

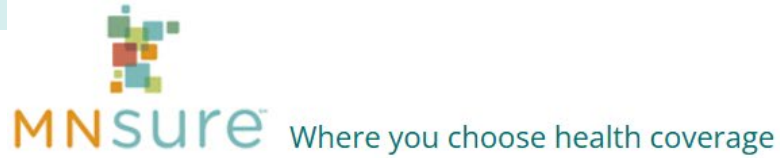



Broker Statewide Webinar July 9, 2026, 12:00 p.m.


The webinar is not being recorded, but this PowerPoint will be available on available on Assister Central.

During the webinar, please use the “chat” feature to submit questions.

MN-EES is Live on MNsure.org



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Quick Links



Health insurance for Minnesota, by Minnesota

We're Minnesota's official health insurance marketplace. MNsure is the only place you can apply for financial help to lower the cost of your monthly insurance premiums and out-of-pocket costs. Shop and compare plans for the whole family.

What are you eligible for?

Tell us a little about yourself and get a quick estimate. See if you may qualify for free- or lower-cost health insurance.

[Get an estimate](#) 

Renew or update coverage

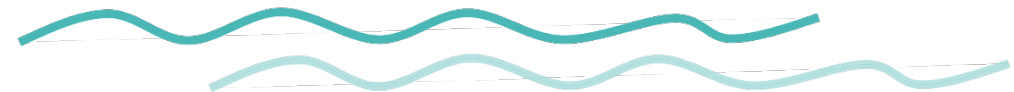
Minnesota has two systems for health care coverage. Find out which one works best for you.

[Manage coverage](#) 

Consumer Account Activation



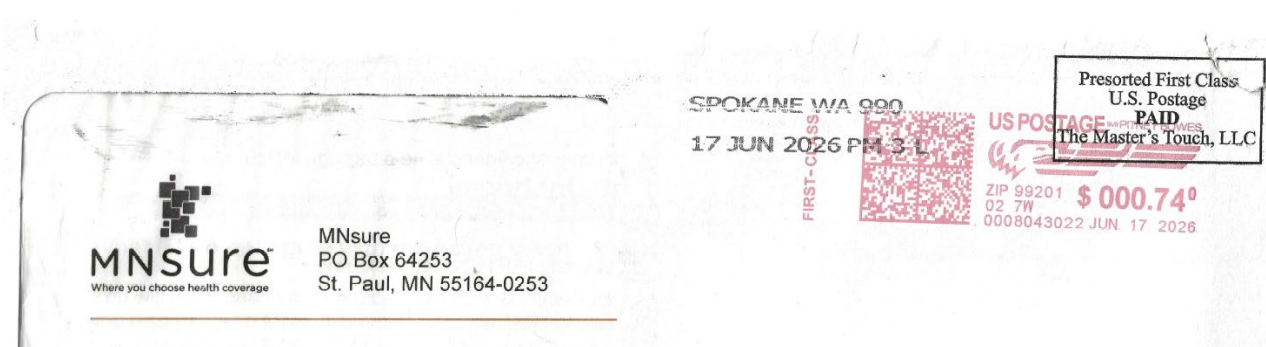
- Consumers migrated from METS:
 - If a consumer has a valid email, they received an account activation email on July 1.
 - If there was not a valid email, MNSure will mail them a notice with instructions for activating their account. MNSure started mailing notices this week.
- To support your clients: Export your book of business to see all consumer contact information.
 - If there is an email address, that is where their activation information was sent.
 - If there is no email address, the consumer will receive the activation information by mail.



Recognizing Valid Notices from MNsure



- To confirm information came from MNsure:
 - Emails will always come from noreply@system.mnsure.org.
 - The subject will be “Activate your new MNsure account” or “Claim your new MNsure account.”
 - Any activation links will always start with <https://enroll.mnsure.org...>
 - Or the consumer will be directed to enter a unique Access Code at this website: <https://enroll.mnsure.org/hix/accessCode>.
 - Notice envelopes have MNsure’s logo, but will be postmarked from Spokane, Washington.



Activating Your MNsure Portal



- Broker and agency manager accounts were set up during the migration process.
- Account activation emails come from noreply@system.mnsure.org.
- Click on the link to begin activating your account. **Be prepared to complete the process in one sitting. You cannot reuse the link.**

noreply@system.mnsure.org
Activate your new MNsure account
You don't often get email from

Tue 12:09 PM

Date: June 30, 2026

Re: Activate your new MNsure account

Dear Christina Wessel,

Welcome!

A MNsure account has been created for you. Activate your account at

<https://enroll.mnsure.org/hix/account/user/activation/cb7d2521368943ffa4790bf7443b452c>

This is a one-time login. It will expire in 9 day(s).

Thank you,
MNsure

Migration Exceptions



- The following individuals were not included in the migration process:
 - All support staff, even if they were certified.
 - Brokers who were certified after June 5.
- Agency managers will need to create a MNsure portal account for all support staff and new brokers.
- MNsure will review new broker and support staff accounts and activate them once the following is confirmed:
 - They are actively certified.
 - They have completed the 2026-27 MNsure Assister Data Privacy, Security, Accessibility and Compliance course in the MNsure Learning Center.
 - There is currently a very high volume of activity, so we appreciate your patience!

Troubleshooting the Email



- I didn't get an email.
 - Check your junk/spam folder for a message from noreply@system.mnsure.org. Be sure to add this email to your safe senders list.
 - Have you completed the required training? We are monitoring training completions and manually triggering the activation email when we confirm your completion.
 - If you have checked your spam folder and confirmed your training requirement is completed, contact the Broker Service Line to confirm we have the correct email address and request a new activation email.
- My activation email says it is expired.
 - Contact the Broker Service Line to request a new activation email.

Verifying Your Identity



- When you click the link, a one-time verification code is texted to your phone. You can request to get a phone call with the code, but some partners report it is difficult to hear.
- Enter the 8-digit number you receive and click “Verify”.

Your information

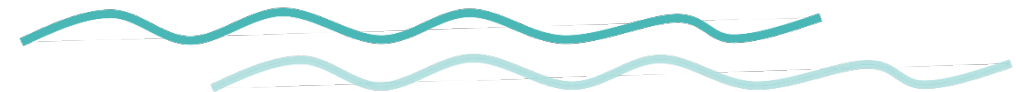
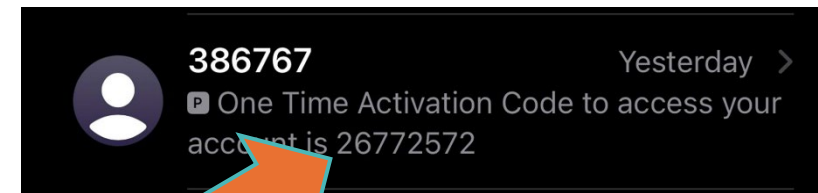
MNSure Customer Support Staff has provided the following phone numbers for you:

(***).***.███

In order to verify your identity, we will send you a verification code to the selected number, using a voice call or text message

This is not my phone number

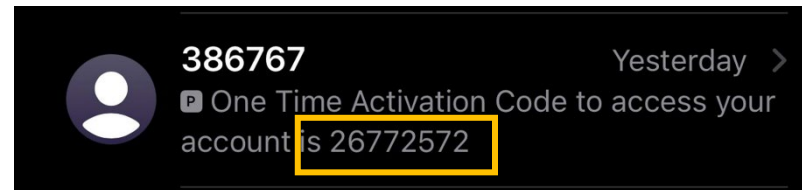
Verification Code



Troubleshooting the Verification Code



- I need to change the phone number.
 - Contact the Broker Service Line with the phone number where you would like to receive the code. We will update the number and send a new activation link by email.
- The code doesn't work.
 - Make sure you are entering an 8-digit code in the text message.



Setting Up Your Account



- Once you have verified your identity with the access code, you will need to set up your account.
- You can update your phone number to another phone number. **This phone number will be visible to consumers.** Now that you've activated your account, this does not need to be an SMS-enabled phone number.
- You will set up a security question and a password for your account.

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

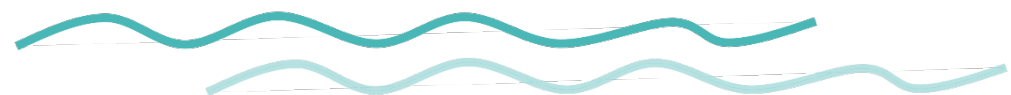
Phone Number *

Security Question

Security Question *

Security Answer *

Set Password



Logging In For the First Time



- After you set up your account, you will be taken back to a “Login” screen to log in for the first time.
- Enter your username (email address) and password to log in.

A screenshot of the MNSure login interface. The title "Login" is at the top left. Below it are two input fields: "Email Address" and "Password". The "Password" field has a small eye icon on the right. Below the fields is a checkbox labeled "Remember Me". A large teal button labeled "Login" is centered below the checkbox. At the bottom, there are two links: "Forgot password?" and "Trying to get covered? Register Now".

Login

Email Address

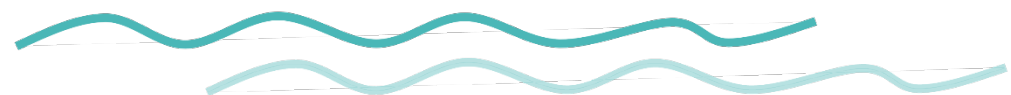
Password

Remember Me

Login

[Forgot password?](#)

[Trying to get covered? Register Now](#)





Multi-Factor Authentication



- During your first log-in, you will be prompted to set up multi-factor authentication (MFA).
- You have two options for MFA.
 - A mobile app (like Google or Microsoft authenticator)
 - A physical security key (like a YubiKey)

Set up multi-factor authentication

To help keep your account secure, you must set up multi-factor authentication before you can log in to your account. Select an option below to continue your set up:

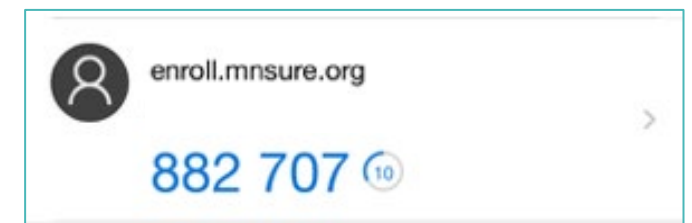
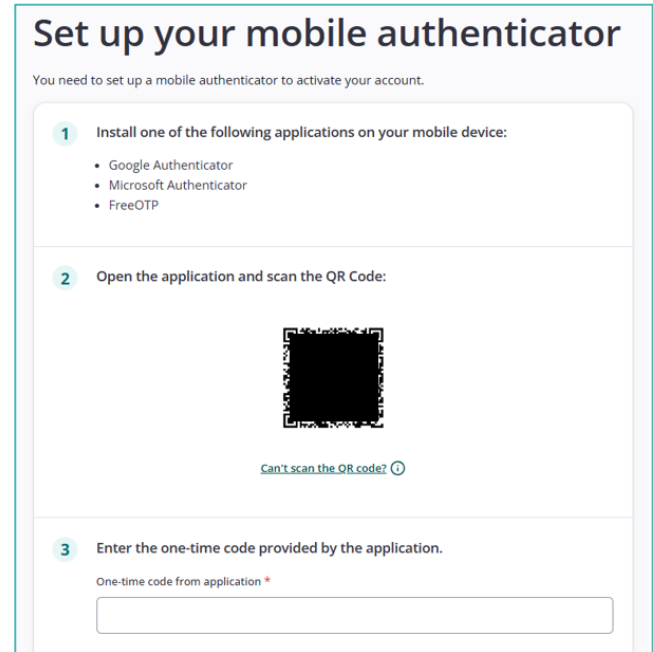
-  **Use an authenticator mobile app (more convenient)**
Sign in using a mobile app like Google Authenticator or Microsoft Authenticator.
-  **Use a physical security key (more secure)**
Sign in using a physical security key (such as YubiKey) that you plug into your device.

[Continue →](#)

Setting Up MFA



- We recommend downloading Microsoft authenticator.
- Open the authenticator app on your phone and **use the app to scan the QR code** that appears on the screen.
- This will create a new account for “enroll.mnsure.org” in your authenticator app.
- Both Microsoft and Google will generate a six-digit code that refreshes every 30 seconds.
- Enter the one-time code to complete the MFA set-up process. **Do not enter any spaces – just the numbers.**



Logging in Going Forward



Bookmark this link and ALWAYS log in to your MNSure portal starting from here:

<https://enroll.mnsure.org/hix/>

Connecting Minnesotans to health coverage.

MNSure is the only place that you can apply for financial help to lower the cost of your monthly premiums and out-of-pocket costs for health insurance.

LET'S GET STARTED



Browse for health & dental plans

Compare plans and find out how much insurance may cost.



Register with access code

Use your access code to register for a new account.



Log in to existing account

If you already have an account, log in here.

Multi-Factor Authentication



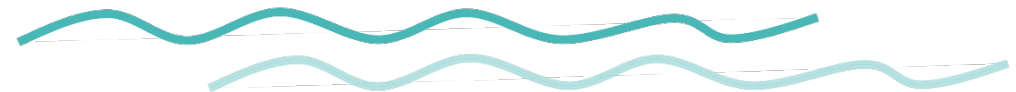
- Multi-factor authentication is required every time you log in to your MNSure portal.
- After entering your username (email) and password, you will be prompted to enter a unique code.
- Open the authenticator app and enter the six-digit code that appears.
- If you unintentionally delete the account for “enroll.mnsure.org” in your authenticator app, contact the Broker Service Line to request to have your MFA reset.

A screenshot of the MNSure login interface. At the top left is the MNSure logo and tagline. To the right is a user profile icon and a hamburger menu icon. The main heading is 'Login'. Below it is a text prompt: 'Enter the code generated on your multi-factor authentication app'. Underneath is a white input field with a thin border. At the bottom is a dark teal button with the text 'Sign In' in white.

Broker Primary Phone Number



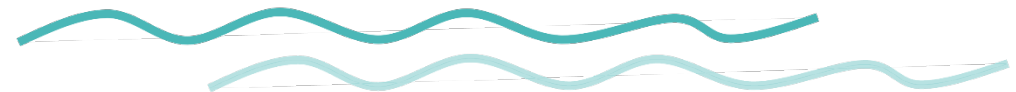
- MNsure is aware that the broker SMS-enabled phone number has been shared with their associated clients in notices and in the consumer's dashboard.
- This was immediately prioritized as a critical issue and MNsure is working with the vendor to address the situation as quickly as possible.
 - As of July 7, new consumer notices that are generated only display the broker's name.
 - We are working to deploy a permanent fix to change the information displayed on the consumer's dashboard.
- Note: Consumer account activation notices that are being mailed this week were generated prior to discovering the issue and will still include the broker's SMS-enabled phone number.



Update Your Phone Number



- You can change the phone number visible to the consumer in their dashboard.
- From a broker's record, edit the "Broker Information" section to change the Primary Phone Number from a private number to your preferred consumer-facing contact phone number.
- Once a broker has activated their account, an SMS-enabled phone number is no longer required.
 - Note that if the new number cannot receive text messages, a texted code will no longer work for self-service password resets. However, there are other options for password resets.
 - If you cannot update this number, contact the Broker Service Line for assistance.



MNsure Portal Dashboard - Brokers



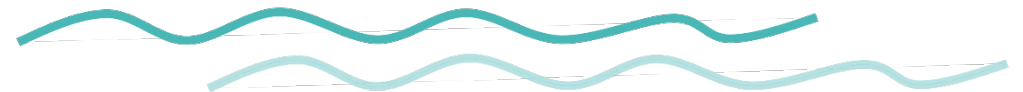
- After logging in and completing multi-factor authentication, you will land on your MNsure portal dashboard.
- Refer to “Assister Resources” on Assister Central for information on navigating your portal:
 - MNsure Portal for Brokers (PDF)
 - MN-EES Instructional Videos

The screenshot displays the MNsure Portal Dashboard for Brokers. At the top, the MNsure logo and tagline "Where you choose health coverage" are visible. The navigation bar includes "Home", "Individuals", and "My Information". A "Quick Links" sidebar on the left contains the following items: "Pending Authorization Requests", "My Profile", "My Assister History", "My Tickets", and "Search Existing Consumers". The main content area features an "Enrollment Dashboard" with two cards showing "0 Total Enrollments in 2026" and "0 Total Enrollments in 2025". A message at the bottom states "No new enrollments during this period".

Checking Your Book of Business



- During the transition, your book of business was migrated from METS to MN-EES.
- Clients that were previously manual AORs should now appear in your online book of business.
- Missing clients?
 - Consumers whose application had been closed in METS (and had no eligibility) or consumers who were only eligible for public programs were **not migrated**. They will need to create a new MNSure account to associate with you.
 - If you associated with a client in METS after June 5, they were not included in the migration file. MNSure will be working to update those associations. If you need immediate assistance with viewing a consumer's account, please contact the Broker Service Line for assistance.



MNsure Portal Dashboard - Manager



- Brokers with a manager portal role will first land on their manager dashboard.
- Managers will have more options in the top menu bar.

The screenshot displays the MNsure Manager Portal Dashboard. At the top, the MNsure logo and tagline 'Where you choose health coverage' are visible. A navigation bar contains several menu items: 'Brokers', 'Broker Support Staff', 'Agency Authorizations', 'Agency Account', 'My Authorizations', and 'My Broker Profile'. The 'Brokers' menu item is highlighted with an orange box. Below the navigation bar, there is a 'Refine Results By' section with a 'Reset All' link. This section includes input fields for 'First Name' and 'Last Name', radio buttons for 'Broker Status' (Active and Inactive), and a dropdown menu for 'Registration Status'. To the right of the filter section is a table with the following columns: 'Broker Name', 'Active/Inactive', 'Consumers', 'NPN', and 'Registration Status'. The table contains four rows of data:

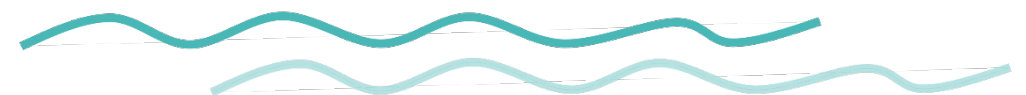
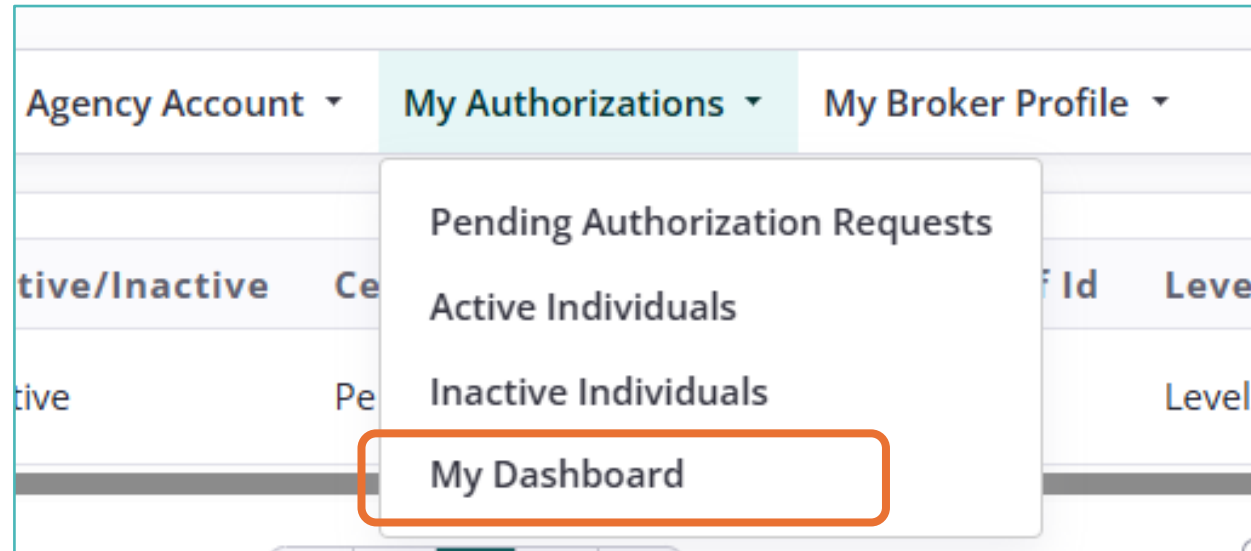
Broker Name	Active/Inactive	Consumers	NPN	Registration Status
Timothy Chalks	Active	0	8781345144	Pending
Petra Jones	Active	0	9813441331	Incomplete
Jackson Pollock	Active	1	5553335	Certified
Farris Jackson	Active	0	5131255133	Certified

Below the table, it indicates 'Showing 1-4 of 4 items' and includes a pagination control showing page 1 of 1. A 'Rows' dropdown menu is set to 10.

Manager Portal – Personal Dashboard



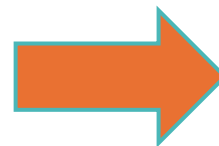
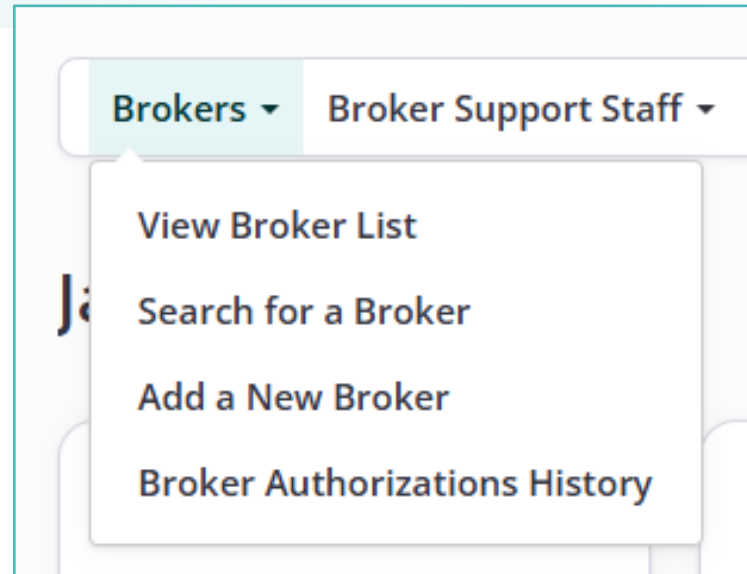
- Managers can view their personal broker dashboard by selecting “My Dashboard” from the “My Authorizations” drop down menu.
- From their personal dashboard, they can see their own book of business and act on behalf of consumers.



Manager Portal – Broker Staff



- From the “Brokers” dropdown managers can view all brokers associated with their agency:
 - Update status, contact information and directory information for brokers.
 - Create portal accounts for new brokers.
- The manager role can also promote other brokers at the agency to a manager role by editing their “Broker Information”.

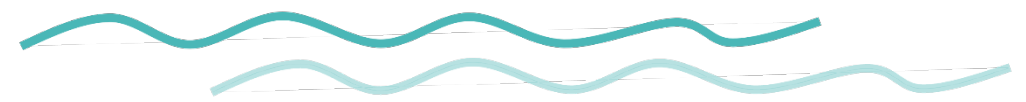
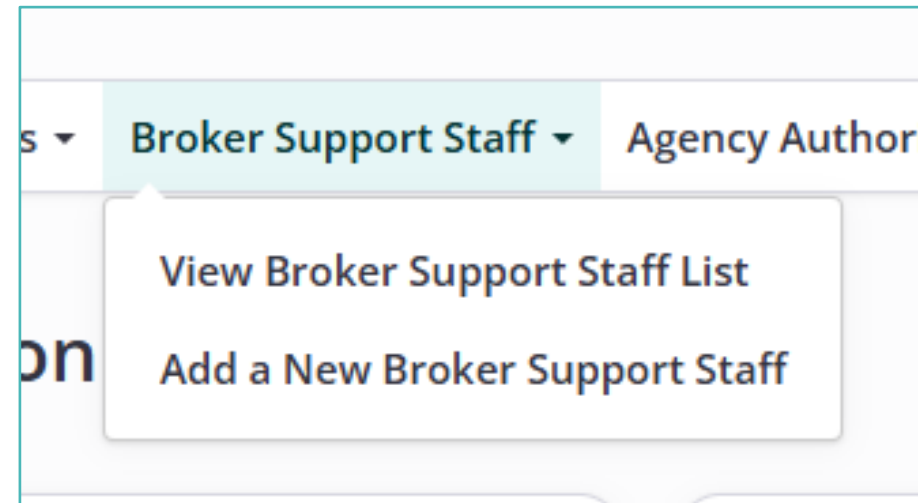


Agency Name	Farris Agency LLC
Identification Number (EIN)	-
External Broker ID	-
Role	Broker <input type="button" value="Change Role"/>
Captive Broker	No

Manager Portal – Support Staff



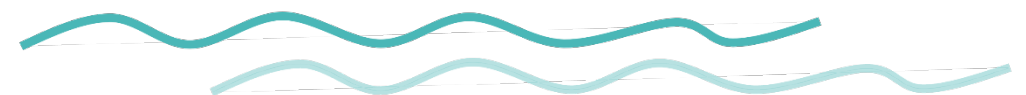
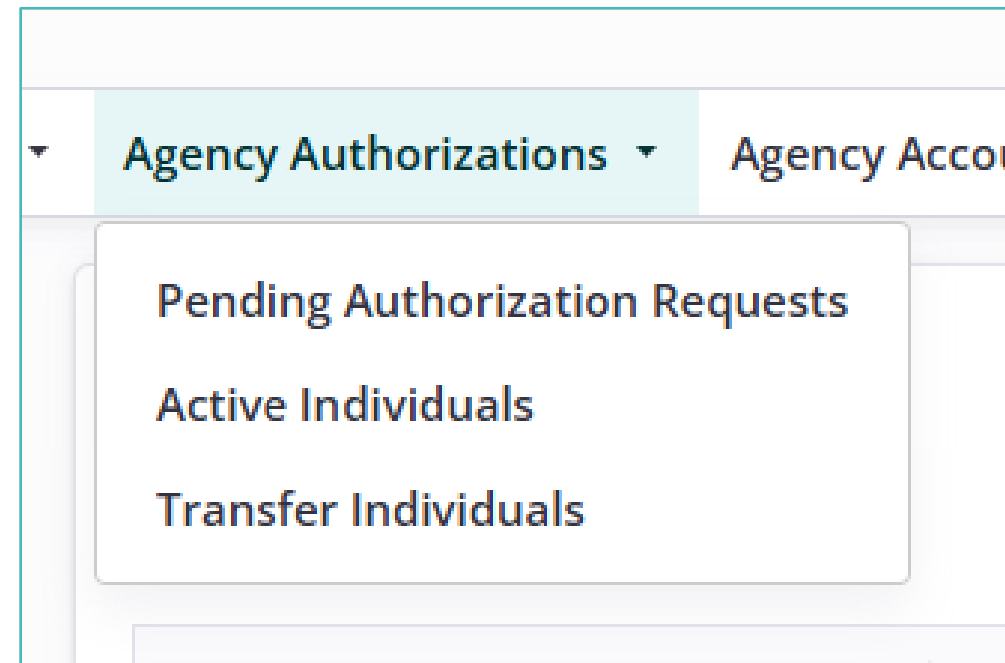
- From the “Broker Support Staff” dropdown the manager can view all support staff associated with the agency:
 - Update status and contact information.
 - Create portal accounts for new support staff.



Manager Portal – Agency Book of Business



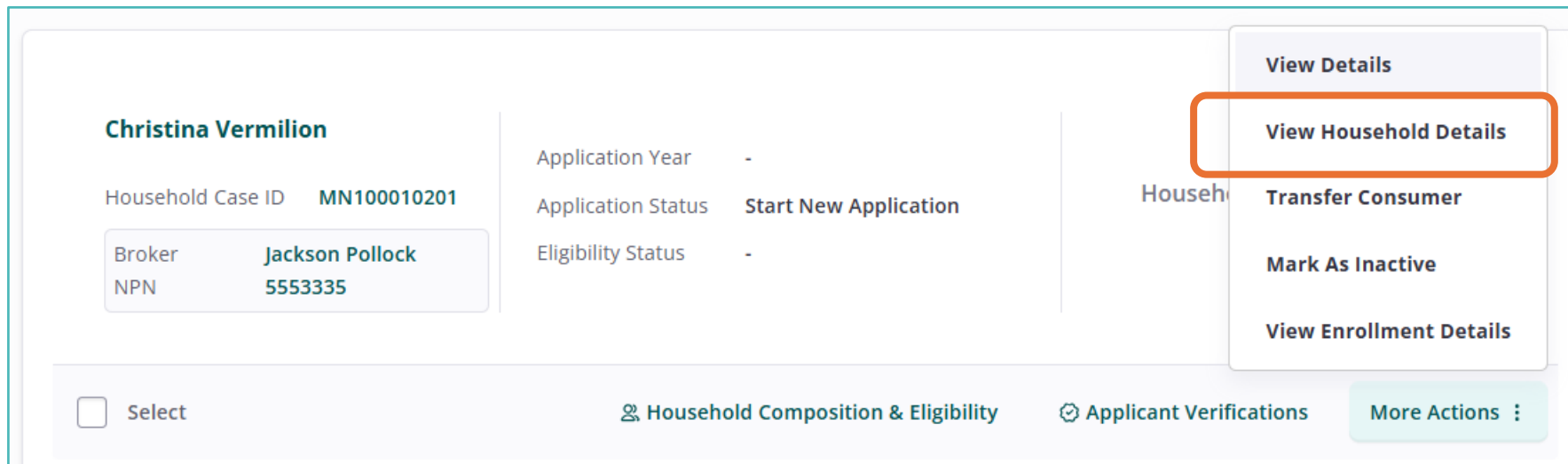
- Manage the agency’s full book of business from the “Agency Authorizations” dropdown:
 - Accept pending authorizations on behalf of brokers.
 - View all “Active Individuals” associated with the agency.
 - Transfer an individual or a book of business between brokers at the agency.



Manager Portal – Helping Consumers



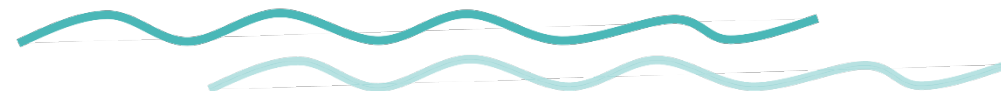
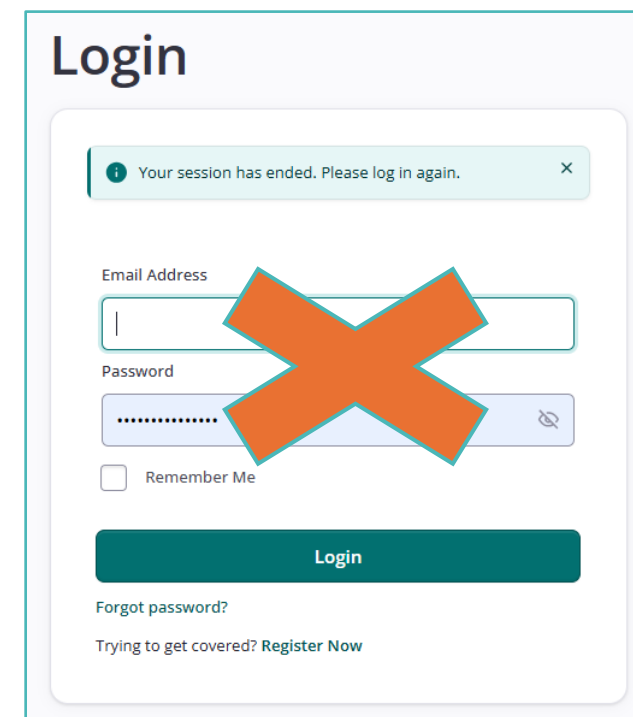
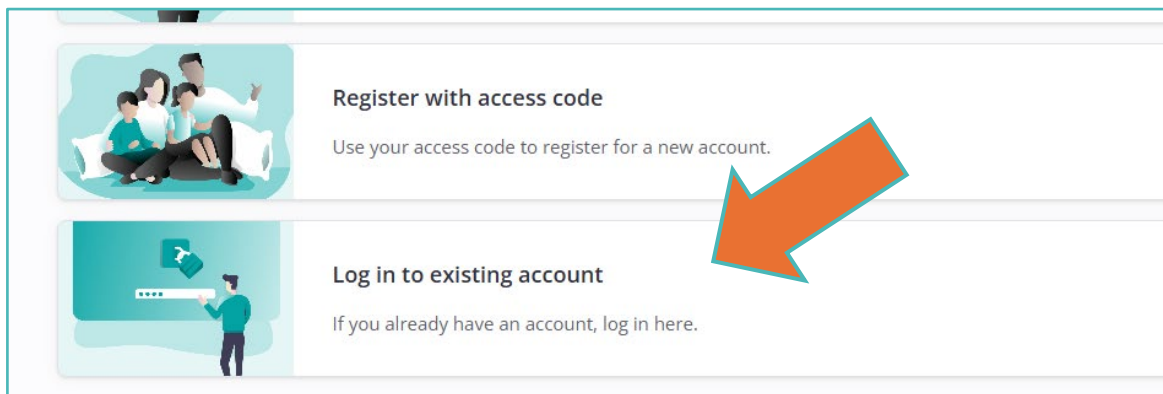
- By selecting “Active Individuals” under Agency Authorizations, a manager can see the agency’s full book of business.
- Agency managers can help any client associated with the agency by selecting “More Actions” in the client’s record and then “View Household Details” to enter the consumer’s individual view and act on their behalf.



Something Seems Wrong...



- If you experience an error message, or during a portal session information stops displaying as expected:
 - Log out of the portal.
 - Do not log in again from where it says “Your session has ended. Please Log in again.”
 - Return to <https://enroll.mnsure.org/hix> and click on “Log in to existing account” to log in again.
 - You may also need to clear your cache and cookies.



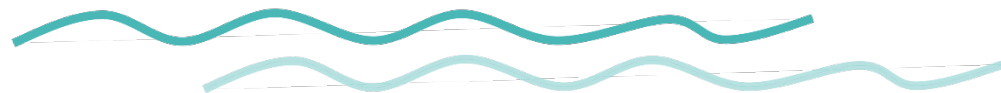
Getting System Emails



- E-mail messages from the MNSure system (MN-EES) will come from:

noreply@system.mnsure.org

- We strongly advise partners immediately add this email to “known email” rules to avoid important communications going to junk/spam folders.
- Emails to consumers will come from the same address, so have consumers check junk/spam folders for emails if necessary.



Tips: Uploading Verifications



- When uploading verifications for special enrollments periods or other circumstances, combine all supporting documents into one PDF before uploading.
- This keeps the verification documents together and reduces that chance that something is missed during review.
- If the upload does not include sufficient supporting documentation, the Broker Service Line may need to take additional actions before more documents can be uploaded.

● Non-ESI Minimum Essential Coverage ● (Not Verified) - Action needed by 09/02/2026

We could not verify Pam Soil's health coverage or enrollment status from Children's Health Insurance Program, Medicaid, Peace Corps, Medicare, Veterans Affairs (VA) Health Care Program, TRICARE or other Public Programs. Your application on MNSure indicated that Pam Soil does not have coverage from any non-employer sponsored sources. If this is incorrect, correct it and resubmit your application by 09/02/2026. If this is correct, upload supporting Verification Documents here by 09/02/2026.

[Click here](#) to see the document uploaded using QR Code.

Select Document Type*

Choose Document to Upload* OR

Tip: Checking Application Information



- If you need to review information that was included on a consumer’s application, the best path is to view the **Application Summary**.
- “Editing” the application may move the application back to “Resume Application” status. When this happens, the consumer or broker will need to complete and submit the application again before any other steps can be taken.
- Brokers should only “resume” or “edit” an application when the consumer needs to update or correct the application.

Overview

Your Application Status (Your Case ID is MN100030639)

2026 Application For 1 member Complete [View Application](#)

Application Status	Primary Contact	Date Created
COMPLETED	New Consumer	Nov 2, 2026, 8:23:08 AM
Coverage Year	Case ID	Last Updated
2026	MN100030639	Nov 2, 2026, 8:25:47 AM
Type	Max Household APTC	Cost Sharing Reductions
Initial Application	\$249.72 per month	Not Eligible

To view your next steps, please return to your dashboard

[Go to Dashboard](#)

Actions you can take for this application

[Cancel Application](#) [View Eligibility](#) [Verifications & Documents](#) [View & Print Application Summary](#)

Tip: Searching the Application Summary



- Instead of scrolling, you can find a specific piece of information in the application summary:
 - Open the application summary.
 - Use “Ctrl F” or “Command F” (depending on your operating system).
 - Type in a key word to jump to a specific spot in the summary to check what information was entered on the application.

Application Status COMPLETED	Primary Contact New Consumer	Date Created Nov 2, 2026, 8:23:08 AM
Coverage Year 2026	Case ID MN100030639	Last Updated Nov 2, 2026, 8:25:47 AM
Type Initial Application		Max Household APTC \$249.72 per month
		Cost Sharing Reductions Not Eligible

To view your next steps, please return to your dashboard

[Go to Dashboard](#)

Actions you can take for this application

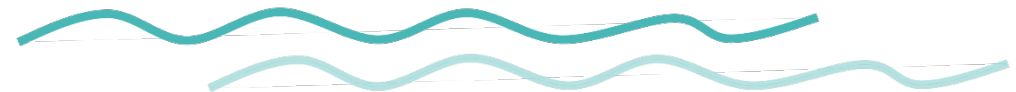
[Cancel Application](#) [View Eligibility](#) [Verifications & Documents](#)

[View & Print Application Summary](#)

MN-EES Resources



- Visit Assister Central (www.mnsure.org/assister-central/) and select “Assister Resources” for additional information on MN-EES.
- Review the MNsure Portal for Brokers training PowerPoint for more details on how to use your portal to help consumers.
- Check out quick instructional videos to help orient you to MN-EES and how to complete some tasks.



What are your questions?

