

## Learning Lab User Guide For Agents

Learning Lab is your one-stop shop for all things training. Use this guide to learn the basics about the Home Page, Content Library, Achievements, and Live Sessions.

Click a category from the Table of Contents directly below or scroll through the pages to find what you need.

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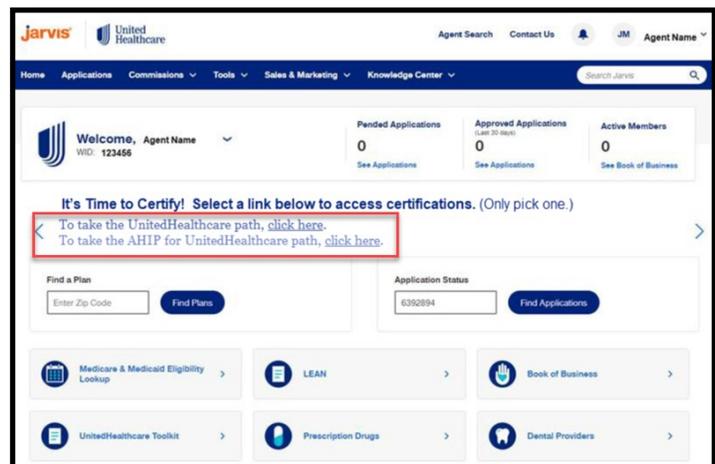
[More Help](#)

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### Certifications

#### How do I log in to do my Certifications?

1. From Jarvis, click on the certification path link near the top of the screen (in the news article scroll). This will take you directly to Learning Lab and the courses you need to complete for certification.
2. When the path opens in Learning Lab, you will find some **RECOMMENDED courses**. These are optional but highly recommended. There is a **Study Guide** where you'll find all the content you need to know to pass the assessments.
3. Complete all the **REQUIRED courses: Pledge of Compliance, Conflict of Interest, and the 3 Base Level Assessments**.
4. Complete any **Next Level Assessments** if you wish to certify to sell more than the base level. For example, if you want to sell **D-SNP and/or C-SNP**, complete that assessment; if you want to conduct any marketing events, complete the **Events Basics** assessment. If you have been invited to sell any other products, those assessments will appear on your Home Page in a separate course.



Note: If you don't see the article, go to the **Knowledge Center** tab in **Jarvis** on the navigation bar. Then click on Learning Lab. That will open Learning Lab and you can search for 2023 Certifications on the Home Page. Then select the learning path you need to complete (only complete one path).





## Logging In

### How do I log in as a Sales Leader?

When Sales Leaders login to Jarvis they need to change to their “agent” account.

1. Login to Jarvis
2. Click on your MSID in the upper right hand corner
3. Scroll down to the table with your IDs
4. Click “Log In” next to your Agent ID



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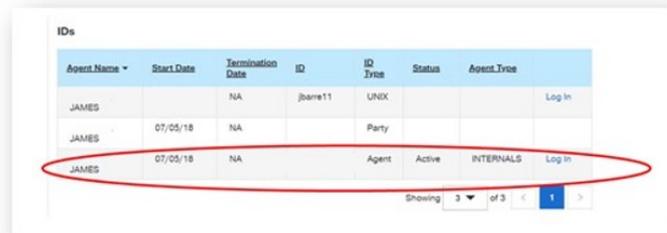
Welcome, dsnellin

Pended Applications: 0 Approved Applications (Last 30 days): 0 Active Members: 0

Take Advantage – Updated Agent Guide Available on Jarvis

The Agent Guide has been updated and is now available in the Knowledge Center tab on Jarvis. Look for updates in red and be sure to discard previous versions.

LEARN MORE



Agent Name	Start Date	Termination Date	ID	ID Type	Status	Agent Type	
JAMES		NA	jboame11	UNIX			Log In
JAMES	07/05/18	NA		Party			
JAMES	07/05/18	NA		Agent	Active	INTERNALS	Log In

Showing 3 of 3

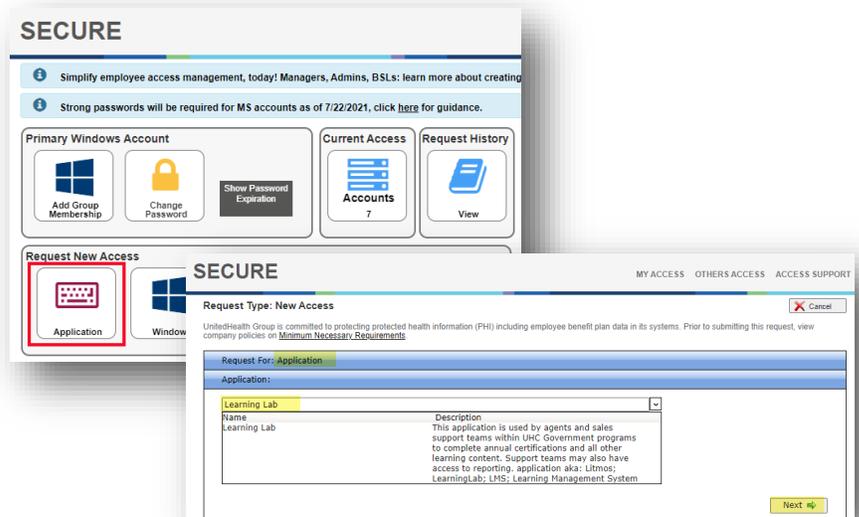
### Learning Lab is greyed out when I go to Jarvis and then the Knowledge Center?

You can find Learning Lab on Jarvis under the Knowledge Center. Please be sure to use your Principal Party ID (same login as you use for your annual certifications) when logging into Learning Lab.

### What if I don't have a Party ID?

Employees without a Party ID will need to submit a request through Secure.

- Go to <https://secure.uhc.com/>
- Click on Application
- In the drop down field, type Learning Lab
- Click on Learning Lab to select it
- Click Next and follow the remaining screens/instructions



**SECURE**

Simplify employee access management, today! Managers, Admins, BSLs: learn more about creating

Strong passwords will be required for MS accounts as of 7/22/2021, click [here](#) for guidance.

Primary Windows Account: Add Group Membership, Change Password, Show Password Expiration

Current Access: Accounts 7, Request History View

Request New Access: Application, Window

**SECURE** MY ACCESS OTHERS ACCESS ACCESS SUPPORT

Request Type: New Access

UnitedHealth Group is committed to protecting protected health information (PHI) including employee benefit plan data in its systems. Prior to submitting this request, view company policies on [Minimum Necessary Requirements](#).

Request For: Application

Application: Learning Lab

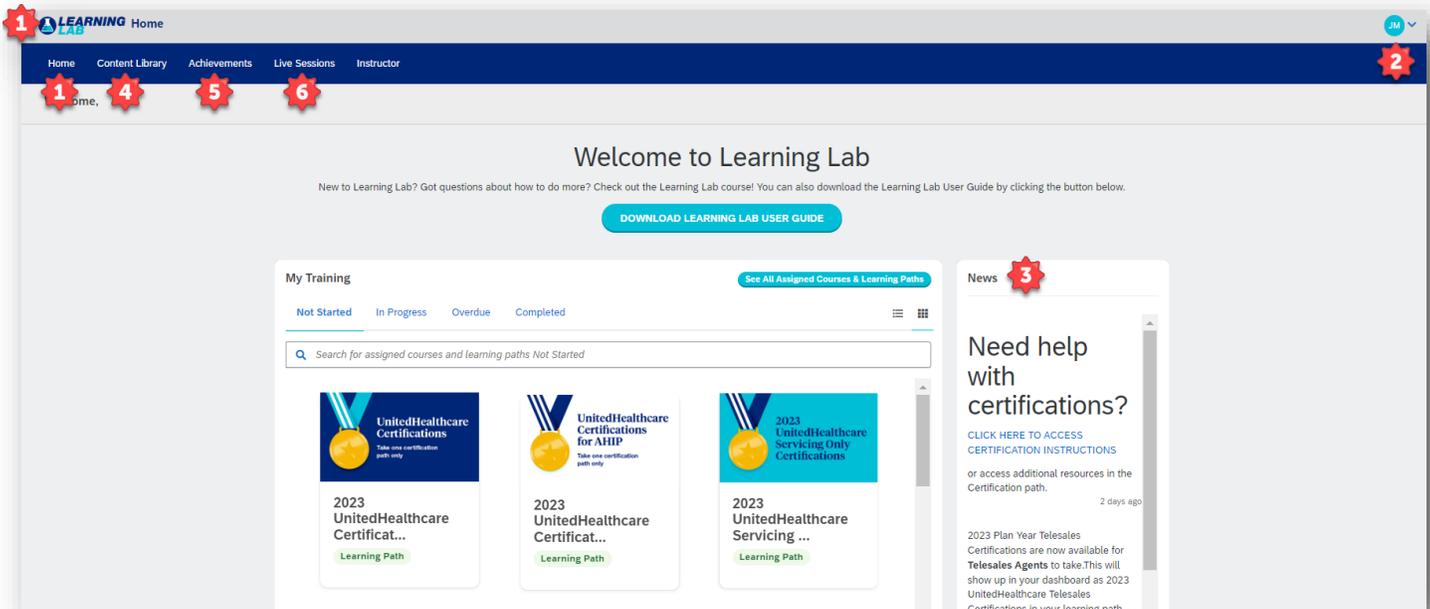
Name: Learning Lab

Description: This application is used by agents and sales support teams within UHC Government programs to complete annual certifications and all other learning content. Support teams may also have access to reporting, application aka: Ltrmos; LearningLab; LMS; Learning Management System

Next



## Quick Start Guide



The screenshot shows the Learning Lab Home page. At the top left is the Learning Lab logo (callout 1). The navigation bar includes links for Home (callout 4), Content Library, Achievements (callout 5), Live Sessions (callout 6), and Instructor. On the right side of the navigation bar is a user profile icon with initials 'JM' and a dropdown arrow (callout 2). The main content area features a 'Welcome to Learning Lab' message with a 'DOWNLOAD LEARNING LAB USER GUIDE' button. Below this is a 'My Training' section with tabs for 'Not Started', 'In Progress', 'Overdue', and 'Completed'. It displays three learning paths for UnitedHealthcare Certifications. On the right is a 'News' section (callout 3) with a post titled 'Need help with certifications?'.

**1. Home:** The Home Page is where you will land upon logging in, and it gives you visibility to all your Learning Lab options. To get back to this page, click [Home](#) or the [Learning Lab logo](#). The Home Page/My Training section will show what courses or learning paths have been assigned to you.

**2. Profile:** It is important to set all your profile settings so everything functions properly.

- Click the drop down arrow next to your initials
- Click [My Profiles and Settings](#)
- Scroll through and confirm your information
- **Important:** Scroll to [Localization](#) and click the [pencil](#) to edit your time zone and language (see page 4 for details)

**3. News:** Look here for new information and announcements.

**4. Content Library:** A section where your leaders can keep content that's applicable to you. It will look different as new content is created so make sure you come back to see what's new.

**5. Achievements:** A section where you'll be able to keep track of all your success.

**6. Live Sessions:** A section where you'll sign up for upcoming instructor-led training.



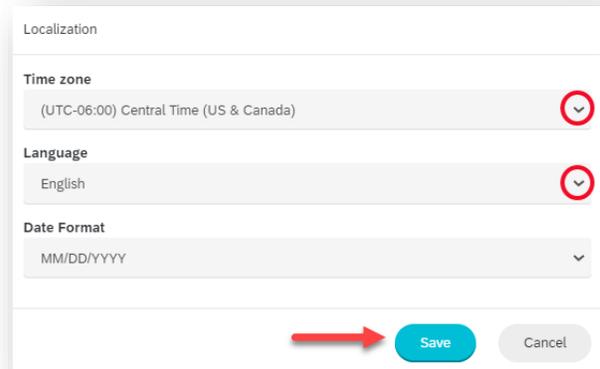
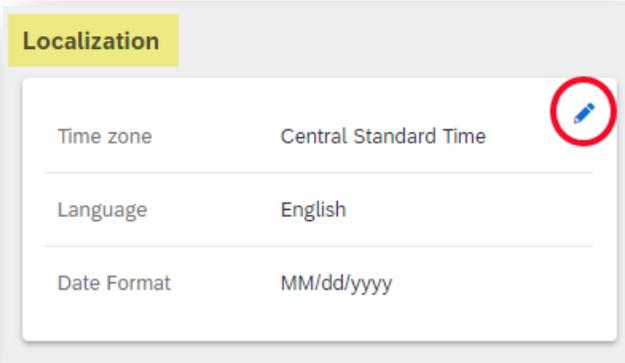
## Settings

### How can I change the time zone and/or language in Learning Lab?

1. In the top right corner, click the drop down arrow next to your profile/initials.
2. Click on My Profile & Settings.
3. Scroll down to Localization.
4. Click on the pencil to edit.
5. Click the drop down arrow in the time zone section.
6. Select the time zone desired.
7. Repeat the steps for Language if needed.
8. Click save.



Note: This only changes the Learning Lab screens and messages. It does not change the course or module language.





## General Questions

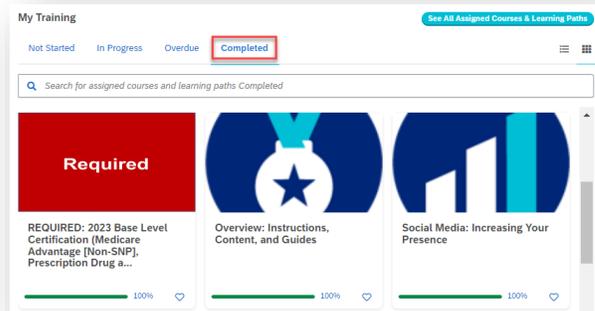
### What does the PREVIOUS button do?

### Why does the PREVIOUS button kick me back to the Home Page?

The PREVIOUS button takes you back to the last place in the system you were. It does not mean it is taking you to a previous page. For example, if you are reviewing a module and hit the previous button, it will not take you to the previous page of the module; it will take you to the previous module or course.

### Why can't I see a course I already took on my Home Page?

Look for it the My Training section/Completed tab. Once a course is finished, it moves to the "Completed" section.

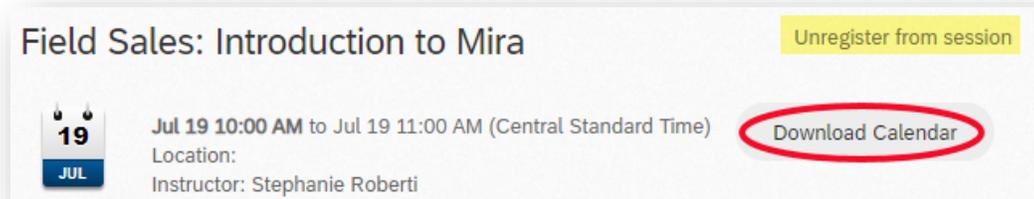


### I registered for a class and received two emails, one verifying a 9am CT and the other verifying the 1pm PT. Are there two sessions I need to attend?

Your time zone may not be selected properly in Learning Lab. Go to Learning Lab and in the upper right corner, click on the down arrow next to your initials. (See page 4 for screen shots of these steps.)

### What does the download calendar button provide?

After you register, this button will download the class details to your digital calendar. It does not provide the entire calendar of classes.



### Why can't I take a class again?

You can! In order to take a live session more than once, you must unregister by clicking the "Unregister from session" link and then register for the new session that you want. (See yellow highlighting on the screen shot above.)

### How will I know that I registered properly?

### How will I join the class?

After you register, you will receive a confirmation email. In the email you will find a Zoom link to join the class. You can also find the Zoom link if you downloaded the calendar details to your digital calendar.



## Technical Requirements

### What are the minimum system requirements for using Learning Lab?

Desktop:

- Broadband Internet connection
- Web browser:
  - Google Chrome (recommended for optimal usage)
  - Microsoft Edge
  - Firefox 2+
  - Safari

**Note: Internet Explorer is not recommended for use with Learning Lab due to compatibility issues.**

Mobile Devices:

- Apple iOS devices using Safari mobile web browser
- Android devices using Google Chrome mobile web browser

While not a requirement, Learning Lab is best viewed using a minimum screen resolution of 1024 x 768px.



## More Help

### Who do I contact with Learning Lab questions or log in issues?

For questions concerning Learning Lab, please contact the Producer Help Desk (PHD):

888-381-8581

Monday – Friday

7am – 9pm CT



## Glossary

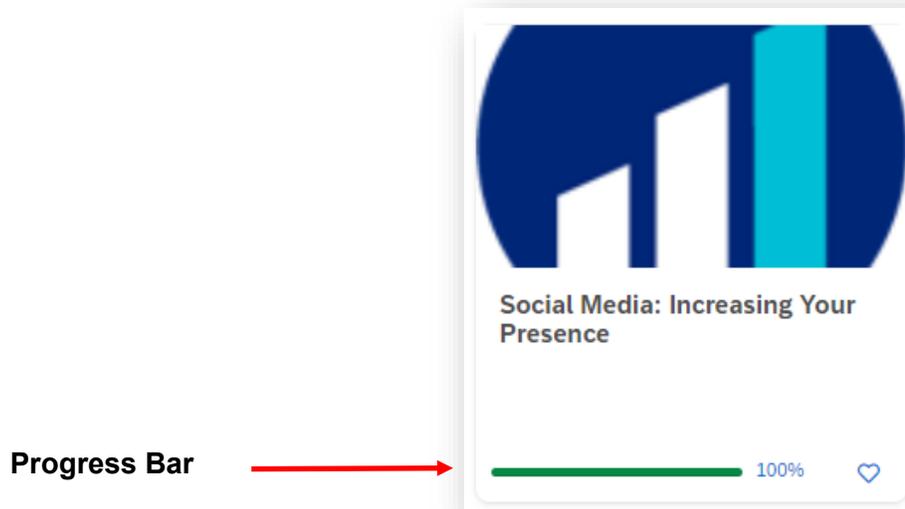
**Learning Path** – A group of courses on a specific topic.

**Course** – A group of modules on a specific topic.

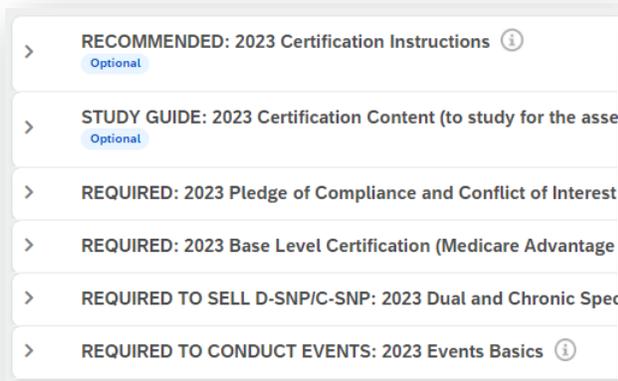
**Module** – Individual documents that cover a specific topic. These might be content, assessments, job aids, checklists, etc.

**Progress Bar** – Check the progress bar of each content tile to find the percentage you've completed. Once you complete a course or learning path, it will move to the **Completed** section. Note: you may not see 100% if you are not completing every module in the course such as the Spanish version.

### Learning Path



### Courses in a Learning Path



### Modules in a Course

