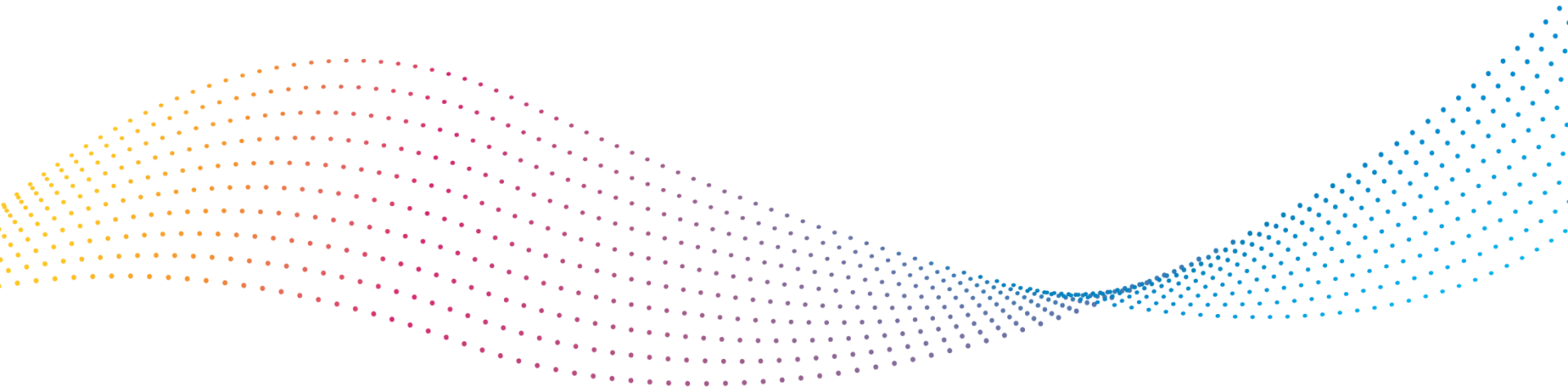
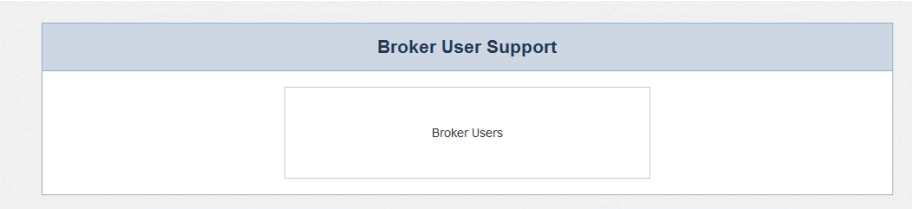
Registering a Broker Account

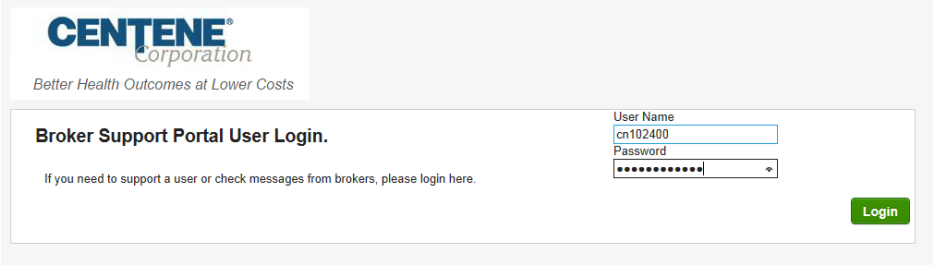


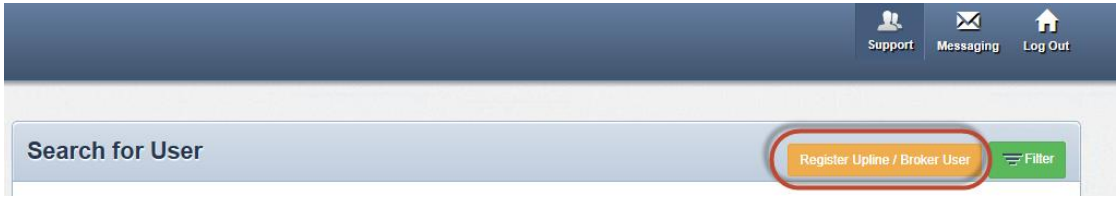
Broker Account Registration

To start the Registration process

- Log in to the Broker Support Tools
- Click the **Register Upline / Broker User** button



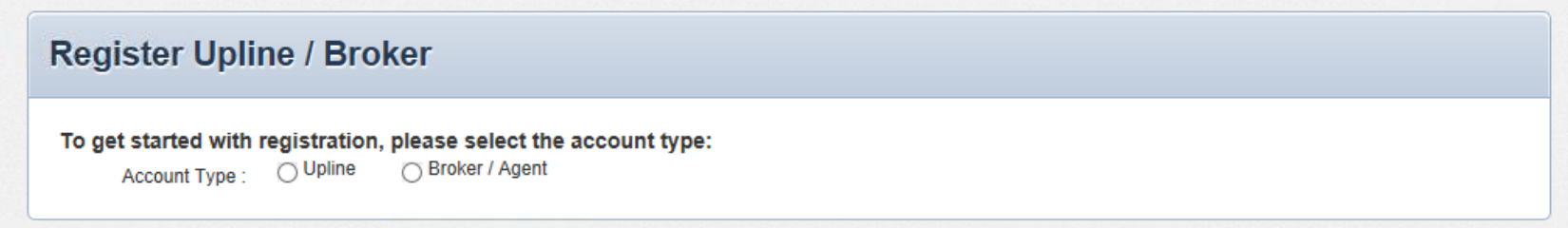




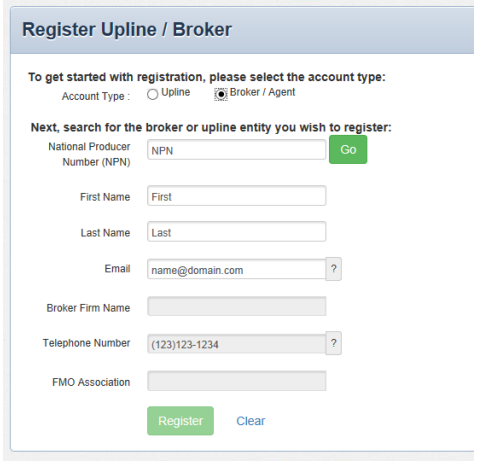
Broker Account Registration

To start the Registration process

- Select the account type of **Broker / Agent**



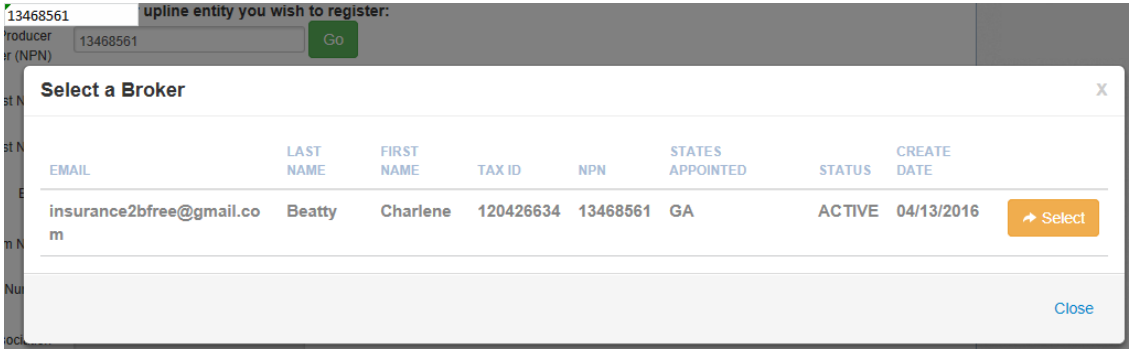
  - Upon selection, additional fields are populated
- Enter the NPN of the Broker entity and click the **Go** button



Broker Account Registration

To start the Registration process

- The system will return the data from ProducerPro
  - Email
  - Broker Last Name
  - Broker First Name
  - Tax ID
  - NPN
  - States Appointed
  - Status
  - Create Date
  - Action button
    - If the broker has not been registered, this will show as **Select**
    - If the broker has been registered, this will show as **View / Update User**



Broker Account Registration

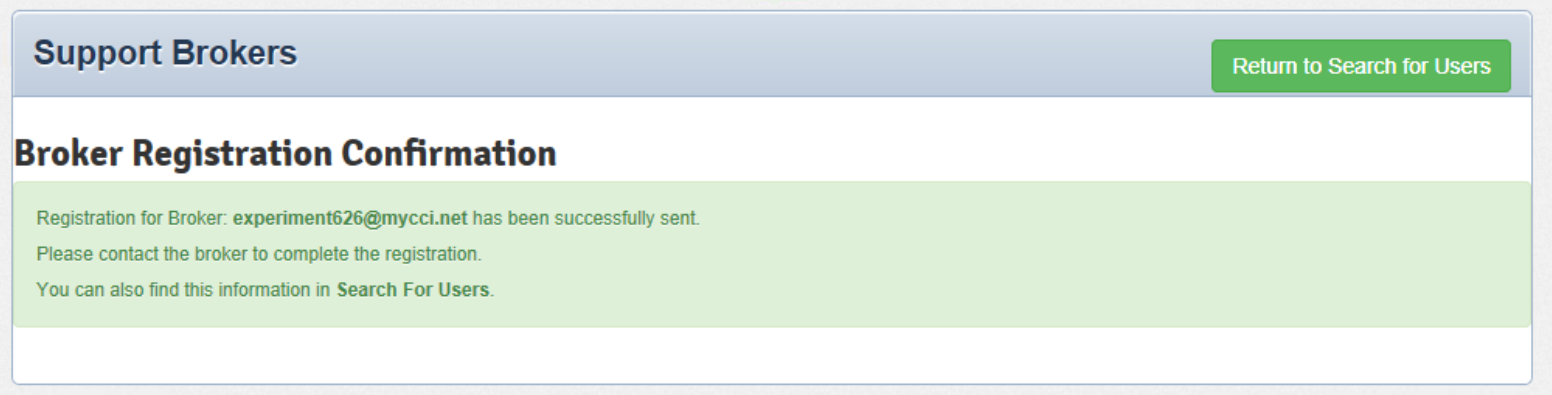
To start the Registration process

- Click **Select** and the other fields will populate and the **Register** button will become active
- If an email is already in use, the system will throw an error.

Broker Account Registration

To start the Registration process

- Click **Register** and the system will create the account, and show the user a confirmation page.
- The system will also send a registration email to the broker



Broker Account Registration

Completing the Registration Process

- Once the Support user creates the account, the Broker user is responsible for completing the account creation.
  - *Note: The email contains a link to complete registration. That link is valid for up to 48 hours, and if that time passes, a new email must be sent by the Support user.*
- The Broker will be notified via email that an account was created for them.

Broker Account Registration

Completing the Registration Process

- Registration email will look like this:

From: noreply@brokersecureportal.com
Date: 11/22/16 11:06 AM (GMT-08:00)
To: experiment626@mycci.net
Subject: Welcome! Your Centene Broker Portal account has been created.

Our Medicare Broker Services team has created your secure Centene Broker Portal web account.

Please click the link below to complete your account set up and website registration.

https://test6-broker.brokersecureportal.com/brokerconnect/registration?verificationCode=7t3fFSCuM4kxWCHB

Please note: this link is only valid for 48 hours. If the link expires and you need to have a new link sent, please contact our Broker Services Unit at 1-844-202-6811 and they will be happy to assist you.

Thank you,

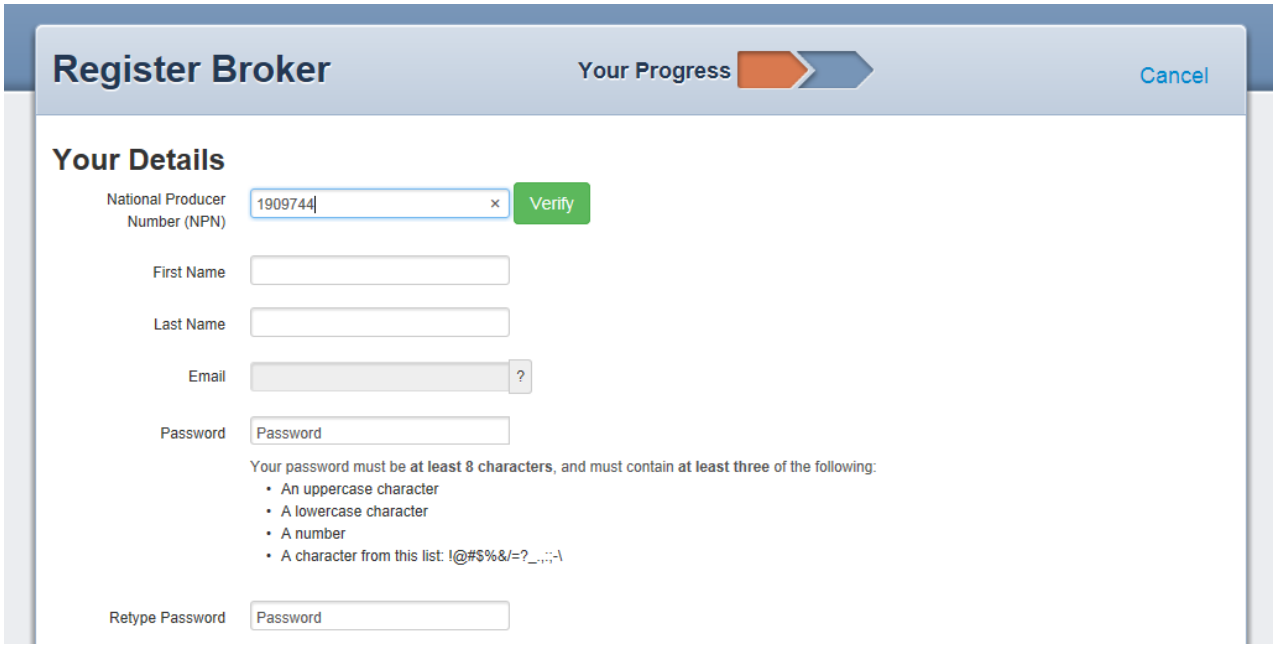
Centene Medicare Broker Services

CONFIDENTIALITY NOTICE: This communication contains information intended for the use of the individuals to whom it is addressed and may contain information that is privileged, confidential or exempt from other disclosure under applicable law. If you are not the intended recipient, you are notified that any disclosure, printing, copying, distribution or use of the contents is prohibited. If you have received this in error, please notify the sender immediately by telephone or by returning it by return mail and then permanently delete the communication from your system. Thank you.

Broker Account Registration

Completing the Registration Process

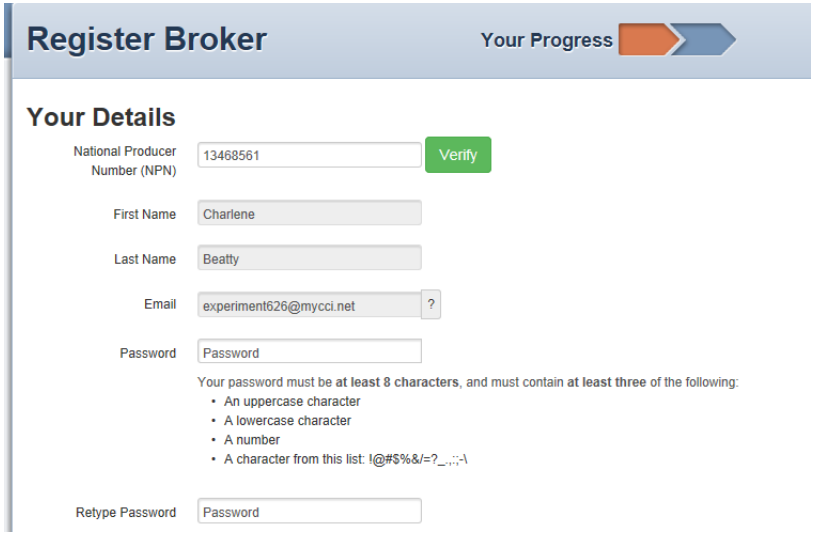
- The Broker user clicks the link in the email
- Broker user then completes registration:
  - Enter the NPN and click **Verify**



Broker Account Registration

Completing the Registration Process

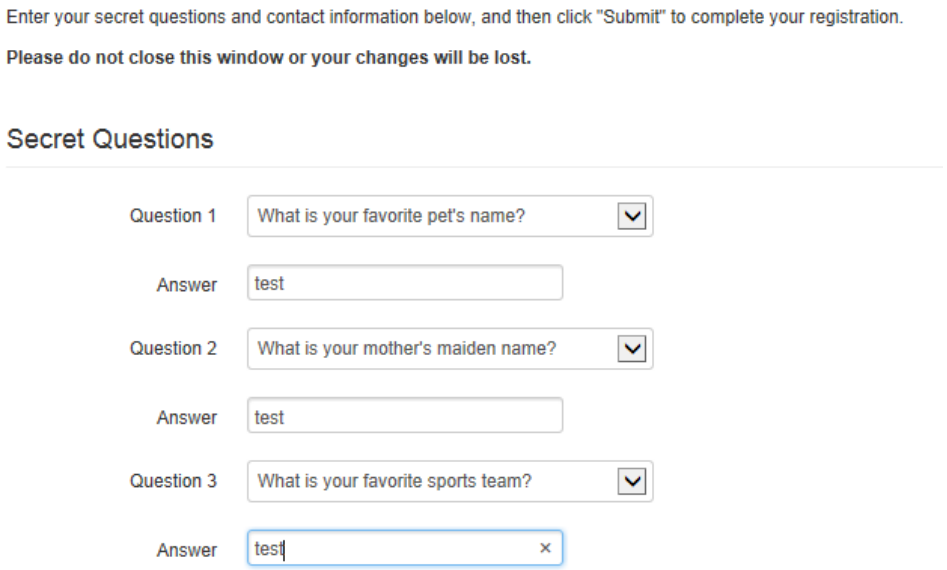
- The system will import the email address used to create the account
- The system will also import the First Name and Last Name of the Broker
- User enters a password, then retypes it to confirm



Broker Account Registration

Completing the Registration Process

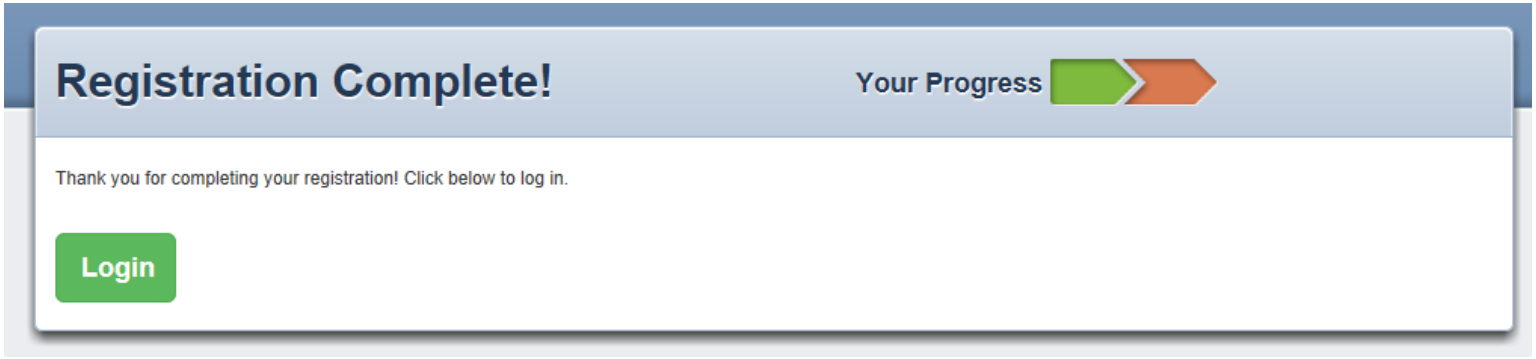
- Completing Registration
  - Broker selects 3 secret questions
  - Broker enters the answers
  - These provide access to unlocking an account or resetting a password



Broker Account Registration

Completing the Registration Process

- When done entering information, user clicks **Submit**
  - User receives a confirmation
  - User enters a password, then retypes it to confirm
- A confirmation email will also be sent



Broker Account Registration

Completing the Registration Process

- Confirmation email looks like this:

From: noreply@brokersecureportal.com
Date: 11/22/16 9:53 AM (GMT-08:00)
To: tkdstitch@surewest.net
Subject: Your Broker Portal web account is now active.

Jack Nimble,

Your Centene Broker Portal account has been activated and is ready for use.

Please use the link below to login and enjoy all the features provided by your active account.

https://test6-broker.brokersecureportal.com/brokerconnect//

If the link above does not appear as a link in your email, please copy and paste the entire link that starts with http in a new browser window.

Thank you,

Centene Medicare Broker Services

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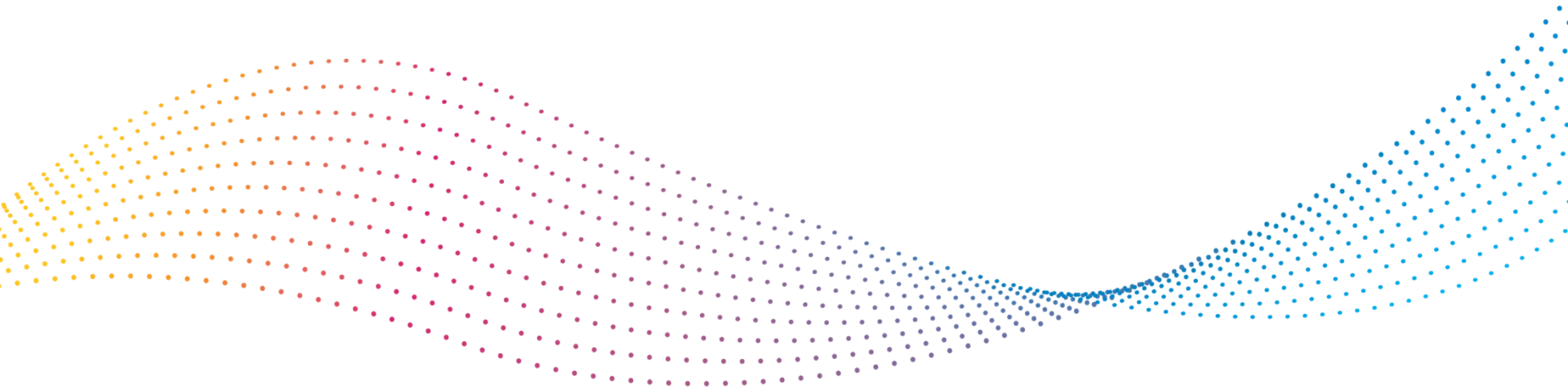
Registering a Broker Account Complete