

# AGENT TRAINING ON DEMAND

**Effective Monday, August 27, Adroit Health Group (AHG) will launch “Agent Training on Demand.”** This program will ensure that all new agents are trained appropriately on each carrier’s product line before soliciting to any members while maintaining compliance and regulatory standards.

## How to Get Started

Once a new agent completes their appointment paperwork, they will be provided with an “Agent Training on Demand” Welcome email. This email will have all the required core product training and test links for the products that they elect to sell. No training or testing is required for products that are considered ancillary or non-insured products at this time.

After each test, the agent will receive their score immediately. If an agent does not pass the test, they will be prompted to re-test. See samples below.

Pass Mark	80%	% ▲
Feedback	Yes	

Pass Mark & Feedback message are optional ⓘ

Pass Mark:  % ⓘ

Test completed message: Show on pass

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CONGRATULATIONS! YOU'VE PASSED!

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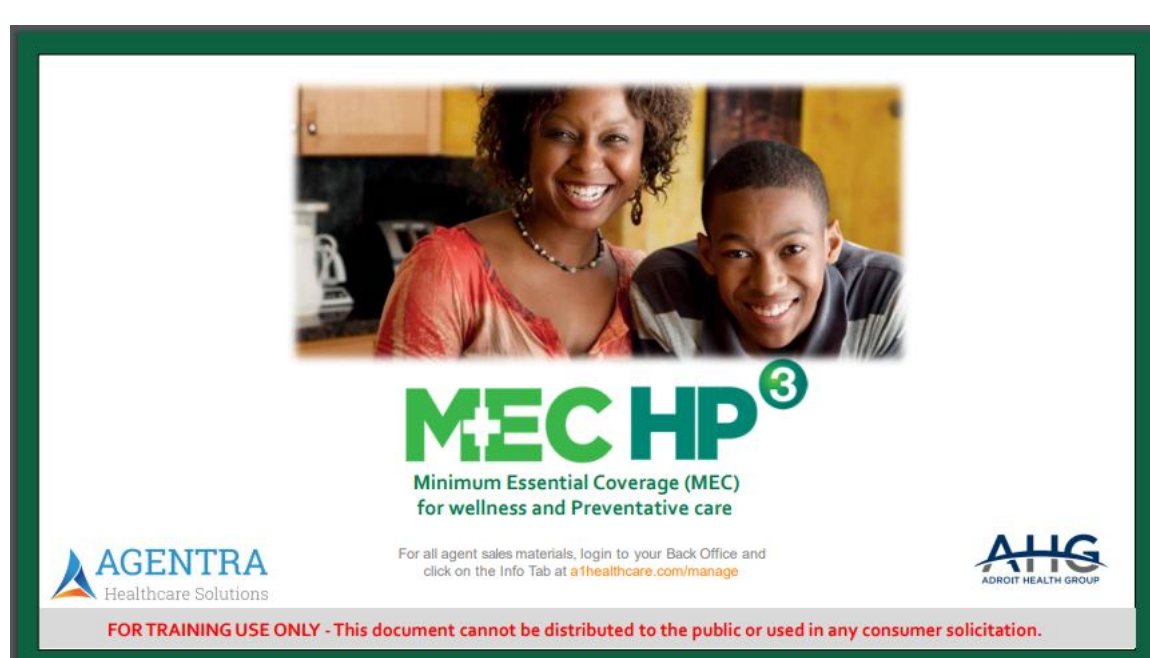
Test completed message: Show on fail

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FAILED. PLEASE RETAKE THE TEST.

## What to Expect

1. In the Agent Training on Demand Welcome email, the agent will select the product webinar link to the training and testing they wish to take. The webinar link will open in a new window and the agent will select the “Download” button to view the PowerPoint presentation. The presentation is a self-running webinar with audio. See sample screen below.



2. To view the webinar, you will need to have Microsoft PowerPoint software installed on your viewing device. If you do NOT have access to MS PowerPoint, please contact [training@adroithealthgroup.com](mailto:training@adroithealthgroup.com) for assistance or other viewing alternatives.
3. Upon passing the test, along with approved appointments from the carrier, the product will then appear on your agent sales link.

If you have any questions about this communication, please contact Agent Services at [agentservices@adroithealthgroup.com](mailto:agentservices@adroithealthgroup.com) or call (800) 319-7061.