

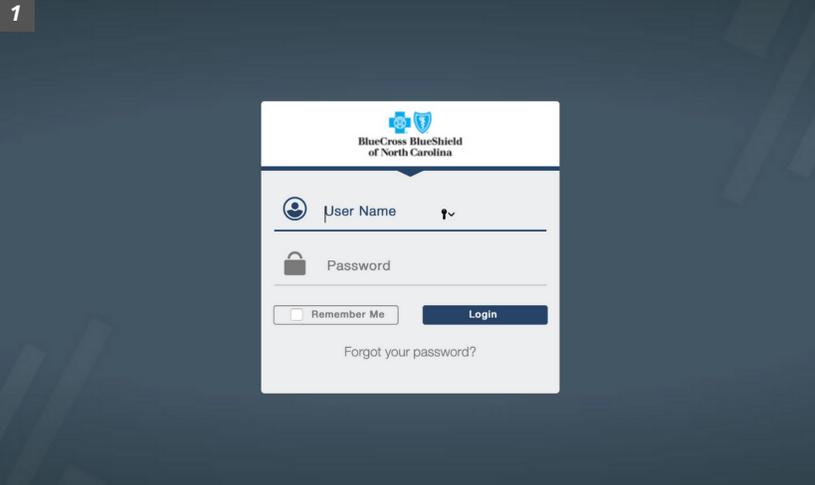
# ✓ HOW TO CERTIFY

# BCBS OF NORTH CAROLINA

## Directions

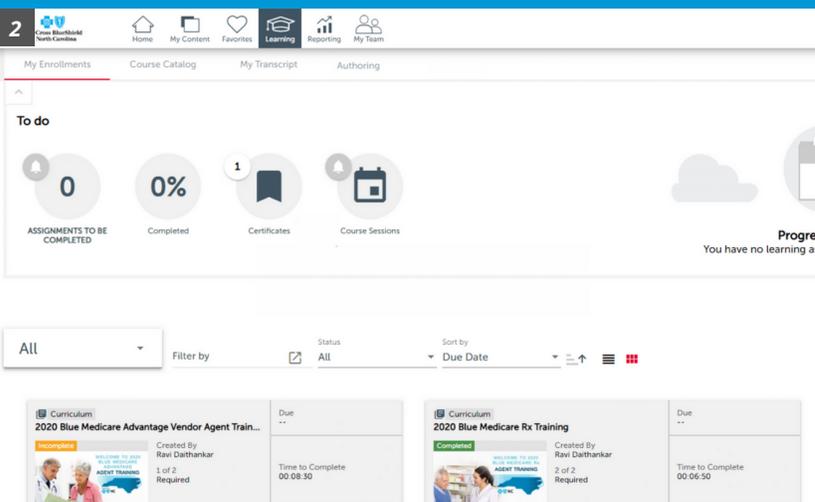
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### EXAMPLE OF NORTH CAROLINA CERTIFICATION



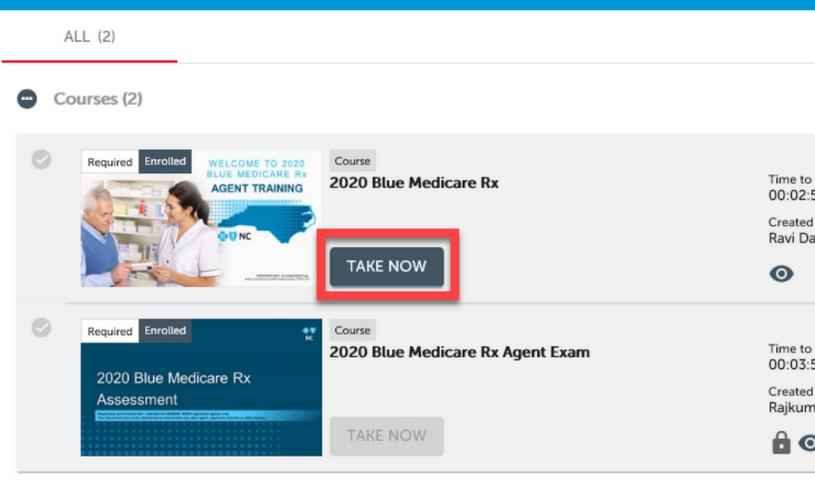
#### STEP 1:

- Log into the [BlueCross BlueShield of North Carolina](#) agent training on Brainshark.
- Your User Name will be your NPN and your password will be "password" the first time you log in every year.



#### STEP 2:

- On the home page, you should see your required training courses under the **Learning** tab.
- To complete certification, you will need to complete the following courses and exams:
  - **2020 Blue Medicare RX Training**
  - **2020 Blue Medicare Advantage Training**

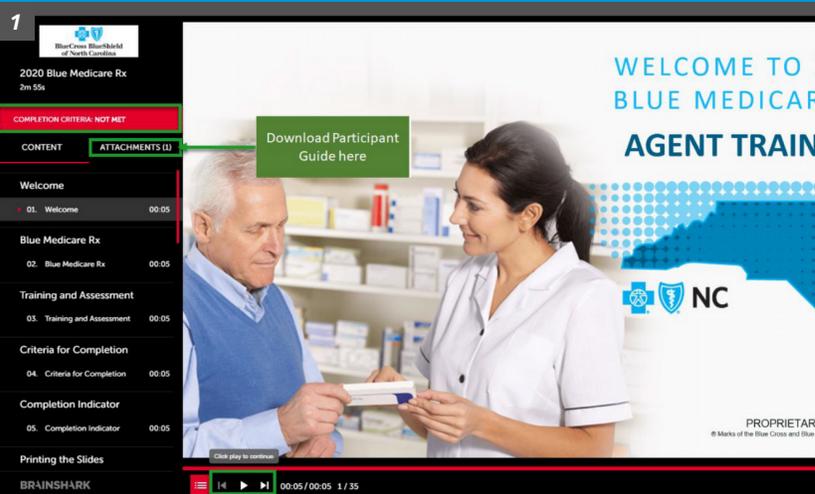


#### STEP 3:

- Go into one of the require trainings and begin the course by clicking **Take Now**.

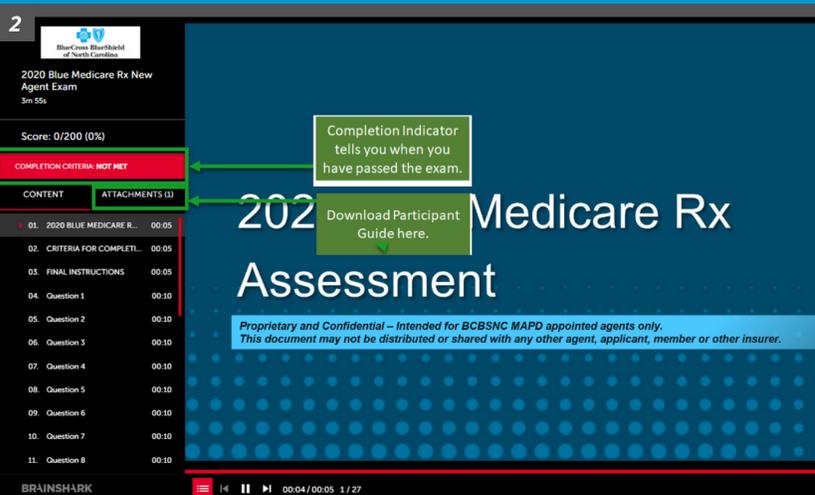
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#### STEP 4:

- Using the play button, watch through all of the slides in the course.
- When you are finished, return to the training and select the associated assessment.
- Click **Take Now**.



#### STEP 5:

- The exams require a score of 85% to pass, and you are given two attempts.
- The exam is not timed. But after an hour of inactivity, you will be timed out. This incomplete attempt will be counted as one of your two attempts.
- Your complete licenses can be viewed, printed or downloaded on your **Learning** homepage.