If you need an account on Virginia's Insurance Marketplace, please follow these steps: (NOTE: If you attempt to create an account and your email or phone are already in use, there is already an account created for you! Please call 888-687-1502 with your identifying information and request that your account activation link be resent.)

    a. If you are an independent agent, click https://enroll.marketplace.virginia.gov/newagency to create your agency. Using the link here, enter your SSN for the agency EIN and your first and last name in the "business name" field.

        i. Once your agency is established, you can add your agent account to the agency. The account will appear in a "pending" status and the Exchange will be notified. Once the requirements have been verified by the Exchange, the Exchange will update the status to "certified" and you will be ready to assist consumers

    b. If you are an agency manager, click https://enroll.marketplace.virginia.gov/newagency to create your agency.

        i. Once your agency is created, you can add your agents' accounts to your agency. All accounts will appear in a "pending" status and the Exchange will be notified. As the requirements are verified for each agent, the Exchange will update each agent's account to "certified" and the agent will be ready to assist consumers.

    c. If you are an agent that is part of an agency and you need an account, contact your agency manager and have them create an account in the agency for you.

        i. Once your account is created, it will appear in a pending status and the Exchange will be notified. When the Exchange has verified that you have met the requirements, your account status will be updated to "certified", and you will be ready to assist consumers.

    d. **You can refer to instructional videos in the LMS for guidance, or you can call us at 888-687-1502 for assistance.**