**Broker Support Unit (BSU) Knowledge Base**

**InnovAge Links**

[Agent Portal Login](https://broker.innovage.com/index.cfm?id=885422): This is where agents can go to access their participant application, application status, commission statements, and resource documentation.

["John Seguro" Participant Application](https://application.innovage.com/order/checkout.cfm?id=895849&pdid=48973): Link to "John Seguro" Participant Application

[InnovAge Back Office](http://broker.innovage.com/manage): The back office will be utilized by the Innovage team on a daily basis. FMOs and Agents may also use the back office but will have limited permissions.

**Portal Links**

**PreContracted |** <https://application.innovage.com/agents/signup.cfm?id=886434&code=boat>

**FMO |** <https://application.innovage.com/agents/signup.cfm?id=886434&code=buffalo>

**Agent |** <https://application.innovage.com/agents/signup.cfm?id=886434&code=sega>

**LOA |** <https://application.innovage.com/agents/signup.cfm?id=886434&code=janet>

**Test Credentials**

**Agent:** User = Test14Test; Password = Test1234!!!

**FMO:** User = FMOTester; Password = Test1234!!

**Password Reset Workaround**

1. Go to [broker.innovage.com/manage](http://broker.innovage.com/manage)
2. Click Forgot My Password.
3. Enter the username and email address you used during the onboarding process, then submit the form.
4. Check your email for the password reset link.
5. Once you’ve reset your password, go to [broker.innovage.com](http://broker.innovage.com/) to log in to the Agent Portal using your new credentials.