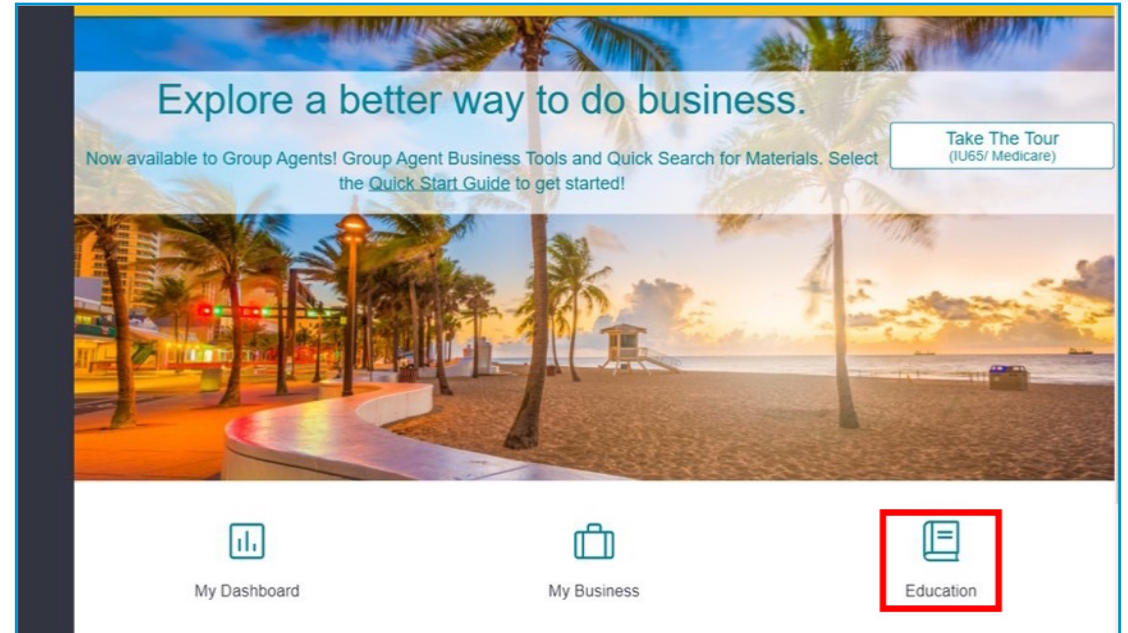How to access the AEP Medicare Product Training in Florida Blue Learning (accessible 24 hrs after transmitting your scores from AHIP to Florida Blue)
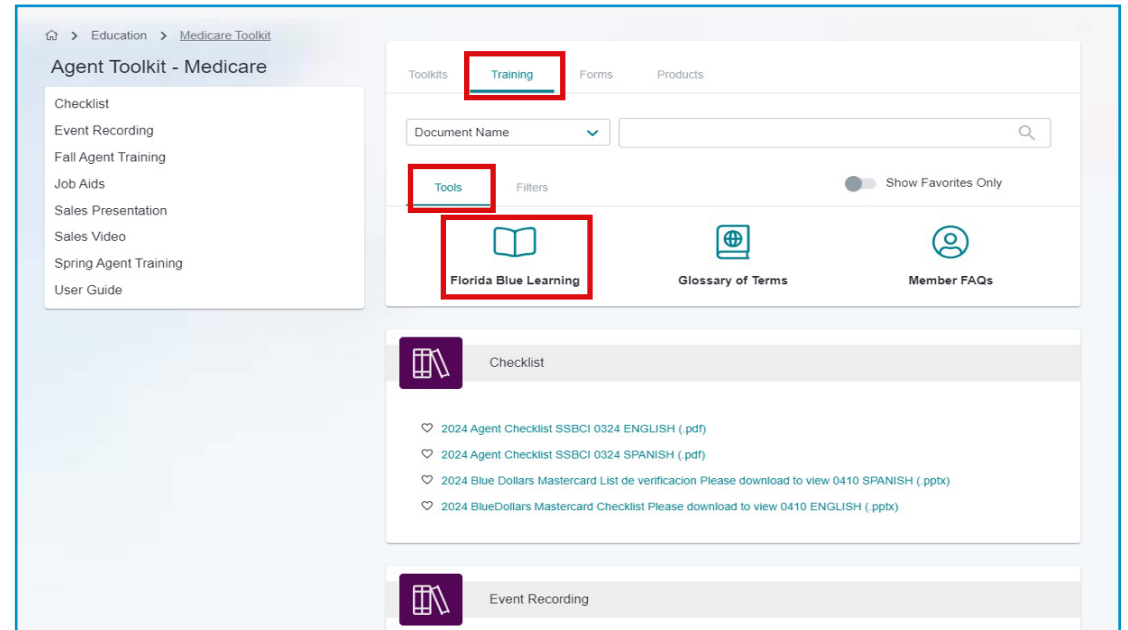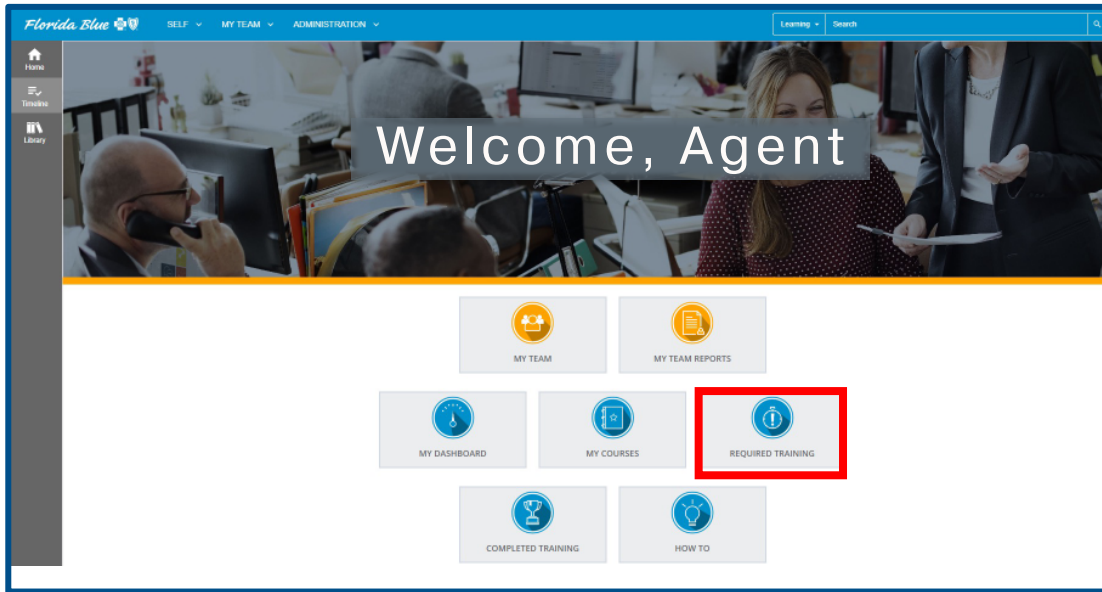
Step 1

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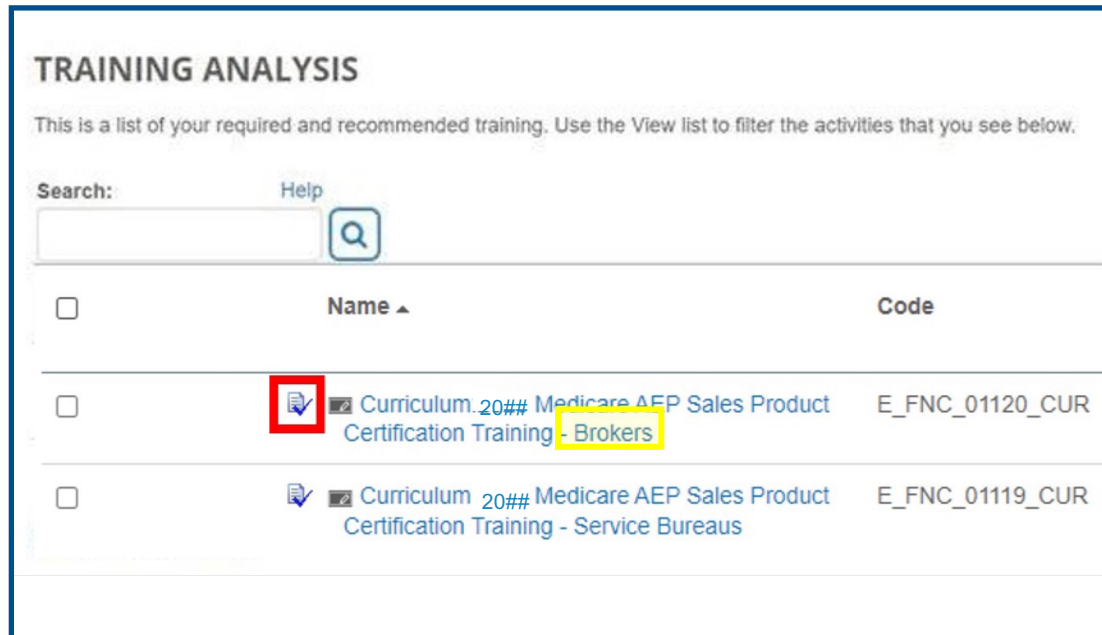

Step 2

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**.
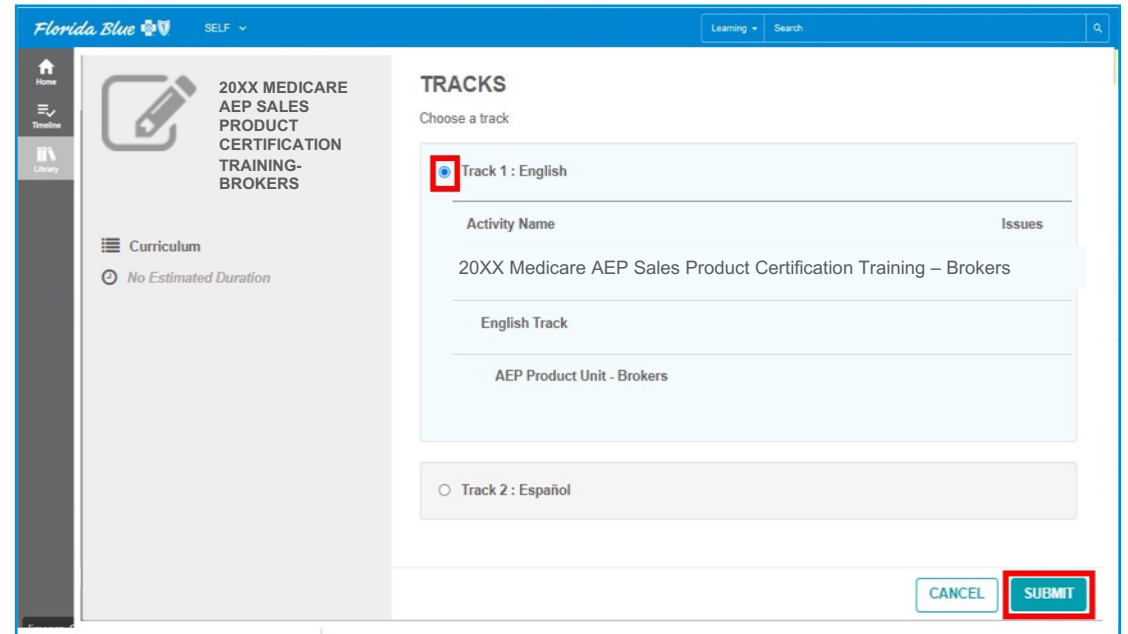
Step 4

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**.
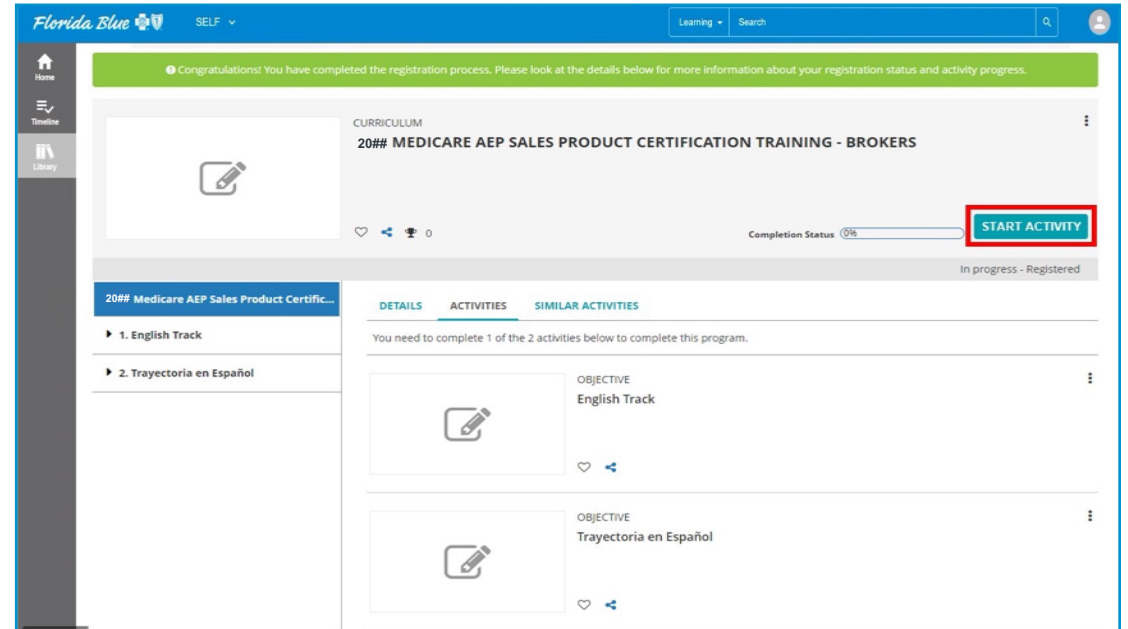

Step 6

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.

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:

- o Clicking the **More Actions** button on the right

- o Then select **Cancel Registration**

- o Click **Confirm Cancellation**

- o 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.
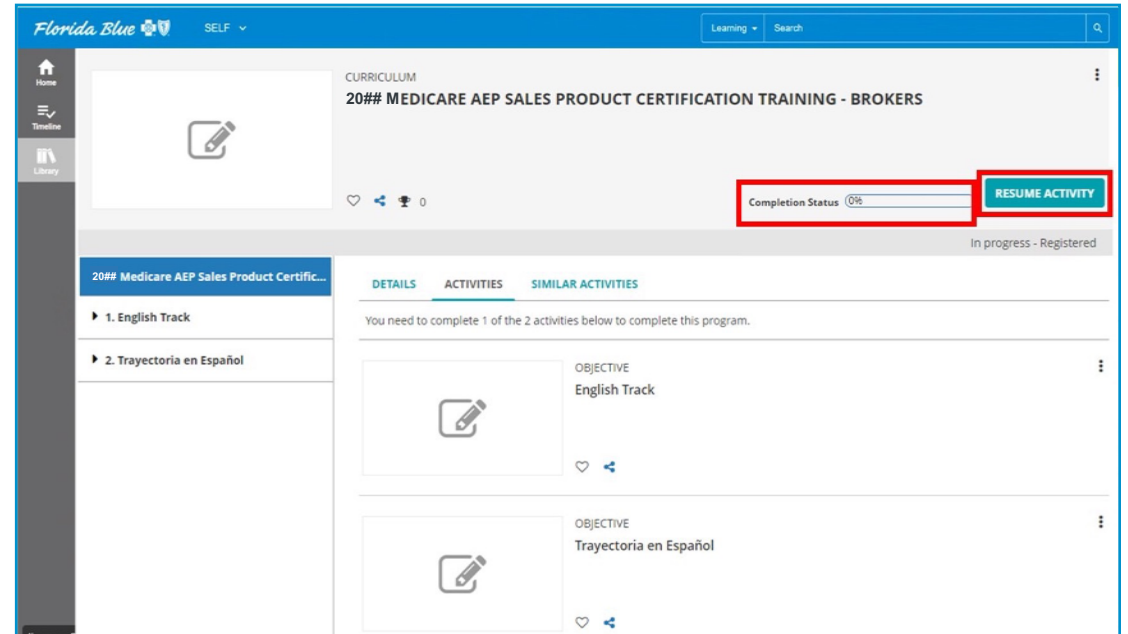
Course Navigation Tips

a. Once the course page opens, begin by clicking the **START TRAINING** button

b. 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.)

c. You will earn a blue checkmark in the left navigation menu for each section as you complete it

d. Any sections marked as OPTIONAL are not required, and you can still successfully complete the course should you choose to skip an optional lesson