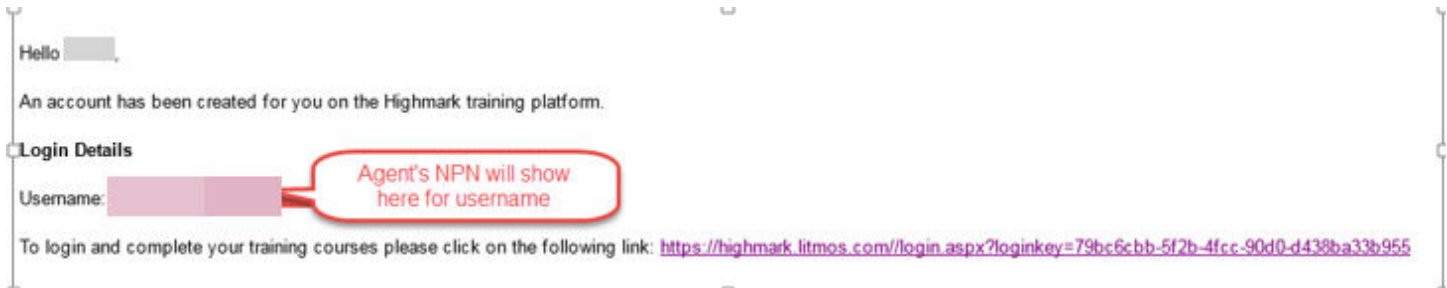


HIGHMARK 2021 CERTIFICATION USER GUIDE

LOGGING IN

1. NEW AGENTS

- A. Upon reaching the certification portion of the Highmark Senior Markets onboarding portal, the agent will receive the following email:



- B. The Agent will click on the link. The first screen will prompt them to create a password. (1 upper case, 1 lower case, 1 number, and 1 special character.)

The screenshot shows a web form for creating a password. It starts with "Hello [redacted]" and "1. Confirm your name". Below this is a section for "2. Create a password". It says "Next time you login you will use the following username". There are two input fields for "Username" and "Password". A red callout bubble points to the redacted username with the text "Agent's NPN will show here". The "Password" field has a red asterisk icon. Below the password field, it says "Password must contain: 1 upper case, 1 lower case, 1 number, 1 special character" and "Your password must be at least 8 characters long". There is a "Confirm password" field with a red asterisk icon. At the bottom, it says "Confirm your password by entering it again".

Address:	Street1
	Street2
City:	City
State:	State
Zip:	Zip
Country:	Country
Work Phone:	Work Phone
Mobile Phone:	Mobile Phone
Skype:	Skype
Twitter:	Twitter
<div>Continue</div>	

2. RETURNING AGENTS

- A. Returning agents can go directly to <https://highmark.litmos.com/> or click the link in the email they will receive to let them know they have been assigned a new course:

HIGHMARK
An Independent Licensee of the Blue Cross and Blue Shield Association

Welcome Highmark Agents! Please enter your credentials to access the Highmark Medicare training program .

Username

Password

☐ Remember me on this computer

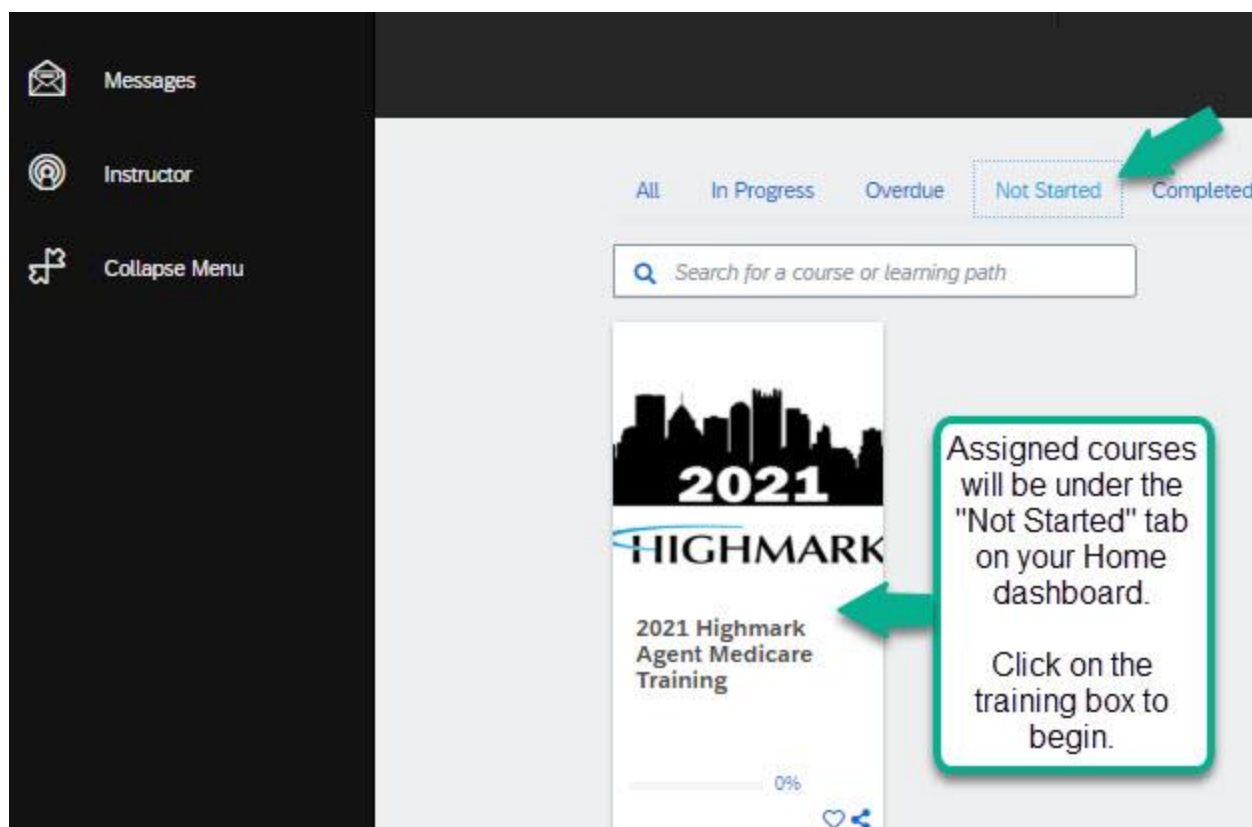
Login

I've forgotten my username/password

Login with username (NPN) and previous password

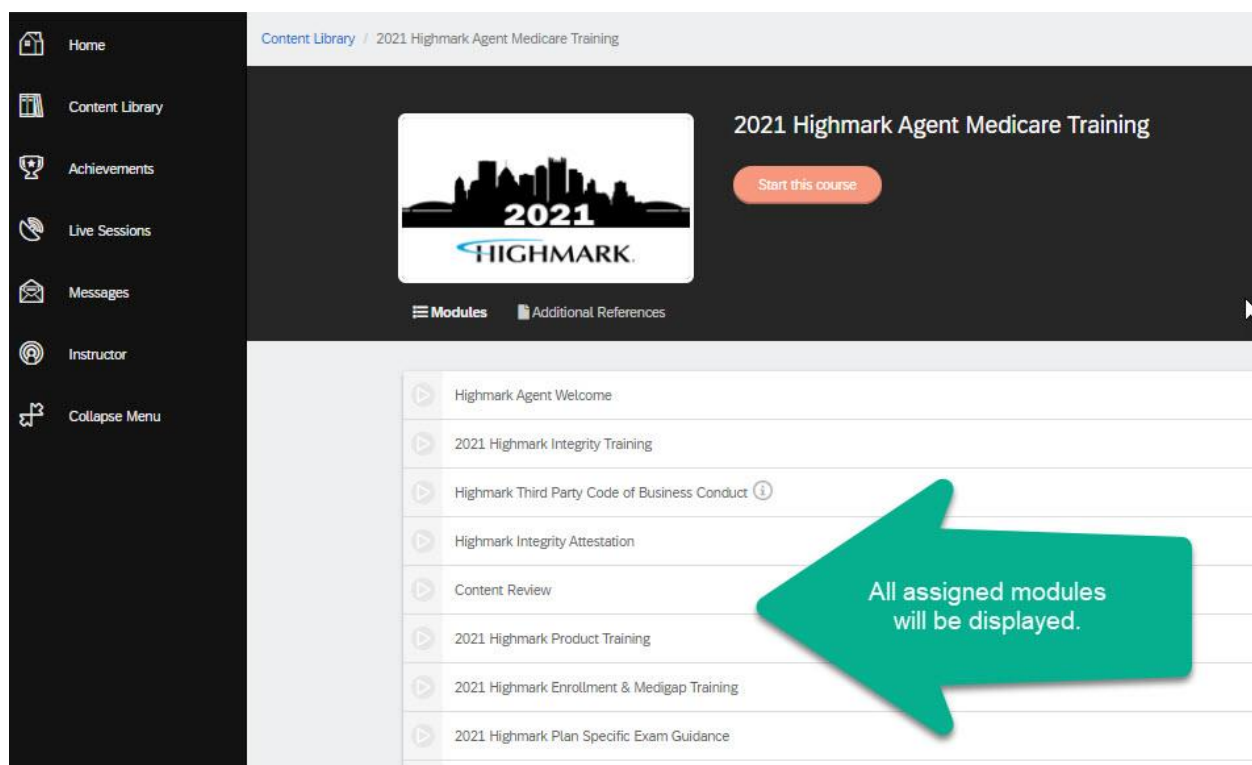
Reset your password if necessary

B.



3. Course Navigation

A.



B.



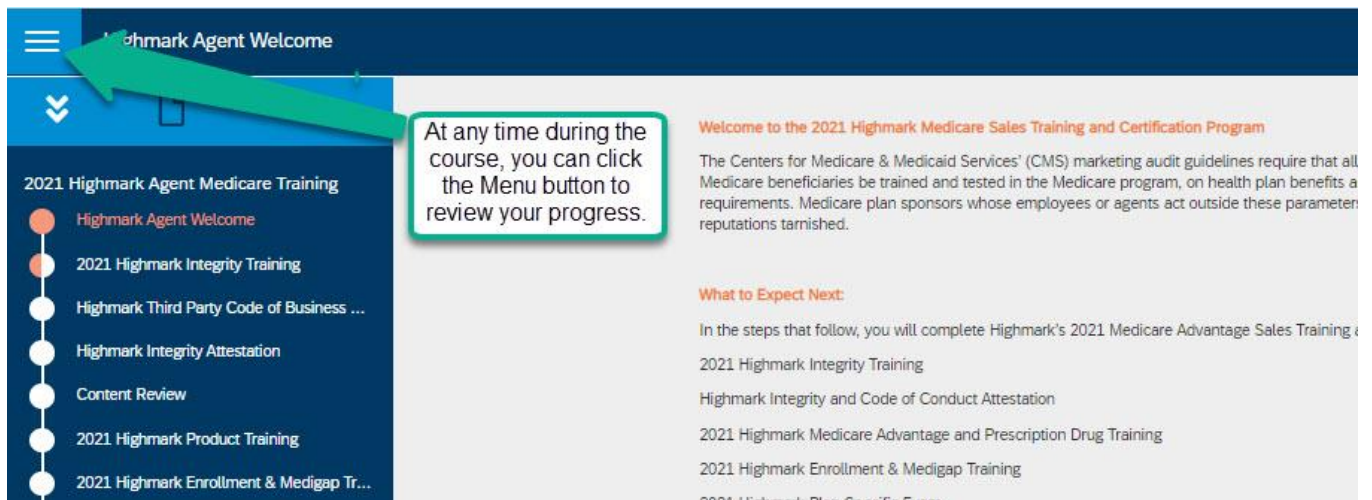
The interface for the 2021 Highmark Agent Medicare Training course. On the left, there is a logo with a city skyline and the year '2021' above 'HIGHMARK'. Below the logo, a navigation bar shows 'Modules' with a green circle containing the number '1' and 'Additional References'. On the right, the title '2021 Highmark Agent Medicare Training' is displayed. Below the title, a green circle with the number '2' is next to a button labeled 'Start this course'. A large white box with a green border contains two numbered steps: '1. Review the Additional References before starting the course. You may need to reference the 2021 Benefits throughout the training. You can download the document from this screen.' and '2. Select Start This Course when you are ready to begin.'

C.



The course navigation interface. At the top right, there are three buttons: 'PREVIOUS', 'NEXT', and 'EXIT'. A green arrow points from a text box to the 'NEXT' button. The text box contains the instruction: 'Click the Next button to navigate through the steps in the course.' The main content area has a dark blue header with the title '2021 Highmark Agent Medicare Training'. Below the header, there is a section titled 'Welcome to the 2021 Highmark Medicare Sales Training and Certification Program' followed by a paragraph of text. Below this, there is a section titled 'What to Expect Next:' followed by a paragraph of text.

D.



The 'Highmark Agent Welcome' interface. On the left, there is a dark blue sidebar with a white menu icon at the top. Below the menu icon, there is a list of training modules: '2021 Highmark Agent Medicare Training', 'Highmark Agent Welcome', '2021 Highmark Integrity Training', 'Highmark Third Party Code of Business ...', 'Highmark Integrity Attestation', 'Content Review', '2021 Highmark Product Training', and '2021 Highmark Enrollment & Medigap Tr...'. A green arrow points from a text box to the menu icon. The text box contains the instruction: 'At any time during the course, you can click the Menu button to review your progress.' The main content area has a dark blue header with the title 'Highmark Agent Welcome'. Below the header, there is a section titled 'Welcome to the 2021 Highmark Medicare Sales Training and Certification Program' followed by a paragraph of text. Below this, there is a section titled 'What to Expect Next:' followed by a paragraph of text.