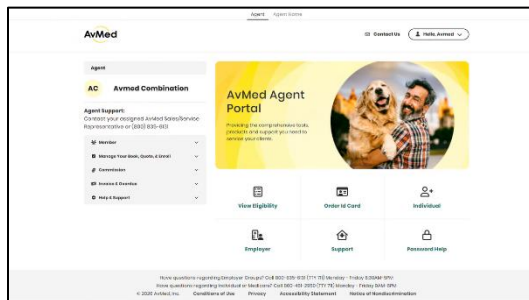


The purpose of this guide is to provide an overview of the tools and functions available on the www.avmed.org agent portal for Agents and Agency Support Staff.

The Agent Portal serves as the central hub for operational tasks such as account management, servicing existing groups, and monitoring compensation-related activity. It contains private, client and group information.

Information and functionality depend on the level of data protection required and the type of action being performed:

1. **Public Access** – Front facing public entry point for Agents, Employers and Members
2. **Secure Access** – Requires a username and password for access and connects Agents to the Agent Portal and the Quoting and Enrollment platforms



Secure Access allows Agents to:

- View member eligibility
- Access links to quoting and enrollment tools
- Track Agent commissions
- Request or order ID cards
- Quote and enroll

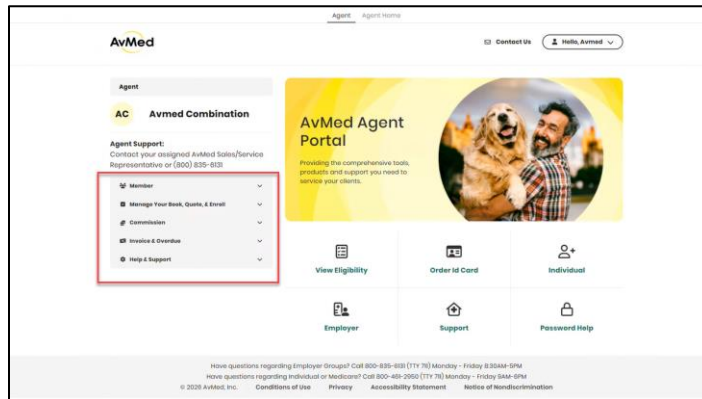
To access the secure Agent Portal, follow the steps below:

1. Go to www.avmed.org
2. Select **Log In/Register**
3. Select **Agents**
4. Enter your **username** and **password**
5. Complete the **Multi-factor authentication (MFA)** using Microsoft Authenticator



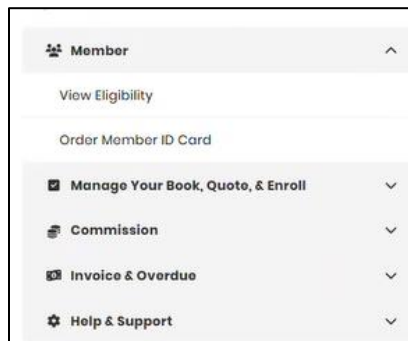
The Agent Portal Home Page

The Agent Portal home page displays after the secure login process has been completed. It contains private client and group information.



Navigation Menu and Section Details

The Navigation menu on the left side of the screen provides access to different tools and tasks on the portal. The Menu Sections expand and collapse by clicking the arrow.

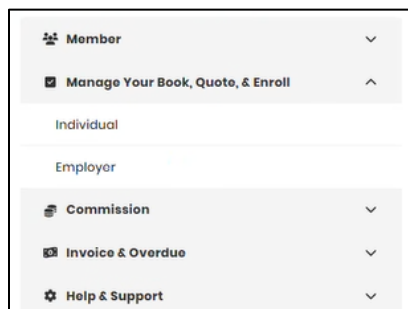


Member

Quickly access and manage member-level information:

View Eligibility – Instantly review member eligibility details

Order Member ID Cards – Request replacement or additional ID cards for members

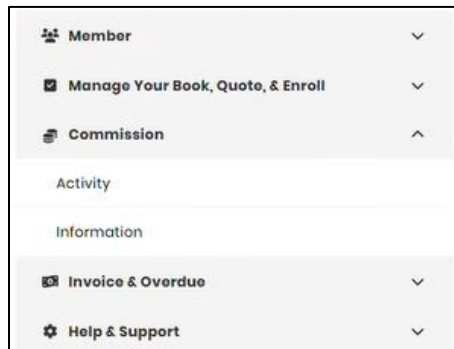


Manage Your Book, Quote, & Enroll

Manage the full lifecycle of your client accounts:

Individual - Manage new and renewing individual quotes

Employer – Connects to the Commercial Employer Quoting and e3 Web Enrollment Platform

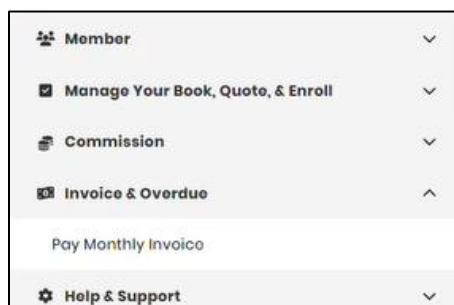


Commission

Easily monitor earnings and performance:

Activity – Access commission statements, history, and activity reports

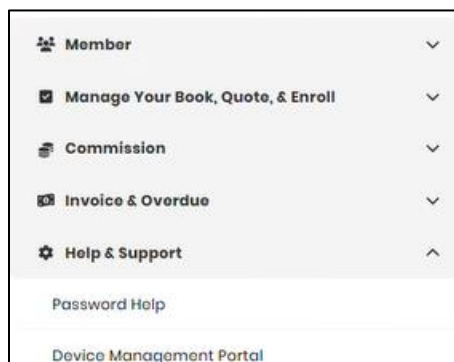
Information – Provides information about AvMed's incentive programs



Invoice & Overdue

Track billing and payment activity:

Past Monthly Invoice – Monitor outstanding or overdue payment

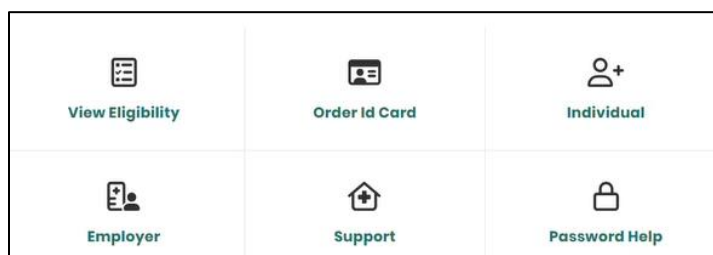


Help & Support

Get assistance when you need it:

Password Help – Reset or manage your login credentials

Device Management Portal – Manage devices associated with your account



Quick Access Tiles

Use homepage tiles for fast navigation to commonly used tools. The same functionality is available as on the Navigation Menu.

Need Assistance?

For help with the **AvMed Agent Portal** or related inquiries, contact:

AvMed Sales or Service Representative

 Phone: **(800) 835-6131**

Microsoft Authenticator Support

 Phone: 757-857-8190 or 855-306-2252 (Option 6)

Agent User Guides and Training Support

Email: TheLearningHub@sentara.com

 Please take a moment to **enroll in Password Management** using the link available on the website.