N	o results					
	View All								
			U	CENSES					
	License # State	Line of Authority	License Class	Status	Effective Date	Expiration Date			
	4561236 CO	42 - Life & Health	3 - Producer	✓ Active	03/22/2016	03/22/2017			
	View All								

GROUP MANAGEMENT

To view your *Groups*, you may either, click the *Groups* icon in the menu to the left of the screen or go to the *Groups* section located in the center of the Agent Dashboard. The *Groups* section in your Agent Dashboard will provide a snapshot of your groups. To see all of your groups click *View All* in the gray bar below the displayed groups.

SENTINEL ELITE						April Agent 🗸
Deshboard	Agent Dashboard					
Appointments			PROGRAMS		0	NEW MESSAGES Q
the Groups	In-Progress	New	Completed	Register		You do not have any unread messages
📓 ticemes 🖂 Messages	VTesDfighmarkhternalticemed: Selling State Selection					APPOINTMENTS
@ Programs	Whishmark InstProgram					Active Pending
CD Ready to Sell	1-2-3-4				View All	There are no active appointments
	text hmi:					
	Text BCBS Ar Wildow 2:					
	BCB5 Arkamas 5:					
	View All					
			GROUPS			
	Plan	644 T	free free-	Writing Code		
	Best Health Plan, Inc.	Aprils Test Group	01/13/2016			
	BCBS Michigan	CSR VENDOR	04/29/2016			
	Arkeman BCIIS	TextGroup	06/28/2016			
	View All					
			READ	Y TO SELL		
	Plan Contract Name		Contract #	State	Benefit Year	Effective
			14	results		
	View All					
				19685		
	License # State	Line of Authority	License Class	Status	Effective Date	Expiration Date
	4561236 CO	42 - Life & Health	3 - Producer	✓ Active	03/22/2016	03/22/2017

ELITE							April Agent 🗸		
යා Dashboard ස් Appointments	Group Memberships	oup Memberships							
Documents			GROUPS						
Croups	Plan 🔺	Group	Start Date	End Date	Writing Code				
🚊 Licenses	Arkansas BCBS	TestGroup	06/28/2016	-			Change Group		
Messages	BCBS Michigan	CSR VENDOR	04/29/2016				Change Group		
C Ready to Sell	Best Health Plan, Inc	Aprils Test Group	01/13/2016				Change Group		
	3 results								

The *Group Membership* screen is where you will find your *Writing Code* (when assigned via Sentinel EliteTM). You will be able to view your Plans and affiliated group along with associated *Writing Code or Agent ID*.

ELITE						April Agent 🗸			
Dashboard Appointments	Group Memberships	roup Memberships							
Documents			GROUPS						
🗁 Groups	Plan 🔺	Group	Start Date	End Date	Writing Code				
🗐 Licenses	Arkansas BCBS	TestGroup	06/28/2016			Change Group			
Messages	BCBS Michigan	CSR VENDOR	04/29/2016			Change Group			
Ready to Sell	Best Health Plan, Inc	Aprils Test Group	01/13/2016			Change Group			
	3 results								

The *Group Memberships* screen is also where you'd request a change in Group*. To request a change in group for a specific Plan you must first have the Group PIN Code for the group you would like to move to.

It is the per Plan.
It is the per Plan.

To request a change in Group, click *Change Group* to the right of the Group information on the *Group Memberships* screen.

Confirm	×
Are you sure you If so, please speci Group".	want to leave the TestGroup group? fy the code of the group you'd like to switch to and click "Change
	Code*
	Cancel Change Groups

You will then be prompted to enter the Group PIN Code for the group you would like to move to.

Once you have submitted this information, a message will automatically be sent to your Plan indicating that you would like to change groups. The Plan may approve or deny this request. They may also require additional information be completed to process your request. You will be notified of the Plans decision.

* Group changes may not be available for all Plans.

LICENSES

To view your *Licenses*, you may either, click the *Licenses* icon in the menu to the left of the screen or go to the *Licenses* section located at the bottom of the Agent Dashboard. The *Licenses* section in the Agent Dashboard will provide a snapshot of your licenses. To see all of your licenses click *View All* in the gray bar below the displayed licenses.

		PROGRAMS		0	NEW MESSAGES
In-Progress	New	Completed	Register		You do not have any unread messages
VTestHighmarkinternalLicensed: Selling State Selection					
1-2-3-4-3-6				Aa	APPLIATIBENTS
VtrighmarkTestProgram:					There are no active appointments
1-2-3-4				View All	
test brek:					
1-2-3					
Test BCBS Ar Withow 2:					
1					
BCBS Arkaman 5:					
1-3-3					
View All					
		GROUPS			
Plan	Group	Start Date	Writing Code		
Best Health Plan, Inc.	Aprils Test Group	01/13/2016			
BCBS Michigan	CSR VENDOR	04/29/2016			
Arkansas BCIIS	TestGroup	06/28/2016			
View All					
			READY TO SELL		
Plan Contract Name		Contract #	State	Densil Year	Effective
View All			And the second		
Ucense ₩ State	Line of Authority		UCENSES	Effective Date	Expiration Date
4561236 CO	42 - Life & Health	3 - Producer	✓ Active	03/22/2016	03/22/2017

UCRES						
License #	State	Line of Authority	License Class	Status	Effective Date	Expiration Date
4561236	co	42 - Life & Heath	3 - Producer	 Active 	03/22/2016	03/22/2017
View All						

Your license information is refreshed on a daily basis.

You may utilize Sentinel Elite[™] to monitor your licenses and track licenses with upcoming expiration dates.

When your license expiration date is highlighted in yellow it indicates that your license will be expiring within the next 30 days.

While on the *License Management* screen, any licenses that have already expired will be highlighted in red.

You will be able to export a list of your licenses. To do so, click *Export* in the top right corner of the *License Management* screen

SENTINEL ELITE								April Agent 🗸		
Dashboard	License Management	ense Management								
Documents		UCDASS								
🖙 Groups										
Licenses	License #	State 🔺	Line of Authority	License Class	Status	Effective Date	Expiration Date			
Messages	4561236	co	42 - Life & Health	3 - Producer	✓ Active	03/22/2016	03/22/2017			
 Programs manufacture field 	8549	со	42 - Life & Health	3 - Producer	✓ Atline	03/22/2016	03/22/2017			
(L2 many la san	8540	co	42 - Life & Health	3 - Producer	✓ Active	03/22/2016	03/22/2017			
	3 results									

This will produce an excel spreadsheet for your use.

	Α	В	С	D	E	F	G	Н	
1	License ID	License Number	State	LOA Code	License Class Code	Status	Effective Date	Expiration Date	
2	4	4561236	CO	42 - Life & Health	3 - Producer	Active	3/22/2016	3/22/2017	
3	5	8549	CO	42 - Life & Health	3 - Producer	Active	3/22/2016	3/22/2017	
4	6	8549	CO	42 - Life & Health	3 - Producer	Active	3/22/2016	3/22/2017	
5									

MESSAGING CENTER

The Messaging Center will be activated when you receive a message. To manage your *Messages*, you may either, click the *Messages* icon in the Menu to the left of the screen or go to the *New Messages* section located at the top right of the Agent Dashboard.

						April Agent 🗸
Dashboard	Agent Dashboard					
Documents		PR	IOGRAMS		© NEW MESSAGES	ø
C= Groups	In-Progress	Now	Completed	Register	You do not have any unread messages	
tiamses	VTestHighmarkitesmalLicensed: Selling State Selection	6 6			APPOINTMENTS	Pending
で Programs (亡 Ready to Sell	VitighmarkTestProgram:				There are no active appointments View All	
	test hmk 1-2-3					
	Tenst BCBS Ar Wikflow 2:					
	BCBS Arkamaa 5:					
	View All					
		c	SROUPS			
	Plan	Group	Start Date	Writing Code		
	Best, Health Plan, Inc.	Aprils Test Group	01/13/2016			
	BCBS Michigan	CSR VENDOR	04/29/2016			
	Arkansas BCBS	TestEroup	06/28/3016			
	The Control of Control					
			READ	TO SELL		
	Plan Contract Nar	me	Contract #	State Be	nneft Year Effective	
	Marca All		No	nessales		
	There are					
			uc	ENSES		
	License # State	Une of Authority	Ucense Class	Status	Effective Date Expiration Date	
	4501230 CO	42 - Lite & Health	3 - Hoducer	✓ Aslive	03/23/2016	
	Van Ka					

The **New Messages** section in the Agent Dashboard will provide a snapshot of your messages. To see all of your messages, click **View All Messages** in the gray bar below the displayed messages.

	NEW MESSAGES	ស
April Agent Test Test		7/15/2016 3:19pm
View All Messages		

The new messages indictaor in the top left of the Agent Dashboard will display how many new messages you have.



Once on your *Messages* screen you will be able to see both new messages and sent messages.

	SENTINEL ELITE			Acri Agent 🗸 Agent
a⊃ Das tri App		Messages		
- 40 - 40	uments ups	🖾 Inbox	Corman Admin 5/16/2016 9:17pm system will be done for biah	Gorman Admin shakalar datateesa teessaa
	nses store grams		Carman Admin 3/1/2016 2:15pm Test! Hallot This is Christy >)	Monage neur University of Styre
			Common Admini test group message test group message	
			Common Admine 1/13/2016 1/46pm no reply ax/dfj	
			Gorman Admin Dest ernall Inst message	

To reply to a message, compose your reply and click *Reply*.

Note: You may not be able to reply to all messages, as some are sent as informational only and do not allow a reply.



PROGRAMS

To manage your *Programs* go to the *Programs* section located at the top of the Agent Dashboard.

While viewing your programs on the Agent Dashboard, you may scroll over the timeline to see what each step consists of e.g. Welcome, License Check, and Product Training.

Some steps may require action and others may automatically process as you work through a program.



Programs you have started will appear in the *In-Progress* section.

	ELITE						
	Dashboard	Agent Dashboard					
\$		0					
1			PR	OGRAMS	с.		
÷		In-Progress	1 New	Completed	Register		
ā		VTestHighmarkInternalLicensed:					
٢		VHighmarkTestProgram:					
ഹ							
		test hmk:					
		1 2 3					

Programs that you have recently been enrolled in will appear in the **New** section and will include an indicator identifying how many new programs you have been enrolled in. Enrollment for this area occurs at the Plan level and does not require the entry of a Registration Code.

	SENTINEL ELITE								
	Dashboard	Agent Dashboard	vent Dashboard						
☆	Appointments		· · · · · · · · · · · · · · · · · · ·						
ึก	Documents		PRC	OGRAMS	QQ				
e	Groups	In-Progress	1 New	Completed	Register				
ā	Licenses	My Test Program Start Now							
\boxtimes	Messages	View All							

Programs you have already completed will appear in the *Completed* section.

	ELITE						
	Dashboard	Agent Dashboard	gent Dashboard				
\$	Appointments	0					
1	Documents		PRO	OGRAMS	<u>୍</u>		
÷	Groups	In-Progress	1 New	Completed	Register		
	Licenses	You have not completed any programs yet					
	Messages	View All					

To **Register** for a program <u>for which you have the **Registration Code**</u>, click **Register** in the **Programs** section on the Agent Dashboard.

Enter your Registration Code and click Submit.

	SENTINEL ELITE							
	Dashboard	Agent Dashboard	Agent Dashboard					
\$	Appointments	5		OCDANE	5			
1	Documents		PR	OGRAMS	5			
6= (Groups	In-Progress	1 New	Completed	Register			
	Licenses	Register for a new program						
	Messages	Enter a valid registration code*						
© 1	Programs			Submit				
ഹ	Ready to Sell	View All						

To view all *Programs*, you may either, click the *Programs* icon in the Menu to the left of the screen or go to the *Programs* section located at the top of the Agent Dashboard and click *View All* in the gray bar below the displayed programs.

	SENTINEL							April Agent 🗸	
6 04 * 44		Program Enrollments	rogram Enrollments						
		Search Program name Salami Salani •		PROGRAMS					
		Program 🔺	Enrollment Date	Start Date	Completed Date	Status	Task(3)	Steps Completed	
	nugei	2017 Arkansas BCBS Agent Onboarding and Training Program	06/28/2016	06/28/2016		In Progress	BCBS Arkansas Welcome Form		
	agreens	Aprils Test Program	05/19/2016	05/19/2016	01/01/1900	Error Failure		2 of 7	
(2) 10		BCBS Arkaman 5	06/30/2016	06/30/2016		In Progress			
		Demo Program	05/19/2016	06/22/2016		In Progress			
		Example	06/16/2016	06/16/2016		In Progress			
		Grogs Master Workflow	06/16/2016	06/16/2016		In Progress			
		Grags list Program	06/10/2016	06/10/2016		In Progress			
		My Test Program	06/10/2016	06/10/2016		In Progress	Step 1		
		tesi 999	06/10/2016	06/10/2016		In Progress			
		Test IDDS	06/28/2016	06/28/2016		In Progress			
		20 results		Show. 10 ite	ms			e e tuf2 🕨 🗰	

Once on the *Program Enrollments* screen, you will be able to search by *Status* (Completed, Error Failure, In Progress, Not Started, Stopped, Terminated, and Waiting for Condition).

You may also filter by Program Name, Enrollment Date, Start Date, Completed Date, Status, Tasks remaining, and Steps Completed.

READY TO SELL MANAGEMENT

To view the contracts for which you are **Ready to Sell**, you may either, click the **Ready to Sell** icon in the Menu to the left of the screen or go to the **Ready to Sell** section located toward the bottom of the Agent Dashboard. The **Ready to Sell** section in the Agent Dashboard will provide a snapshot of the contracts for which you are ready to sell. To see all of the contracts for which you are ready to sell of the contracts.

SENTINEL ELITE						April Agent 🗸
Deshboard	Agent Dashboard					
PC Apparements		PRC	GRAMS		0	NEW MESSAGES Q
e Groups	In-Progress	New	Completed	Register		You do not have any samual mensiages
Licenses Messages	Viestrighmerkinternalt icensed: Soling State Selection					APPOINTMENTS Active Pending
C Programs	VrighmarkJestProgram:				View All	There are no active appointments
	test hmk:					
	Text BCBS Ar Wikllow 2:					
	BCB5 Arkamas 5:					
	View All					
		GF	ROUPS			
	Plan	Group	Start Date	Writing Code		
	Best Health Plan, Inc.	Aprils Test Group	01/13/2016			
	BCBS Michigan	CSR VENDOR	04/29/2016			
	Arkenses BCBS	TextGroup	06/28/2016			
	View All					
			READ	DY TO SELL		
	Plan Contract Name		Contract #	State	Benefit Year	Effective
			N	o results		
	View All					
			u	CENSES		
	License # State	Line of Authority	License Class	Status	Effective Date	Expiration Date
	4561236 CD	42 - Life & Health	3 - Producer	✓ Active	03/22/2016	03/22/2017
	View All					

The exact date you are eligible to sell under a specific contract will be displayed on the Ready to Sell screen under *Effective*.



Once on the *Ready to Sell* screen you will be able to manage all of the contracts for which you are able to sell. You will be able to search by *Contract Name* or *Benefit Year*.

You may also filter by ID,	, Contract, Benefi	t Year, LOB (Li	ine of Business),	Effective Date, or
State.				

To *Export* a list of the Contracts for which you are ready to sell, click *Export* in the top right corner of the *Ready to Sell* screen. This will produce an Excel spreadsheet of the contracts for which you are ready to sell.

	ELITE		April Agent V						
62	Dashboard	Ready To	to solu						
☆	Appointments	neudy 10	Sell						
٥	Documents			READY TO S	SELL ENTRIES				
e	Groups	Search: Cont	tract Benefit Year:	.			C Expo	irt	
ā	Licenses	ID	Contract	Benefit Year	LOB	EffectiveDate 👻	State		
\bowtie	Messages		No results						
٢	Programs	0 results							
ம்	Ready to Sell	0103010							

HELP

AGENT HELP PORTAL

The agent Help Portal or *Knowledge Base* can be accessed at <u>https://ghg.na2.teamsupport.com/knowledgeBase</u>.



The *Knowledge Base* will provide answers to many frequently asked questions, such as How do I reset my password?

Senti	nel Elite
Access (3)	Agent Activities (5)
How do I register for Sentinel Elite?	How do I view my requirements?
How do I reset my password?	How do I take my training?
How do I change my user name?	How do I change my Group (FMO/affiliation/etc)?
	How do I print a certificate?
	How do I register for a Program?
References (4)	
What Certificate Do I Upload?	
Supported Browsers	
Accepted License Types	
2017 GHG Medicare Core Training Continuing Education (CE) Units	