



888-687-1502

ExchangeAgents@scc.virginia.gov

Marketplace.Virginia.gov

Most agents with agent accounts in suspended or pending status on the Marketplace platform remain uncertified because they either need to complete training and/or upload their agent agreement to their LMS account profile. The Virginia agent agreement is found at <https://www.scc.virginia.gov/getattachment/0f269a9e-cc4c-451e-a528-7d49dc739d60/2023-24-VAHBE-Agent-Agreement.pdf>. **Please note: we cannot accept an emailed copy of the agreement; it must be signed and uploaded to your LMS account.**

- a. To upload the agent agreement to your LMS account profile, visit <https://marketplacelms.scc.virginia.gov/>:
 - i. Click on your initials in the upper right corner and choose “Account” from the drop-down menu
 - ii. Click on the “Profile” tab
 - iii. Click on the “Edit” link next to the Attachments section and then click on “Choose File”
 - iv. Enter a descriptive name for the file in the “Label” field and then click on the Upload button
 - v. If you have issues uploading your agreement, please contact <https://marketplacelms.eskillzlivsupport.com/support/home>