

JOB AID

How to Access Enrollment HUB from Vantage



The How to Access Enrollment HUB from Vantage job aid will allow you to learn how to reach the Enrollment HUB application. This job aid includes the steps to log into the Vantage portal, access Enrollment HUB in Connected mode, and download Enrollment HUB for desktop and a mobile device. By knowing how to properly log into Vantage, it will allow you to easily access the application in a faster and efficient way for continuous use of Enrollment HUB.

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Steps to Access Enrollment HUB

Log in through the Vantage Portal

When you want to access Enrollment HUB, first you will need to access via the Vantage portal and follow the following steps before automatically logging into Enrollment HUB.

Description	Screenshot in Enrollment HUB
<ol style="list-style-type: none">Go to www.humana.com and log in using your Humana Vantage Username and Password.Click the Vantage Portal link.	

i **NOTE:** The first time you access Enrollment HUB must be through Vantage. To do so, you must be in Connected Mode.

Image 1 – Humana site View

Description

Screenshot in Enrollment HUB

3. From the **Quote & Enroll** card within Vantage, click the **Enter Enrollment HUB** link.

i **NOTE:** If you do not see this link it means that you do not have the appropriate Business Function (permission) and have not been granted access to the Enrollment HUB tool. You will need to contact the Agent Support Unit to request access.

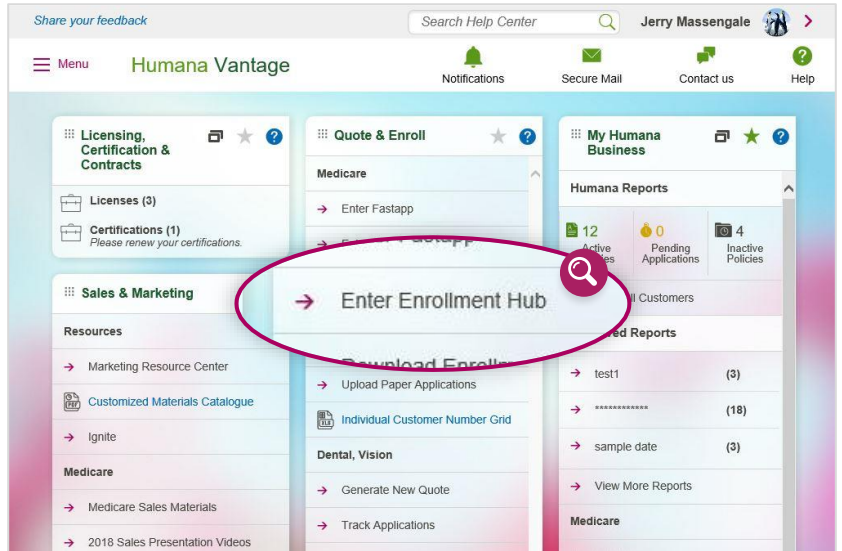


Image 2 - Quote & Enroll: Enter Enrollment HUB

4. You are automatically logged into Enrollment HUB:
 - a. If it is the first time you access Enrollment HUB, you will land directly on the **EULA** screen to start the new user flow.

i **NOTE:** Click the **I agree** button and continue using the application. For more information on how to navigate Enrollment HUB search for the corresponding jobs aids in the Humana MarketPoint University.

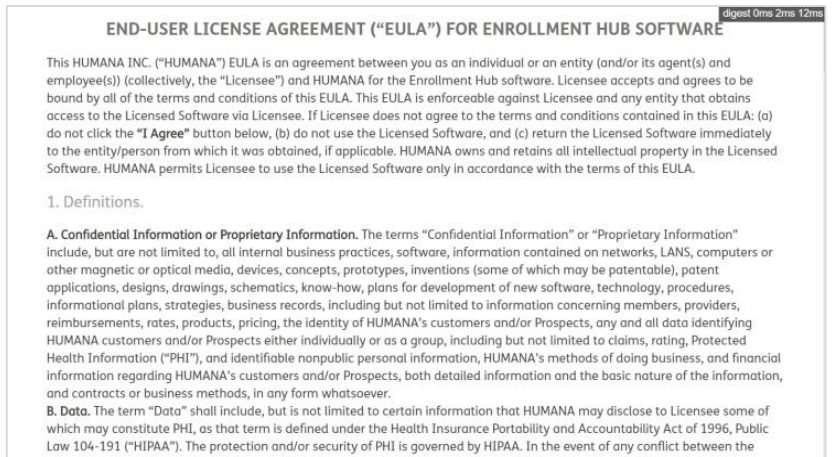


Image 3 – EULA Agreement View: Text

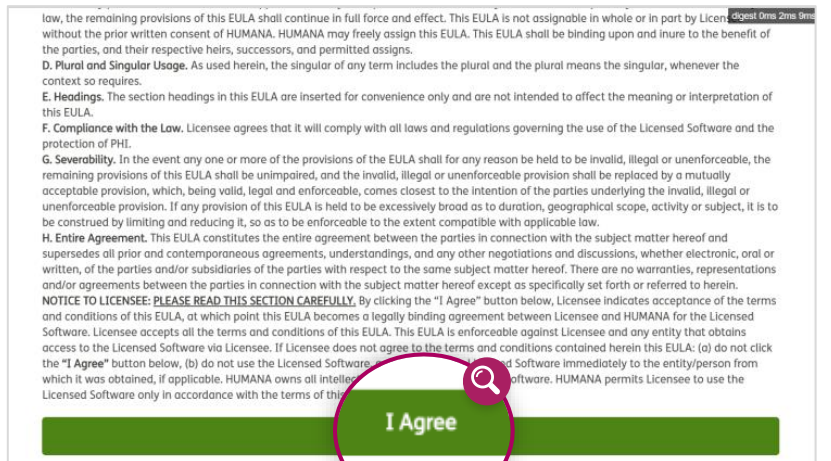


Image 4 - EULA Agreement View: I Agree Tab

- b. If you are a returning user, you will land directly on the **Workbench** screen with the **Main Menu** open on the left. From there, the user can begin working by clicking anywhere on the grey screen.

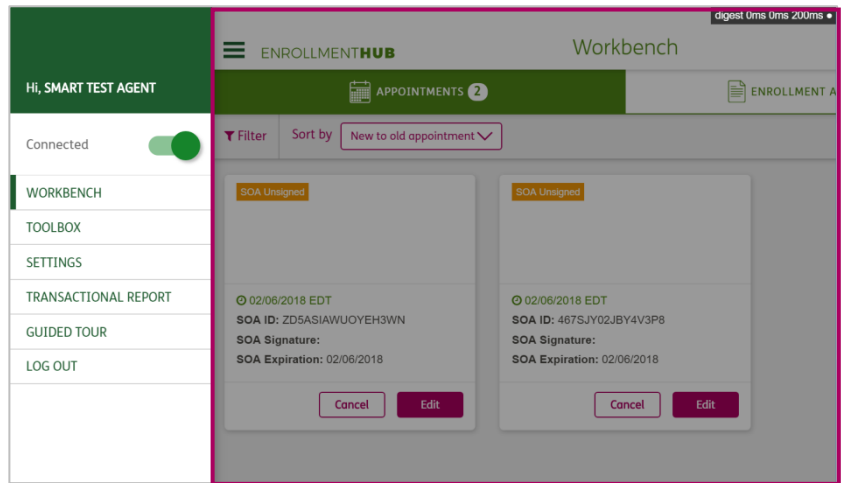


Image 5 - Workbench View

Working Off-line

To work in Off-line mode you first need to download the Enrollment HUB while connected from the Vantage Portal. Depending which type of device you have you will to follow specific instructions. It will all depend if you will be using a Windows, iOS, or Android device.

Description

Screenshot in Enrollment HUB

1. Navigate back to **Vantage**.
2. Look for the **Quote & Enroll** card, and click the **Download Enrollment HUB** link, while connected.

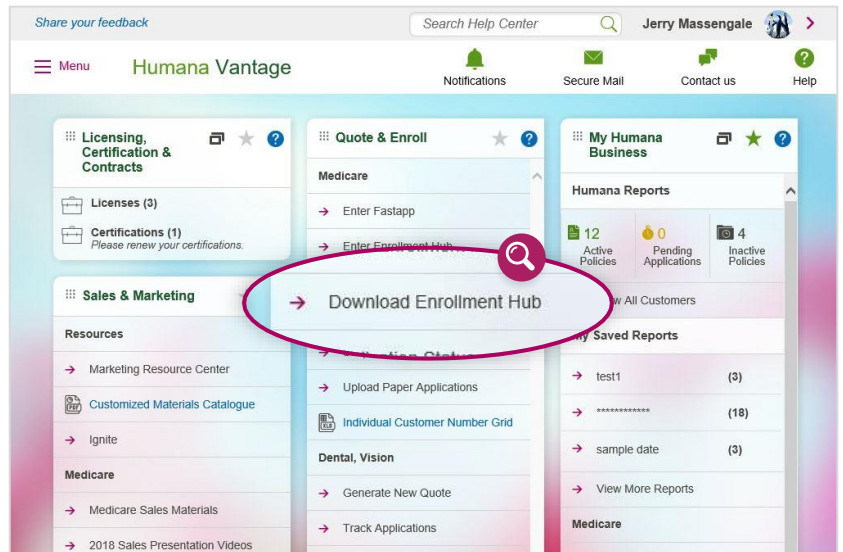


Image 6 - Quote & Enroll: Download Enrollment HUB

Description

Screenshot in Enrollment HUB

3. Once you select the Download Enrollment HUB link, the **Enrollment HUB Downloads** page displays. This page will allow you to download Enrollment HUB for different type of devices:
 - a. Windows
 - b. IOS
 - c. Android

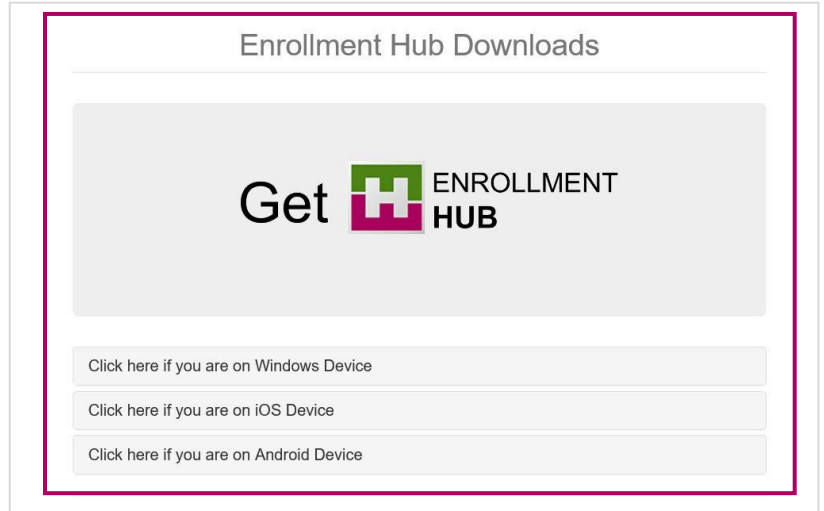


Image 7 - Enrollment HUB Download: Download options

WINDOWS DEVICE

To be able to use Enrollment HUB in Off-line mode on a Windows device:

Description

Screenshot in Enrollment HUB

1. Select the **Click here if you are on a Windows Device** link.

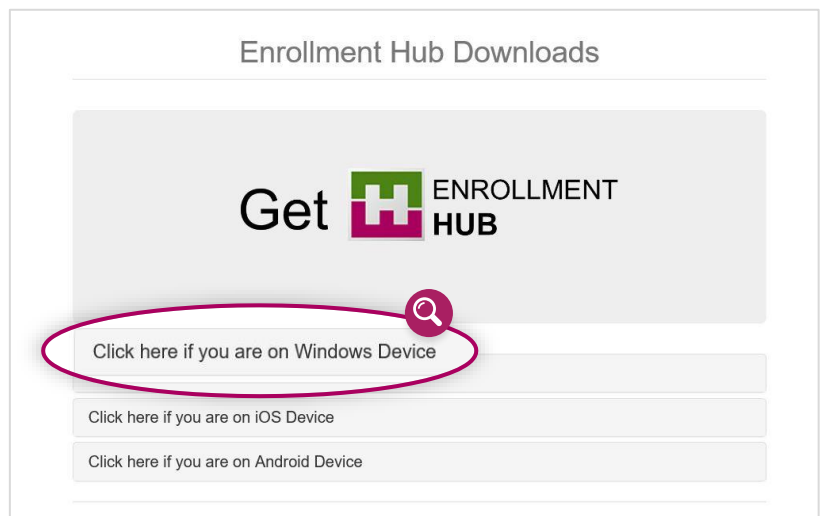


Image 8 - Enrollment HUB Download Screen: Windows Device

Description	Screenshot in Enrollment HUB
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2. The section expands and shows the following options:
 - a. **Download Google Chrome for Windows here if you don't have it**, it is needed to run the tool in Off-line mode.
 - b. **Download Enrollment HUB** to download the application.
 - c. **Download Topaz Drivers**, if you are using a Topaz signature pad you need to click this link.

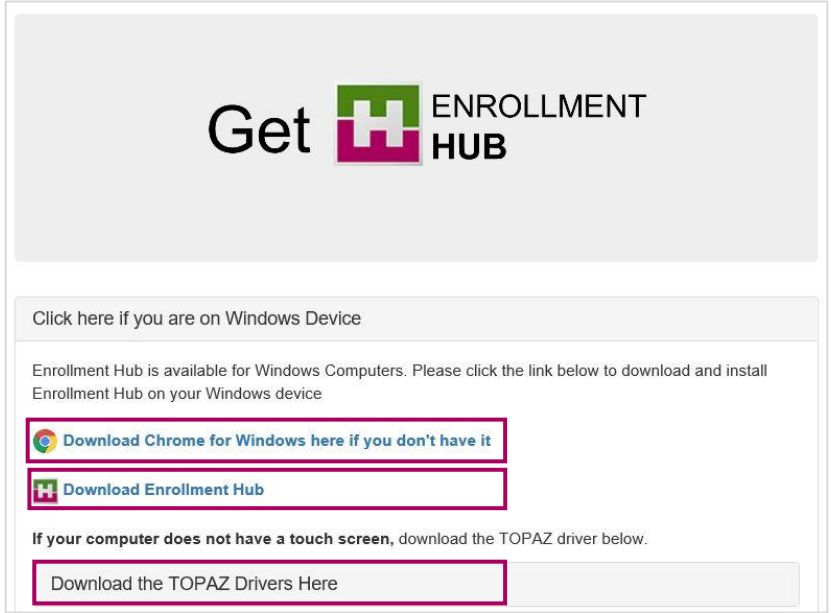


Image 9 - Enrollment HUB Download: Windows Device

3. Once you click the **Download Enrollment HUB** link, the system will install a shortcut to your desktop (Enrollment HUB icon).

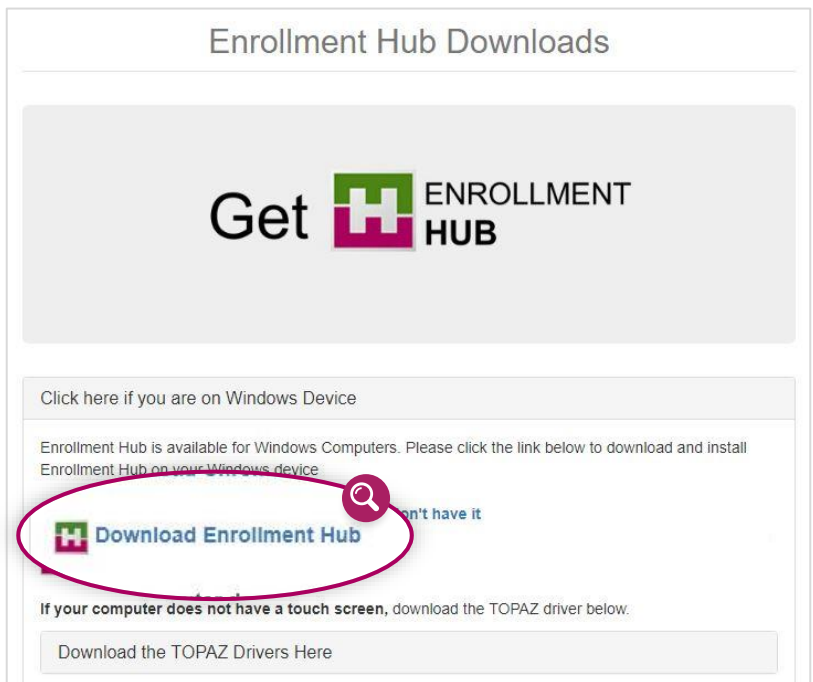


Image 10 - Enrollment HUB Download: Windows Device

4. Once you complete the installation, click the **Get Enrollment HUB** shortcut in your device to open the app.

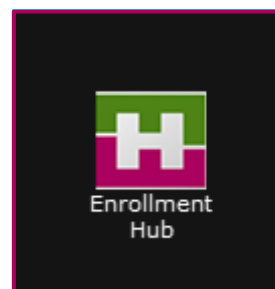


Image 11 - Enrollment HUB Download: Windows Device

iOS DEVICE

To be able to use Enrolment HUB in Off-line mode on an iOS device:

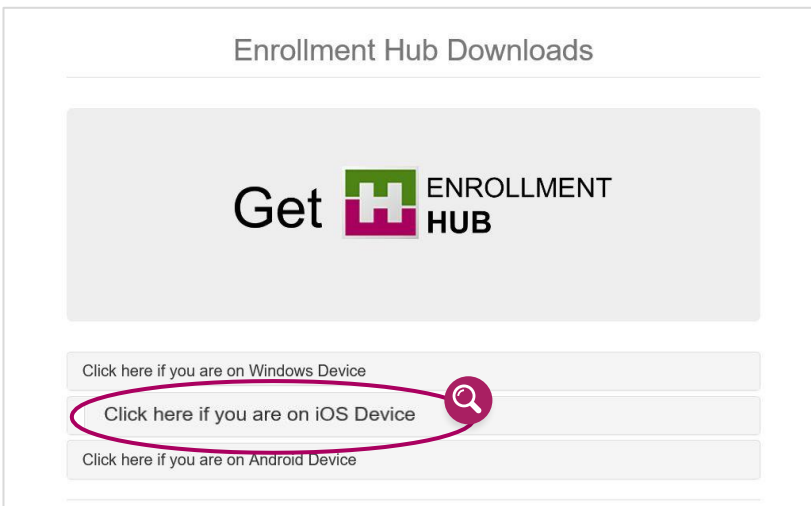
Description	Screenshot in Enrollment HUB
<p>1. Select the Click here if you are on an iOS Device link.</p>	

Image 12 - Enrollment HUB Download: iOS Device

2. The section expands and displays the following messages:
- Enrollment Hub is available on the Apple App Store. Please go to App Store to install Enrollment Hub on your iOS device
 - Download Chrome for iOS here if you don't have it

i **NOTE:** To download the Enrollment Hub App visit the App Store on your iOS device and search for Humana Enrollment HUB.

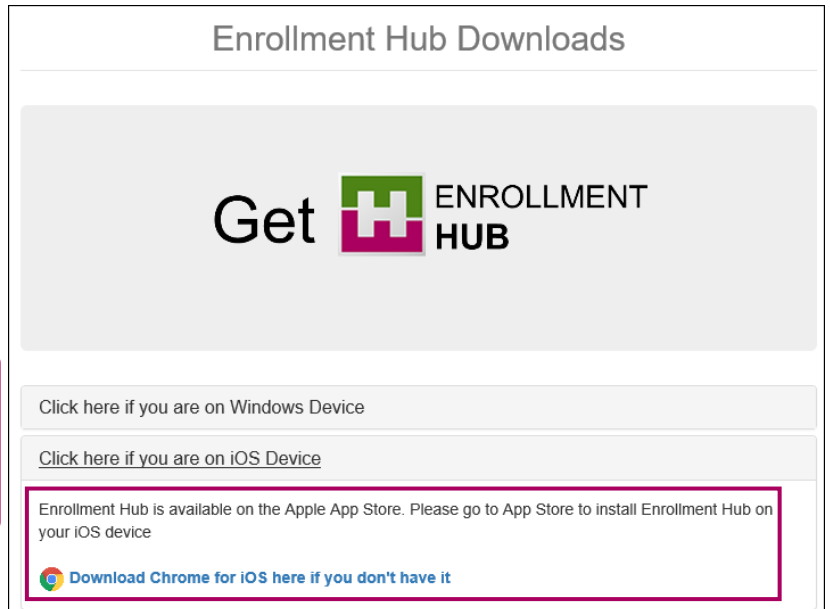


Image 13 - Enrollment HUB Download: iOS Device

3. Once you complete the installation, click the **Get Enrollment HUB** shortcut in your device to open the app.



Image 14 - Enrollment HUB Download: iOS Device

- In the log in screen, complete your **Username** and **Password** fields.

Your Username and Password is the same one you currently use to access the Humana Vantage Agent Portal.

i **NOTE:** Keep in mind that if you have to change your password on Humana.com, it will change your password in Enrollment HUB as well.

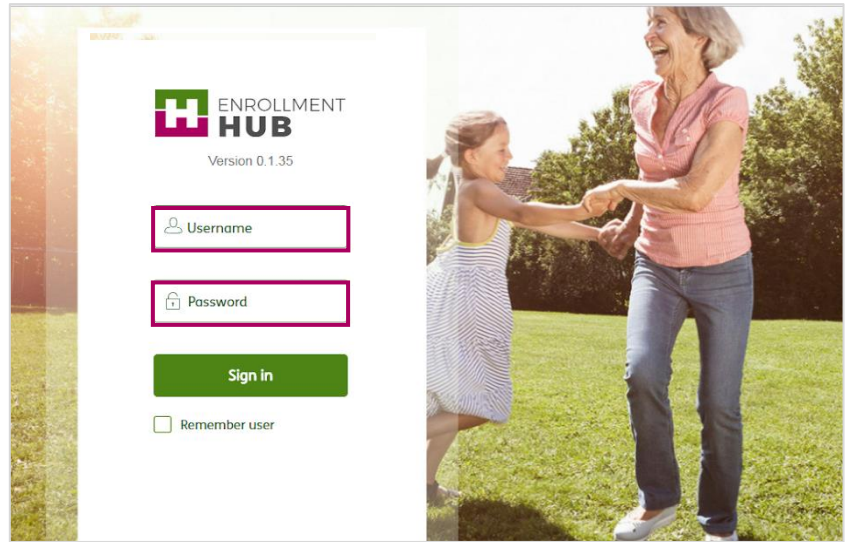


Image 15 - Enrollment HUB Download: iOS Device

- Read the agreement to use the Enrollment HUB software.
 - If it is the first time you access Enrollment HUB, you must read the Mobile Application Privacy Statement and acknowledge by clicking the **Done** button.

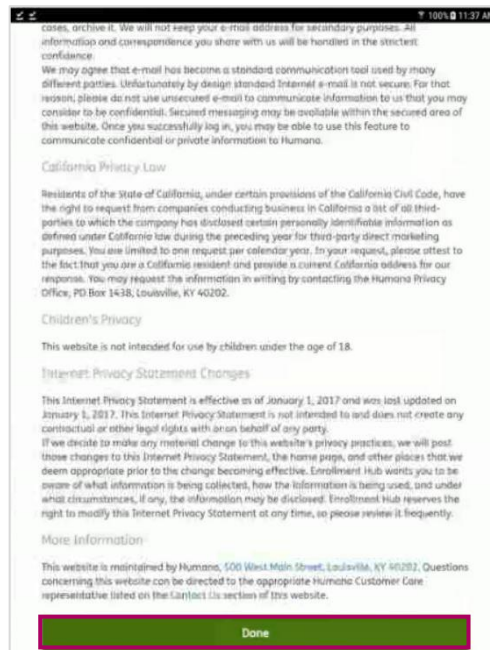


Image 16 – Mobile Application Privacy Statement

- If you are a returning user, the **Workbench** screen with the **Main Menu** displays on the left of the screen. Click anywhere on the grey area to start working.

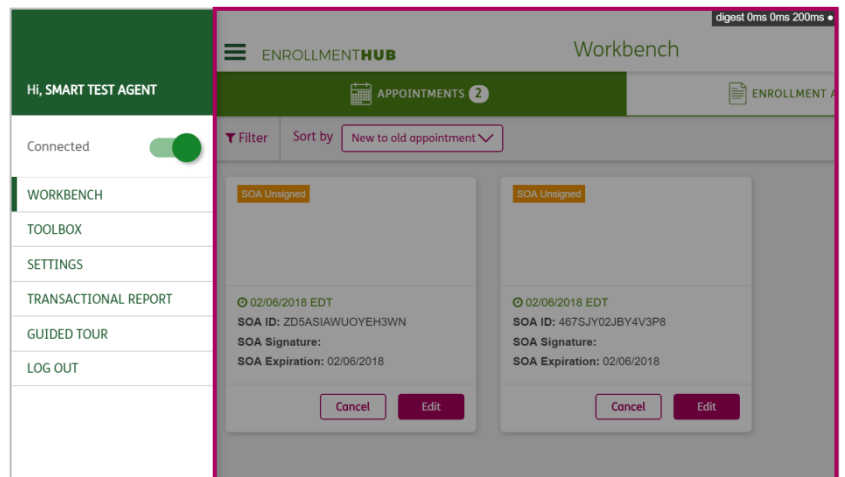


Image 17 - Main Menu View: Workbench

ANDROID DEVICE

To download Enrollment HUB to an Android device:

Description	Screenshot in Enrollment HUB
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1. Select the **Click here if you are on an Android Device** link.

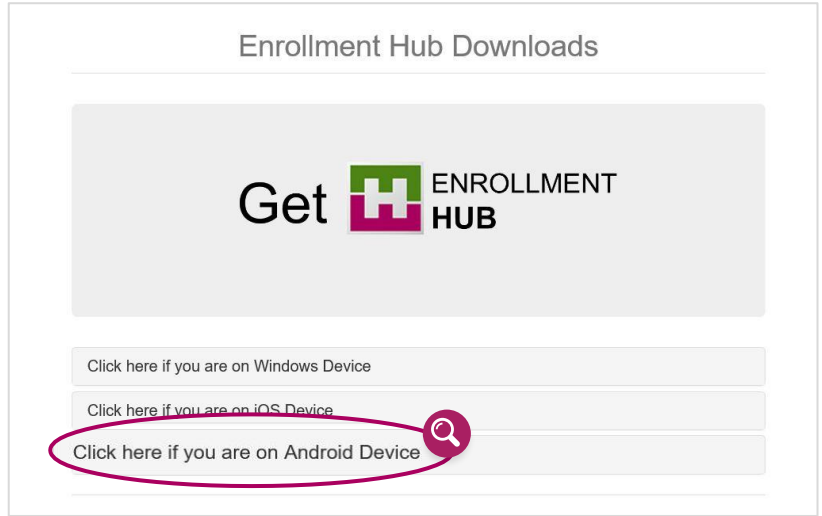


Image 18 - Enrollment HUB Download: Android Device

2. The section expands and displays the following messages:
 - Enrollment HUB is available on the Google Play Store. Please go to Google Play Store to install Enrollment HUB on your Android device
 - Download Chrome for Android here if you don't have it

i **NOTE:** To download the Enrollment HUB App visit the Google Play Store on your Android device and search for Humana Enrollment HUB

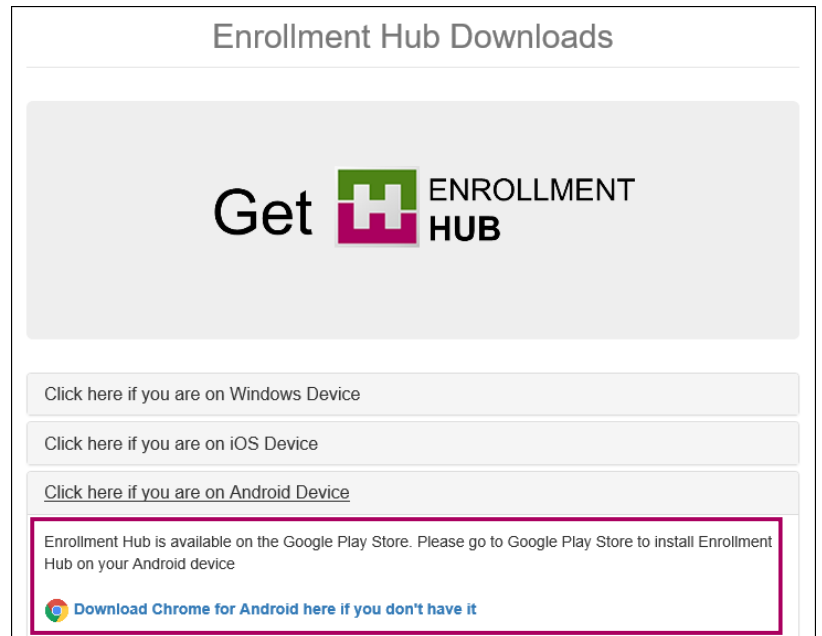


Image 19 - Enrollment HUB Download: Android Device

3. Once you complete the installation, click the **Get Enrollment HUB** shortcut on your device to open the app.



Image 20 - Enrollment HUB Download: Android Device

- In the log in screen, complete your **Username** and **Password** fields.

Your Username and Password is the same one you currently use to access the Humana Vantage Agent Portal.

i **NOTE:** Keep in mind that if you have to change your password on Humana.com, it will change your password in Enrollment HUB as well.

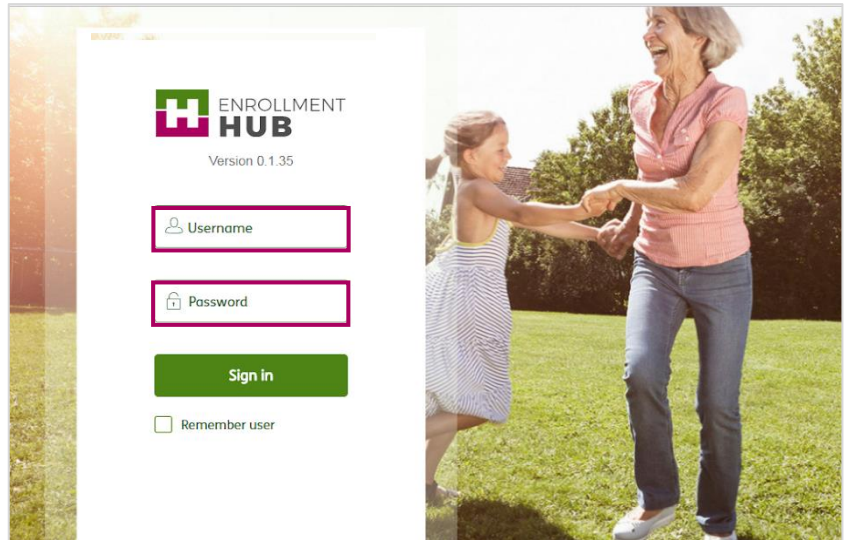


Image 21 - Enrollment HUB Download: Android Device

- Read the agreement to use the Enrollment HUB software.

- If it is the first time you access Enrollment HUB, you must read the Mobile Application Privacy Statement and acknowledge by clicking the **Done** button.



Image 22 – Mobile Application Privacy Agreement

- If you are a returning user, the **Workbench** screen with the **Main Menu** displays on the left of the screen. Click anywhere on the grey area to start working.

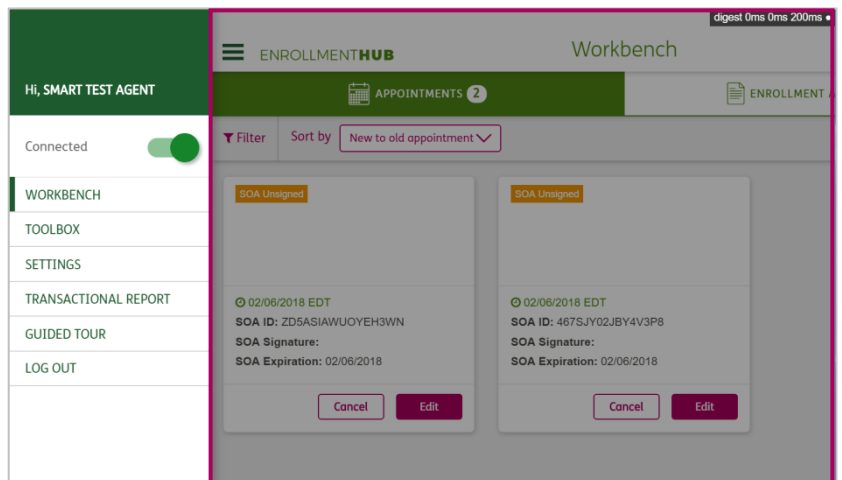


Image 23 - Main Menu View: Workbench

This document is part of Enrollment HUB Training Curriculum

- **How to Access Enrollment HUB from Vantage** ←
- How to start using Enrollment HUB: What do you need?
- Enrollment HUB Quick Start
- How to Login and Logout
- Understanding the Main Menu
- Use the Off-line Mode
- Workbench: Searching, Filtering and Sorting Cards
- Create a Scope of Appointment (SOA)
- How to Manage a SOA
- Create an Enrollment: MAPD (New Member)
- Create an Enrollment: PDP (New Member)
- Create an Enrollment: Chronic Disease (New Member)
- How to Manage an Enrollment
- How to Access Medsupp through Enrollment HUB
- Identifying Messages in the Application
- Identifying the No Sales Reasons
- What You Cannot Forget When Using the Enrollment HUB