

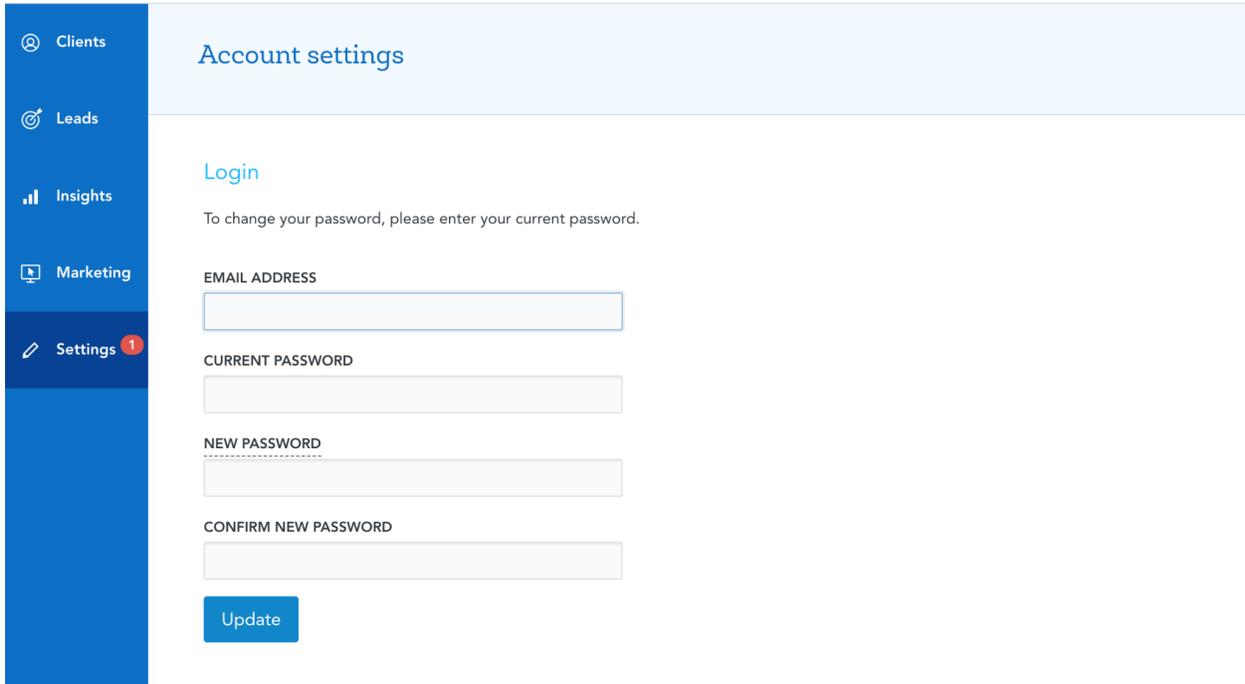
1. Banner on HealthSherpa agent homepage

 **Welcome to HealthSherpa!** The easier, faster alternative to Healthcare.gov — designed specifically for agents & brokers.

Your FFM account needs attention! In order to continue to service your clients, you must connect your FFM account.

[Click here](#) to integrate your account.

2. When the agent clicks “Click Here,” they go to this page:



The screenshot shows the 'Account settings' page. On the left is a blue sidebar with navigation options: Clients, Leads, Insights, Marketing, and Settings (with a red notification badge '1'). The main content area is titled 'Account settings' and contains a 'Login' section. Below the title, it says 'To change your password, please enter your current password.' There are four input fields: 'EMAIL ADDRESS', 'CURRENT PASSWORD', 'NEW PASSWORD', and 'CONFIRM NEW PASSWORD'. An 'Update' button is located at the bottom of the form.

3. They need to scroll down to here:

FFM Account Integration Unlinked

i You must be signed in on the **carrier.healthsherpa.com** domain in order to link. Click here to change domains and sign in again.

FIRST NAME

LAST NAME

NPN

FFM USERNAME

Your FFM Username is the same login you use when logging into portal.cms.gov.

The agent's name will be populated, here it is blanked out for reference only. The agent will see the status in the top right corner of Unlinked or Linked.

- There is a button in the middle that says Click Here; this will refresh the page and they will scroll back down again.
- Once they click that, it will look like this:

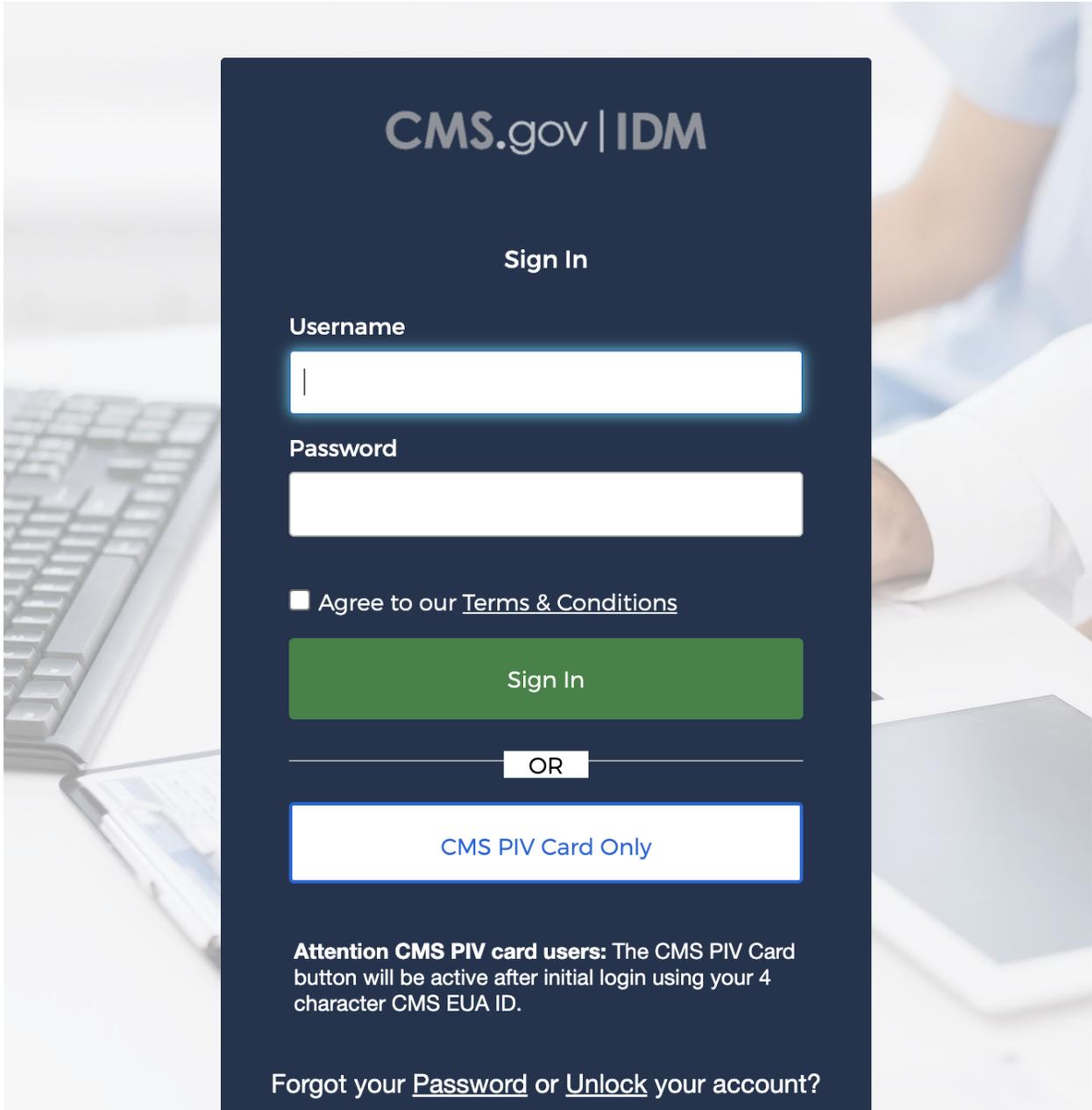
FFM Account Integration Unlinked

Your account will need to be linked in order to enable EDE.

By selecting "Integrate My FFM Account" you will be redirected to CMS IDM to verify your login credentials.

FIRST NAME

- Click Integrate My FFM Account (the blue button in the middle)
- That will direct the agent to the CMS.gov page to sign in. They will log in with their CMS/FFM Username and password, NOT HealthSherpa.



8. After signing in, the agent will put in a verification code from their email. When they do that, it will say linked and going back to HealthSherpa, they will see it says linked.