

Agent Self-Service Center

Tips for managing user access

As a registered agent and the main contact for your organization's online services, you're able to set up or change access for other users at your company.

Just log in to Humana's password-protected Agent Self-Service Center and look for the Security Administration section, where you can:

- Register new users
- Maintain organization information
- Revoke user privileges
- View overall security profile
- Assign Web access rights
- Suspend/reactivate users
- Print security forms and documents
- Monitor security changes

How to register a new user

Choose Register New User in the Security Administration section and then enter some information about the person:

- **User ID** – Each person with Website access must have a unique User ID that is 6-15 characters long. It may be any combination of letters or numbers but cannot contain spaces or special characters like "@" and "\$".
- **AKA name** – Allows users to get support from Humana without revealing their password. The AKA name must be different from the User ID. Just like the User ID, it must be 6-15 characters long, with no spaces or special characters.
- **Effective date** – Set a time and date when the user's access starts and ends.

When you set up a new user, the system creates a temporary password automatically. Give that password to the user, along with the User ID and AKA name. When the user logs in the first time, he or she will need to choose a new password.

How to assign functions and Web access rights

Choose Assign Web Access Rights in the Security Administration section and then:

- Select the specific group number for the new user from the drop-down box
- Select the user and the business functions
- Click "save" when you're done – a message will appear indicating that the profile has changed

Forgot your password or User ID?

If you forget your password:

- Click "Forgot User ID/Password?" under the log-in box on our home page
- Select "Forgot my Password"
- Enter your User ID
- Answer the "secret question" you created when you registered
- Once you answer correctly, you'll create a new password

If you forget your User ID:

- Click "Forgot User ID/Password?" under the log-in box on our home page
- Select "Forgot my User ID" (for Agent/Broker only)"
- Enter your Humana Agent Number and other basic verification information
- Once verified, your User ID will appear on screen

If you forgot both items, start with the User ID process, and then move on to your password.



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