

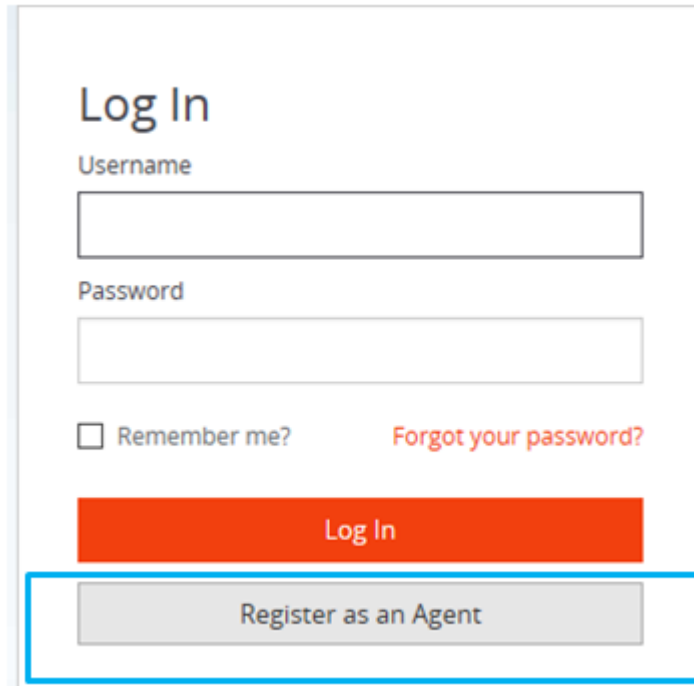


Molina Agent User Guide

REGISTERING and LOGGING IN

Welcome to Sentinel Elite™! Sentinel is accessible at www.sentinelelite.com.

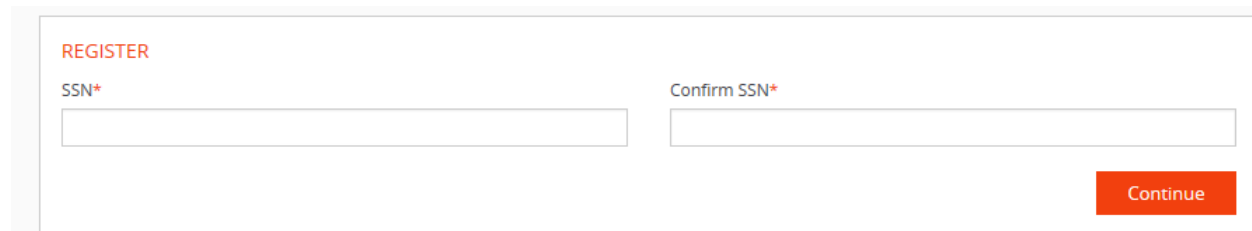
If you are **new** to Sentinel please register as a new agent.



The image shows a 'Log In' form with the following elements:

- Title: Log In
- Username: [Text input field]
- Password: [Text input field]
- Remember me?: Remember me?
- Forgot your password?: [Forgot your password?](#)
- Log In: [Red button]
- Register as an Agent: [Grey button, highlighted with a blue border]

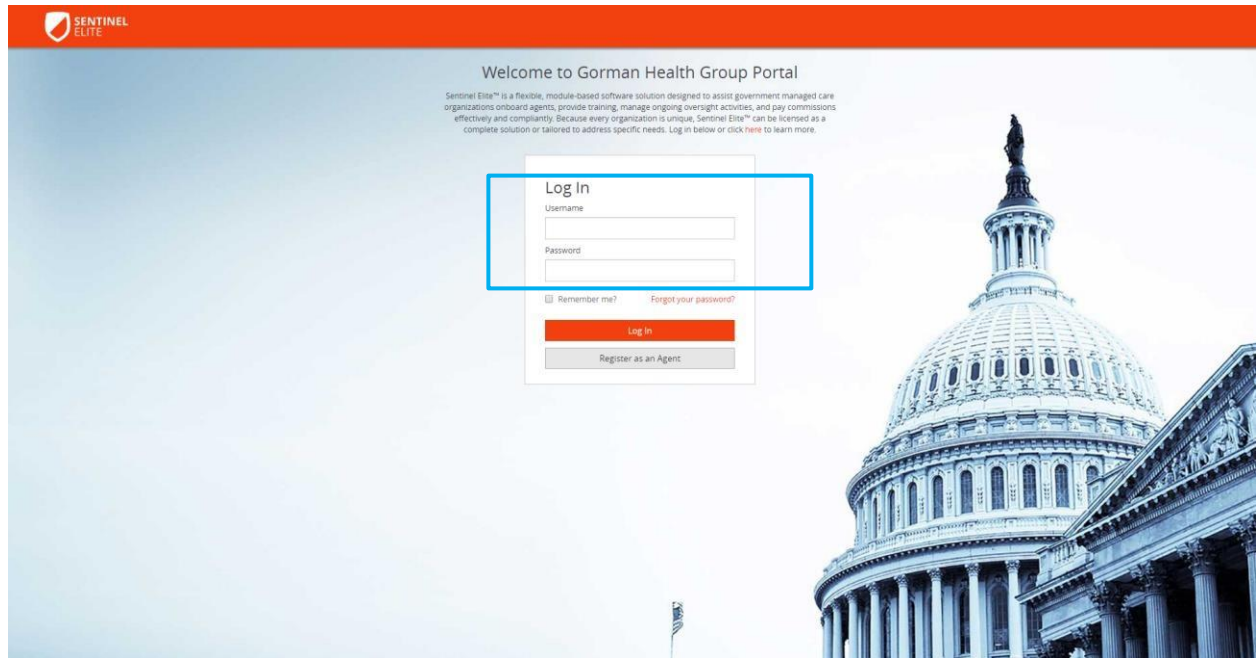
Once selected, the system will prompt you to fill out your information. All questions are intended for verification purposes and to set up your account. Please answer all required fields marked with * asterisk, as it will not allow you to continue without all required information.



The image shows a 'REGISTER' form with the following elements:

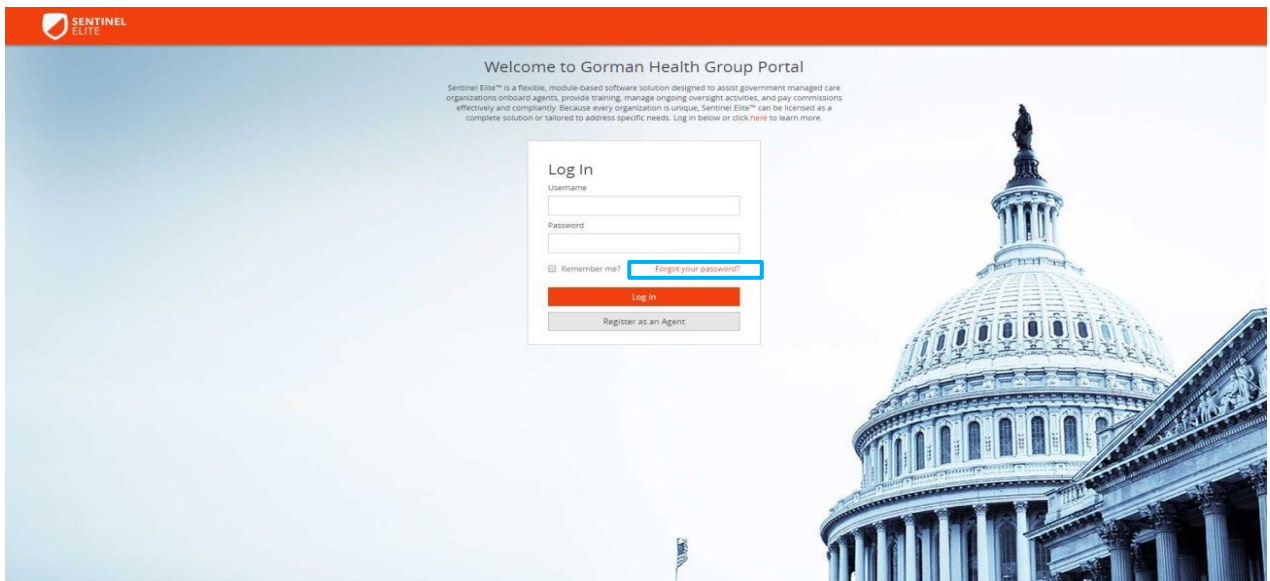
- Title: REGISTER
- SSN*: [Text input field]
- Confirm SSN*: [Text input field]
- Continue: [Red button]

To log in enter your username and password and then click **Log In**.



PASSWORD RESET

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



Enter your User Name when prompted and click **Continue**. (If you cannot remember your User Name or Security Questions call BSU 866-440-9788 and we can help look it up.)

SENTINEL ELITE

Forgot Password

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*

Continue

If you already have an account, please log in.

Contact: info@gorman.com 125-456-7890

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

SENTINEL ELITE

Forgot Password

Step 2 of 3 - Please answer the security question associated with your account. Then specify the last four digits of your SSN.

CONFIRM SECURITY QUESTION

In which city would you like to retire?

Last four digits of SSN*

Continue

If you already have an account, please log in.

Contact: info@gorman.com 125-456-7890

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*

Confirm password*

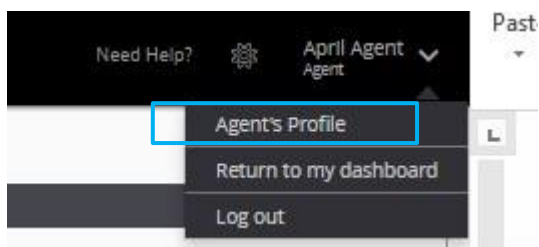
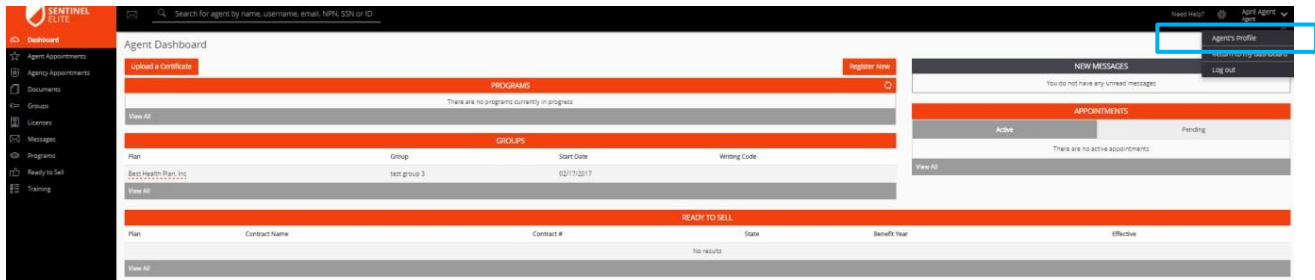
Reset Password

If you already have an account, please log in.

Contact: info@gorman.com 125-456-7890

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.



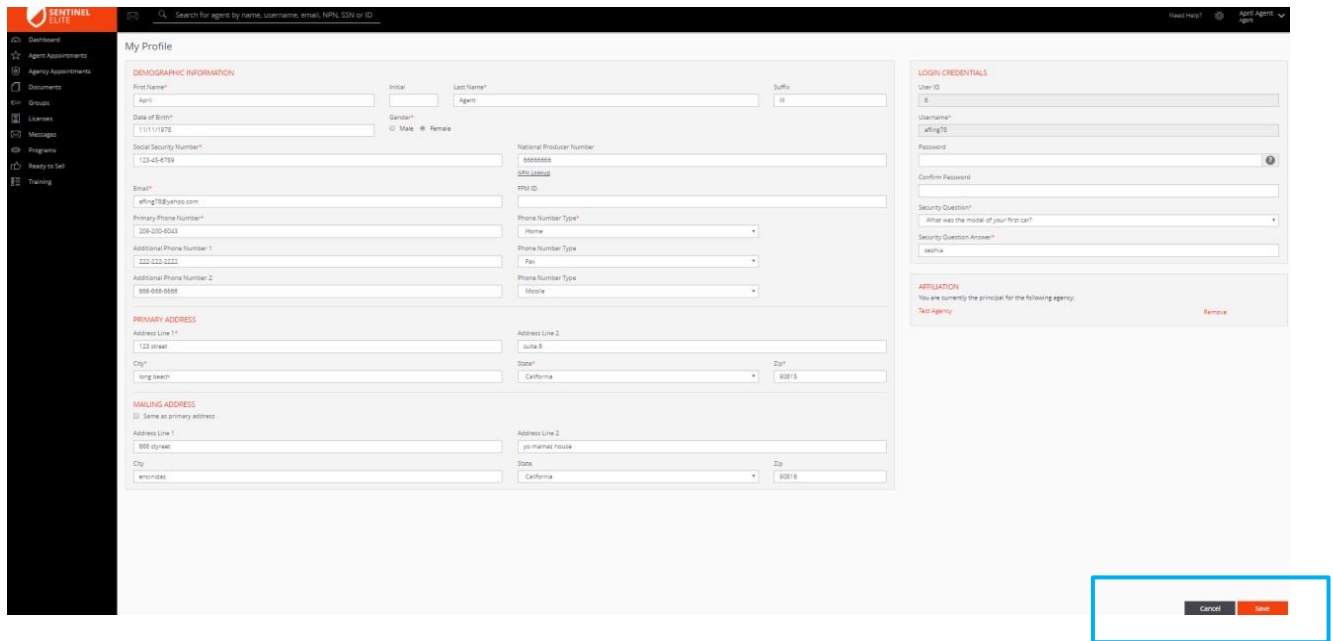
The information housed on your Profile Screen includes;

Demographic Information

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

Credentials

- **Username**
- **Password**
- **Security Questions**
- **Security Answers**

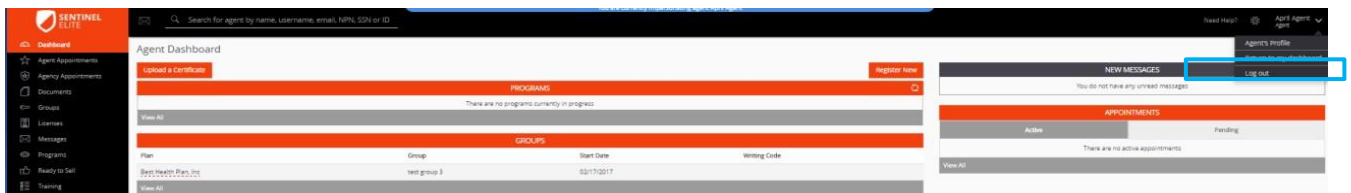


You may update the information contained on your **My Profile** screen. Once updated, click Save, to cancel click Cancel.

- ✔ Tip: Required fields are identified with an asterisk * throughout Sentinel Elite™.
- ✔ Tip: For security purposes your Social Security Number may not be used as your Username.

LOGGING OUT

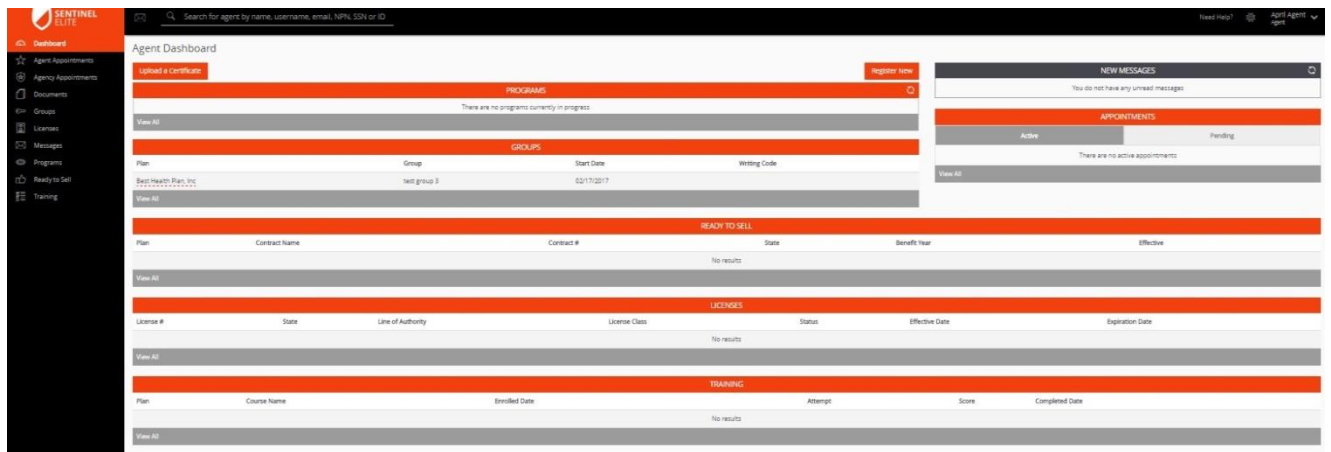
To log out, place the cursor on your name in the upper right hand corner of the screen and click the down arrow to the right. Select **Log out** from the drop down menu.



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 such as;

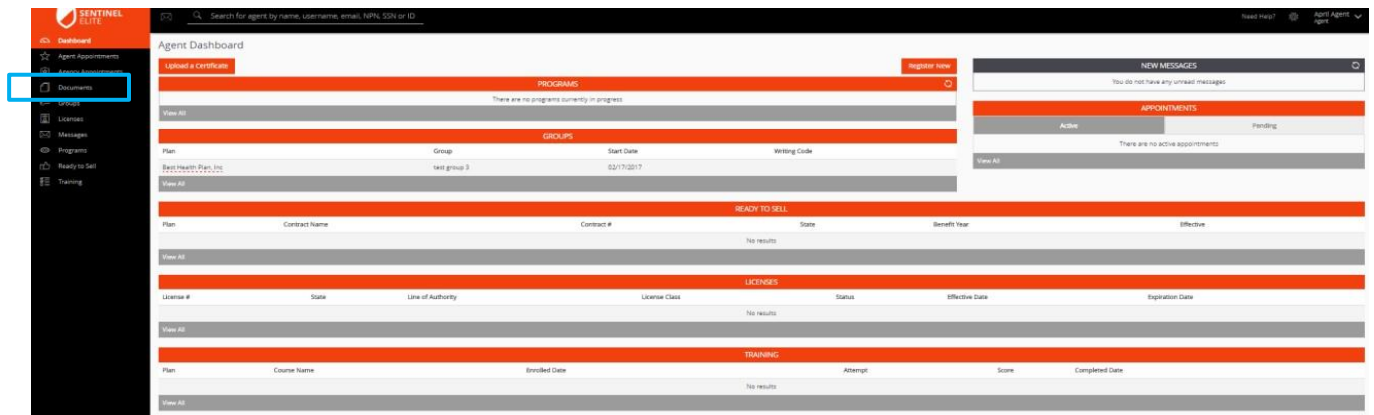
- **Program Status**
- **Groups**
- **Ready to sell status**
- **Applicable Appointments**
- **Licenses**
- **New Messages**



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 successfully completed for training courses.



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 screenshot shows the Sentinel Elite Agent Dashboard. The left-hand navigation menu has the 'Licenses' icon highlighted with a blue box. The main content area displays several sections: 'Upload & Certificate', 'PROGRAMS', 'GROUPS', 'READY TO SELL', 'LICENSES', and 'TRAINING'. The 'LICENSES' section is highlighted with a blue box and contains a table with the following data:

License #	State	Line of Authority	License Class	Status	Effective Date	Expiration Date
4381238	CO	42 - Life & Health	3 - Producer	✓ Active	09-22-2016	09-22-2017

This **Licenses** section in the Agent Dashboard will provide a snapshot of your licenses and even allow you to “view all” by clicking on the **View All** option in the gray bar.

LICENSES						
License #	State	Line of Authority	License Class	Status	Effective Date	Expiration Date
4381238	CO	42 - Life & Health	3 - Producer	✓ Active	09-22-2016	09-22-2017

Your license information is refreshed on a daily basis.

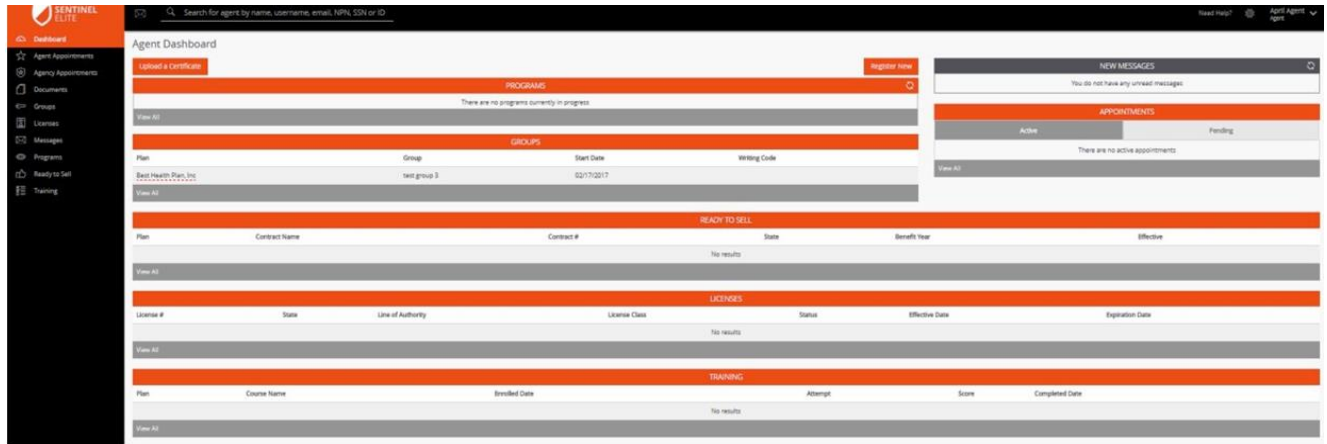
You may utilize Sentinel Elite™ to monitor your licenses and track licenses with upcoming expiration dates.

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**.

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.



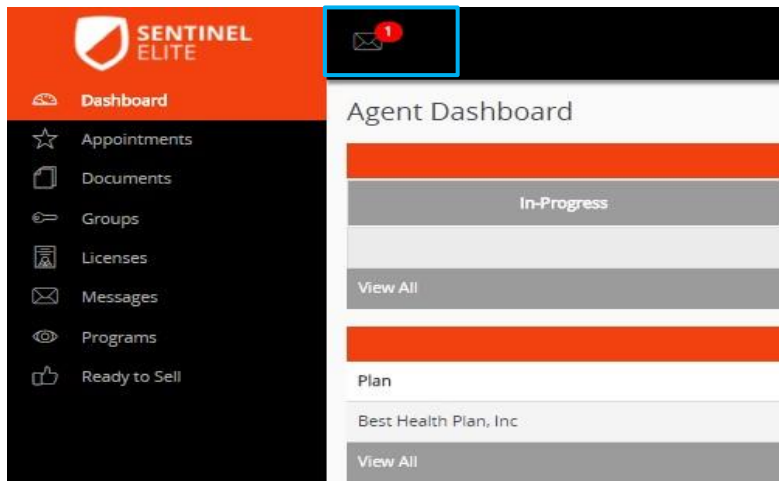
The **New Messages** section in the Agent Dashboard will provide a snapshot of your messages



To see all of your messages, click **View All Messages** in the gray bar below the already displayed messages.




The new messages indicator 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.

To reply to a message just click **Reply**.



 **Note:** You may not be able to reply to all messages, as some are for informational purposes and do not require a reply.

PROGRAMS

To manage your Programs click on the **Programs** section located at the top of the Agent Dashboard.

To the right of the program name, you will see a button indicating the next action required.

To begin working on your next action, click the button.

You may scroll over the timeline to view the steps you have already taken as well as any upcoming steps (e.g. Welcome, License Check, and Product Training). Keep in mind some steps may require action and others may automatically process as you work through a program.

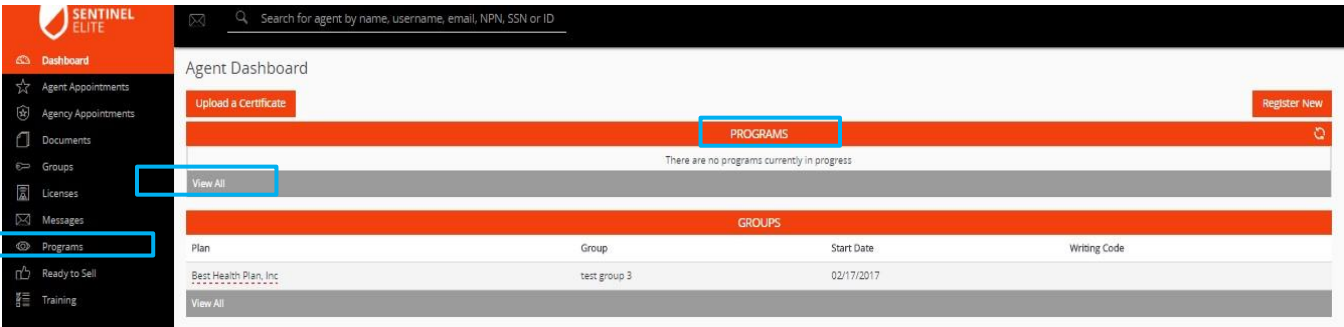
All programs you are enrolled in but have not completed will appear under “**Programs**” on the Agent Dashboard.

The screenshot shows the Sentinel Elite Agent Dashboard. The left sidebar has a 'Programs' menu item highlighted with a blue box. The main content area has several sections: 'Upload a certificate', 'PROGRAMS' (with a 'Register New' button and a message 'There are no programs currently in progress'), 'GROUPS' (with a table showing Plan, Group, Start Date, and Writing Code), 'READY TO SELL', 'LICENSES', and 'TRAINING'. The 'View All' link in the 'PROGRAMS' section is highlighted with a blue box.

If you would like to view previously completed programs, click **View All** located on the gray bar in the **Programs** section of the Agent Dashboard.

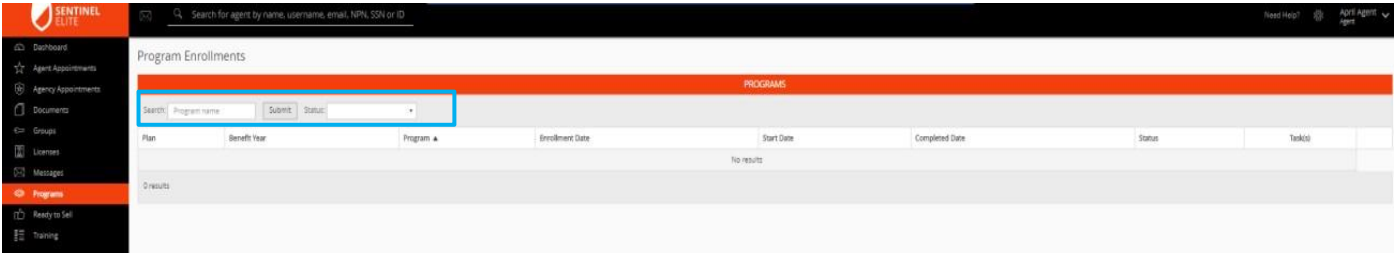
This screenshot is similar to the previous one, but the 'View All' link in the 'PROGRAMS' section is highlighted with a blue box. The 'PROGRAMS' section also shows a 'Register New' button and a message 'There are no programs currently in progress'. The 'GROUPS' table below it shows one entry for 'Best Health Plan, Inc' with group 'test group 3' and start date '02/17/2017'.

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** located in the gray bar.



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

You may also filter by **Status, Plan, Benefit Year, Program, Task(s), Enrollment Date, Start Date, or Completed Date.**



AGENT TRAINING

To view a record of your training, you may either click the **Training** icon in the Menu to the left of the screen or go to the **Training** section located toward the bottom of the Agent Dashboard. The **Training** section in the Agent Dashboard will provide a snapshot of the courses you are enrolled in or have completed. To see all information related to your training courses click **View All** in the gray bar below the displayed training details.

Once on the **Agent Training** screen you will be able to view your course details, including courses you are enrolled in and those you have completed. You may search by **Course Name**, **Benefit Year**, and **Passed**. You may further filter by **ID**, **Benefit Year**, **Course ID**, **Course Name**, **Enrolled Date**, **Attempt**, **Score**, **Completed Date** and **Passed**.

To Export your training details, click **Export** in the top right corner of the **Agent Training**. This will produce an Excel spreadsheet containing your training details

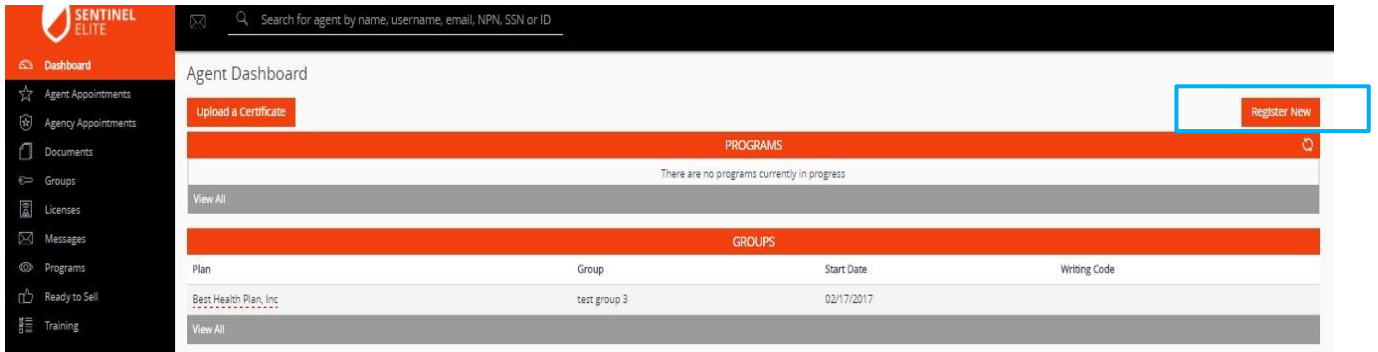
↓ (All options highlighted on screen shots below) ↓

The screenshot shows the 'Agent Training' interface. The title 'Agent Training' is highlighted with a blue box. In the top right corner, the 'Export' button is also highlighted with a blue box. Below the title, there are search filters for 'Course name', 'Benefit Year', and 'Passed'. A table with columns for ID, Benefit Year, Course ID, Course Name, Enrolled Date, Attempt, Score, Completed Date, and Passed is visible, showing 'No results'.

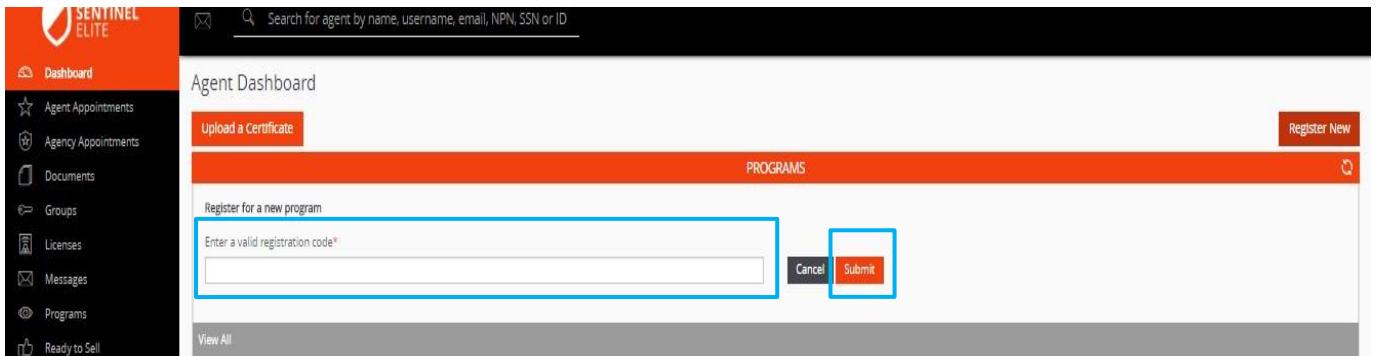
The screenshot shows the 'Agent Dashboard' with several sections: 'Licenses & Certificate', 'PROGRAMS', 'GROUPS', 'READY TO SELL', 'LICENSERS', and 'Handwritten'. The 'Ready to Sell' menu item in the left sidebar is highlighted with a blue box. In the 'Licenses' section, the 'Handwritten' button is highlighted with a blue box. Other sections like 'NEW MESSAGES' and 'APPOINTMENTS' show 'No results' or 'There are no active appointments'.

Registering

To register for a program for which you have the **Registration Code**, click **Register New** in the **Programs section** on the Agent Dashboard.



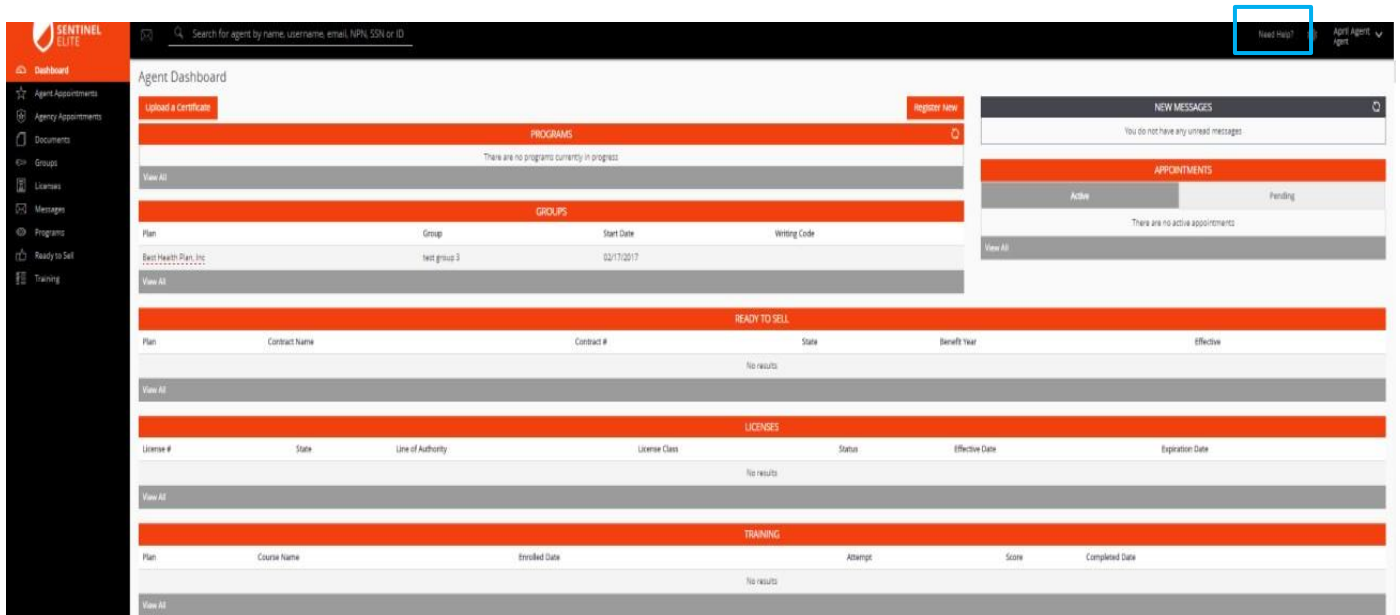
Enter your **Registration Code** and click **Submit**.



HELP

AGENT HELP PORTAL

You may access the Agent Help Portal by clicking **Need Help?** on the top right corner of any screen.



You may also access the Agent Help Portal or **Knowledge Base** at <https://ghg.na2.teamsupport.com/knowledgeBase>.

How do I reset my password?

GORMAN
HEALTH GROUP Knowledge Base

Search Submit a Ticket Log In

Search

SENTINEL™
elite

Knowledge Base for Agents

FAQs and helpful training tips

Terms & Conditions

Sentinel Elite

Access (3)

- How do I register for Sentinel Elite?
- How do I reset my password?
- How do I change my user name?

Agent Activities (5)

- How do I view my requirements?
- How do I take my training?
- 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