

# Certification Program Overview

## 2023-24 Broker Staff/ Administrative Staff



### OBJECTIVE

This program provides basic information for those who assist a Broker or agency (but are not licensed). This curriculum includes an overview of the Marketplace, Colorado Connect, Broker Portal management and our required compliance training.

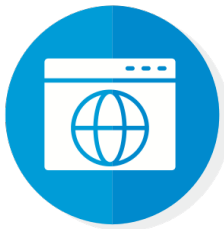
### REQUIREMENTS FOR CERTIFICATION

The following are required for certification:



Completion of the Connect for Health Colorado online certification coursework

### HOW TO GET CERTIFIED IN 3 STEPS



**1**

Create or log in to your [C4U](#) account



**2**

Complete all assigned online courses/quizzes in [C4U](#)



**3**

Access and download [certificate of completion](#)

## HOW TO LOG INTO THE C4U



1. Go to <https://c4hco.csod.com/>
2. Login with your credentials if you are a returning user or if new, select [Create a new account](#)
  - Follow the instructions found at the top of the form carefully
  - If you are unsure on your Position/Role, be sure to check “Explanation of Position or Roles” document

3. Next, you will define a security question before being logged into the C4U



**If you are new to C4U**, please be sure to select the “[New? Start here](#)” button found on the Welcome screen to learn how to navigate our portal



**To learn more about the Broker Staff/Administrative Staff Certification Program** and how to complete the program, check the “[Certification Programs](#)” page



Once you are registered and logged in, the appropriate curriculum can be found on your [Transcript](#). If you do not see your coursework or if you are assigned incorrect coursework, send an email to [TrainingSupport@c4hco.com](mailto:TrainingSupport@c4hco.com) requesting the appropriate curriculum (during business hours, Monday-Friday 9:00 AM-5:00 PM MST). Any requests after business hours will be processed no later than the beginning of the following business day.

## REQUIRED ONLINE CLASSES



The **Broker Staff/Administrative Staff training** is about **7** training hours



The **course description** for each training can be found on our [website](#) and in [C4U](#)

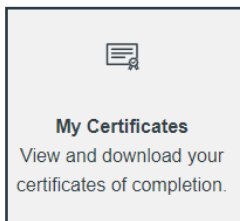
## NEXT STEPS



Once you have completed your certification, you can download your certificate of completion from [C4U](#).

How to download your certificate:

1. Select the **"My Certificates"** icon on the Welcome page



2. Select the **"View Certificate"** button next to the completed curricula to download the certificate

## SETTING UP YOUR BROKER PORTAL



**Broker Staff/Administrative Staff** will then reach out to their primary Broker to invite them to join the agency in the Broker Portal