



Introducing Agent Access Management Dashboard

You spoke up, and we listened!



Feedback was collected from agents, sales, and support teams to understand the preferred portal experience.

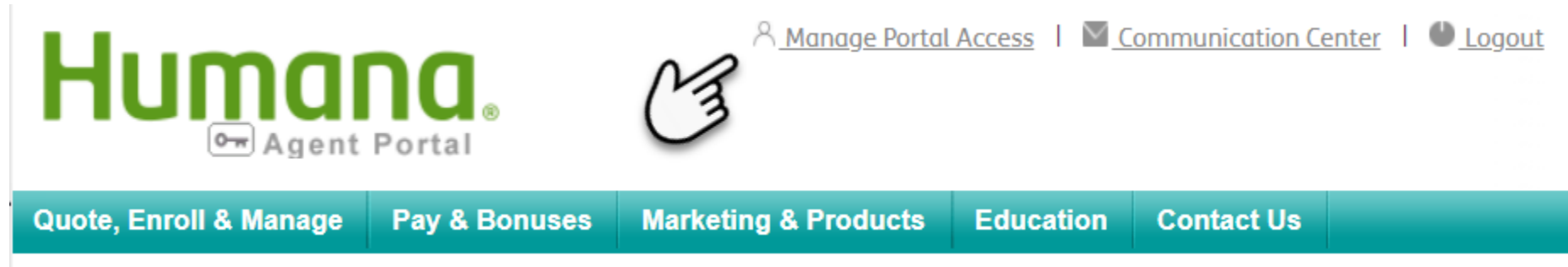


Targeted enhancements for the current systems are being deployed.



We aren't stopping here! Be on the lookout for continuous improvements in Humana's self-service portals.

Managing your agency's portal access is easier than ever!



Access Administrators can now create users, assign access rights, and delegate group access in one easy flow.

Get started by selecting “**Manage Portal Access**” in the Agent Portal header.

Agent Access Management Dashboard

- Redesigned security menu
- New Administration Guide
- New integrated process to manage user and group access
- New users are added in **Manage Users** section

Humana
Agent Portal Admin

Dashboard Manage Users Manage Groups

Welcome Test Agent Smart

This dashboard is your dedicated site to manage your organization's access to the Humana Portal. Save time by registering agents so they can access information when they need it. Seamlessly monitor security and manage user status.

Total users
144
Manage Users →

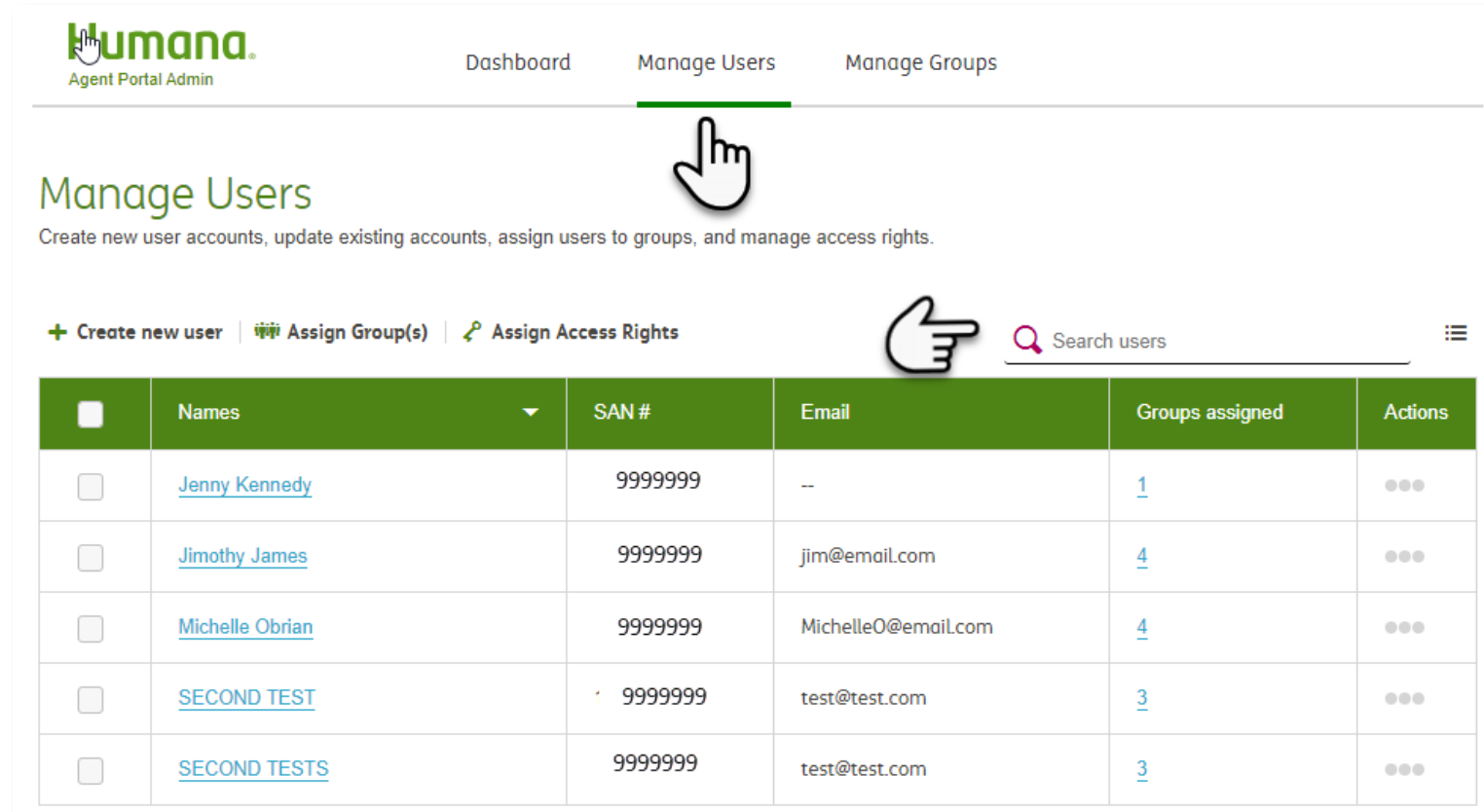
Total Groups
2
Manage Groups →

Administration Menu

<p>Web Access Administration for Agents</p> <p>A guide to learning how easy it is to register and manage user access to the Agent Portal.</p>	<p>Manage User Status</p> <p>Temporarily suspend a user's access to your organization; reactivate a temporary suspension; or completely revoke a user's access.</p>
<p>View Overall Security Profile</p> <p>View the security profile of your organization.</p>	<p>Monitor Security Change</p> <p>Monitor the changes made to your organization's security profile.</p>
<p>Print Security Forms and Documents</p> <p>Print change forms and instructions for security changes that cannot be done online. Print copies of security documents.</p>	<p>Replace (Transfer) Primary Access Administrator</p> <p>Replace the Primary Access Administrator to an Access Administrator.</p>

Manage Users

- Access **Manage Users** section at the top of the dashboard
- New Search feature to locate users
- Allows AA to view and manage users in multiple ways



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Dashboard Manage Users Manage Groups

Manage Users

Create new user accounts, update existing accounts, assign users to groups, and manage access rights.

+ Create new user | Assign Group(s) | Assign Access Rights

Search users

	Names	SAN #	Email	Groups assigned	Actions
<input type="checkbox"/>	Jenny Kennedy	9999999	--	1	...
<input type="checkbox"/>	Jimothy James	9999999	jim@email.com	4	...
<input type="checkbox"/>	Michelle Obrian	9999999	MichelleO@email.com	4	...
<input type="checkbox"/>	SECOND TEST	9999999	test@test.com	3	...
<input type="checkbox"/>	SECOND TESTS	9999999	test@test.com	3	...

Manage Users – User Details and Actions

- Additional details are available when a user's name is selected.
- Selecting the actions column will open options for managing the selected user.

<input type="checkbox"/>	Names ▼	SAN #	Email	Groups assigned	Actions
<input checked="" type="checkbox"/>	Jenny Kennedy		--	1	⋮
<input type="checkbox"/>	Jimothy James		jim@email.com	4	
<input type="checkbox"/>	SECOND TEST		test@test.com	3	
<input type="checkbox"/>	SECOND TESTS		test@test.com	3	⋮

- View user details
- Manage user status
- View/Edit groups
- View/Edit access rights

Total Users: 4

✕

Jenny Kennedy

✉ Email not found.

SAN #: 9999999

[Manage user status](#)

Access Rights Assigned (45)

Access Rights [Edit](#)

- Register New Users
- Maintain User Information
- Assign Web Access Rights
- Print Security Forms and Documents
- Revoke User Privileges

Groups Assigned (1)

Group name [Edit](#)

PELICAN WORLDWIDE INC- 99999

Manage Users – Create New User

- Select “Create New User” to register additional web users.
- New simplified process intakes user details, assigns access rights, and assigns groups in three easy steps.
- Once the user is saved, user ID and password display for administrator to provide to the user.

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Dashboard Manage Users Manage Groups

Manage Users

Create new accounts, update existing accounts, assign user groups, assign access rights

+ Create new user | Assign Group(s) | Assign Access Rights

	Names	SAN #
<input type="checkbox"/>	Jenny Kennedy	9999999
<input type="checkbox"/>	Jimothy James	9999999
<input type="checkbox"/>	SECOND TEST	9999999
<input type="checkbox"/>	SECOND TESTS	9999999

Total Users:4

Create a new user account

1

2

3

✓ User Details

First name * Last name *

UserID * AKA Name *

✓ User Details

✓ Assign Access rights

Select the tools and applications that the user will see in the portal.

☐ Access Rights

☐ Humana_Agent_Dental

☒ Humana_BrokerAgent

☒ Activity Report Vitality

✓ User Details

✓ Assign Access rights

✓ Assign Groups (Optional)

Select the active groups the user will be able to manage.


Search groups

GroupName	Group No.
<input checked="" type="checkbox"/> P4 MARINE LLC	999999
<input checked="" type="checkbox"/> PELICAN WORLDWIDE INC	999999
<input checked="" type="checkbox"/> SYNERGY WEALTH PARTNERS	999999
<input checked="" type="checkbox"/> VERTICAL VENTURES INC	999999

Create Cancel

Manage Users – Assign Web Access Rights

- Once a user has been saved, their portal access can be managed at any time by an administrator.
- Selecting **Assign Access Rights** will open up the user’s access rights for editing.
- Users must be assigned at least one access right.


Agent Portal Admin

DashboardManage UsersManage Groups

Manage Users

Create new user accounts, update existing accounts, assign to groups, and manage access

[+ Create new user](#) | [Assign Group\(s\)](#) | [Assign Access Rights](#)

<input type="checkbox"/>	Names	SAN #	Email
<input checked="" type="checkbox"/>	Jenny Kennedy	9999999	--
<input type="checkbox"/>	Jimothy James	9999999	jim@e
<input type="checkbox"/>	SECOND TEST	9999999	test@
<input type="checkbox"/>	SECOND TESTS	9999999	test@

Total Users:4

←

×

Agent Access Rights

Select the tools and applications that the user will see in the portal.

☐ Access Rights

> ☒ Humana_Agent_Dental

> ☒ Humana_BrokerAgent

> ☐ Activity Report Vitality

> ☒ Add/Change Direct Deposit Information

> ☒ Agent Workbench

> ☐ Contribution Manager Report Vitality

> ☒ Customer Reporting

> ☒ Humana Agency Accept Dele(SENSITIVE)

> ☐ Humana Agency Security (SENSITIVE)

> ☐ Humana Agent Commission Statement

Save

Cancel

Manage Users – Assign Groups

- Selecting **Assign Group(s)** opens the user's group listing to manage.
- The access rights for each group can be expanded to customize access. (all are selected by default)
- Access Administrators have access to the agency's full list of delegated groups.
- This is a list only access, groups must be assigned to the AA in order to manage benefits in the Employer Portal.

Manage Users

Create new user accounts, update existing accounts, assign users to groups, and manage access rights.

[+ Create new user](#) |
 [Assign Group\(s\)](#) |
 [Assign Access Rights](#)

<input type="checkbox"/>	Names	SAN #
<input type="checkbox"/>	Jenny Kennedy	
<input checked="" type="checkbox"/>	Jimothy James	
<input type="checkbox"/>	Michelle Obrian	
<input type="checkbox"/>	SECOND TEST	
<input type="checkbox"/>	SECOND TESTS	

Total Users:5

Assign Groups(s)

Select the active groups the user will be able to manage.

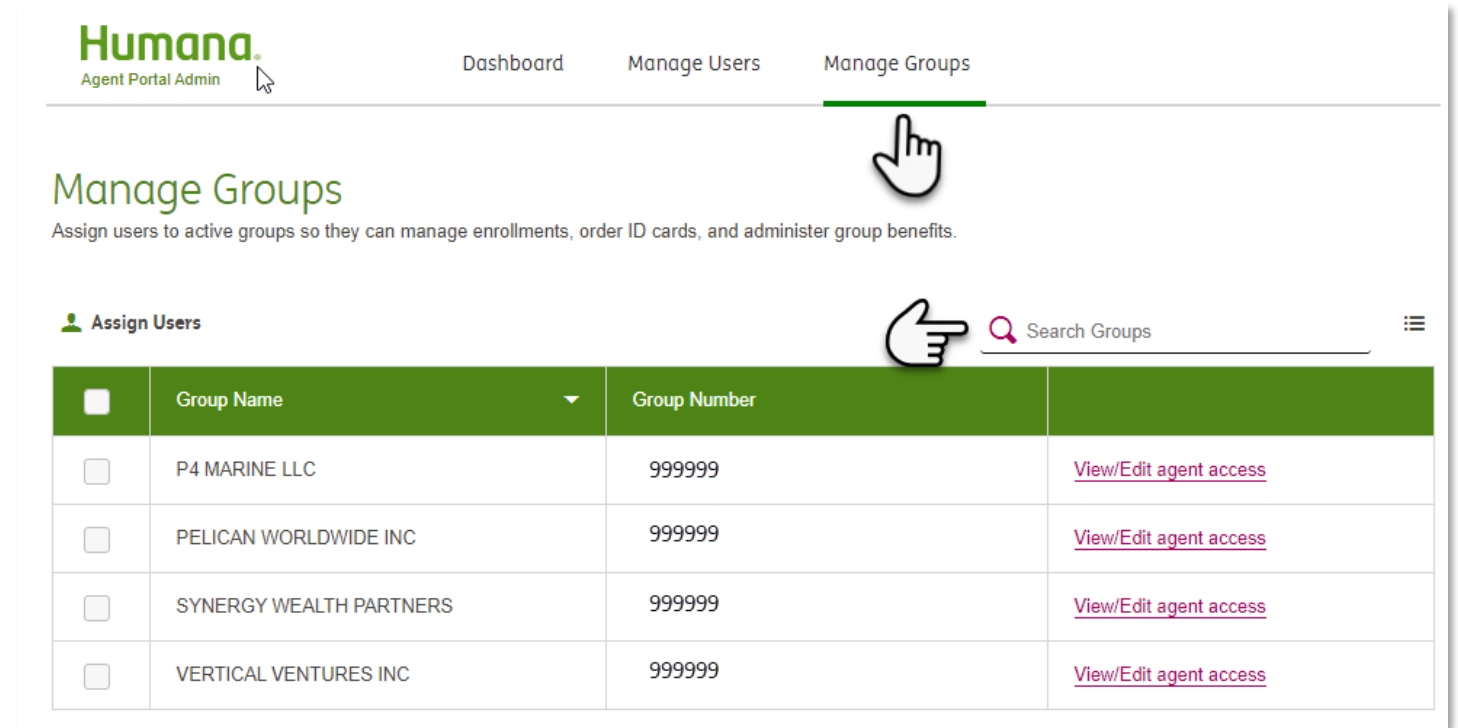
Search groups

<input type="checkbox"/>	Groups Name	Groups No.
<input checked="" type="checkbox"/>	P4 MARINE LLC	999999
<input checked="" type="checkbox"/>	PELICAN WORLDWIDE INC	999999
<input checked="" type="checkbox"/>	SYNERGY WEALTH PARTNERS	999999
<input checked="" type="checkbox"/>	VERTICAL VENTURES INC	999999
<input checked="" type="checkbox"/>	Billing Access-REQUIRED FOR LINKS BELOW	
<input checked="" type="checkbox"/>	Group Setup	
<input type="checkbox"/>	Enrollment Maintenance	
<input checked="" type="checkbox"/>	Tools for employee assistance	
<input checked="" type="checkbox"/>	View your bill	
<input checked="" type="checkbox"/>	Terminate an employee from bill	
<input checked="" type="checkbox"/>	Health plan wizards	
<input checked="" type="checkbox"/>	View medical group administration guide	
<input checked="" type="checkbox"/>	Submit changes by e-mail	
<input checked="" type="checkbox"/>	View Dental Group Administration Guide	
<input checked="" type="checkbox"/>	View Dental Plan Summary	
<input checked="" type="checkbox"/>	Find a Dentist	

[Save](#)
[Cancel](#)

Manage Groups

- Access **Manage Groups** at the top of the dashboard
- New search and filter options
- New list view makes it easier to review large numbers of groups






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Agent Portal Admin

Dashboard Manage Users **Manage Groups**

Manage Groups

Assign users to active groups so they can manage enrollments, order ID cards, and administer group benefits.

 Assign Users  Search Groups 

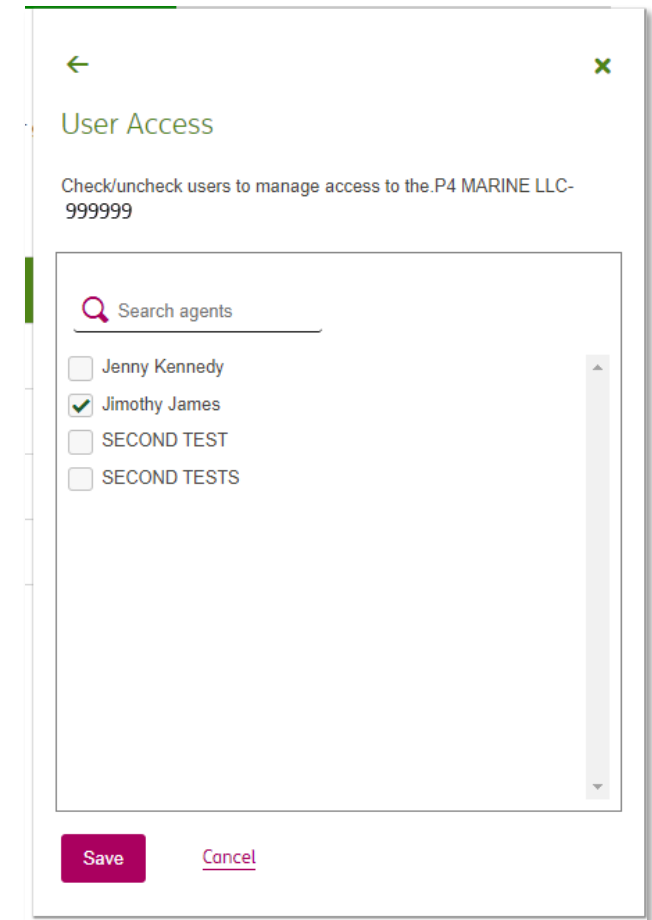
<input type="checkbox"/>	Group Name ▼	Group Number	
<input type="checkbox"/>	P4 MARINE LLC	999999	View/Edit agent access
<input type="checkbox"/>	PELICAN WORLDWIDE INC	999999	View/Edit agent access
<input type="checkbox"/>	SYNERGY WEALTH PARTNERS	999999	View/Edit agent access
<input type="checkbox"/>	VERTICAL VENTURES INC	999999	View/Edit agent access

Manage Groups – View/Edit Agent Access



<input type="checkbox"/>	Group Name	Group Number	
<input type="checkbox"/>	P4 MARINE LLC	999999	View/Edit agent access
<input type="checkbox"/>	PELICAN WORLDWIDE INC	999999	View/Edit agent access
<input type="checkbox"/>	SYNERGY WEALTH PARTNERS	999999	View/Edit agent access
<input type="checkbox"/>	VERTICAL VENTURES INC	999999	View/Edit agent access

- User access to groups can also be managed from the **Manage Groups** page.
- Selecting **View/Edit agent access** opens the user listing where agent access to a specific group can be managed.
- Multiple users can be added/removed at the same time.



← ×

User Access

Check/uncheck users to manage access to the P4 MARINE LLC-999999

Search agents

- ☐ Jenny Kennedy
- ☒ Jimothy James
- ☐ SECOND TEST
- ☐ SECOND TESTS

Save Cancel

Granting Administrative Access

- Agent Access Management Dashboard is only viewable to Access Administrators.
- Only the Primary Access Administrator (PAA) has access to the dashboard by default.
- Administrative access is granted by assigning the Humana Agency Security rights to the user.

Agent Access Rights

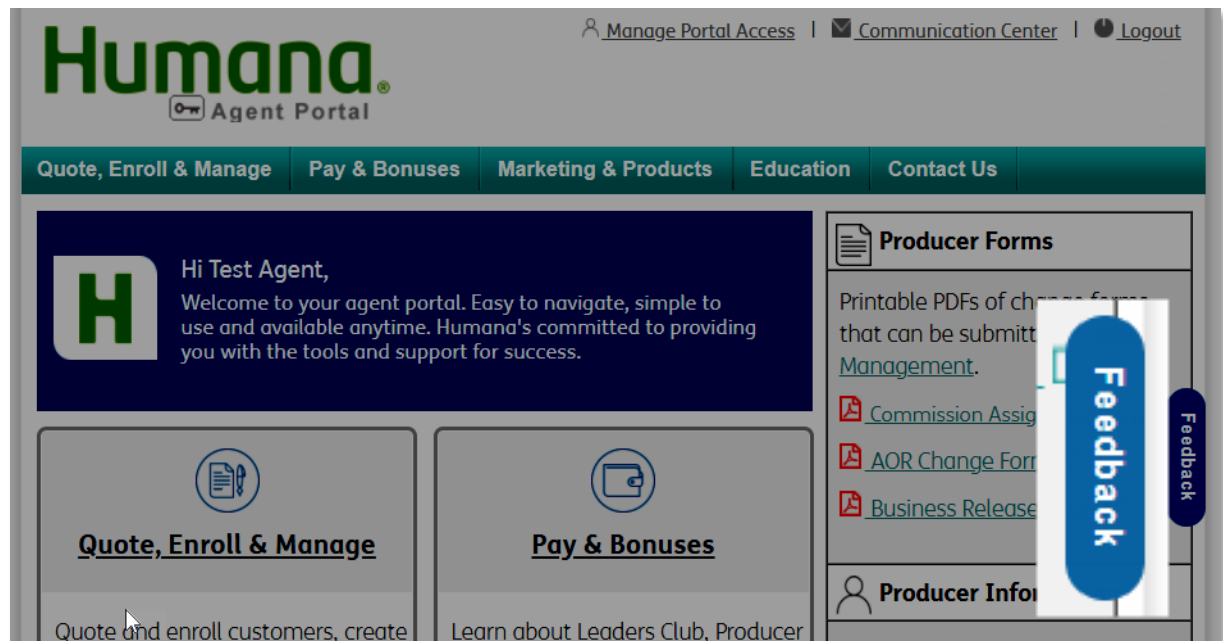
Select the tools and applications that the user will see in the portal.

☐ Access Rights

- > ☒ Humana Agency Accept Dele(SENSITIVE)
- > ☒ Humana Agency Security (SENSITIVE)
 - ☒ Assign Web Access Rights
 - ☒ Maintain Organization Information
 - ☒ Maintain User Information
 - ☒ Manage User Status
 - ☒ Monitor Security Changes
 - ☒ Print Security Forms and Documents
 - ☒ Register New Users
 - ☒ Revoke User Privileges

[Save](#) [Cancel](#)

Love it? Hate it? We want to know!



We thrive on user feedback! Please take a moment to complete a survey and let us know what you think.

Please share your feedback

How would you rate your experience with this website?

★ ★ ★ ★ ★

What is your main reason for visiting today?

Access enrollment forms

Were you able to accomplish your intended task?

Yes

Please rate the level of effort needed to complete your task.

Low

Please tell us what we are doing well or what you would like to see improved on this website.

Love the new site!!!

980 characters remaining

Submit

Questions? Humana is always here to help.



If you have any questions or need assistance in the portal, please reach out to your customer service team. You can also reach **Humana Business Web Support** directly at 888-666-5733.



Humana Business Web Support offers weekly portal training. To learn more about the agent portal email AgentWebTraining@humana.com and register for a session.