

NYSOH Broker Certification - Step 2: Identity Proofing and Licensing

All NYSOH brokers must pass identity proofing and a Department of Financial Services (DFS) license check as part of their broker account set up. Identity Proofing is done based on *personal* information entered. License verification is completed in real time with the Department of Financial Services (DFS).

1. Once an NY.Gov ID is set, log in to <https://nystateofhealth.ny.gov>. Click **Brokers** in the upper right-hand corner.



2. On the Broker Portal sign-on page, click the **Broker Sign In** button with the newly created NY.Gov ID.

A screenshot of the NYSOH Broker Portal sign-on page. The page features a header with 'Live Help', 'Support & Resources', and 'Language Support'. The main navigation menu includes 'Individuals & Families', 'Employers', 'Home Care', 'Assistors', 'Brokers', and 'SIGN IN'. The 'Brokers' link is highlighted in a red box. Below the navigation is a large image of a woman in a purple lab coat. To the right of the image is the heading 'Brokers' and a paragraph of text. Below this is a white box with the heading 'Interested in becoming a Broker certified to sell on the NY State of Health Marketplace?' and a paragraph of text. Below the white box are three buttons: 'BROKER SIGN IN' (highlighted in a red box), 'REGISTER BROKER ACCOUNT', and 'BROKER TOOLKIT'. At the bottom of the page are three numbered steps: 1. Create an Account, 2. Verify Your NYS License, and 3. Complete Certification Training.

3. On the *Account Setup* tab, check the **attestation box** and enter the digits from your NYS License Number. Click **Next**.

New Account

1. Account Setup > 2. Verification > 3. NYS License > 4. Agreement > 5. Certification > 6. Setup Profile

New York State License

Duplicate License Check

Please begin by entering your NY State Department of Financial Services Broker or Agent License Number.
Please only enter the numerical portion of your license (Do not include LA-, LB-, etc.).

I attest that I am duly licensed by the NYS Department of Financial Services to sell Health Insurance in NYS.

State License Number (e.g.: 123456):

4. Next, the *Account Setup* screen will display information carried over from NY.Gov. Complete **all** fields on the screen for Identity Proofing purposes. The Agreements at the bottom of the page must also be reviewed and attested. Click the blue link ([Terms of Service](#), [General Privacy Attestation](#)) for each to open in separate windows. Both can be downloaded and/or printed. Click the **checkbox** to attest that they have been reviewed. Click **Next** once complete.

New Account

1. Account Setup > 2. Verification > 3. NYS License > 4. Agreement > 5. Certification > 6. Setup Profile

Account Setup

Instructions: Please provide the following information and communication preferences so we may verify your identity and set up your account. If you have any questions please feel free to call customer service at 1-855-355-5777 or email us directly at: NYSOHbrokersupport@health.ny.gov.

Account Holder <i>As displayed on your Government ID</i>	Personal Info <i>For Identity Proofing</i>
First Name: Alex *	Sex: <input checked="" type="radio"/> Male <input type="radio"/> Female
Middle Name: *	Date of Birth: 10 / 22 / 1982 *
Last Name: Brokerton *	Social Security Number: *** ** 1982 *
Suffix: --Select	Confirm SSN: *** ** 1982 *

Contact Info	Legal Residence <i>As displayed on your Government ID</i>
E-mail Address: example.123456@outlook.com *	Address Line 1: 77 Frasers Ridge *
Primary Phone Number: 518 555 2132 X Cell *	Address Line 2: Address Line 2
Preferred Phone Number: Cell * Add Another Number	City: Charlton *
	Zip: 12019 * State: NY

Business Address <i>Same as Legal Residence</i> <input type="checkbox"/>	Mailing Address <i>Same as Legal Residence</i> <input checked="" type="checkbox"/>
Address Line 1: 56 Timberland Ln *	Address Line 1: 77 Frasers Ridge *
Address Line 2: Address Line 2	Address Line 2: Address Line 2
City: Pittsfield *	City: Charlton *
Zip: 01201 * State: MA	Zip: 12019 * State: NY

Agreement

Identity proofing is used by the Marketplace to ensure only authorized individuals have access to personal or proprietary information. NY State of Health will verify your identity with the information you have provided. You will not be allowed to manage client information unless you are a NYSOH Certified Broker.

I have read and agreed to terms and service

I agree with the General Privacy Attestation

Next

5. The *Create Account* page of the *Account Setup* tab displays Experian questions based on the personal information entered on the previous screen. All questions must be answered correctly. Click the **Next** button when finished.
- If the ID proofing has failed, a **red message** will appear to call Customer Service. Prior to calling Customer Service, try utilizing the **Back** button in the lower left-hand corner. This will revert back to the *Account Setup* page. Re-enter the SSN and other personal information to ensure it is correct. Remember, this ID Proofing process is based on the personal information of a Broker, not professional/business information. Ensure personal and business information are entered in their respective areas. Then, click **Next**.

The screenshot shows a web form titled "New Account" with a progress bar at the top indicating steps: 1. Account Setup, 2. Verification, 3. NYS License, 4. Agreement, 5. Certification, and 6. Setup Profile. The current step is "Create an Account" under the "Personal Identifying Information" section. The form contains three questions with radio button options:

Please answer the following questions to allow verification of your identity.

According to your credit profile, you may have opened an auto loan in or around April 1998. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- TOYOTA MOTOR CRED
- MITSUBISHI MOTORS CRED OF AMERICA
- FIRST UNION
- BANK ONE
- NONE OF THE ABOVE/DOES NOT APPLY

Please select the number of bedrooms in your home from the following choices. If the number of bedrooms in your home is not one of the choices please select 'NONE OF THE ABOVE'.

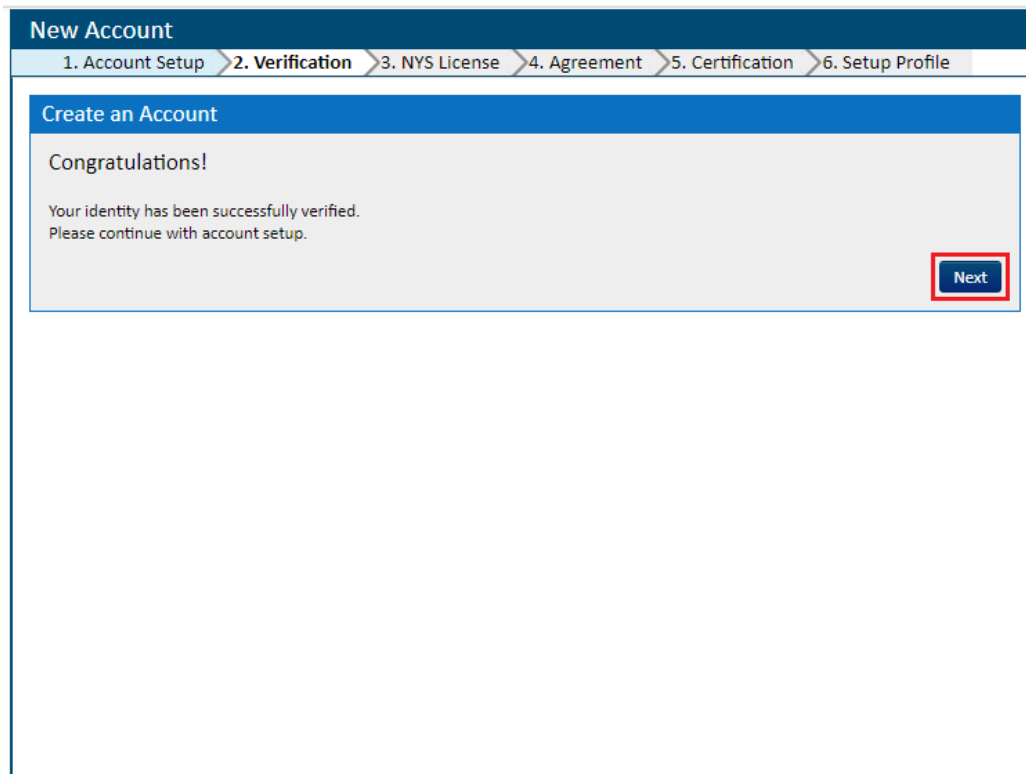
- 2
- 3
- 4
- 5
- NONE OF THE ABOVE

Using your date of birth, please select your astrological sun sign of the zodiac from the following choices.

- AQUARIUS
- PISCES
- SCORPIO
- TAURUS
- NONE OF THE ABOVE

At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right, both highlighted with red boxes.

6. If Experian questions are answered correctly, the next screen will display a congratulations message that the account has been verified. Click **Next**.



- If account is not verified, an error message will display on the previous screen to call the Customer Service Center at 1-855-355-5777. You can also reach out for assistance to the NYSOH Broker Mailbox at: NYSOHbrokersupport@health.ny.gov.

- Next, click the **Generate Token** button to generate a security token. Tokens will expire after 60 minutes and cannot be reused. If access to the account is needed, a new token must be generated upon sign-in. The tokens go directly to the email on file.

Secure Login

Request a Security Token

To provide a secure environment for you to complete health insurance applications and meet federal security requirements, NY State of Health requires a multi-factored authentication. An email message will be sent to the email address associated with this account that contains a new verification code (token) every time you log into the marketplace.

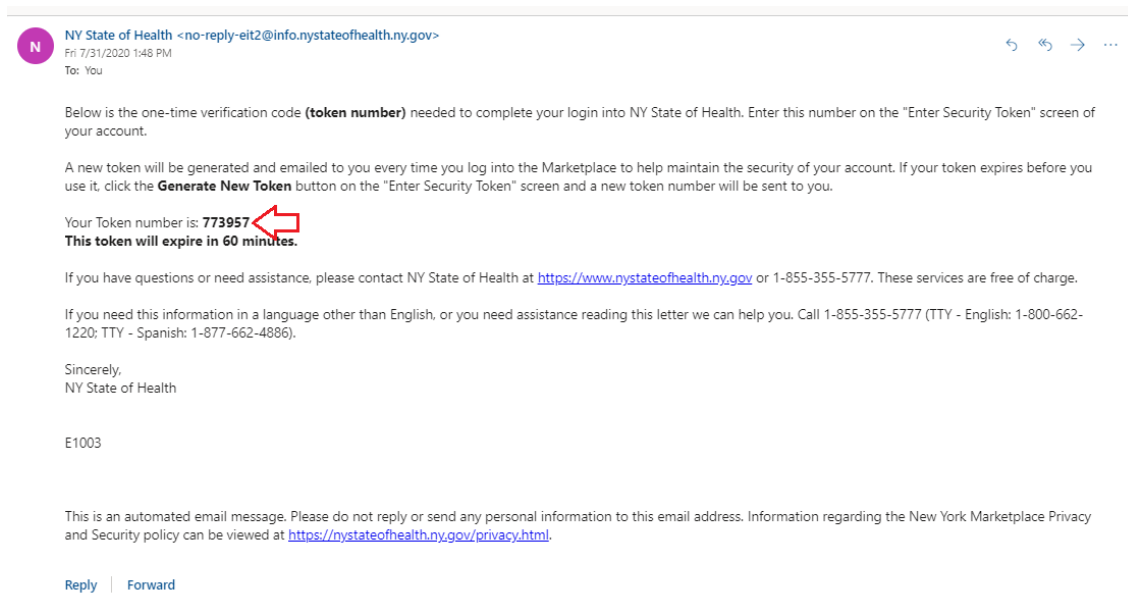
Tokens expire after 60 minutes. If you have a valid one, you may enter it now, or **Click on Generate Token and check your email for your temporary security Token.**

Generate Token

Enter Security Token

Click Next to Access your Account **Next**

- Find the email containing the token number and copy/paste it in to the **Enter Security Token** field.



- Once the Generate Token button is clicked, the button will change to “Generate New Token” in case the token is not received. Do not click button in haste or multiple times as multiple tokens could generate and take longer to receive. Enter the security token from the email and click **Next**.

Secure Login

Enter Security Token


To provide a secure environment for you to complete health insurance applications and meet federal security requirements, NY State of Health requires a multi-factored authentication. An email message will be sent to the email address associated with this account that contains a new verification code (token) every time you log into the marketplace.

A Security Token has been sent to your email account and will expire after 60 minutes.

Enter Security Token Click Next to Access your Account

773957 **Next**

Your Security Token may take a few minutes to arrive in your email box.
Click on "Generate a New Token" and a new security code will be sent to you.

Generate New Token 

8. Next, verify that the State License Number and Social Security Number entered are correct. Edit the License Number if necessary. The Social Security Number cannot be edited as it was verified during the ID Proofing process. Click **Next**.

AC0000062608 - Alex Brokerton

1. Account Setup > 2. Verification > **3. NYS License** > 4. Agreement > 5. Certification > 6. Setup Profile

New York State License

Identity Verification Complete.

Using the information you have already entered we will now validate your NYS License through the Department of Financial Services. Please verify all the information below is correct and then hit next to start the validation process. If you have any questions please feel free to email us directly at: NYSOHbrokersupport@health.ny.gov.

State License Number (e.g.: 123456): 23456780 *

Social Security Number: ***-**-1976

Next

9. Once the State License number is verified by the Department of Financial Services (DFS), the next screen will display a green checkmark that the information has been successfully verified.

The screenshot shows a web interface for Alex Brokerton (ID: AC0000062608) at step 3 of a 6-step process: 1. Account Setup, 2. Verification, 3. NYS License, 4. Agreement, 5. Certification, and 6. Setup Profile. The main content area is titled "New York State License" and features a green success message with a checkmark icon: "Success. Your NY State License Number has been verified and your account information has been submitted. You are now eligible to take the required NY State of Health certification classes." Below this, it states: "You will receive an email shortly with further instructions about obtaining your NY State of Health certification." It also provides contact information: "If you do not receive this email or you have any questions, please call customer service at 1-855-355-5777 or email us directly at: NYSOHbrokersupport@health.ny.gov." Finally, it notes: "Once you have completed the required courses and received notice that you have been certified, you can log back into NY State of Health to continue the application."

- Now, the NYSOH will send the information to the Certification Administrator and an email will be sent inviting you to take Certification Training Courses for the NYSOH Small Business Marketplace (SHOP) and the Individual Marketplace. This email could take 2-3 days to receive.
- If the email for training courses is not received, be sure to check your junk folder. If still not received, inquire at: NYSOHbrokersupport@health.ny.gov.

***Continue to the next User Guide:
NYSOH Broker Certification – Step 3: Training Courses**