



## First time Logging into Banner Medicare Broker/Entity Portal

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### BEFORE YOU BEGIN

Welcome to the Banner Medicare Broker/Entity Portal login user guide. This step-by-step guide will assist you in logging into the broker portal.

**Browser Requirements:** Google Chrome (Preferred), or Microsoft Edge

**Devices Supported:** Desktop and Tablets (Landscape View) are supported; phones will be supported in a future release.

You will receive an email from [bannermedicarecommunications@bannerhealth.com](mailto:bannermedicarecommunications@bannerhealth.com) with username information and a link to reset your password.

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### RESETTING YOUR PASSWORD

Step 1: Use this link <https://mybannerhealthinsurance.my.site.com/BrokerPortal/s/login/> to be taken to the landing page. Click on the forget password hyperlink.



## Welcome

Sign in to your Banner Health Broker Portal account.


Email Address

Password

[Forgot your password?](#)



Step 2: Please type in your email address and click on reset password button.



To reset your password, we'll need your email address.


We'll send password reset instructions to the email address associated with your account.

Email Address

[Reset Password](#)

[Cancel](#)

Step 3: you will need to go to your email for instructions on changing your password.



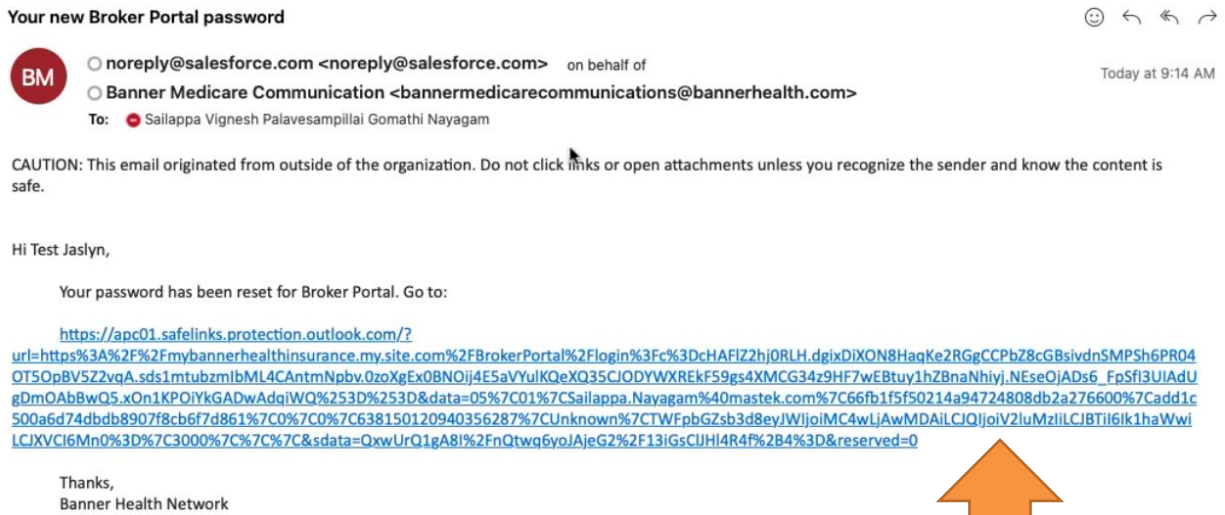
## Now, check your email

Check the email account associated with your name for instructions on resetting your password.

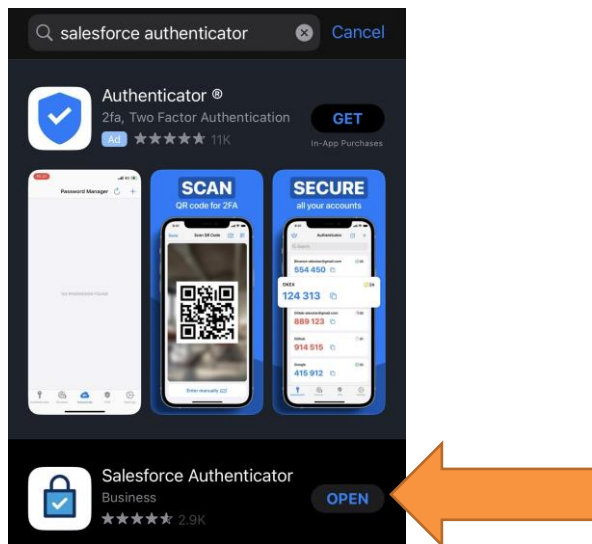
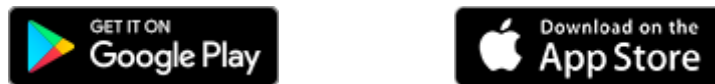
Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.

[Back to Sign-In](#)

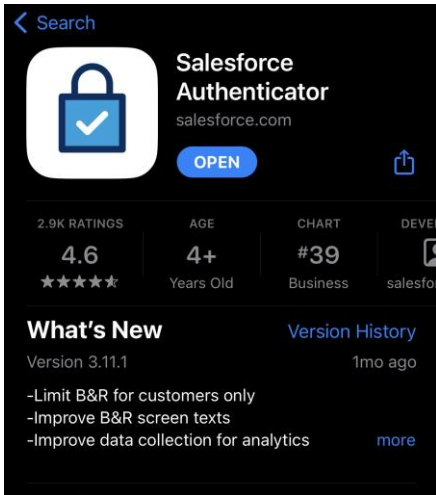
Step 4: You will receive a password reset email from [noreply@salesforce.com](mailto:noreply@salesforce.com) as shown below. Please click on the link in the email.



Step 5: To access the Portal, you will need to download the "Salesforce Authenticator" Application on your mobile device. Which are both available in the Google and Apple store.

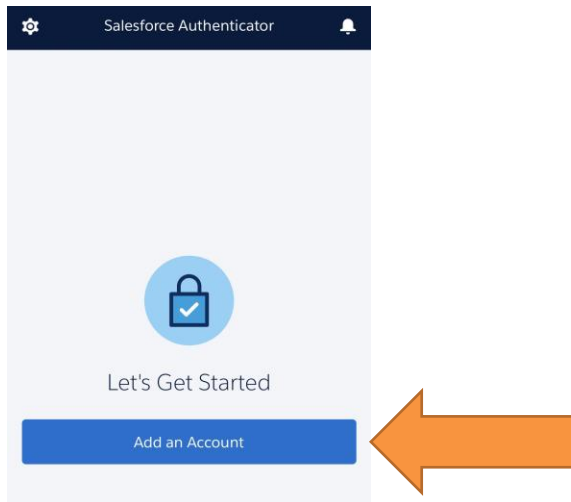


Step 6: You will click open the application.

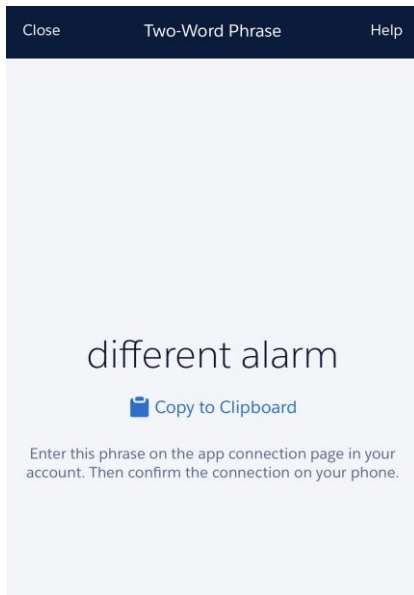


Step 7: Once you have downloaded the App, please follow the steps below to connect your Salesforce Account with the Salesforce Authenticator App:

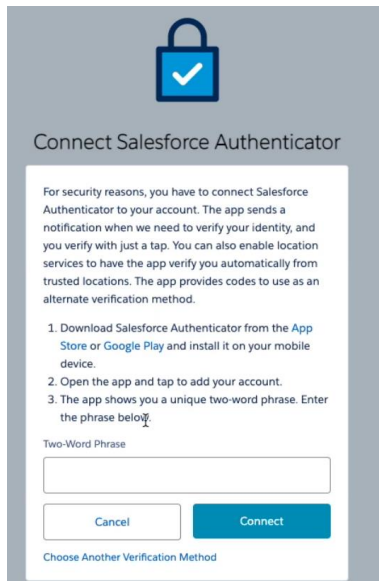
1. a) In the app, tap **Add an Account**.



b) In the Salesforce Authenticator App, you will receive two phrase word.



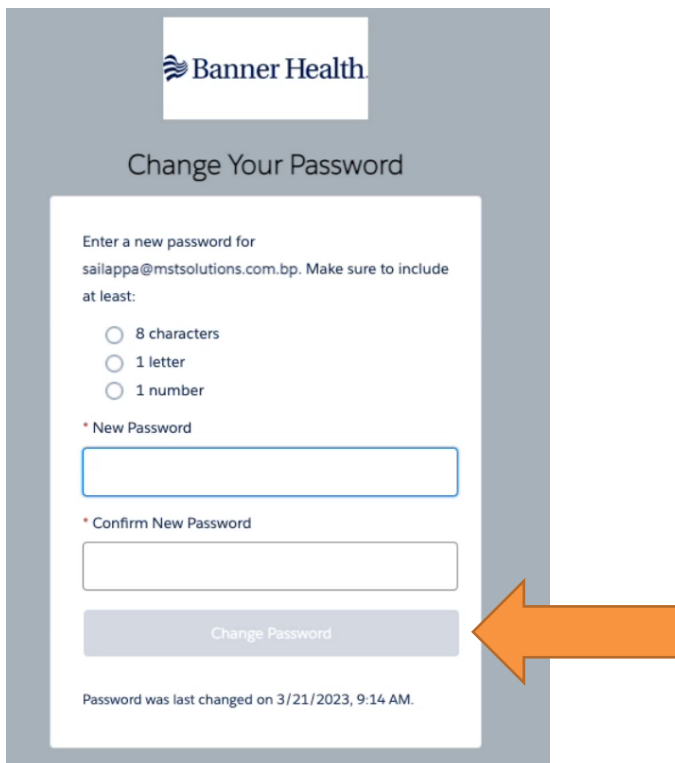
c) In your Salesforce browser window, enter the phrase in the Two-Word Phrase field to authenticate your account.



- d) In the Salesforce Authenticator app on your mobile device, you see details about the account you're connecting. To complete the account connection, tap **Connect** in the app.

You have now successfully set up the Salesforce authenticator App.

Step 8: Once the app is fully connected to Salesforce, it will redirect you to change your password. Type Password then Click Change Password.




The image shows a mobile application screen for Banner Health. At the top, the Banner Health logo is displayed. Below the logo, the title "Change Your Password" is centered. The main content area contains the following elements: a prompt "Enter a new password for sailappa@mstsolutions.com.bp. Make sure to include at least:" followed by three radio button options: "8 characters", "1 letter", and "1 number". Below these options are two required input fields: "\* New Password" and "\* Confirm New Password". A grey button labeled "Change Password" is positioned below the second input field. A large orange arrow points from the right side of the screen towards the "Change Password" button. At the bottom of the form, a status message reads "Password was last changed on 3/21/2023, 9:14 AM."

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## AFTER LOG IN

You will now be at your home page.



Home Leads SOAs Applications Marketing Materials

### My Dashboard

 [View Profile →](#)

[Start Application](#)

[Initiate SOA](#)


### Certification

2023 Banner Certification: Ready To Sell

2024 Banner Certification: Not Started

The 2024 banner certification will begin in July 2023

### Banner Files



### Recently Submitted Applications

[View All →](#)

Name	Phone	Email	Plan Type
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### New Leads

[View All →](#)

Name	Phone	Email	Lead Source
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## ADDITIONAL INFORMATION

- [www.BannerHealth.com/MA](http://www.BannerHealth.com/MA)
- [www.BannerHealth.com/Rx](http://www.BannerHealth.com/Rx)
  
- BMA DSNP Customer Care: 877-874-3930
- BMA HMO/PPO Customer Care: 855-549-1857
- Banner Medicare RX Customer Care: 844-549-1859

### **Broker Support:**

- Email: BannerMedicareCommunications@bannerhealth.com
- Phone: 855-231-9243

### **Broker Managers Information:**

Becky Trujillo

- Email: Becky.Trujillo@bannerhealth.com
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Luvit Tovar

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- Email: Rocky.Garcia@bannerhealth.com
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