



## 2016 FFM Certification – New User Registration Process

Agents and brokers must complete seven steps to be become fully-registered to participate on the FFM for plan year 2016.

### Step 1 - Create a CMS Enterprise Portal Account:

- Go to <https://portal.cms.gov>
- Click on “New User Registration”

A screenshot of the CMS.gov Enterprise Portal homepage. The top navigation bar includes links for Home, About CMS, Newsroom, Archive, Help &amp; FAQs, Email, and a search bar. Below the navigation, there are two main buttons: "Health Care Quality Improvement System" and "Provider Resources". A breadcrumb trail shows "CMS Portal &gt; Welcome to CMS Portal". The main content area features a banner for the "PECOS Data Mart" with a video player and a text box describing the system. To the right, a "CMS Secure Portal" sidebar is visible with a "Login to CMS Secure Portal" button and links for "Forgot User ID?", "Forgot Password?", and "New User Registration". A red arrow points from the "New User Registration" link in the sidebar to the "New User Registration" link in the main content area.

- Read and agree to the terms and conditions
- Click “I agree to the terms and conditions”; Click “Next”

A screenshot of a registration step. It shows a checkbox labeled "I agree to the terms and conditions" with a checked box and a red arrow pointing to it. Below the checkbox are two buttons: "Cancel" and "Next". A red arrow points to the "Next" button.



- Enter all personal information
- Click "Next"

The screenshot shows the CMS.gov Enterprise Portal New User Registration page. The header includes the CMS.gov logo, "Enterprise Portal", "Centers for Medicare & Medicaid Services", and links for "Home | About" and "Learn about your health". Below the header are buttons for "Health Care Quality Improvement System" and "Provider Resources". The main content area is titled "New User Registration" and "Your Information". It contains fields for "First Name", "Last Name", "Middle Name", and "Suffix". A red arrow points to the "First Name" field, which has a placeholder: "Enter your legal first name and last name. Allowed special characters are Apostrophe ('), hyphen (-), and spaces." Below the form are accessibility links: "Screen reader mode Off" and "Accessibility Settings".

- Create a User ID and Password
- Choose challenge questions and provide answers
- Click "Next"

The screenshot shows the CMS.gov Enterprise Portal New User Registration page. The header and navigation are identical to the previous screenshot. The main content area is titled "New User Registration" and "Choose User ID And Password". It contains fields for "User ID", "Password", and "Confirm Password". A red arrow points to the "User ID" field. Above the form, there are links: "Choose User ID and Password", "Create User", and "Choose User ID and Password".



- The CMS Enterprise Portal will notify that the account is created; Click “OK”
- An email will be sent to the address listed while creating the account notifying that your account was successfully created
- Wait for a few minutes before logging in





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## Step 2 – Agent or Broker Requests the FFM Agent/Broker Role:

- Log back to CMS Enterprise Portal at <https://portal.cms.gov>
- Click “Login to CMS Secure Portal”

A screenshot of the CMS.gov Enterprise Portal. The top navigation bar includes links for Home, About CMS, Newsroom, Archive, Help &amp; FAQs, Email, and a search bar. Below the navigation, a banner for the "Welcome to CMS Portal" is visible. On the right side, a "CMS Secure Portal" box contains a "Login to CMS Secure Portal" button, which is highlighted with a red arrow. Below the login button are links for "Forgot User ID?", "Forgot Password?", and "New User Registration".

- Read the terms and conditions and accept by clicking “I Accept”

A screenshot of a terms and conditions acceptance screen. It contains a text box with legal language about privacy and monitoring, followed by a statement about communication disclosure. At the bottom, a red arrow points to the "I Accept" button, which is highlighted in a teal box. The "Decline" button is also visible.



- Enter your User ID and password that you created while setting up your CMS Enterprise Portal account in Step 1; Click "Log In"



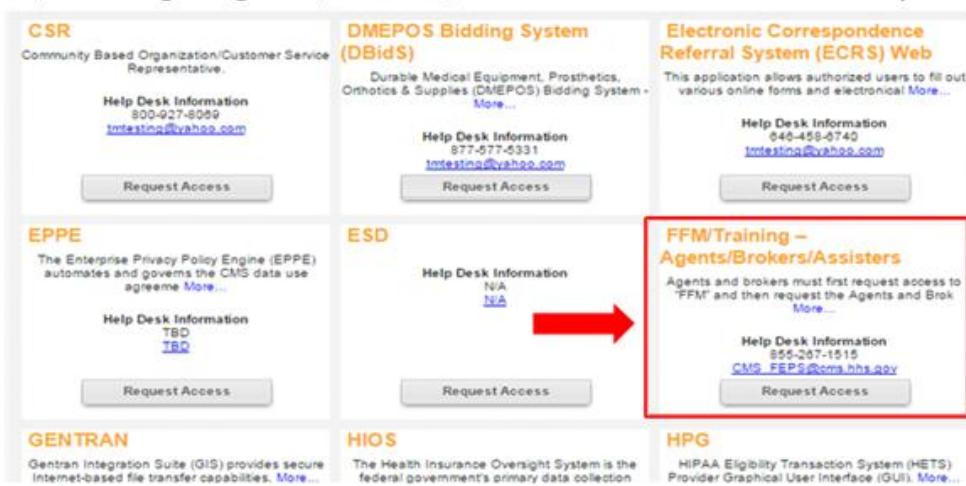
- Click "Request Access Now"

A screenshot of the CMS Enterprise Portal homepage. The top navigation bar includes "Portal Help &amp; FAQs", "Print", "Log Out", and a welcome message "Welcome Cordelia Chase". The main content area has a teal header "Welcome to CMS Enterprise Portal". The text below the header explains the portal's purpose: "The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction." A section titled "Application Access" with the subtext "There are several ways to manage access to applications in the CMS Enterprise Portal" is visible. To the right, there is a "Request Access" section with the text "Use the link below to request access to Systems/Applications" and a "Request Access Now" button, which is highlighted with a red arrow. Below that is a "Contact Help Desk" section with contact information for FFE / HIOS / Agents &amp; Brokers Help Desk.

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- Scroll down the list of roles or enter “F” in the search box, to find the “FFM/Training-Agents/Brokers/Assisters” role; Click “Request Access”



- You will be taken to Request New System Access page
- In the System Description dropdown select “FFM/Training-Agents/Brokers/Assisters”
- In the “Role” drop down menu select “Agents and Brokers”
- Click “Submit”



Portal Help & FAQs Print Log Out Welcome Cordelia Chase

CMS Enterprise Portal

My Portal

CMS Portal > EIDM user menu page > My Access

Screen reader mode Off Accessibility Settings

## My Access

### Request New System Access

Select a System and then a role to request access.

Depending on your Level of Assurance (LOA) and the role that you request access to, to satisfy system security requirements you may need to complete [Identity Verification](#), establish credentials for [Multi-Factor Authentication \(MFA\)](#), or change your password the next time you login to the system. This may require you to provide additional information as part of the role request process. If applicable, please note that your request cannot be fulfilled until Identity Verification is complete and Multi-Factor Authentication (MFA) is established.

System Description: FPL Training - Agents/Brokers/Ass

Role: Agents and Brokers

Cancel Submit

- Click "OK"

Portal Help & FAQs Print Log Out Welcome Cordelia Chase

CMS Enterprise Portal

My Portal

CMS Portal > EIDM user menu page > My Access

Screen reader mode Off Accessibility Settings

## My Access

### Request New System Access

To complete your access request for the Marketplace Learning Management System (MLMS), please log-out by clicking the "OK" button below, and then log back in. To log back in, please click the "Login to CMS Secure Portal" button on the right side of the CMS Enterprise Portal homepage.

OK

- Wait for a few minutes and log back in to the CMS Enterprise Portal
- You will be directed to the Agent Broker Registration Status page

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The screenshot shows the CMS Enterprise Portal interface. At the top, there are links for 'Portal Help & FAQs', 'Print', 'Log Out', and a welcome message for 'Cordelia Chase'. Below that, the CMS.gov logo and 'Enterprise Portal' are displayed. A navigation bar includes 'My Portal' and 'MLMS' with a dropdown arrow. The main content area shows the 'My Access' section with two buttons: 'Request New System Access' and 'View and Manage My Access'. To the right, a table titled 'Agent Broker Registration Status' is displayed, with the first row highlighted by a red box. The table shows the status of three steps: '1. Complete Identity Proofing' and '2. Complete Agent Broker Training' are both marked as 'Incomplete', while '3. Print Certificate(s)' is marked as 'Accessible after completing steps 1 & 2.' The table also includes columns for 'Plan Year 2016' and 'Status'.

Agent Broker Registration Status	
Plan Year 2016	Status
FFM - Agents and Brokers Role	Incomplete
1. Complete Identity Proofing	Incomplete
2. Complete Agent Broker Training	Incomplete
Individual Market	
SHOP	
3. Print Certificate(s)	Accessible after completing steps 1 & 2.

### Step 3 – Agent or Broker Conducts Identity Proofing within CMS Enterprise Portal:

- Click “Complete Identity Proofing”

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CMS Portal > EIDM Navigator

Screen reader mode Off | Accessibility Settings

## My Access

[Request New System Access](#)

[View and Manage My Access](#)

Agent Broker Registration Status

### Plan Year 2016

Please click the link below next to items marked to register as an agent/broker for the 2016 plan year.

#### FFM - Agents and Brokers Role

Status

[1 Complete Identity Proofing](#)

Incomplete

[2 Complete Agent Broker Training](#)

Incomplete

Individual Market

SHOP

[3 Print Certificate\(s\)](#)

Accessible after completing steps 1 & 2.

- Read Instructions
- Click "Next"

MS Portal > EIDM Navigator

Screen reader mode Off | Accessibility Settings

## My Access

[Request New System Access](#)

[View and Manage My Access](#)

## Identity Verification

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the system.

- Ensure that you have entered your legal name, current home address, primary phone number, date of birth and email address correctly to verify your identity with Experian, an external Identity Verification provider.
- Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, a soft inquiry will be made to your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to Identity Verification.
- You may need to have access to your personal and credit report information, as the Experian application will prompt you to provide this information. For more information, please see the Experian Consumer Assistance website <http://www.experian.com/help/>

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal information will be used. To continue this process, select 'Next'.

[Next](#) [Cancel](#)

*Note: Identity Proofing can be completed before or after training is completed*

- Read the terms and conditions and accept by checking the box
- Click "Next"

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I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.001S, dated August 26 2010 and understand and agree to comply with the violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination, debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities, criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPDIV his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS F monetary fines and/or criminal charges that may result in imprisonment.

### Identity Verification

I understand that the identity proofing services being requested are regulated by the Fair Credit Reporting Act and that my explicit consent is understood that any special procedures established by CMS for identity proofing using Experian have been met and the services requested by solely to confirm the applicant's identity to avoid fraudulent transactions in the applicant's name.

A screenshot of a web page titled "Identity Verification". At the top, there is a message: "You must agree to the Terms and Conditions in order to proceed". Below this, a checkbox labeled "I agree to the terms and conditions" is checked. A red arrow points to this checkbox. At the bottom of the page are two buttons: "Next" and "Cancel". A red arrow points to the "Next" button.

- Confirm the information that automatically populates
- Enter any missing information
- Click "Next"

### My Access

[Request New System Access](#)

[View and Manage My Access](#)



### Your Information

Enter your legal first name and last name, as it may be required for Identity Verification.

• First Name:

Jane

• Last Name:

Doe

Suffix

En  
Hy  
un  
oc

Enter your E-mail address, as it will be used for account related communications.

• E-mail Address:

Re-enter your E-mail address.

• Confirm E-mail Address:



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- Once you receive confirmation that your identity has been verified, click "Next"

The screenshot shows the CMS Enterprise Portal's 'My Access' section. On the left, there's a sidebar with 'My Access' and links to 'Request New Application Access' and 'View and Manage My Access'. The main content area is titled 'Remote Identity Proofing' with the sub-instruction 'Your identity has been verified. To continue this process, please select 'NEXT''. A red arrow points to the 'Next' button, which is highlighted in blue.

- You will be redirected to the Agent Broker Registration Status Page; make sure the status of your identity proofing step is marked as "Complete"

The screenshot shows the 'Agent Broker Registration Status' page. It includes a 'Plan Year 2016' section with instructions to click links next to incomplete items to register as an agent/broker for the 2016 plan year. A table titled 'FFM - Agents and Brokers Role' lists three items: '1. Complete Identity Proofing' (Status: Complete), '2. Complete Agent Broker Training' (Status: Incomplete), and '3. Print Certificate(s)' (Status: Accessible after completing steps 1 & 2). A red arrow points to the 'Complete' status under the first item.

FFM - Agents and Brokers Role	Status
1. Complete Identity Proofing	Complete
2. Complete Agent Broker Training	Incomplete
3. Print Certificate(s)	Accessible after completing steps 1 & 2.

*Note: If your information cannot be verified remotely the CMS Enterprise Portal will provide you with a phone number and code to confirm your identity directly with CMS Identity proofing vendor (Experian)*

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## Step 4 – Agent or Broker Completes Profile Information:

- Select “Access Training” link next to the MLMS

### Plan Year 2016 Agent/Broker Training Options

Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2016 plan year. These include vendor training may be approved for continuing education units (CEUs). Select "Learn More" next to each vendor's listing to obtain information and contact the vendor for more information, or if you are having difficulty accessing the vendor's site.

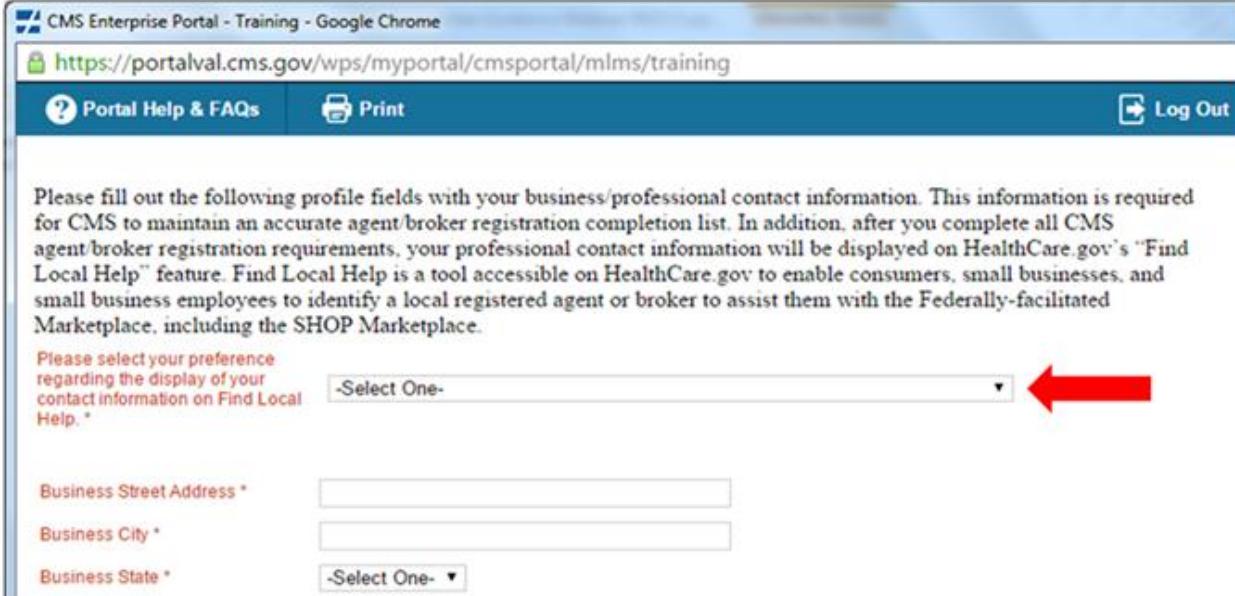
CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through this site.

If you select a vendor to complete training, you are consenting to being securely redirected to that third-party vendor's site. After you complete training, you will receive a completion confirmation code and instructions to access the MLMS (i.e., CMS's system) to complete the agent/broker registration process.

• CMS-approved Vendor # 1	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1212
• CMS-approved Vendor # 2	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1213
• CMS-approved Vendor # 3	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1214
• Marketplace Learning Management System (CMS)		 <a href="#">Access Training</a>	<a href="mailto:MLMSHelpDesk@cms.hhs.gov">MLMSHelpDesk@cms.hhs.gov</a>

[Return to Agent/Broker Registration Status Page](#)

- Complete your profile information in the MLMS profile page
- Click “Save/Update”



CMS Enterprise Portal - Training - Google Chrome

<https://portalval.cms.gov/wps/myportal/cmsportal/mlms/training>

Portal Help & FAQs Print Log Out

Please fill out the following profile fields with your business/professional contact information. This information is required for CMS to maintain an accurate agent/broker registration completion list. In addition, after you complete all CMS agent/broker registration requirements, your professional contact information will be displayed on HealthCare.gov's "Find Local Help" feature. Find Local Help is a tool accessible on HealthCare.gov to enable consumers, small businesses, and small business employees to identify a local registered agent or broker to assist them with the Federally-facilitated Marketplace, including the SHOP Marketplace.

Please select your preference regarding the display of your contact information on Find Local Help. \*

Business Street Address \*

Business City \*

Business State \*  -Select One- 



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## Step 5 – Agent or Broker Completes Training Using CMS Portal:

- Identify the curriculum you wish to enroll in and hover your cursor over the “Actions” link to the right of that curriculum
- In the bubble that appears, click “Enroll”

### Plan Year 2016 Agent/Broker Training Options

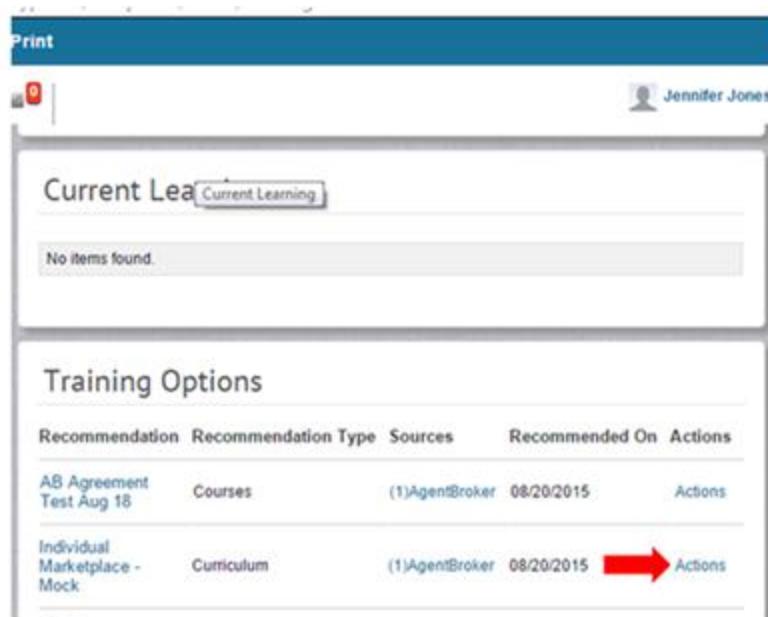
Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2016 plan year. These include vendor training may be approved for continuing education units (CEUs). Select “Learn More” next to each vendor’s listing to obtain information and contact the vendor for more information, or if you are having difficulty accessing the vendor’s site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through it.

If you select a vendor to complete training, you are consenting to being securely redirected to that third-party vendor’s site. After you complete training, you will receive a completion confirmation code and instructions to access the MLMS (i.e., CMS’s system) to complete the agent/broker registration process.



• CMS-approved Vendor # 1	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1212
• CMS-approved Vendor # 2	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1213
• CMS-approved Vendor # 3	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1214
• Marketplace Learning Management System (CMS)		<a href="#">Access Training</a>	<a href="mailto:MLMSHelpDesk@cms.hhs.gov">MLMSHelpDesk@cms.hhs.gov</a>



Print

Jennifer Jones

Current Learning

No items found.

Training Options

Recommendation	Recommendation Type	Sources	Recommended On	Actions
AB Agreement Test Aug 18	Courses	(1)AgentBroker	08/20/2015	Actions
Individual Marketplace - Mock	Curriculum	(1)AgentBroker	08/20/2015	Actions



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Training Options

Recommendation	Recommendation Type	Sources	Recommended On	Actions
AB Agreement Test Aug 18	Courses	(1)AgentBroker	08/20/2015	<a href="#">View Detail</a> <a href="#">Enroll</a>
Individual Marketplace - Mock	Curriculum	(1)AgentBroker	08/20/2015	<a href="#">Actions</a> <a href="#">Enroll</a>

- Click "Complete Enrollment"

Register for SHOP Marketplace - Mock

To register for SHOP Marketplace - Mock, verify the path, select modules and learning elements within the module that you would like to complete. See complete registration guidelines.

Path: SHOP Marketplace - Mock

Note: Actual seat availability might vary at the time of registration, due to existing registrations.

SHOP Marketplace - Mock (Complete 1 of 1 Required) Required

SHOP Marketplace - Mock (Course : 00001101, Version 1)

\*  Offering ID: 00001162   Offered As: Web Based Training   Suggested   Change Offering

\*  Language: English   Complete Enrollment   Cancel

Complete Enrollment



- Click "Go to Current Learning" at the bottom of the page

A screenshot of a web page titled "Registration Confirmation". The page shows a user profile picture and navigation links for "Home" and "Learning". The main content area displays "Order Contact" (Jeff Plant), "Email To" (Agent/Broker), "Order Status" (Confirmed), and "Order Number" (00006038). Below this is a table titled "Order Items" with columns for "Title", "Learners", "Delivery Type", "Status", and "Actions". Two items are listed: "SHOP Marketplace - Mock" (Jeff Plant, Web Based Training, Confirmed, Notes) and "SHOP Marketplace - Mock" (20001162, Version 13, Confirmed, Registration Date: 06/29/2015, View Details, Drop and Request Learning). At the bottom of the page are buttons for "Go to Curriculum Details", "Go to Current Learning", and "Go to Curriculum Details". A red arrow points to the "Go to Current Learning" button.

- Click "Launch" next to each course to start taking the training

A screenshot of a web page titled "Current Learning". The left sidebar shows navigation links for "Home", "Learning", "Current Learning" (which is selected), "Completed Learning", "Curriculum", and "Recommendations". The main content area displays a table of courses. The first course, "SHOP Marketplace - Mock (Mock)", has a status of "Confirmed" and a "Launch" button. The second course, "SHOP Marketplace - Mock (20001162, Version 13)", has a status of "Confirmed" and a "View Details" button. A red arrow points to the "Launch" button for the first course.

*Note: The steps above are for taking the training through CMS. If you choose to take the training through a CMS-approved vendor, the steps may be different.*

*Some courses have prerequisites, so there may not be a "Launch" button next to all the courses*

**\*\*Steps if the training was completed through CMS-approved vendor:**

- Agents and Brokers who completed training through a CMS-approved vendor can complete their MLMS profile information after training is completed.
- With the new CMS-approved vendor training option, the system will allow each agent/broker to select which training option he or she wishes to complete

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- If you chose to take training from one of the CMS-approved vendors, the system will securely direct you to the selected CMS-approved vendor's learning management system, where you can complete the training and associated exams.
- Once you select "Access Training" for your chosen CMS-approved vendor, you'll see the pop-up box below.
- Click "OK" to confirm you want to be redirected to the CMS-approved vendor's website

Plan Year 2016 Agent/Broker Training Options

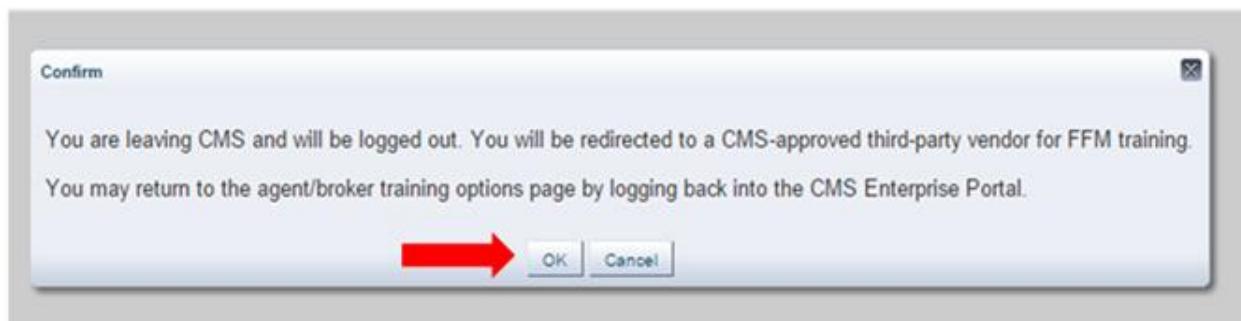
Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2016 plan year. These include vendor training may be approved for continuing education units (CEUs). Select "Learn More" next to each vendor's listing to obtain information and contact the vendor for more information, or if you are having difficulty accessing the vendor's site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through it.

If you select a vendor to complete training, you are consenting to being securely redirected to that third-party vendor's site. After you complete the completion confirmation code and instructions to access the MLMS (i.e., CMS's system) to complete the agent/broker registration process.



• CMS-approved Vendor # 1	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1212
• CMS-approved Vendor # 2	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1213
• CMS-approved Vendor # 3	<a href="#">Learn More</a>	<a href="#">Access Training</a>	555-555-1214
• Marketplace Learning Management System (CMS)		<a href="#">Access Training</a>	<a href="mailto:MLMSHelpDesk@cms.hhs.gov">MLMSHelpDesk@cms.hhs.gov</a>



- A completion code will be emailed to you from your chosen CMS-approved vendor 24 hours after you have completed the training curriculum
- Copy and paste the confirmation code(s) in the appropriate code field on your MLMS profile page.

Portal Help & FAQs    Print

Please fill out the following profile fields with your business/professional contact information. This information is used for CMS to maintain an accurate agent/broker registration completion list. In addition, after you have completed the agent/broker registration requirements, your professional contact information will be displayed in the "Find Local Help" feature. Find Local Help is a tool accessible on HealthCare.gov to enable consumers and small business employees to identify a local registered agent or broker to assist them with the enrollment process in the Individual and SHOP Marketplaces, including the SHOP Marketplace.

IMPORTANT: If you completed FFM training on a third-party vendor's site, you will receive your confirmation code(s) via email from the vendor.

Individual Marketplace code:  SHOP Marketplace code:

Please select your preference regarding the display of your contact information on Find Local Help.\*  I would like all my contact information displayed.



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## Step 6 – Agent or Broker Accepts the Agent/Broker Agreement(s)

An agent or Broker must complete his or her profile information and required training and exams before he or she can sign the Agreement(s)

- Click “Yes” to the Agreement at the end of the curriculum to confirm you have reviewed and accept the terms of the Marketplace’s Agreement

The screenshot shows a web-based form titled "Individual Marketplace General Agreement". At the top, it says "Agent Broker General Agreement for FFM Individual Market" and "8 of 8". Below the title, there is a section titled "Accept Agreement" with the following text:  
**Do you accept the terms and conditions of the AGENT BROKER GENERAL AGREEMENT FOR THE FEDERALLY-FACILITATED EXCHANGE INDIVIDUAL MARKET?**  
Select "I Agree" to provide your electronic signature.  
Select your response and then click Submit.  
There are two radio buttons:  I Agree and  I Do Not Agree. A red arrow points to the "I Agree" radio button. At the bottom is a blue "Submit" button.



## Step 7 – Confirm Completion on the Agent/Broker Registration Status Page

- After the Agreement(s) are accepted the agent or broker is redirected back to the Agent Broker Registration Status page on the CMS Enterprise Portal.

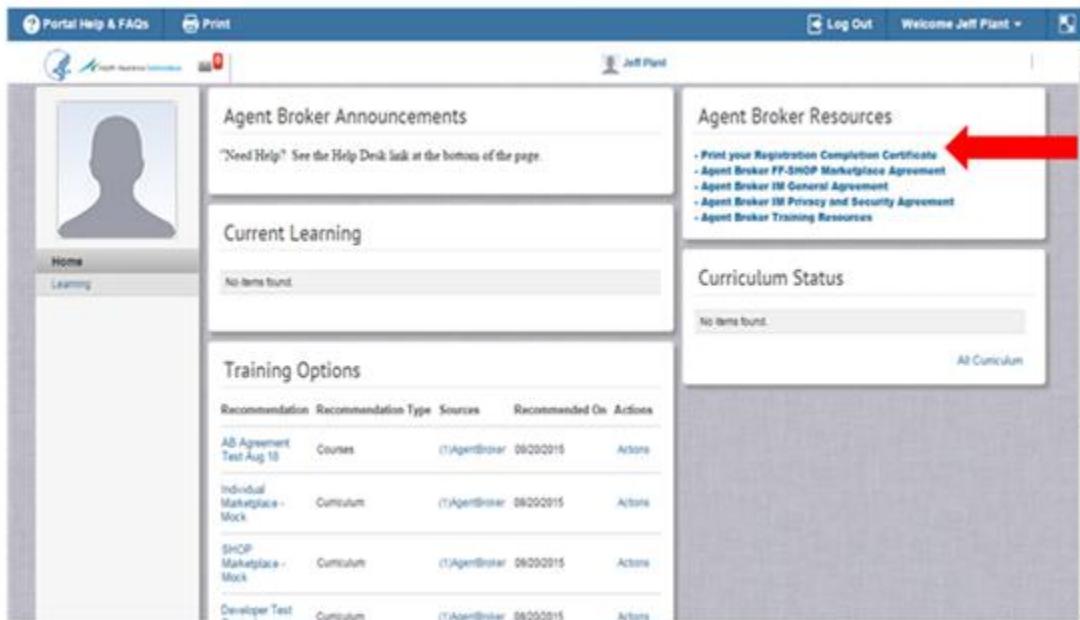
The screenshot shows the Agent Broker Registration Status page for the 2016 plan year. The 'FFM - Agents and Brokers Role' section lists three steps: '1. Complete Identity Proofing' (Status: Complete), '2. Complete Agent/Broker Training' (Status: Complete), and '3. Print Certificate(s)'. A red arrow points to the '2. Complete Agent/Broker Training' row. Below the table, a 'Registration Complete' section states: 'You have successfully completed the registration process and have been granted the FFM Agent/Broker role. You may access training and print your completion certificate(s) to this page.'

- Review your Agent Broker Registration Status page to confirm that you have completed all registration requirements
- At this time, if all steps have been completed, you will be able to print your completion certificate(s)
- Click "Print Certificate(s)" on the Agent Broker Registration page

The screenshot shows the Agent Broker Registration Status page for the 2016 plan year. The 'FFM - Agents and Brokers Role' section lists three steps: '1. Complete Identity Proofing' (Status: Complete), '2. Complete Agent/Broker Training' (Status: Complete), and '3. Print Certificate(s)'. A red arrow points to the '3. Print Certificate(s)' link. Below the table, a 'Registration Complete' section states: 'You have successfully completed the registration process and have been granted the FFM Agent/Broker role. You may access training and print your completion certificate(s) to this page.'



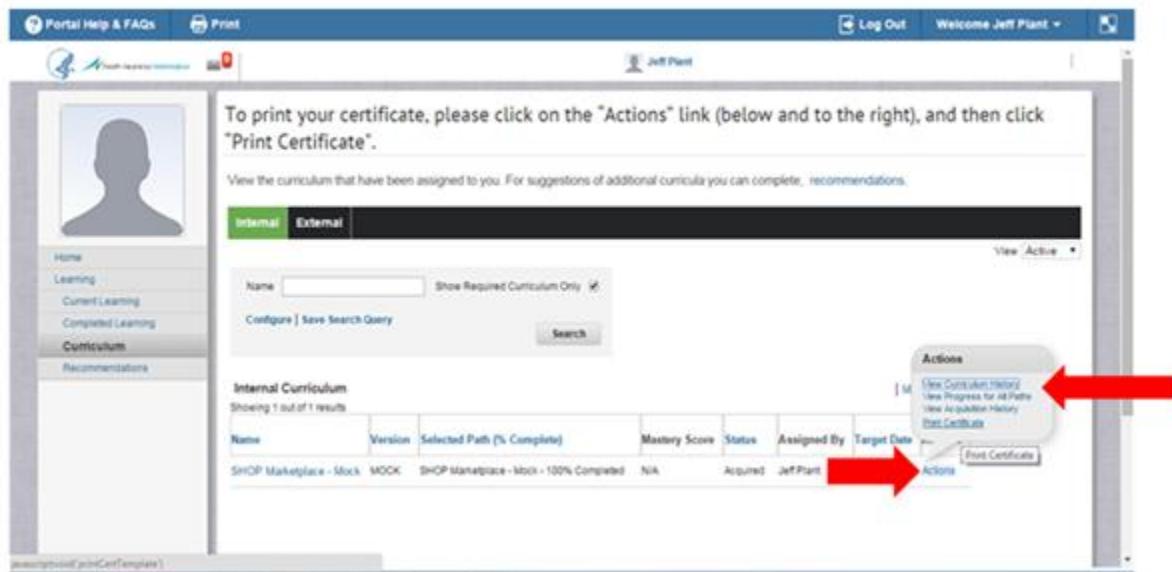
- Click on “Print your Registration Completion Certificate” once redirected to the MLMS



A screenshot of the Agent Broker Resources page in the MLMS. The page has a header with 'Portal Help & FAQs', 'Print', 'Log Out', and 'Welcome Jeff Plant'. The main content area is titled 'Agent Broker Resources' and contains a list of links: 'Print your Registration Completion Certificate' (highlighted with a red arrow), 'Agent Broker FF-SHOP Marketplace Agreement', 'Agent Broker IM General Agreement', 'Agent Broker IM Privacy and Security Agreement', and 'Agent Broker Training Resources'. To the left, there are sections for 'Agent Broker Announcements' (with a 'Need Help?' link) and 'Current Learning' (showing 'No items found.'). Below that is a 'Training Options' section with a table:

Recommendation	Recommendation Type	Sources	Recommended On	Actions
AB Agreement Test Aug 10	Courses	(1)AgentBroker	08/20/2015	Actions
Individual Marketplace - Mock	Curriculum	(1)AgentBroker	08/20/2015	Actions
SHOP Marketplace - Mock	Curriculum	(1)AgentBroker	08/20/2015	Actions
Developer Test	Curriculum	(1)AgentBroker	08/20/2015	Actions

- Scroll over “Actions” and click “Print Certificates”



A screenshot of the Curriculum page in the MLMS. The header is the same as the previous screenshot. The main content area has a message: "To print your certificate, please click on the 'Actions' link (below and to the right), and then click 'Print Certificate'." Below this is a search bar and a table of curriculum results:

Name	Version	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Actions
SHOP Marketplace - Mock	MOCK	SHOP Marketplace - Mock - 100% Completed	N/A	Assured	Jeff Plant		<a href="#">Print Certificate</a>

A red arrow points to the 'Print Certificate' link in the 'Actions' column of the table. A red box highlights the 'Print Certificate' link.

- A window opens; click “Print” next to the certificate you want to print

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Scott & White  
HEALTH PLAN

Screenshot showing the 'Select Certificate Template' dialog box and the main application window. The dialog box lists two certificate templates: 'AB SHOP Certificate' and 'AB SHOP Certificate public'. The 'Actions' link is highlighted with a red arrow. The main application window shows a user profile for 'Jeff Plant' and a table of curricula.

Name	Description	Actions
AB SHOP Certificate	Registration Completion Certificate for Agents/Broker SHOP	Print
AB SHOP Certificate public	Registration Completion Certificate SHOP	Print

Main application window:

Name	Version	Selected Path (% Completed)	Mastery Score	Status	Assigned By	Target Date	Actions
SHOP Marketplace - Mock	MOCK	SHOP Marketplace - Mock - 100% Completed	N/A	Acquired	Jeff Plant		Actions

Registration Completion Certificate

Jeff Plant  
NPN(s): 1234567890, .  
SHOP Marketplace  
Registration status for plan year 2016:  
Complete

Your completion certificate will include:

- Your Name
- Your NPN(s)
- The Marketplace for the certificate
- The Plan year for the certificate

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