

# MyBusiness Process Guide: Training and Certifications

---

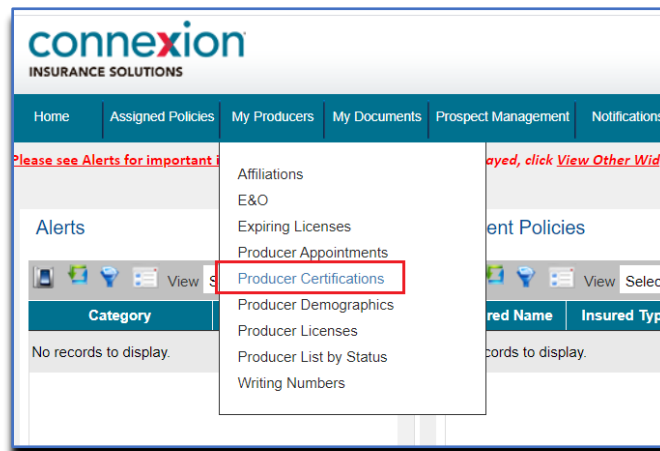
## Table of Contents

Training and Certifications .....	3
-----------------------------------	---

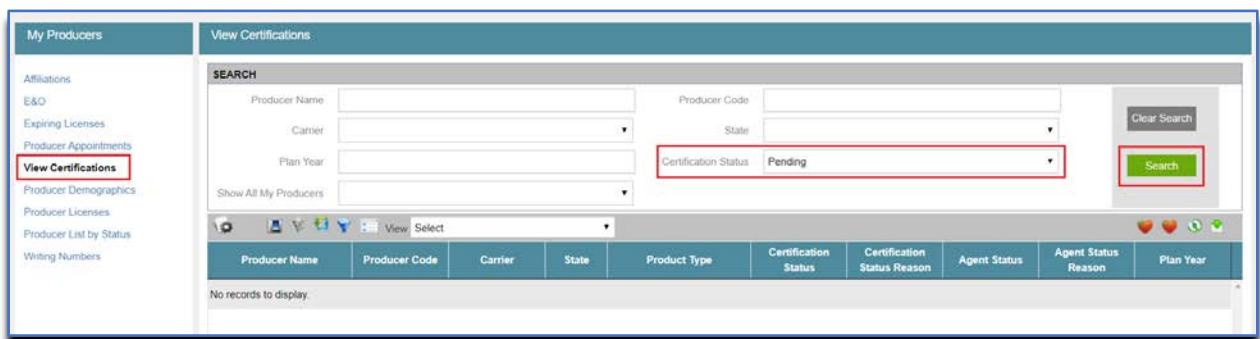
## Training and Certifications

**Objective:** Producer self service ability to update and upload training and certification documents directly onto the myBusiness Producer portal platform.

1. Log into MyBusiness
2. At the top of the page, hover on 'My Producers' and click on 'Producer Certifications'.



3. In the new screen, select 'View Certifications' from the left-hand menu.
4. Use search parameter, Certification Status – 'Pending'
5. Click 'Search' to generate the Certification data



6. From the search results, click the 'Carrier' link that requires an update.
  - a. Action item selected must be in 'Pending' status.

7. In the new screen, Training and Certifications, populate the required fields;
  - a. Status: Active
  - b. Status Reason: Pass
  - c. Completed Date: date of completion

8. Upload the supporting documents using the 'Add New Attachment' link
9. In the 'Document' pop up window, populate the following fields prior to attaching the document:
  - a. Document Name: Your document name
  - b. Category: Training & Certifications
  - c. Sub Category: Training & Certifications

10. Click 'Save' when all fields have been completed and your file has been attached.
11. Click 'Save' when all Training and Certification required fields have been completed.