



MARYLAND HEALTH CONNECTION  
**BROKERS**  
**STEP BY STEP GUIDE 25-26**



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# Introduction & Overview

This document provides Brokers who are seeking authorization with Maryland Health Benefit Exchange a step by step guide for accessing The MHBE Portal for CAW Registration & Application to complete the required training for the 2025-2026 plan year. Follow these instructions in order to fulfill your training obligations and ensure that you are able to assist your clients with their enrollments.

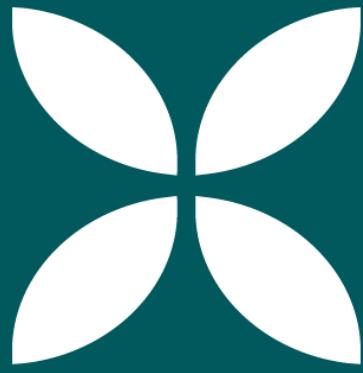
## Major Training Milestones for the 2025-2026 Open Enrollment Period

Accessing the required training for Brokers seeking authorization can be described in three major steps:

1. Create a The MHBE Portal for CAW Registration & Application and Complete Broker Application specific to your broker role.
2. Once your application has been approved; you will have access to your training applicable to your broker role.
3. Complete the required online training for OE 2025-2026 (See Chart below). Required training must be completed within 45 days once your application is approved.

## OE 2025-2026 Training Requirement Chart

Course	New Broker: Individual & Small Biz	New Broker: Individual Only	New Broker: Small Biz Only	Returning Broker: Individual & Small Biz	Returning Broker: Individual Only	Returning Broker: Small Biz Only
2025 Pre-Authorization Training Curriculum	x	x	x	n/a	n/a	n/a
2025 Annual Training Curriculum	n/a	n/a	n/a	x	x	x
Consumer Portal Manual	x	x	x	optional	optional	optional
Final Exam	x	x	n/a	<b>2026 TRANSITION POLICY:</b> <b>ALL EXISTING BROKERS MUST TAKE EXAM TO BE AUTHORIZED FOR MHC</b>		



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## *Step-by-Step Instructions*



# MHBE Training Account Creation/Application

## Account Creation

1. Go to <https://mhbe.my.site.com/training/>

Click on the Register link.

**Note:** If you already have a MHBE Portal for CAW Registration & Application Account,  
skip to page 7



Username

Password

Remember me

[Forgot Password?](#)



Welcome to the MHBE Portal for CAW Registration and Application

1. Create an account using the [Register](#) link on this page.

2. You will receive an email which contains a link to complete and submit an application for your consumer assistance worker role. (If you do not see this email in your in-box, check your spam folder.)

3. Once you submit your completed application and it is approved, you will receive an email with the subject "Your Application Has Been Approved."

4. Once your training courses have been assigned, you will receive log-in instructions for the Learning Management System. Your training and certification testing(if applicable) will be provided on-line.

If you have any problems or concerns, please contact the appropriate program manager.

2. Complete the registration form by entering your First Name, Last Name, Email, and create a password. Passwords should be at least 10 characters long and a mix of characters and numbers. Click the Submit button.



Welcome to MHBE Training Portal Self Registration Page. Please enter all details below to create a new account. Your password should be at least 10 characters long and should be a mix of characters and numbers. Please contact [mhc.trainingsupport@maryland.gov](mailto:mhc.trainingsupport@maryland.gov) if you have any issues creating an account.

First Name

Last Name

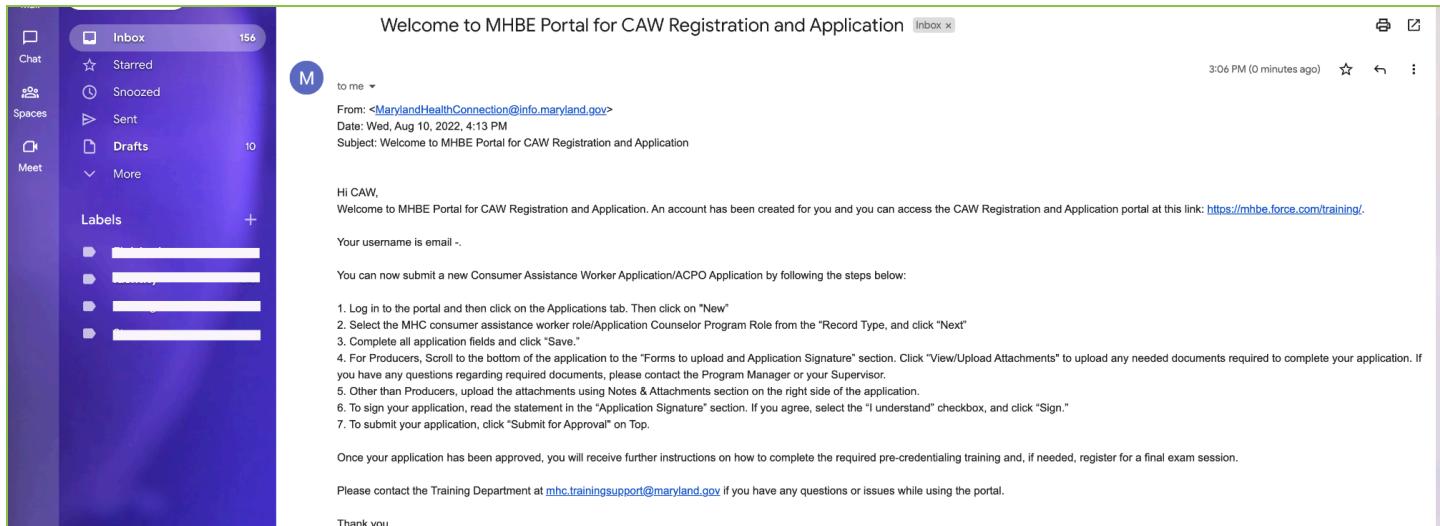
Email

Password

Confirm Password

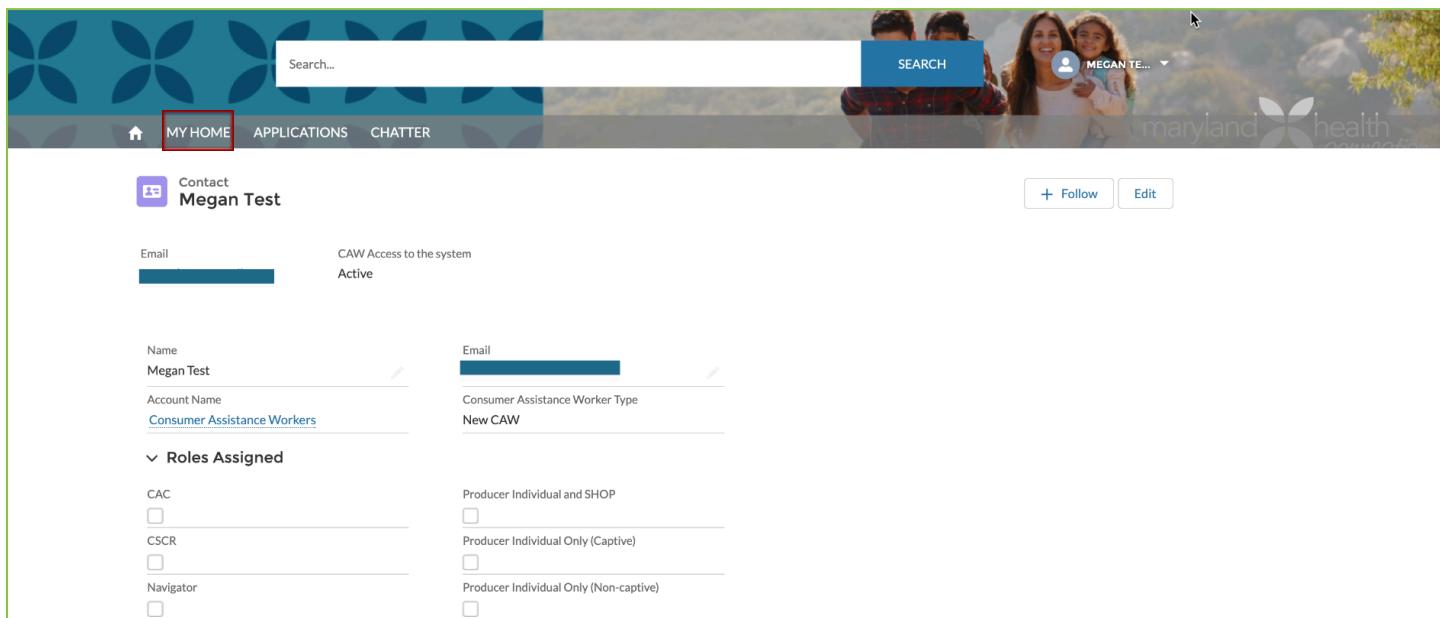
3. You will receive a confirmation email with the subject "Welcome to the MHBE Portal for CAW Registration & Application." The email contains the MHBE Training Portal link: <https://mhbe.my.site.com/training/> so that you can complete and submit an application.

Click on the link provided in the confirmation email and enter the login credentials you created during registration.



The screenshot shows an email inbox with a purple sidebar containing icons for Chat, Spaces, and Meet. The inbox list shows 156 messages, with the top one being a welcome message from [MarylandHealthConnection@info.maryland.gov](mailto:MarylandHealthConnection@info.maryland.gov) dated August 10, 2022, at 4:13 PM. The subject is "Welcome to MHBE Portal for CAW Registration and Application". The email body contains instructions for account creation and application submission, including a link to the MHBE Training Portal.

4. Click on the **Home Tab**. This shows an overview of the information you entered when creating an account as well as any CAW roles that were approved and assigned to your account.

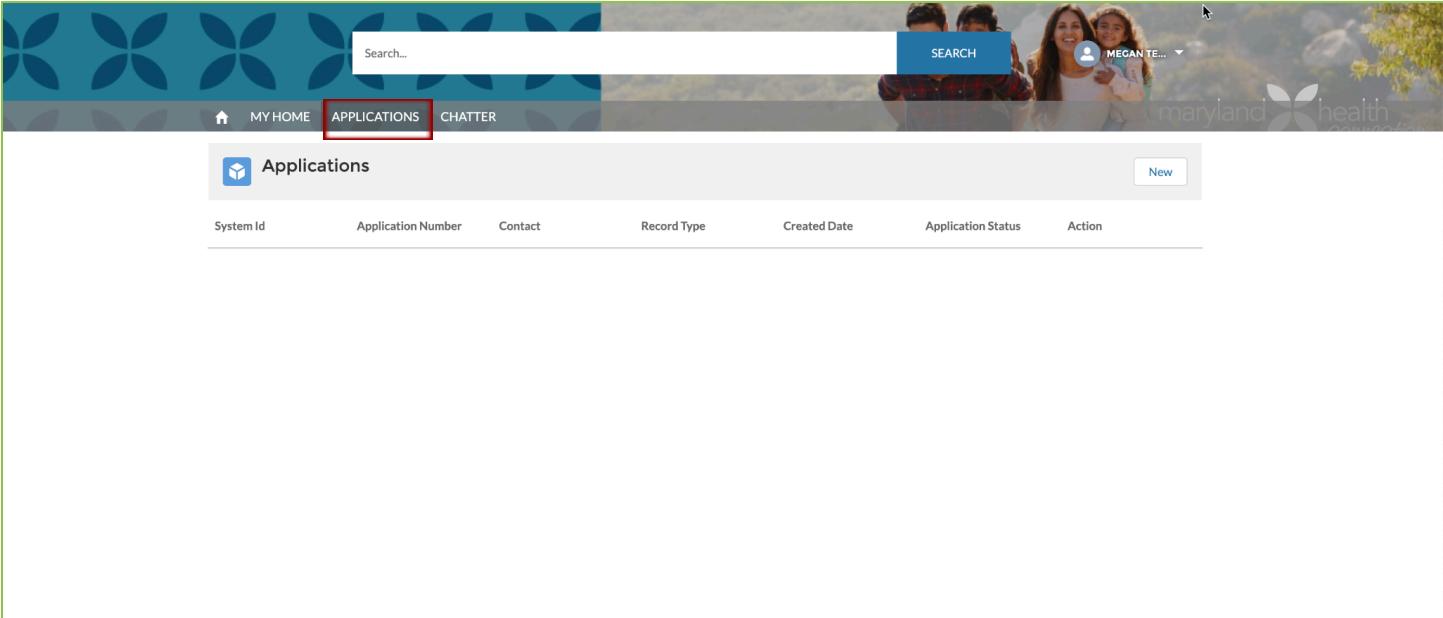


The screenshot shows the MHBE Portal Home Tab for a user named Megan Test. The top navigation bar includes a search bar, a search button, and a user profile icon for Megan Test. Below the navigation, there are tabs for MY HOME (which is selected), APPLICATIONS, and CHATTER. The MY HOME section displays basic account information: Name (Megan Test), Email (redacted), CAW Access to the system (Active), Account Name (Consumer Assistance Workers), and Consumer Assistance Worker Type (New CAW). A section titled "Roles Assigned" lists the roles assigned to Megan Test, including CAC, CSCR, and Navigator, along with their corresponding producer roles: Producer Individual and SHOP, Producer Individual Only (Captive), and Producer Individual Only (Non-captive). Buttons for "Follow" and "Edit" are also present.

# Application

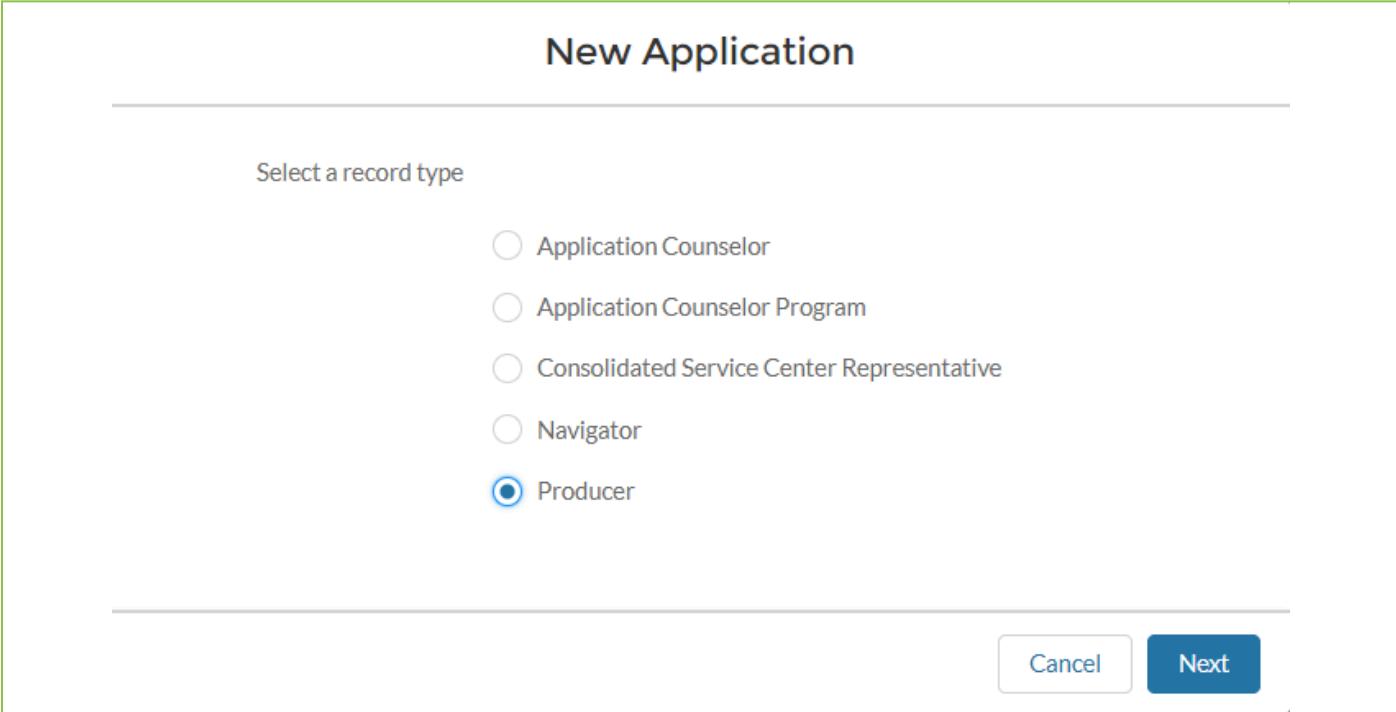
1. Click on the **Applications** tab.

Click on the **Create New Application** button.



The screenshot shows a web-based application interface for Maryland Health Connection. At the top, there is a navigation bar with links for 'MY HOME', 'APPLICATIONS' (which is highlighted with a red box), and 'CHATTER'. To the right of the navigation bar is a search bar labeled 'Search...' and a 'SEARCH' button. A user profile picture for 'MEGAN TE...' is also visible. The main content area is titled 'Applications' and contains a table with columns: System Id, Application Number, Contact, Record Type, Created Date, Application Status, and Action. A 'New' button is located in the top right corner of the table area.

2. Select "Producer" from the options and click **Next**.



The screenshot shows a 'New Application' selection screen. The title 'New Application' is at the top. Below it, the text 'Select a record type' is followed by a list of five options, each with a radio button. The 'Producer' option is selected, indicated by a blue circle with a dot. At the bottom right are 'Cancel' and 'Next' buttons.

Record Type
<input type="radio"/> Application Counselor
<input type="radio"/> Application Counselor Program
<input type="radio"/> Consolidated Service Center Representative
<input type="radio"/> Navigator
<input checked="" type="radio"/> Producer

**Cancel** **Next**

### **3. Enter requested information into the application fields:**

- Company/Agency Name – this is visible to consumers
- Company Agency Website – this is visible to consumers
- Languages spoken other than English – this is visible to consumers
- Assistance Offered Email
- Assistance Offered in Person
- Assistance Offered Phone
- National Producer Number – ensure this number matches your license
- Maryland Insurance License Number – ensure this number matches your license
- Authorization for Individual Exchange?
- Seeking Authorization for Small Business?
- Visible to consumers - Individual?
- Visible to consumers - Small Biz?
- What Connector Entity Region do you work? (What region do you primarily work with?)  
– this is used by Connector Entities to refer consumers to brokers

#### **Enter your Address Information:**

- Please be sure to choose the correct state if you do not reside in MD.
- If your Mailing address is not the same as your business address, type your address in the Mailing Address fields.
- If your Mailing address is the same as your business address, check the box.

#### **Enter your Contact Information:**

- Work Phone – this will appear on the website
- If you will be using a different phone number for MFA, type the cell phone number in the MFA Cell Phone field
- If you are using your work cell phone for MFA, check the box
- Business Email – this will appear on the website
- If you will be using a different email address for MFA, type the email address in the MFA Email Address field
- If you are using your business email address for MFA, check the box

4. Please review the entire application. If you are not ready to submit the application, you will be able to log out and come back to edit any information before submitting for approval.

Brokers will need to open the Attestation and the Non-Exchange Entity Agreement (NEEA) documents to electronically sign the forms:

#### Forms to Upload and Application Signature



Before submitting your application, please follow the instructions below to upload the required Attestation:

- Click on the form name below to sign the forms.
- Complete sign and click on save, document will auto attached.
- Once sign is completed you can download the forms, by the clicking same below link.
- Upload a PDF copy of your E & O certificate.
- Upload a PDF copy of your MD license.

Individual Only (Non-captive) Maryland Health Connection Statement Producer Attestation

Individual Only (Non-captive) Non-Exchange Entity Agreement (NEEA)

5. Within the Attestation and NEEA documents, check the box, sign the document, and select "Save"

By checking this box, I hereby attest to the above statements and agree to comply with the policies, procedures and rules established by the Maryland Health Connection.

#### Sign Here



Save

Clear

6. Brokers will need to upload a copy of their Errors & Omissions (E&O) and their Maryland broker license.

#### View / Upload Attachments

##### Upload Attachments

Select Type

Select Attachment Type

Choose File

Upload

Select Attachment Type

E & O

MD License

Status

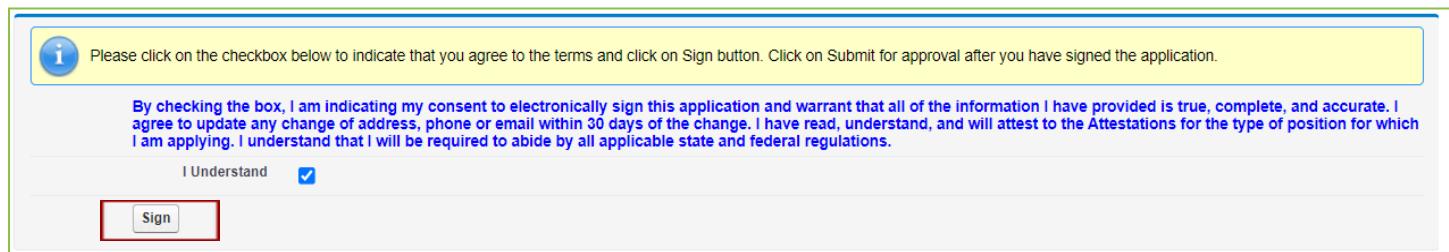
Expiration Date

Valid Till

- To upload the required documents:
  - Choose the file type from the drop down

- Please note, the file must be a PDF
- Select “Choose File” to open a new window to select your document
- Select “Upload” to upload your document
- Please note, you can only upload one document at a time

7. Once your application is ready for submission with all requested supporting documentation, you must complete an Application Signature. Please read, click the check box next to “I understand”, and click the **Sign** button.



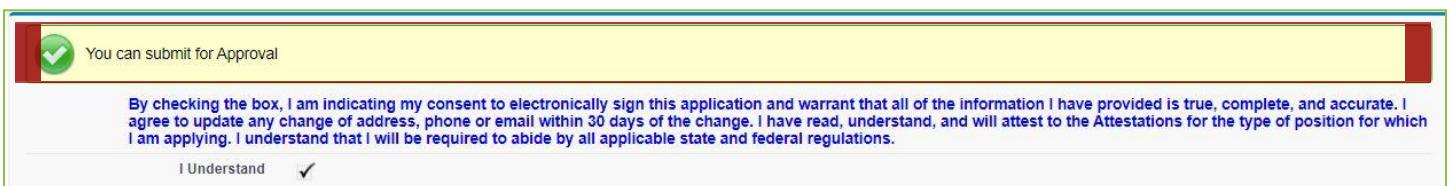
Please click on the checkbox below to indicate that you agree to the terms and click on Sign button. Click on Submit for approval after you have signed the application.

By checking the box, I am indicating my consent to electronically sign this application and warrant that all of the information I have provided is true, complete, and accurate. I agree to update any change of address, phone or email within 30 days of the change. I have read, understand, and will attest to the Attestations for the type of position for which I am applying. I understand that I will be required to abide by all applicable state and federal regulations.

I Understand

**Sign**

8. Once you have done this, you will see a notification that your application is ready to submit.

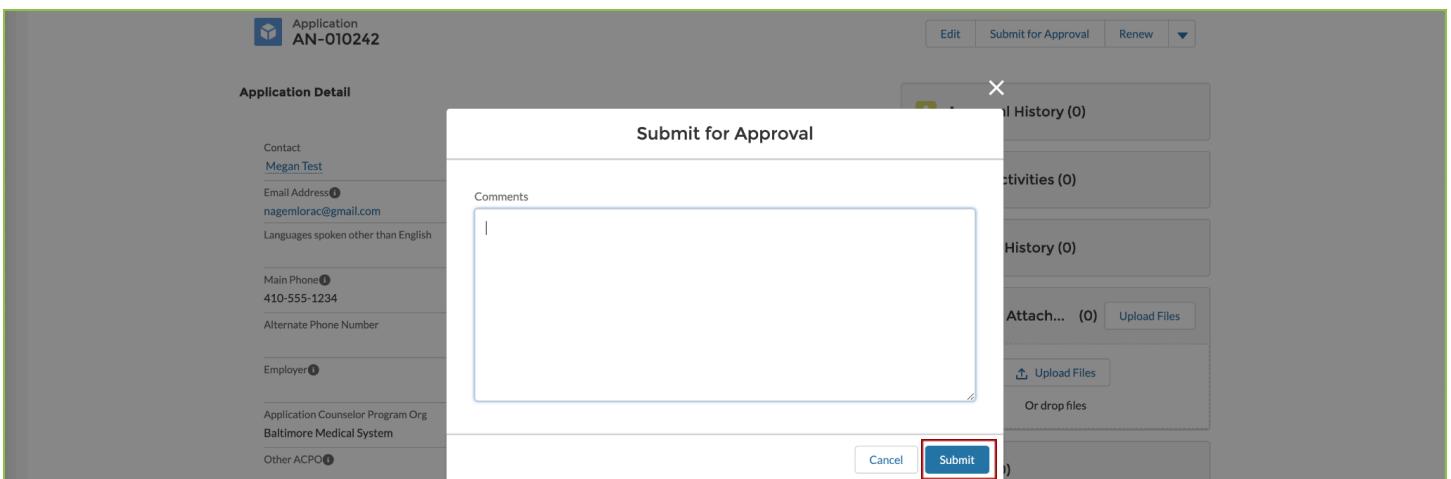


You can submit for Approval

By checking the box, I am indicating my consent to electronically sign this application and warrant that all of the information I have provided is true, complete, and accurate. I agree to update any change of address, phone or email within 30 days of the change. I have read, understand, and will attest to the Attestations for the type of position for which I am applying. I understand that I will be required to abide by all applicable state and federal regulations.

I Understand

9. Submit the application for approval by clicking **Submit for Approval**. This button is located at the top right of your application. A small window will appear. Add any comments, and then click **Submit**.



Application  
AN-010242

Application Detail

Contact  
Megan Test

Email Address [nagemlorac@mail.com](mailto:nagemlorac@mail.com)

Languages spoken other than English

Main Phone [410-555-1234](tel:410-555-1234)

Alternate Phone Number

Employer [Application Counselor Program Org](#)  
Baltimore Medical System

Other ACPO [Other ACPO](#)

**Submit for Approval**

Comments

Cancel **Submit**

# After Application Submission

1. After you have submitted your application, it will appear in your applications tab as "submitted." Your application will be reviewed within 3-5 business days and you will receive a confirmation email regarding the approval of your application.

Once the application is approved, you should look for a communication from MHC Training Support Team inviting you to create an account and login. You will receive this email within 24 hours after receiving application approval. Brokers should also expect an email from their Program Manager.

**Note:** You will not be granted access to training with the LMS without an approved application.

System Id	Application Number	Contact	Record Type	Created Date	Application Status	Action
AN-010242	AC-01595	Megan Test	Application Counselor	Aug 10, 2022	Submitted	<button>Edit</button>

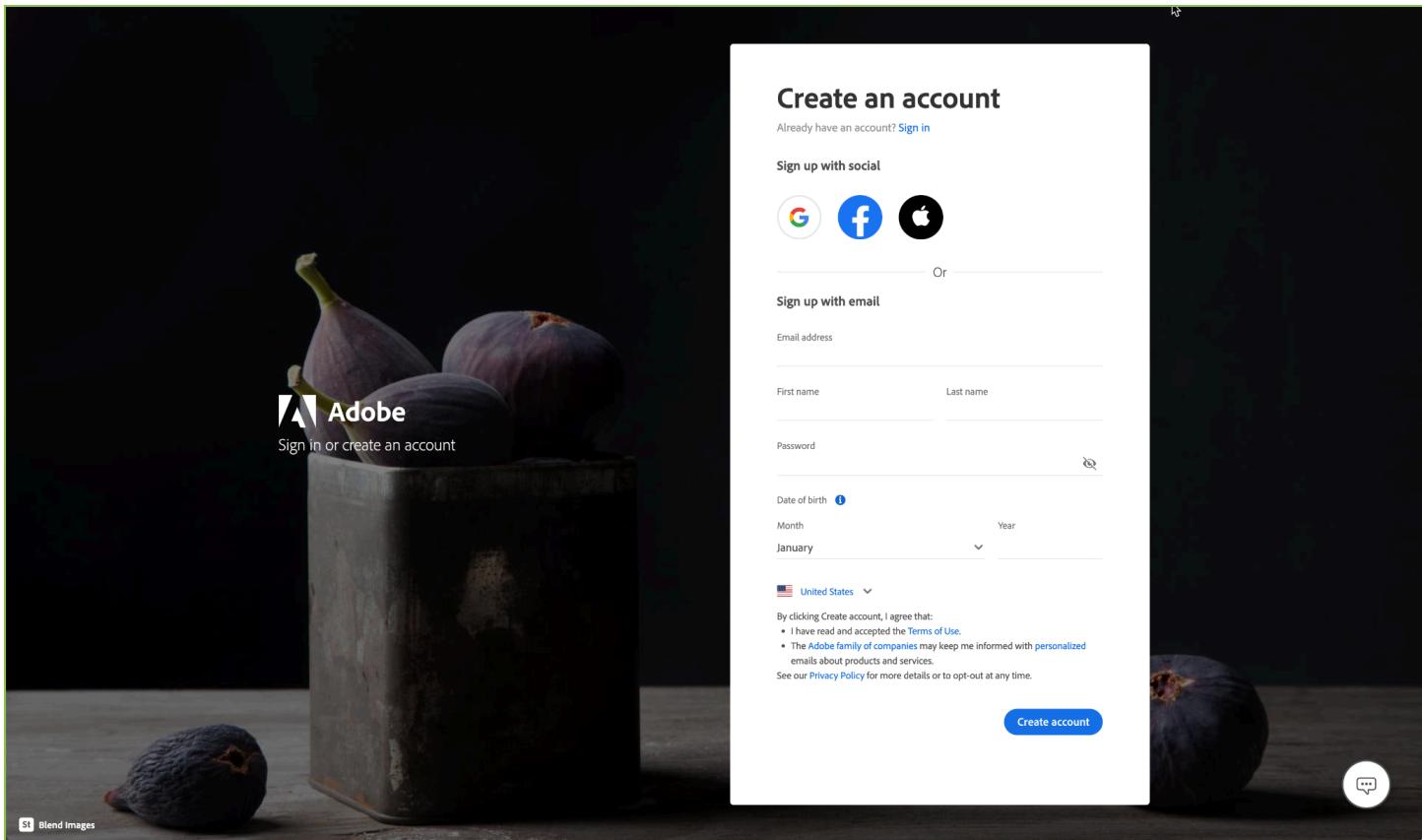


## Account Creation

1. Adobe accounts that have been created with your work email (IE, maryland.gov or other official email domains) are acceptable to use for your training profile.

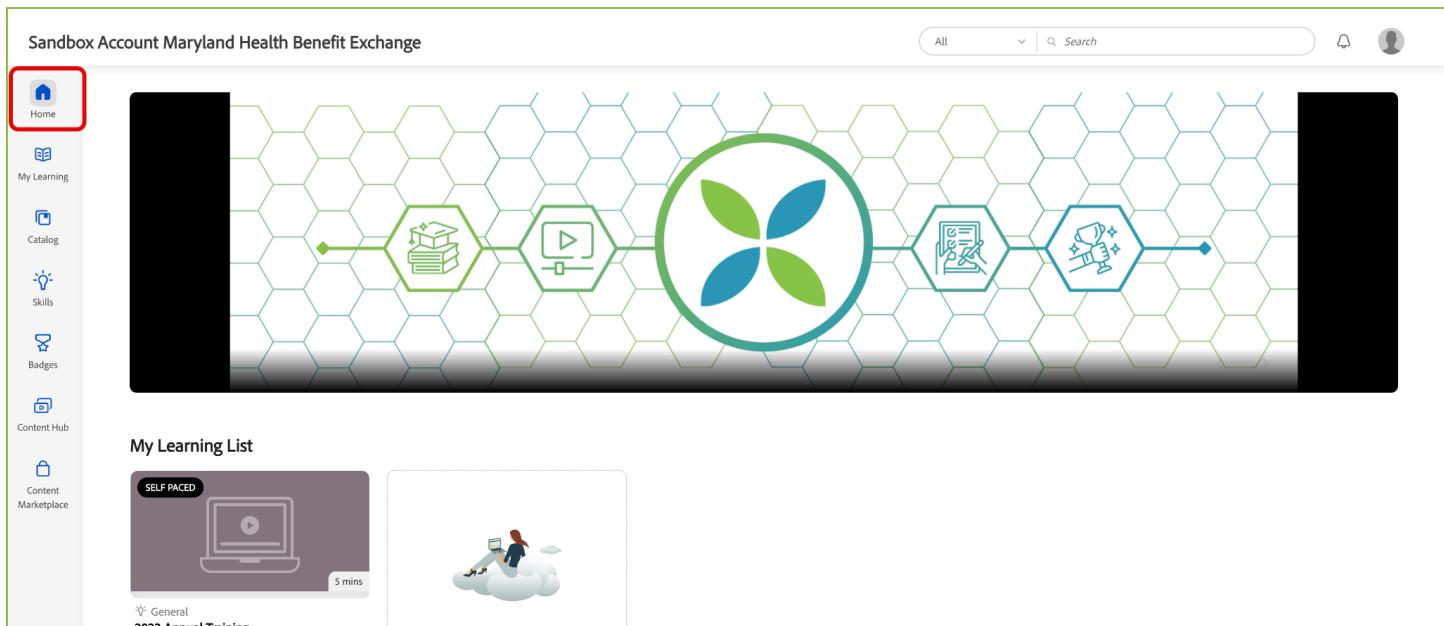
In addition, please make note as you create your account that your password must:

- Include at least one number or symbol
- Include both upper and lower case Latin characters
- Be at least 8 characters long



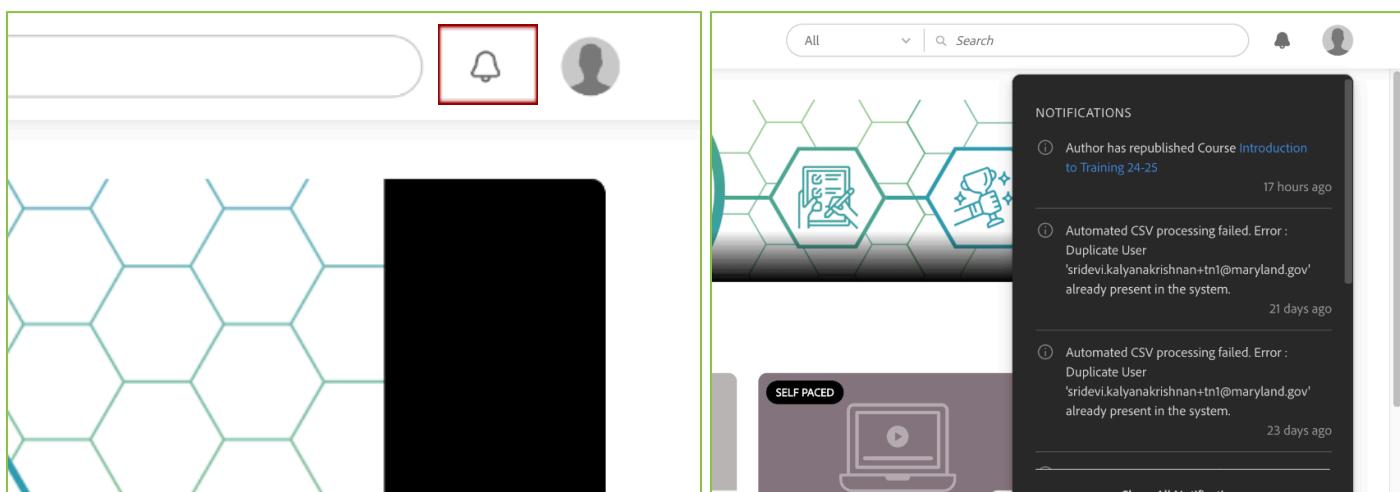
# Navigating the Learner Dashboard

- Upon opening Adobe Learning Manager, you will see your dashboard.



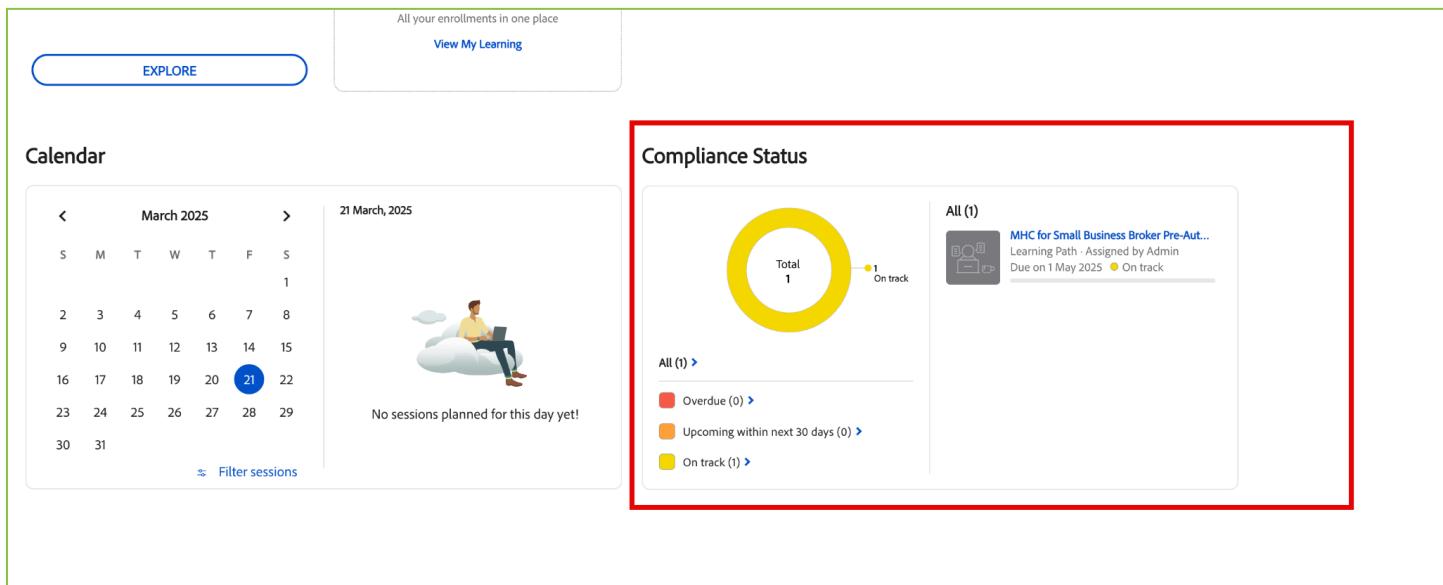
- The bell icon on the top of the dashboard will signal any notifications you may have, including:

- Courses assigned
- Job aids assigned
- Announcements



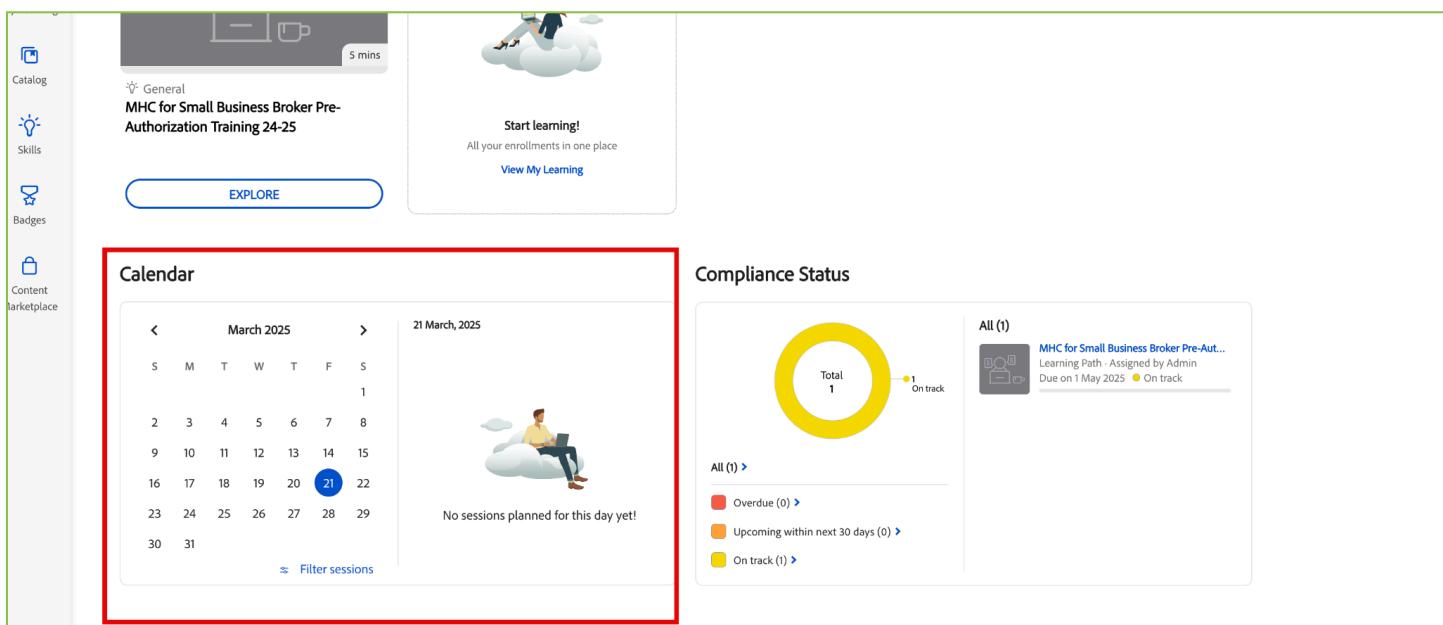
3. The “Compliance Status” donut on your screen lets you know about training that’s overdue (in red) or nearing a deadline (in orange).

You can launch any of those trainings from the list to the right of the donuts. Note that this area contains only training that you are ALREADY enrolled in.



The screenshot shows the LMS interface with a green border. At the top left is a blue 'EXPLORE' button. To its right is a white box with a grey border containing the text 'All your enrollments in one place' and a blue 'View My Learning' button. Below these are two main sections: 'Calendar' and 'Compliance Status'. The 'Calendar' section shows a March 2025 calendar with the 21st highlighted. An illustration of a person sitting on a cloud with a laptop is to the right of the calendar. Below the calendar is the text 'No sessions planned for this day yet!'. The 'Compliance Status' section is highlighted with a red box. It features a yellow donut chart with the text 'Total 1' and a small yellow dot labeled 'On track'. To the right of the chart is a box labeled 'All (1)' containing a thumbnail of a course, the title 'MHC for Small Business Broker Pre-Aut...', and the text 'Learning Path - Assigned by Admin Due on 1 May 2025'. Below the chart are three buttons: 'Overdue (0)', 'Upcoming within next 30 days (0)', and 'On track (1)'.

4. To the right of the donuts, you will find a calendar of your learning assignments.



This screenshot shows the LMS interface with a green border. On the left is a vertical sidebar with icons for Catalog, Skills, and Content Marketplace. The main area has a grey header with a 'Catalog' button. Below the header are two white boxes: one for 'General' content and one for 'Start learning!' with a 'View My Learning' button. The 'Start learning!' box also contains the text 'All your enrollments in one place'. The 'Content Marketplace' section is partially visible on the left. The 'Calendar' and 'Compliance Status' sections are highlighted with red boxes, matching the layout from the previous screenshot. The 'Calendar' section shows the same March 2025 calendar and 'No sessions planned for this day yet!' message. The 'Compliance Status' section shows the same yellow donut chart with 'Total 1' and 'On track' status, and the same course listing as the previous screenshot.

5. If you want to find any other training or job aids available to you, you can:

- Use the catalog tab to enroll in training courses and view job aids
- Scroll to the bottom of your dashboard to view recommended trainings based on your area of interests or peer activity

**Sandbox Account Maryland Health Benefit Exchange**

**Catalog**

Search all the Courses, Learning Paths, Certifications, Job Aids available to you. Use the Filters on the left to refine your search.

**Filters**

Type: Courses, Learning Paths, Job Aids, Certifications

Duration: 30 mins or less, 30 mins to 2 hours, 2 hours+

Skills: Search + Skills, My Skills, My Objectives, General, Microsoft, LinkedIn, Marketing (Illustrator), Photoshop, Other Business

Status: Not Due Soon, In Progress, Completed, Not Enrolled

Sort By: Recently Published

**Recommended based on your areas of interest - LMS Basics**

SELF PACED LMS Basics: Setting up instances and Course settings (3 mins) Suggested for you

SELF PACED LMS Basics: Enrolling Learners to Courses (4 mins) Suggested for you

SELF PACED General: Registering Users in Adobe Learning Manager (4 mins) Suggested for you

SELF PACED LMS Basics: Gamification in Adobe Learning Manager (3 mins) Suggested for you

**Recommended based on peer activity**

SELF PACED General: MHC Online Final Exam TWO 2023-2024-CSR-8.2023 (6 mins) Highly rated by peers

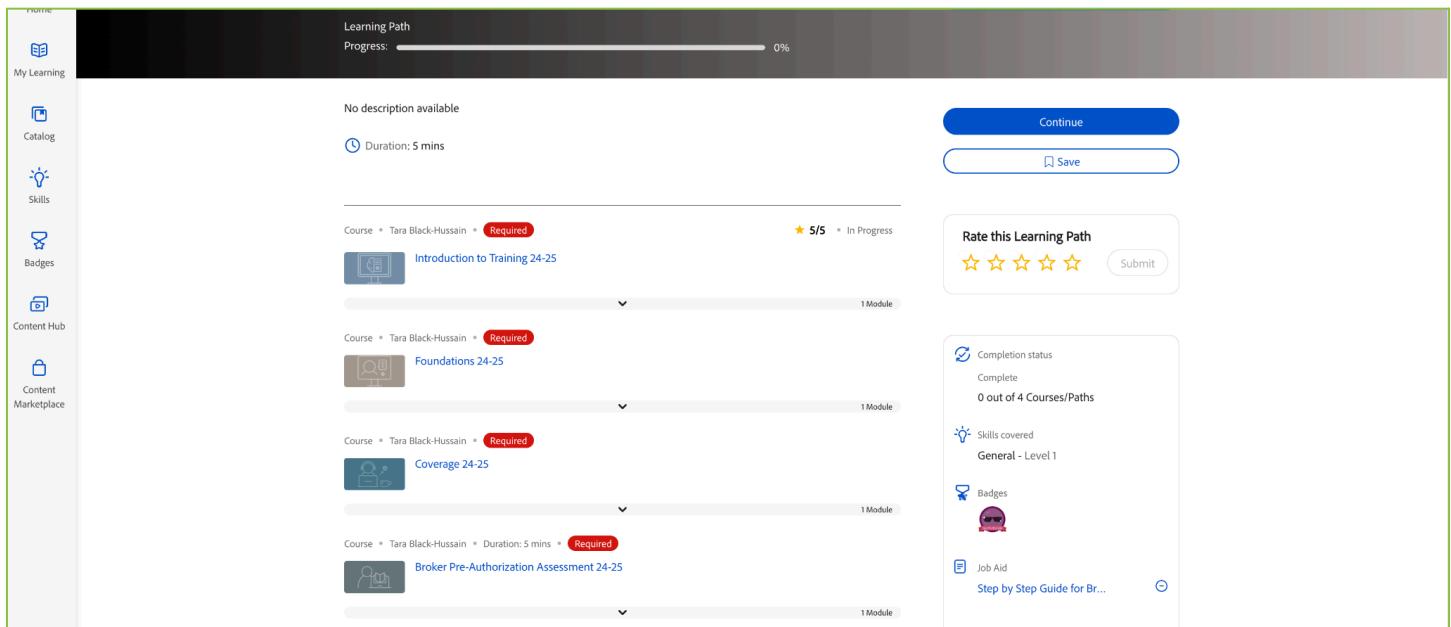
SELF PACED General: 2024 Annual Training (6 mins 35 secs) Highly rated by peers

SELF PACED General: MHC Online Final Exam ONE 2023-2024-CSR-8.2023 (6 mins) Highly rated by peers

SELF PACED General: MHC Online Final Exam ONE 2023-2024-AC-NAV-8.2023 (6 mins) Highly rated by peers

# Pre-Authorization Structure

- The Broker Pre-Authorization Training is split into five courses: Foundations, Coverage, Subsidies, Medicaid, and Application.



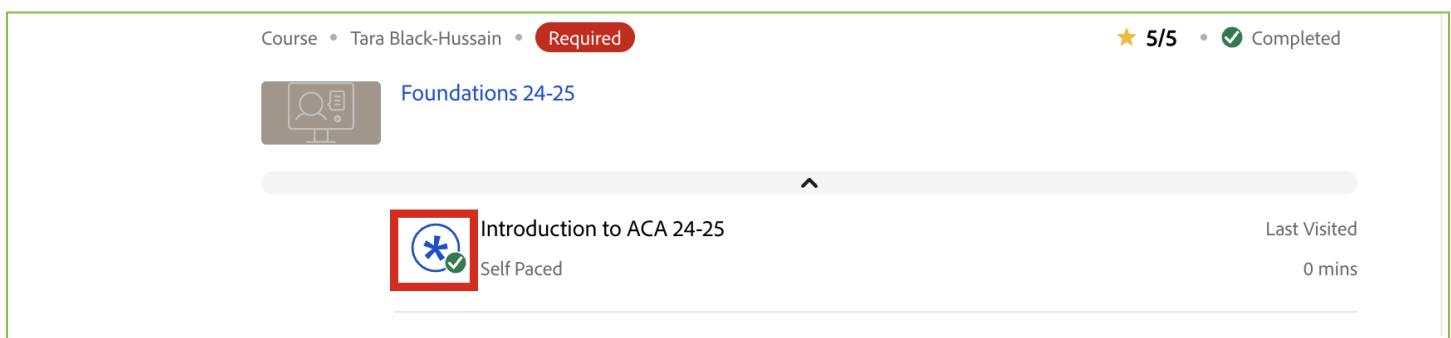
The screenshot shows the Learning Path interface. On the left, a sidebar lists 'My Learning' with icons for Home, Catalog, Skills, Badges, Content Hub, and Content Marketplace. The main area displays a 'Learning Path' with a progress bar at 0%. It lists four course modules: 'Introduction to Training 24-25', 'Foundations 24-25', 'Coverage 24-25', and 'Broker Pre-Authorization Assessment 24-25'. Each module is marked as '1 Module' and '5/5 \* In Progress'. To the right, there are buttons for 'Continue' and 'Save', and a 'Rate this Learning Path' section with a 5-star rating and a 'Submit' button. A sidebar on the right shows completion status (Complete, 0 out of 4 Courses/Paths), skills covered (General - Level 1), badges (a single badge icon), and a job aid titled 'Step by Step Guide for Br...'. A blue circle with a white question mark is also present.

- Each module will end with a five question quiz; to continue to the next module, you must score at least 80% on the quiz.

If you fail the quiz:

1. Close the assessment window
2. Review the module to find the correct quiz answers
3. Select the Assessment from the content list to retake until you receive a passing score

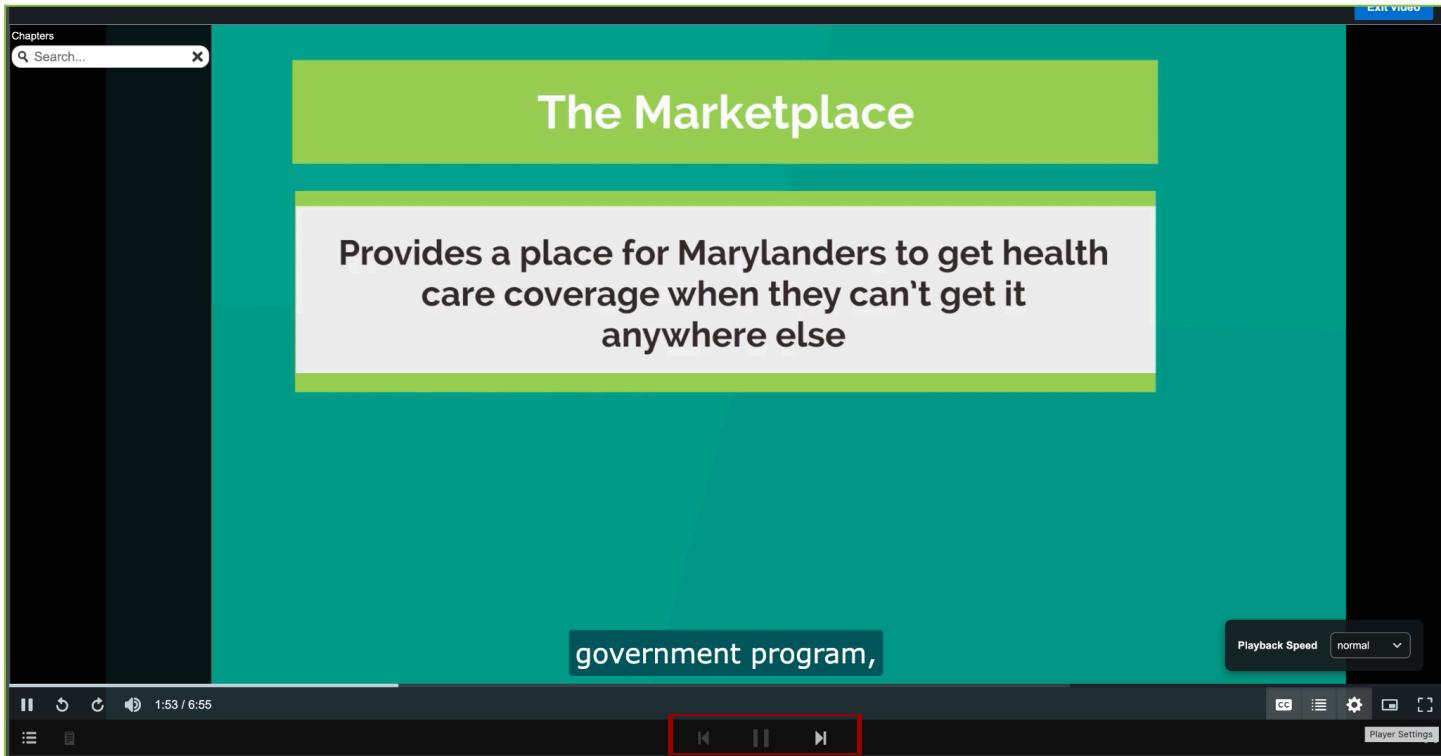
**Note:** You can tell if a video/quiz has been passed when a check mark appears on the course icon.



The screenshot shows the Learning Path interface. It displays the 'Foundations 24-25' module, which is marked as 'Completed' with a 5/5 rating. The course icon for 'Foundations 24-25' has a red box around it. Below it is the 'Introduction to ACA 24-25' module, which is marked as 'Self Paced' and has a red box around its icon, indicating it has not been passed. The top right shows a 5/5 rating and a 'Completed' status. A 'Last Visited' section shows '0 mins'.

# Using the Player

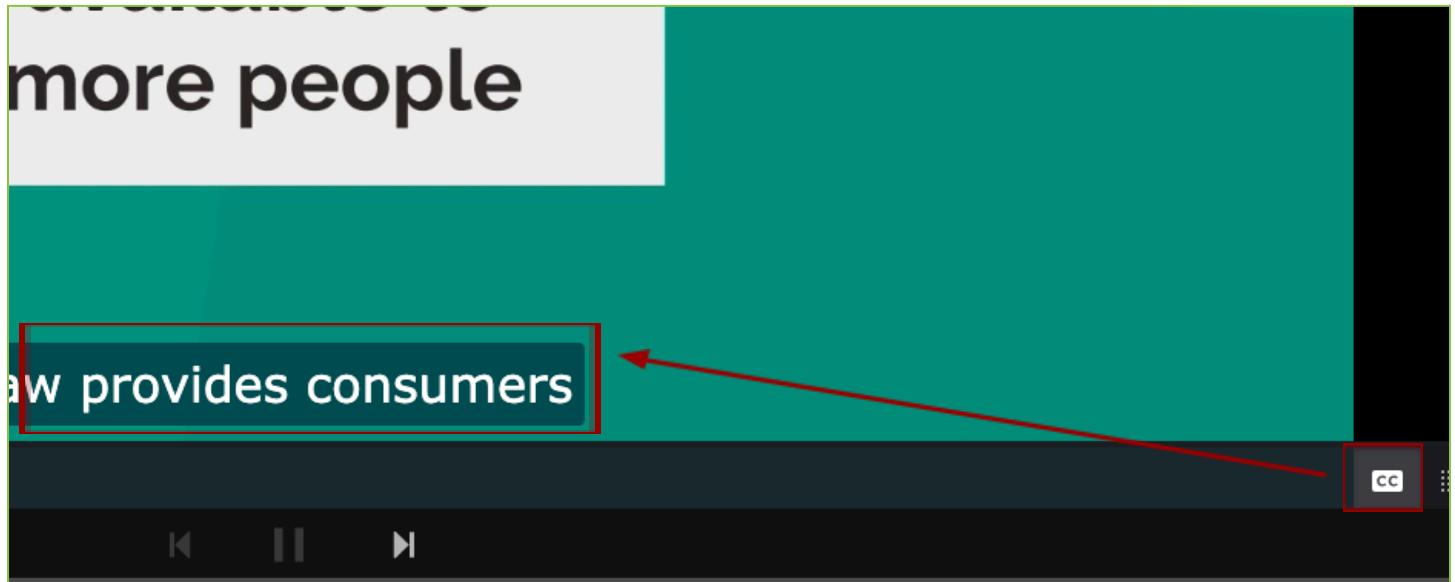
- Once you start a course, it will appear in the player. This player adapts to fit different types of content and will automatically guide you through all elements of your courses.



- At the bottom right corner of the player, you will have the option to open the Player Settings gear to control the Player Speed, or the Full Screen button to expand the screen view.



3. Captions will be inactive by default. To turn on closed captions, use the Closed Captions icon in the bottom right of the player.



4. During your course, there will be quizzes throughout. Below is an example of the Foundations Quiz. Select "Start" to begin the quiz.

A screenshot of a quiz interface titled "Assessment". The background features a faint image of three flags: the United States flag, the Maryland state flag, and the flag of the state of Washington. The quiz details are as follows:

Total questions:	5
Total score:	5 points (1 point for each question)
Passing criteria:	4 points (80%)

At the bottom right of the screen, there is a blue "Start" button with a red border. The player's control bar at the bottom includes icons for volume, brightness, and navigation.

5. After taking the quiz, your score will be displayed. Use the forward or X icon to close or move on with the course.

Foundations Assessment 24-25

**You have passed the quiz.**

Total questions: 5

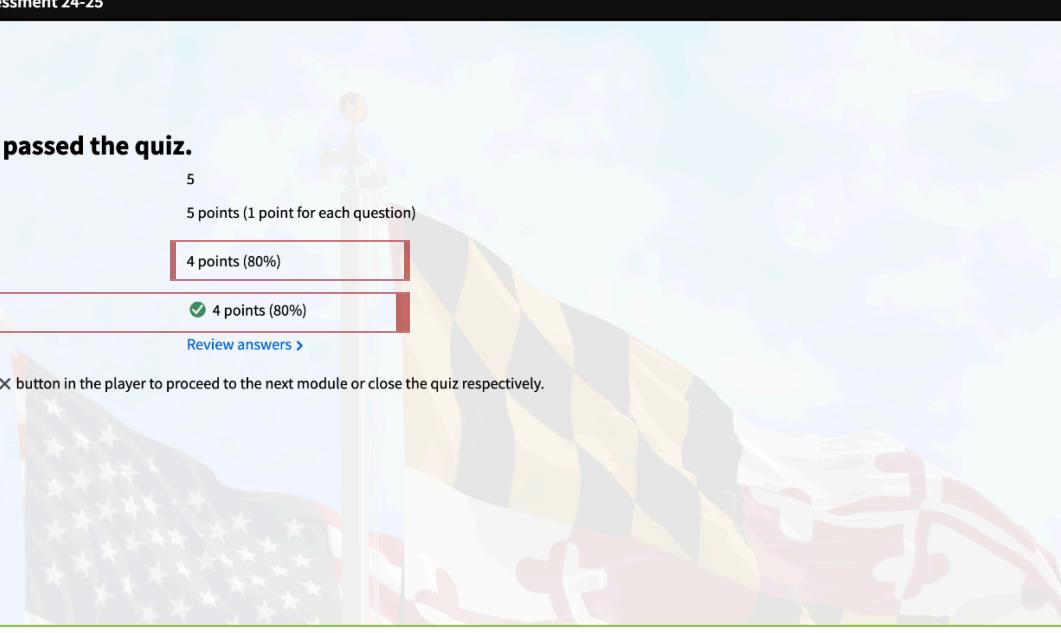
Total score: 5 points (1 point for each question)

Passing criteria: 4 points (80%)

Your score: ✓ 4 points (80%)

[Review answers >](#)

Use the and button in the player to proceed to the next module or close the quiz respectively.



6. If you fail the quiz, you must close the screen and select “Reattempt” to try again. You must pass the quiz to continue.

**You have failed the quiz.**

Total questions: 5

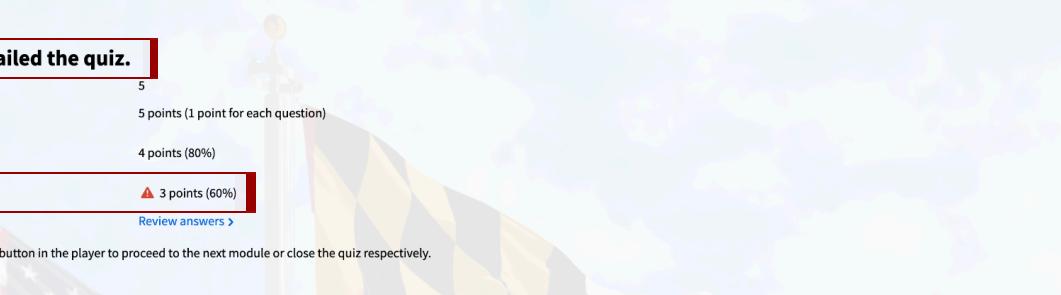
Total score: 5 points (1 point for each question)

Passing criteria: 4 points (80%)

Your score: ⚠ 3 points (60%)

[Review answers >](#)

Use the and button in the player to proceed to the next module or close the quiz respectively.



No description available

[Modules](#) [Notes](#)

**Core Content** 5 mins

[SHOP ONLY Broker Pre-Authorization Assessment 24-25](#)  
SELF PACED [Reattempt](#)

Last Visited 5 mins

[Continue](#)

[Save](#)

**0/1** Core Content Completed

[Badges](#)

[Core Content COMPLETION](#)

[Skills covered](#)

# Registering for the Pre-Credentialing Final Exam

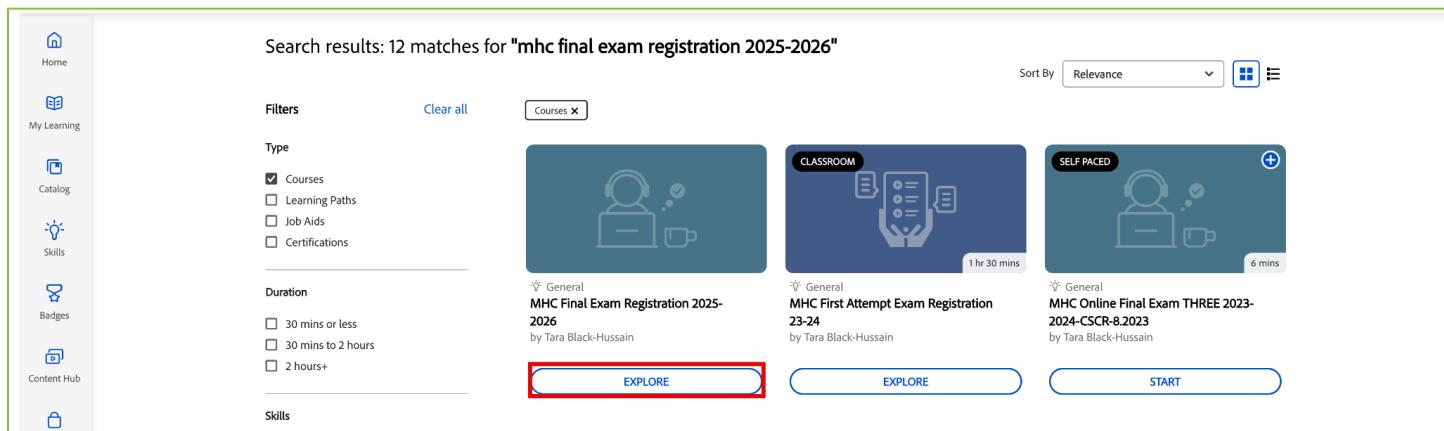
The final exam is a mandatory part of the Broker's credentialing process. **Please note that you may not take the final exam unless you have completed the self-paced Pre-Authorization Learning Path** (Five courses: Foundations, Coverage, Subsidies, Medicaid, and Application.)

Once you have completed your training, you will need to take the credentialing exam. In order to enroll in the first attempt final exam, click the "Catalogs" option from your Learner Dashboard. All available courses will be listed on this page. Refine your search by checking the Courses check box. The first and second attempt exam session registration will be available in separate courses listed as [MHC Certification Exam Registration \(First Attempt\)](#) and [MHC Certification Exam \(Second Attempt\)](#).

Please follow the steps below to register.

## 1. To register for a first attempt session:

- Open the learner catalog, refine your search for courses. The registration is listed as CAW [MHC Certification Exam Registration \(First Attempt\)](#). Click the "Explore" button.
- Select the exam instance date that you would like to take the online exam and click the blue "Enroll" button.



Search results: 12 matches for "mhc final exam registration 2025-2026"

Sort By: Relevance

Filters: Courses (checked), Learning Paths, Job Aids, Certifications

Type: Courses

Duration: 30 mins or less, 30 mins to 2 hours, 2 hours+

Skills:

1. General MHC Final Exam Registration 2025-2026 by Tara Black-Hussain **EXPLORE**

2. General MHC First Attempt Exam Registration 23-24 by Tara Black-Hussain **EXPLORE**

3. General MHC Online Final Exam THREE 2023-2024-CSCR-8.2023 by Tara Black-Hussain **START**

MHC Final Exam Registration 2025-2026

Course  
Skills: General

This Course has following Course Instances. Select a suitable Instance to enroll.

Instance Name	Starts On	Complete by	Location(s)	Actions
September 3rd, 2025	Sep 03, 2025 (10:00 AM)	Sep 03, 2025 (11:59 PM)		<a href="#">Select</a>
August 20th, 2025	Aug 20, 2025 (10:00 AM)	Aug 20, 2025 (11:59 PM)	Online	<a href="#">Select</a>

MHC Final Exam Registration 2025-2026

CLASSROOM

No description available

Modules

**Core Content** 1 hr 30 mins

MHC Final Exam One Registration	1 hr 30 mins
Classroom	
Date and time	1 hr 30 mins
Aug 20, 2025 (10:00 AM - 11:30 AM)	
Seat limit	Not Available
No Seat Limit	
Duration	
Instructor	
Location	
Online	

**Instance details**

Name: August 20th, 2025  
[View All Instances](#)

Completion status: Minimum required  
1 out of 1 Modules

Skills covered: General - Level 1 (1 Credits)

Deadlines: Completion  
Aug 20, 2025, 11:59 PM

Authored by: Tara Black-Hussain

2. If you were unable to achieve a passing score on your first attempt exam, you will need to register for a second attempt session:

- Open the learner catalog, refine your search for courses. The registration is listed as CAW [MHC Certification Exam Registration \(Second Attempt\)](#). Click the “explore” button.
- Follow the same enrollment steps as first attempt registration for the second and third attempt exams.

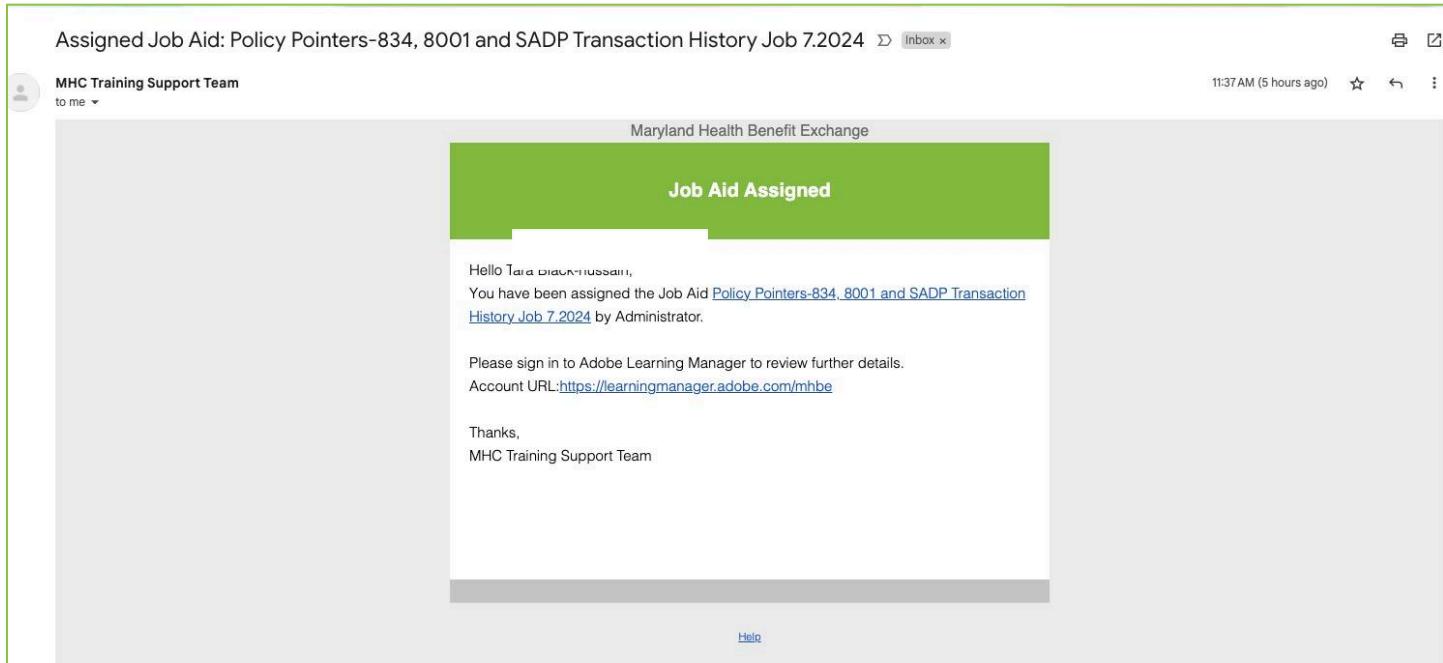
# Job Aids

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The Maryland Health Benefit Exchange will be assigning:

- Policy pointers
- Manuals
- Guides
- System updates
- Job aids

All of these documents will be added to the Job Aids section in ALM and assigned as they become available. They are not required training courses but are important documents as they may pertain to your role with Maryland Health Connection.



The screenshot shows an email inbox with a single message. The subject line is "Assigned Job Aid: Policy Pointers-834, 8001 and SADP Transaction History Job 7.2024". The message is from "MHC Training Support Team" and was sent "11:37 AM (5 hours ago)". The email content is as follows:

Maryland Health Benefit Exchange

**Job Aid Assigned**

Hello Tara Black-Russell,  
You have been assigned the Job Aid [Policy Pointers-834, 8001 and SADP Transaction History Job 7.2024](#) by Administrator.

Please sign in to Adobe Learning Manager to review further details.  
Account URL:<https://learningmanager.adobe.com/mhbe>

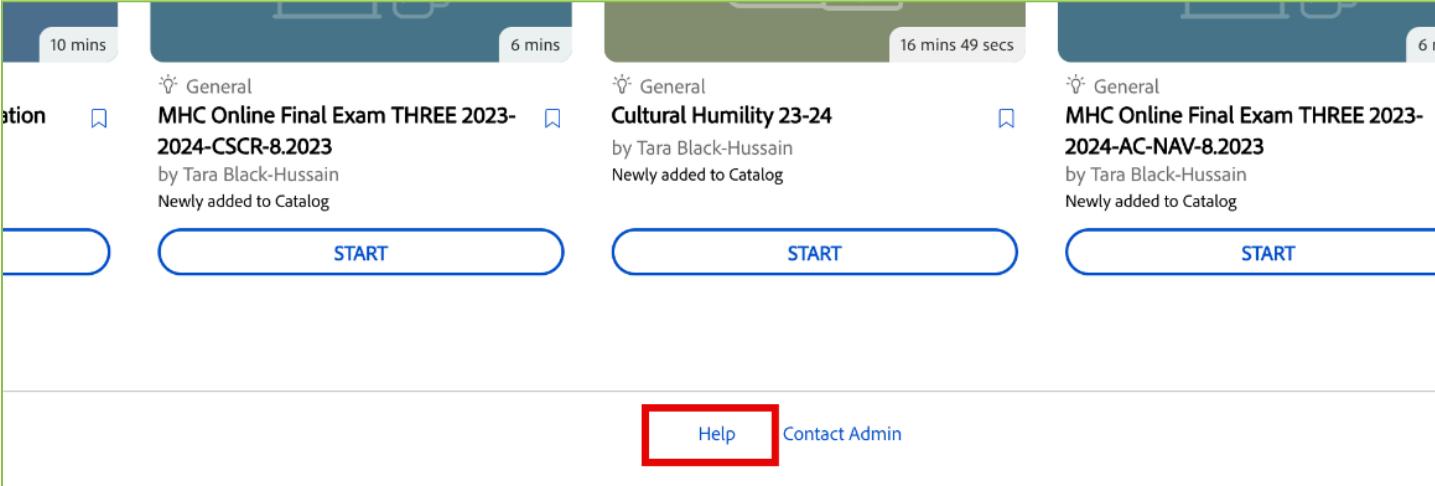
Thanks,  
MHC Training Support Team

[Help](#)

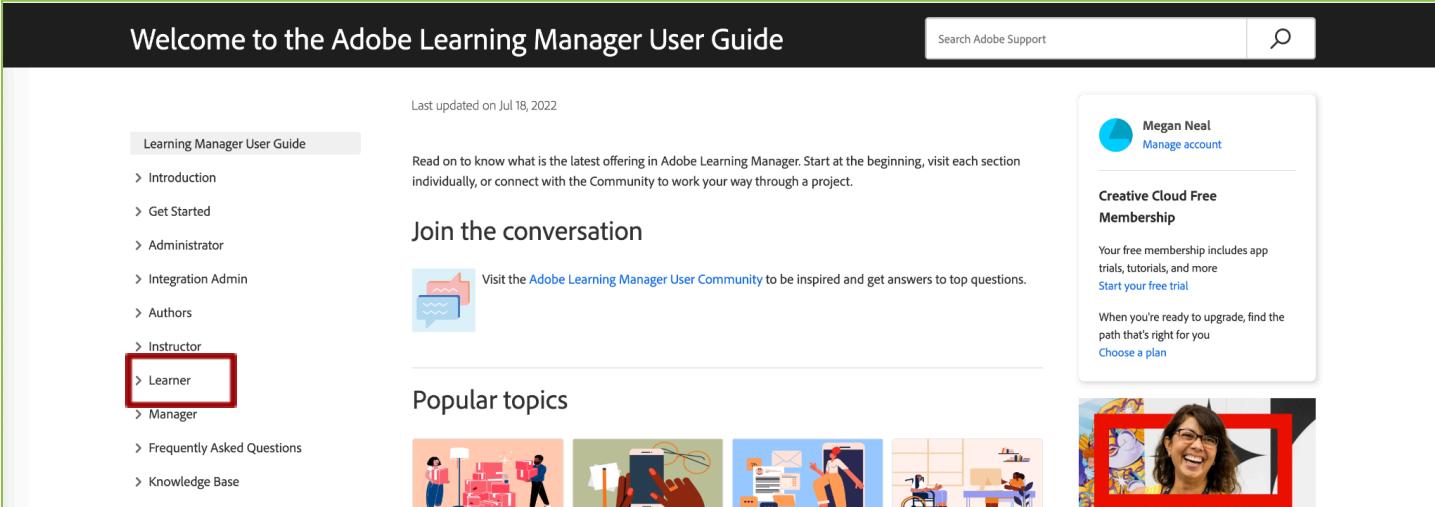
# Help Features

If you need help with any adobe function, clicking Help in the footer (down at the bottom) of the Learner Dashboard will route them to the ALM User Guide. This guide has helpful information on many aspects of the ALM experience, and can help you with many of your questions and concerns.

Choose Learner from the menu on the left side of the screen once you have arrived at the ALM User Guide to find more information.



The screenshot shows the Adobe Learning Manager Learner Dashboard. It displays three course cards in a grid. Each card includes a 'START' button. At the bottom of the dashboard, there is a 'Help' link, which is highlighted with a red box.



The screenshot shows the Adobe Learning Manager User Guide. The sidebar on the left has a 'Learner' link, which is highlighted with a red box. The footer of the page contains a 'Help' link, which is also highlighted with a red box.

SHOULD YOU EXPERIENCE ANY DIFFICULTIES, ERRORS, OR OTHER ISSUES IN ANY STEP OF THIS TRAINING PROCESS, PLEASE CONTACT OUR MHBE TRAINING TEAM VIA EMAIL AT **MHC.TRAININGSUPPORT@MARYLAND.GOV**



## After You Have Completed Training

Congratulations! After passing the exam, you have completed your required training!

If you are a returning broker: You should now be prepared to help your clients during the upcoming enrollment period.

If you are a new broker: If you have completed all of the requirements, you should expect to receive your authorization letter & Broker Portal credentials (unless Small Biz only) from us within a week.

If you have not received your authorization letter & Broker Portal credentials from us *after a week* of completing all of the authorization requirements, please email us at [mhbe.producers@maryland.gov](mailto:mhbe.producers@maryland.gov).

**DO NOT TRY TO CREATE YOUR OWN BROKER PORTAL ACCOUNT.** This will cause issues with the creation of your Broker Portal.

Once you receive your emails from us, you should be all set to help your clients during the upcoming enrollment period.