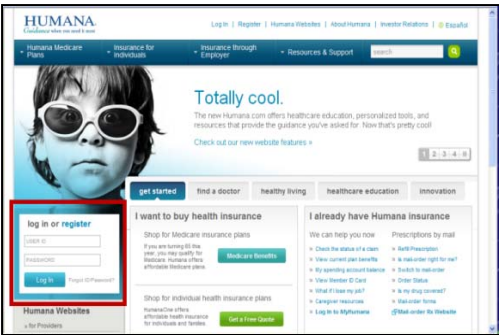
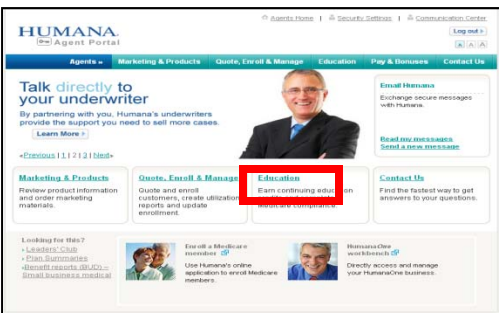
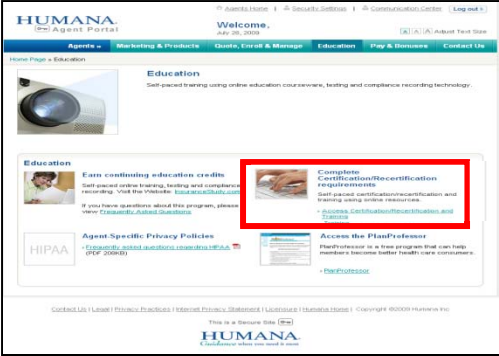
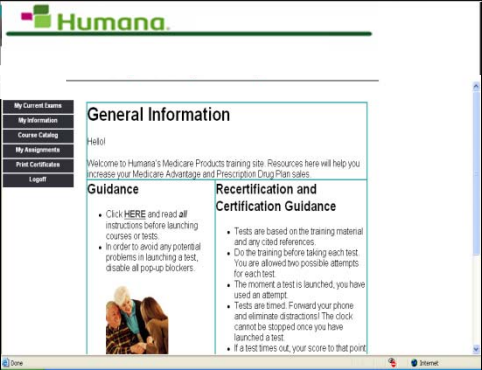
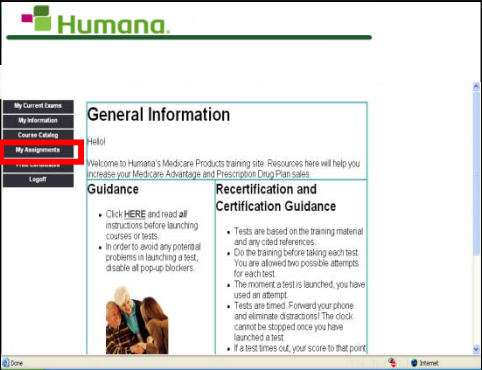
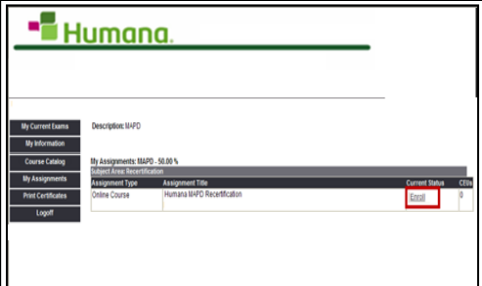


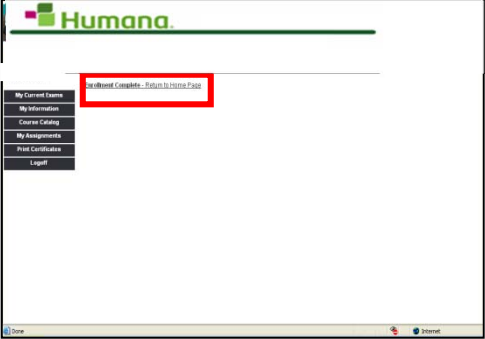
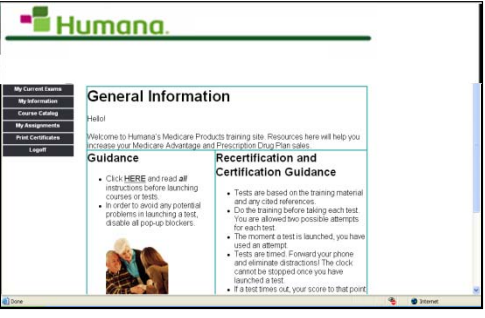
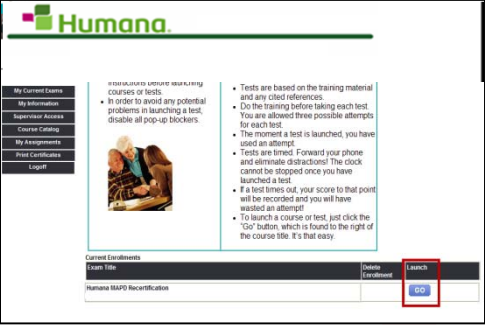
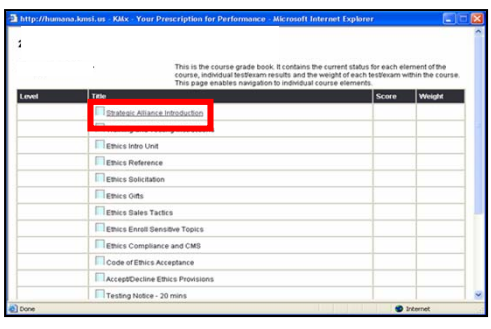
# How to Access Humana Training and Testing Resources

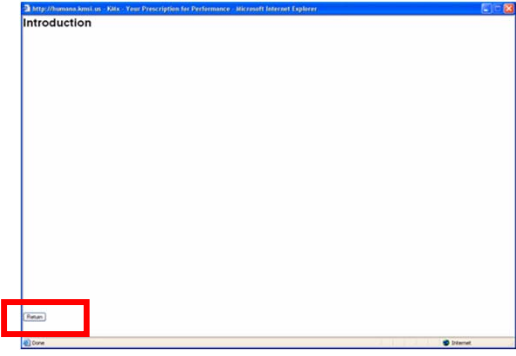
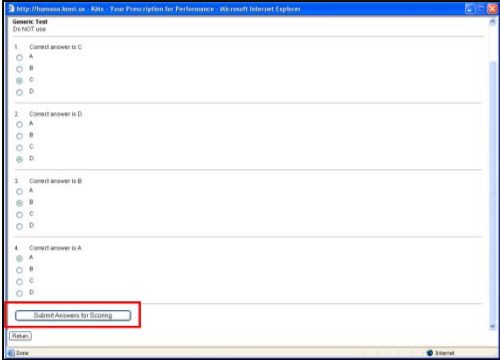
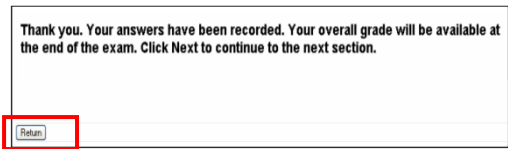
*Print this document as reference.*

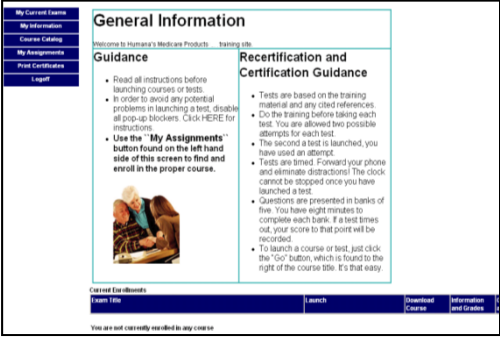
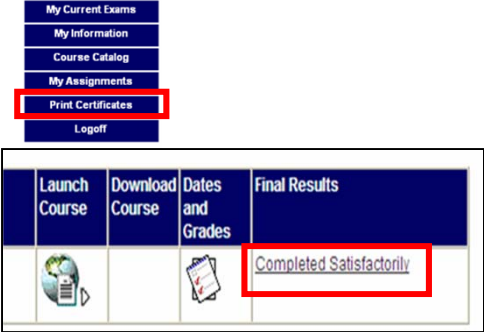

For assistance call your dedicated Humana Medicare Agent Support. If you do not know the number, call 800-320-2631 for direction to the appropriate number.

Step	Action	What You Will See
1	<p><i>Internet Explorer</i> is recommended: Log in to <a href="http://www.humana.com">www.humana.com</a></p> <p>Enter your <b>User ID</b> and <b>Password</b> (this is <u>not</u> your P-Synch password) and click the <b>Log In</b> button.</p>	
2	<p>After you log in to the Agent Portal, you will see this page:</p> <p>Find and click:</p> <ul style="list-style-type: none"> <li><b><u>Education</u></b></li> </ul>	
3	<p>You will now be on the <b>Education</b> page.</p> <p>Scroll down to the <b>Complete Certification/Recertification requirements</b> section and click the link:</p> <ul style="list-style-type: none"> <li><b><a href="#">Access Certification/Recertification and Training</a></b></li> </ul> <p>As shown on the right.....</p>	

Step	Action	What You Will See
4	<p>This brings you into your <b>My Current Exams</b> / Home page.</p> <p>Read the <b>General Information</b> on this page <i>thoroughly and completely</i>. There is an <u><a href="#">Instructions</a></u> link included on this page for more detailed information.</p> <p>After reading the General Information, continue on with the course instructions below.</p>	
5	<p>To access the required courses, click the <b>My Assignments</b> button.</p>	
6	<p>The My Assignment page appears.</p> <p>Locate the Recertification course and click the <b>Enroll</b> link.</p>	

Step	Action	What You Will See
7	<p>A message will appear to let you know that the enrollment was complete.</p> <p>Click the <b>Enrollment Complete</b> link to return to the home page.</p>	
8	<p>The <b>My Current Exams / Home</b> page appears again.</p>	
9	<p>You will now find the course loaded on your <b>My Current Exams / home</b> page as one of your <b>Current Enrollments</b>.</p> <p>(You may need to scroll down to locate it)</p> <ul style="list-style-type: none"> <li>Click <b>GO</b> to launch and open the desired course outline.</li> </ul>	
10	<p>Click the first link to begin. As you complete each module – the next link will be available. Complete the modules in order. You may go back and review within the course – but do not go ahead.</p>	

Step	Action	What You Will See
11	<p><b><u>When an opened module completes:</u></b></p> <p>Click the <b>RETURN</b> button to bring you back to the course outline and choose the next module link to continue on in the course.</p>	
12	<p><b><u>About the test:</u></b></p> <p>Test modules are counted and timed. The <i>moment</i> you click to enter a test, it uses one of your attempts. You must complete the entire test in the allotted time.</p> <p><b>DO NOT BACK OUT of a TEST once you have started it.</b></p> <p>After you scroll through and answer <b>ALL</b> the questions, you <i>must</i> click the <b>Submit Answers for Scoring</b> button at the end of the questions.</p> <p><b>NOTE:</b> Before beginning any test, it is important for you to review all training and reference materials before taking each test!</p>	
13	<p>It will record your answers. Click <b>Return</b> to go back to the course outline to see if you passed. You have <b>THREE</b> tries to pass the tests. If necessary, re-click on the test link to test again.</p>	

Step	Action	What You Will See
14	<p>After completing and successfully passing all modules, the completed course is removed from your <b>My Current Exams</b> and shows completed in <b>My Assignments</b>.</p> <p>You will find your completed course information under <b>Print Certificates</b>.</p>	
15	<p>To print your certificate for your records. Return to <b>My Current Exams/</b> home page:</p> <ul style="list-style-type: none"> <li>Click the <b>Print Certificates</b> button found in the left navigation list</li> </ul> <p>In the resulting screen – click the <b>Completed Satisfactorily</b> hyperlink found on the right hand side of the page next to the course title.</p>	
16	<p>The certificate is for your records. Completion of your on-line courses will be electronically communicated to Humana:</p> <ul style="list-style-type: none"> <li>Click the <b>Print Page</b> button found at the bottom of the screen.</li> <li>Click <b>DONE</b> when complete</li> </ul>	

Step	Action	What You Will See
17	<p>You may review and update your student information. From My Current Exams / Home page</p> <ul style="list-style-type: none"> <li>• Click <b>My Information</b></li> <li>• Update/Verify Email, Name and Address information</li> <li>• Click <b>Done</b></li> </ul>	