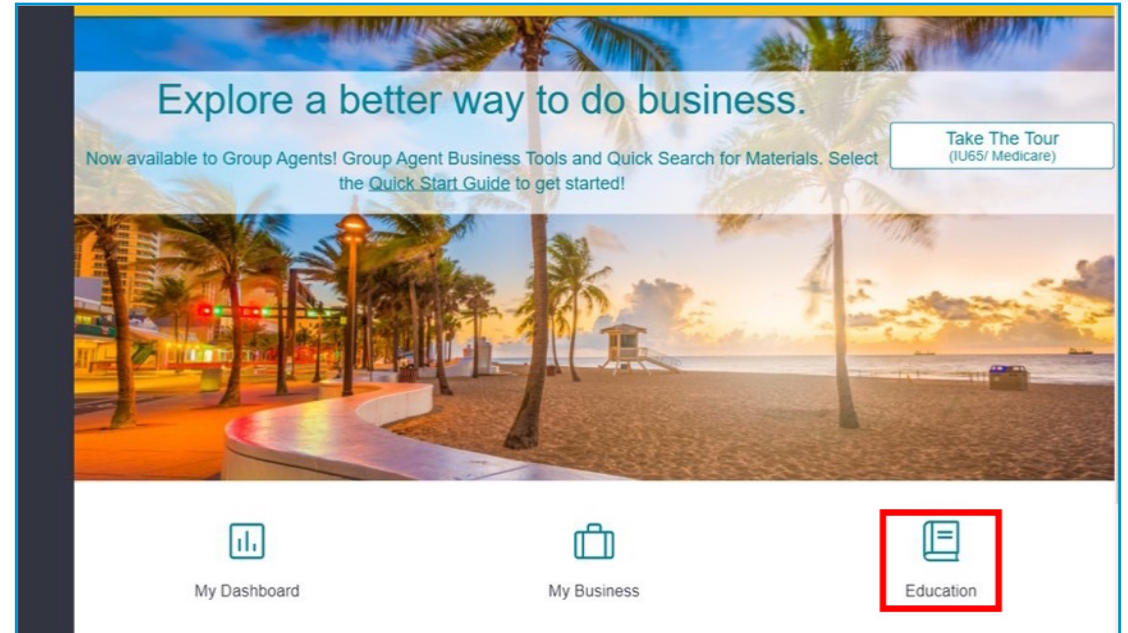




How to access the AEP Medicare Product  
Training in Florida Blue Learning (accessible 24  
hrs after transmitting your scores from AHIP to  
Florida Blue)

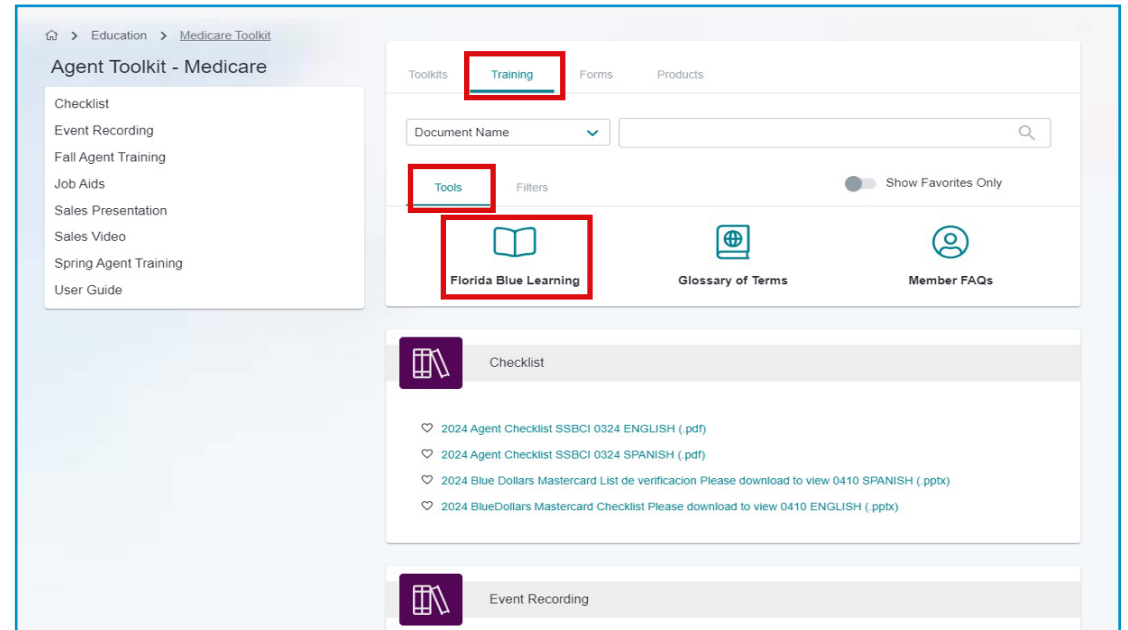
# Step 1

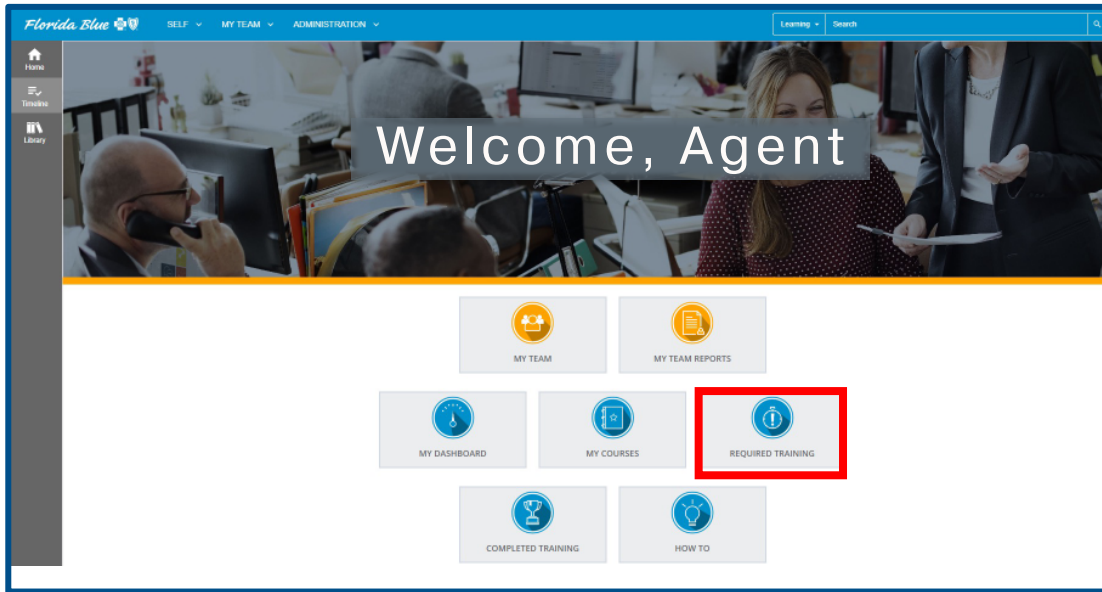
Log into Agent Portal External (APE), then select the **Education** icon from the homepage.



# Step 2

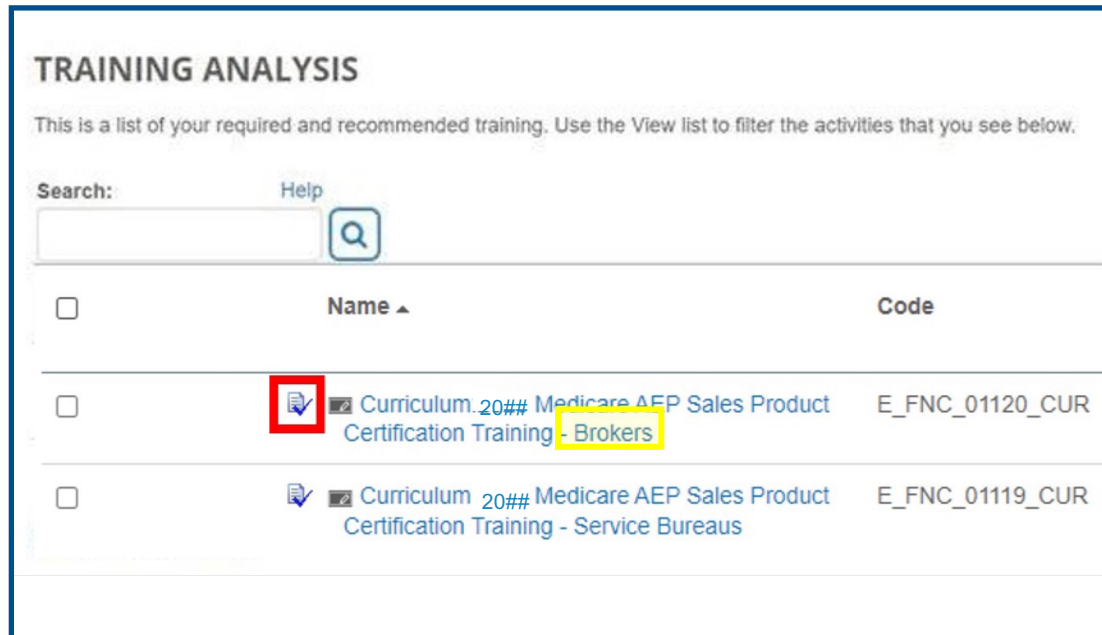
Click the **Toolkits** tab, click **Medicare Agent Toolkit**, click **Training** tab, and then click **Florida Blue Learning**.






## Step 3

From the Florida Blue Learning Homepage, click **Required Training**.



## Step 4

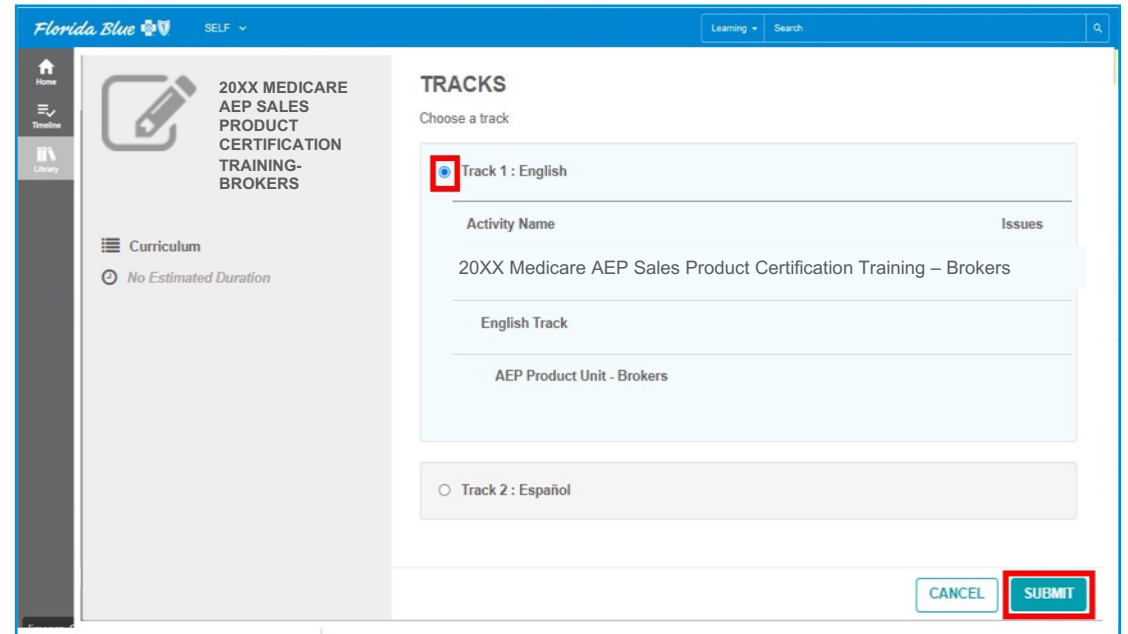
Click the registration icon (  ) for the curriculum titled, *Medicare AEP Sales Product Certification Training* from the course list displayed (select **Brokers** to only see content customized for your role).

**Note:** If you have already registered for Product Training, the registration icon will no longer show and you can simply click the curriculum title link itself for *Medicare AEP Sales Product Certification Training* to return to the curriculum page.

## Step 5

Click the radio button to select a language track - you have the option to complete product certification in either English (Track 1) or Spanish (Track 2).

Once you have selected a track, scroll down and click **Submit**.

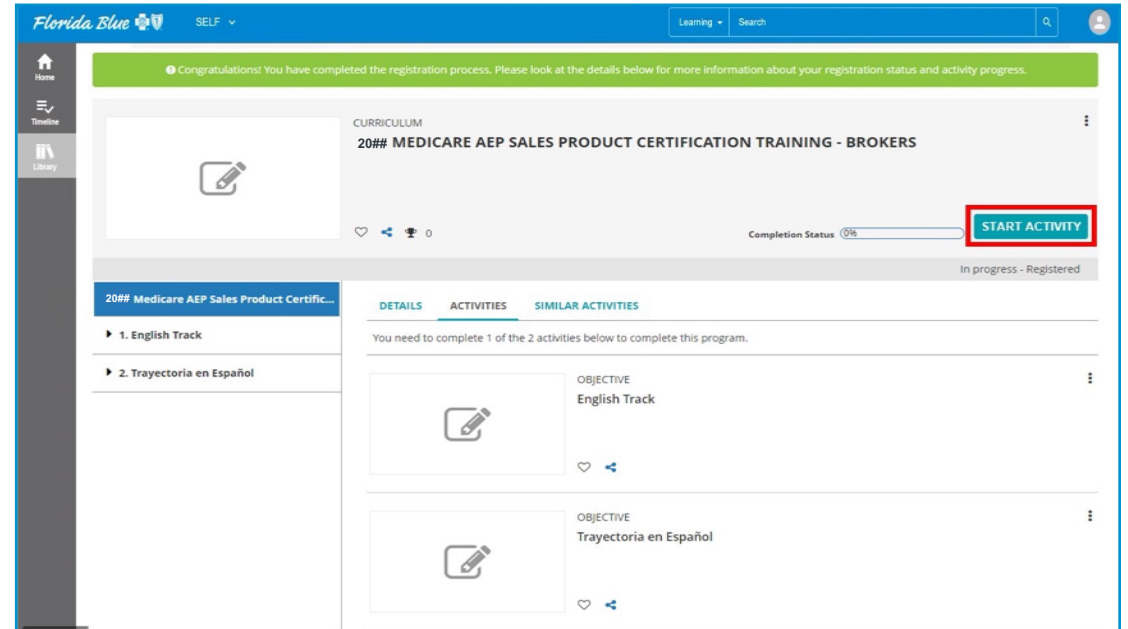


The screenshot shows the Florida Blue interface for selecting a language track. The page title is "20XX MEDICARE AEP SALES PRODUCT CERTIFICATION TRAINING-BROKERS". Under the "TRACKS" section, there are two radio buttons: "Track 1 : English" (selected and highlighted with a red box) and "Track 2 : Español". Below the tracks, there are two buttons: "CANCEL" and "SUBMIT" (highlighted with a red box). The "SUBMIT" button is highlighted with a red box.

## Step 6

A green registration confirmation message will display at the top of the screen. Then click **Start Activity** to begin the curriculum.

**Note:** Both language tracks will still appear on this page, but once you have registered for your preferred language Track, that is the version that will launch once you click Start Activity.



The screenshot shows the Florida Blue interface displaying the curriculum details for the selected track. A green message at the top says "Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress." The page title is "20## MEDICARE AEP SALES PRODUCT CERTIFICATION TRAINING - BROKERS". Under the "CURRICULUM" section, there is a "START ACTIVITY" button (highlighted with a red box). Below the curriculum, there are two tabs: "DETAILS" and "ACTIVITIES". The "ACTIVITIES" tab is selected, showing two activities: "1. English Track" and "2. Trayectoria en Español". The "START ACTIVITY" button is highlighted with a red box.

CURRICULUM

## 20## MEDICARE AEP SALES PRODUCT CERTIFICATION TRAINING - BROKERS

Progress: 0%

In progress - Registered

More actions

- Register
- Cancel registration
- Add to development plan
- Print

DETAILS ACTIVITIES SIMILAR ACTIVITIES

### CANCELLATION CONFIRMATION

Please review the list of activities below. Some activities may be included for cancellation automatically because of the registration option requirements. You can choose to cancel your registration for only the marked activities or for all the activities on the page.

Select All

<input type="checkbox"/> Curriculum	E_FNC_01157_CUR
<input checked="" type="checkbox"/> 20## Medicare AEP Sales Product Certification Training - Brokers	
<input type="checkbox"/> Objective	E_FNC_01146_CUR_ESP
<input checked="" type="checkbox"/> Trayectoria en Español	
<input checked="" type="checkbox"/> CBT <b>IN PROGRESS</b>	B_FNC_02337_CBT_SPA
<input type="checkbox"/> Certificación de Productos 20##	

BACK CONFIRM CANCELLATION

You've successfully canceled your registration

CURRICULUM

## 20## MEDICARE AEP SALES PRODUCT CERTIFICATION TRAINING - BROKERS

Progress: 0%

Assigned

20## Medicare AEP Sales Product Certific...

DETAILS ACTIVITIES

# To Cancel Registration

If after registering you notice that you selected the wrong language track by mistake, or the wrong language track launches, you can simply cancel your registration by:

- Clicking the **More Actions** button on the right
- Then select **Cancel Registration**
- Click **Confirm Cancellation**
- A confirmation message will appear

Canceling registration will allow you to repeat steps 3 - 6, so that you can restart the activity in your desired language.

**Note:** You will *not* be able to cancel registration after you have successfully completed the training.

# Step 7

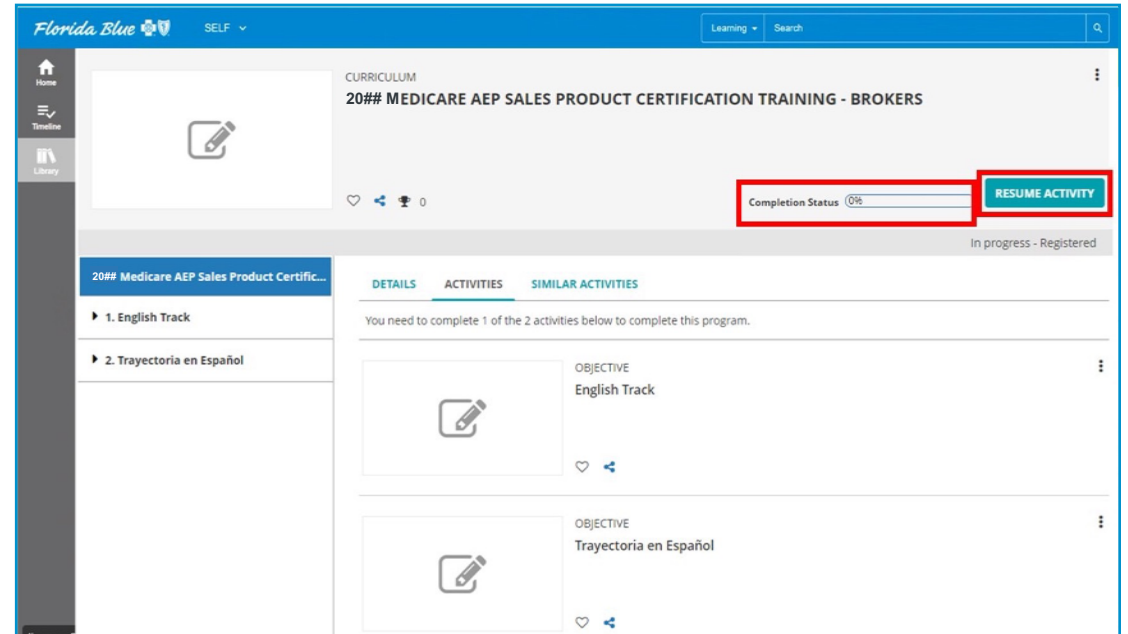
After starting the training, you can stop at any point during the lesson and return at a later time by closing the lesson, then repeating steps 1-6 when you are ready to resume the lesson.

Upon returning to the curriculum page, the unfinished course will show a Resume Activity button next to the course title. Click **Resume Activity** to re-open and continue the lesson from where you left off.

**Note:** The Completion Status meter will show 100% once you have completed one of the two available language tracks.

## WARNING:

You must close the lesson by clicking the X on the window to properly stop and save your progress. **If you allow the training to time-out due to inactivity, your progress may be lost**, and you'll be prompted to start from the beginning upon returning.



### Course Navigation Tips

- Once the course page opens, begin by clicking the **START TRAINING** button
- To consume content:
  - Scroll down to advance
  - Scroll up or click a topic from the left navigation menu to see previously viewed content
  - Click the play button to watch videos:
  - Click the Continue button to advance:
    - Note that on certain pages the Continue button will not appear until the content above it is completed (e.g., video is watched till the end, all check boxes are checked, or all quiz questions are answered, etc.)
- You will earn a blue checkmark in the left navigation menu for each section as you complete it
- Any sections marked as **OPTIONAL** are not required, and you can still successfully complete the course should you choose to skip an optional lesson