



Georgia Access Certification Training Basic Navigation Quick Reference Guide

Sign In

Visit certification.georgiaaccess.gov. If you have already registered, enter your Username and Password and click **Sign In**.

- **Forgot your Password?** Click the **Forgot your Password?** hyperlink. Enter your username or email address and click **Send Reset Link**. A reset link will be sent to the registered email address. Follow the email's instructions to reset your password.
- **New User?** Click on the **Register** hyperlink and follow the instructions for registration. If you have additional questions, please see the Registration Quick Reference Guide (QRG).

Sign In

Georgia Access Certification for Agents, Navigators, and CACs. Please enter your username and password or register below.

Username (Required)

Password (Required)

SIGN IN

[Forgot your password?](#)

New user? [Register](#)

Home Dashboard

After you sign into the Georgia Access Certification Training platform, the home dashboard displays. This screen gives you quick access to your certification training. Clicking on the training thumbnail in the lower left-hand side of the screen takes you to the certification training screen. The certification training has three or four modules, depending on the role, and a final assessment. You must take all modules in order. If you need to stop the training at any point, your progress will be saved.

Assistance with Georgia Access or policy

Assistance with training platform

Note: If you need technical assistance with the Certification Training platform, such as password resets or issues with the training, click the **CLICK HERE** button in the Need Help box on the Dashboard. For all other inquiries, please contact the email address identified in the middle of the screen.

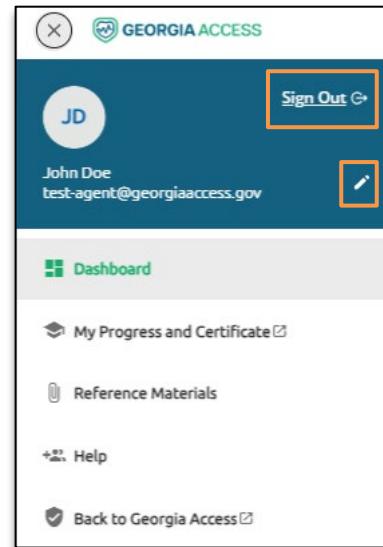


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Menu

Click the menu icon (≡) in the top left-hand corner of the screen to view the following features:

- **My Progress and Certificate**- Contains your assigned trainings, hyperlink to your training certificate (if you've completed the training), and detailed information on your courses.
- **Reference Materials**- Contains training manuals, quick reference guides, and other additional materials.
- **Help**- Provides links to contacts for policy, licensing, and technical assistance.
- **Back to Georgia Access**- Navigates back to the [GeorgiaAccess.gov](#) Home Page.



From the menu icon (≡), click the **edit pencil** to update your profile or **Sign Out** to log off the system.

My Profile

Click the edit pencil under the menu icon (≡) to display the My Profile screen. To update your profile picture, click **SELECT IMAGE** and browse your files to select an image. You may also update your details and additional information such as First Name, Last Name, Email, NPN (for agents only), and your Associated Organization. Once updated, click **SAVE CHANGES**.



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My Profile

Change Password

To **update** your password, click **Change Password** in the left-hand navigation on the My Profile screen. Enter your current password, your new password, and confirm the new password by entering the new password again. Click **Change Password** to update your password.

Personal Info

Change Password

Conditions of Use

Change Password

Change your password to access the platform

Choose a strong password and don't reuse it for other accounts. When you change your password, you will be logged out from all of your active sessions, on all devices. Use your new password to log in again.

Your Current Password (Required)

New Password (Required)

Confirm New Password (Required)

CHANGE PASSWORD

Click Change Password to save the new password.

Enter your Current Password, New Password, and Confirm the New Password here.

Conditions of Use

Click **Conditions of Use** in the left-hand navigation on the My Profile screen to read the Georgia Access' Privacy Policy. To view the privacy policy click **View Privacy Policy**. This Privacy Policy is reviewed and agreed to when you initially register for the Georgia Access Certification Training site. If you need to review the Privacy Policy again, check the box stating you agree and click **SAVE CHANGES**.

Personal Info

Change Password

Conditions of Use

Review the platform's Privacy Policy.

Privacy Policy

By unchecking the mandatory Privacy Policy settings, you will not be able to access and use your LMS again. The agreement to the mandatory Privacy Policy settings is required to complete your registration and use your platform.

I accept the terms of the privacy policy [View Privacy Policy](#) (Required)

SAVE CHANGES

Click Save Changes.

View the Privacy Policy and check the box if you accept the terms and conditions.

Note: You must accept the Privacy Policy to gain access to the Georgia Access Certification Training site.



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My Progress and Certificate

Click **My Progress and Certificate** under the menu icon (≡) to view the certification training plan assigned to you based on your role. It will list the name, number of courses within the plan, your progress, and you can click on the medal icon (🥇) to access your certificate of certification if you have completed the training and passed the final assessment. You can also access the Courses tab through the My Progress and Certificate screen.

NAME	NUMBER OF COURSES	PROGRESS
2023 Agent Certification	4	100%

Total: 1

Courses

Click **Courses** in the left-hand navigation on the My Progress and Certificate screen to view courses that you are assigned. This screen includes course name, user status, enrolled (date), expiration date, course completion, credits [Continuing Education Units (CEUS)], total time, and your final assessment score.

COURSE NAME	USER STATUS	ENROLLED	EXPIRATION DATE	COURSE COMPLETION	TOTAL TIME	SCORE
Module 2: Policies and Procedures	COMPLETED	7/30/2024	7/30/2024	0h 52m	0.00	
Module 3: Privacy and Security for Agents	COMPLETED	7/30/2024	7/30/2024	0h 6m	0.00	
Module 4: Small Business Health Options Program (SHOP)	COMPLETED	7/30/2024	7/30/2024	0h 8m	0.00	
Final Assessment for Agents	IN PROGRESS	7/30/2024		0h 6m	0.00	
Module 1: Georgia Access Agent Training	COMPLETED	7/30/2024	7/30/2024	2h 12m	0.00	

Total: 5

Reference Materials

You can access additional reference materials such as quick reference guides or toolkits by clicking **Click Here** under Reference Materials on the Dashboard or by clicking **Reference Materials** under the menu icon (≡). Click on the hyperlink for the document you want to view. The document opens within the browser window. Click back in your browser to return to the Reference Materials screen.

GEORGIA ACCESS

Sign Out

John Doe
John.Doe @georgiaaccess.gov

Dashboard

My Progress and Certificate

Reference Materials

Back to Georgia Access

Reference Materials

Additional files relevant to your Georgia Access role.

CLICK HERE

Reference Materials

Navigation Quick Reference Guide

Registration Quick Reference Guide

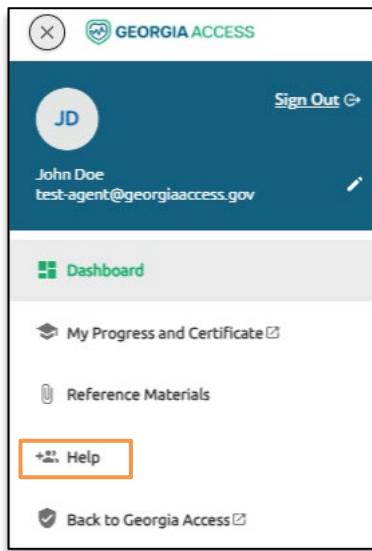
Georgia Access Certification Training Manual



Georgia Access Certification Training Basic Navigation Quick Reference Guide

Help

Click on menu icon (≡) and click **Help** to access the Help screen. This screen provides resources such as websites and contacts to reach out to for policy, licensing, and technical assistance questions.



Help



For policy questions, such as:

- Qualified Health Plans, Advanced Premium Tax Credit, or Medicaid programs
- Eligibility determinations
- Appeals or hearings
- Georgia Access SHOP or Small Business Health Care Tax Credit

First refer to these sites:

- Georgia Access
- Georgia Medicaid

Then email example@georgiaaccess.gov if you have further questions.

For licensing questions, such as:

- Applying for your license
- Renewing your license
- Licensing requirements
- Denial of license

First refer to these sites:

- Office of Commissioner of Insurance and Safety Fire (OCI) Agents and Agency Licensing website
- OCI Navigators website
- Siron Help

Then contact Pearson VUE if you have further questions, by calling (800) 274-8969 or emailing pvgainsurance@pearson.com.

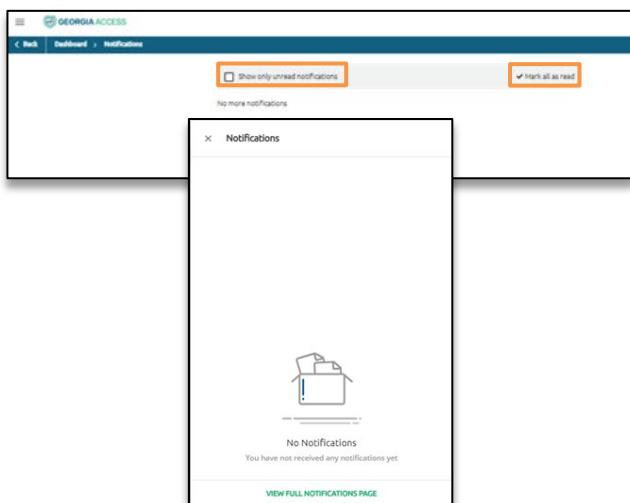
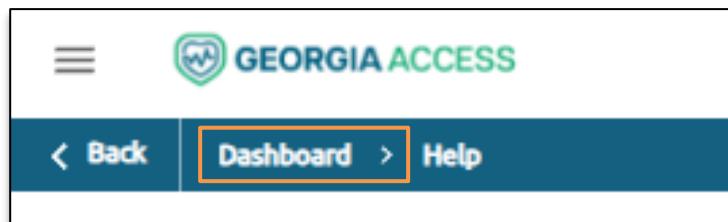
Technical Support

For all technical issues related to this certification platform, contact us for assistance by clicking the button below.

[CLICK HERE](#)

Navigation

If you would like to go back to the home dashboard, click **Dashboard** in the breadcrumbs at the top of the screen or click on the Georgia Access logo. These options are available on every screen throughout the learning platform.



Notifications

Your certification training notifications can be viewed by clicking the bell icon (🔔) in the upper-right hand of the screen. This displays your most recent notifications. Click **View Full Notifications Page** to view all your notifications. On the Notifications Page, you can filter to view only your unread notifications by checking the **Show only unread notifications** checkbox or you can click **Mark all as read** to mark all notifications as read.