

## Learning Lab Frequently Asked Questions (FAQ)

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### General Questions

#### **What does the PREVIOUS button do?**

#### **Why does the PREVIOUS button kick me back to the Home Page?**

The PREVIOUS button takes you back to the last place in the system you were. It does not mean it is taking you to a previous page. For example, if you are reviewing a module and hit the previous button, it will not take you to the previous page of the module; it will take you to the previous module or course.

#### **I don't see some of the same Courses/Learning Paths I saw in training?**

Courses are assigned to agents depending on channel and specific needs. Some of the material you saw in the WebEx trainings were created just for training.

#### **I take AHIP. Where do I start my remaining certifications with UnitedHealthcare if I've taken AHIP?**

You will find AHIP in the Certifications Learning Path with instructions provided within the description of the course. You can also find AHIP instructions in the Certification User Guide located on Jarvis/Knowledge Center or in Learning Lab additional references.

#### **Where can I find a particular job aid, video, or User Guide?**

Go to the content library and search for the course or module. Once you find the correct module (Job Aid, User Guide, Excel document, etc.), click on the module name to view it. You may also click on the "Additional References" tab for downloadable versions and to enable all features such as printing if desired.

#### **Where are Event Basics and Retail Certifications?**

There is no longer a certification requirement for Retail. The Events Basics certification is located in the 2021 Certifications learning path. Go to that learning path, click on it and you will see Events Basics at the bottom of the page. All prerequisites must be completed before you can take Events Basics course.

#### **Where is the Chronic/Dual SNP Certification?**

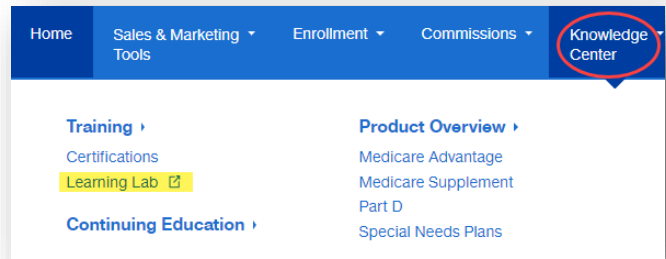
The CSNP/DSNP certification is located in the 2021 Certifications learning path. Go to that learning path, click on it and you will see it at the bottom of the page. All prerequisites must be completed before you can take the CSNP/DSNP course.



## Logging In

### How do I log in to do my 2021 Certifications?

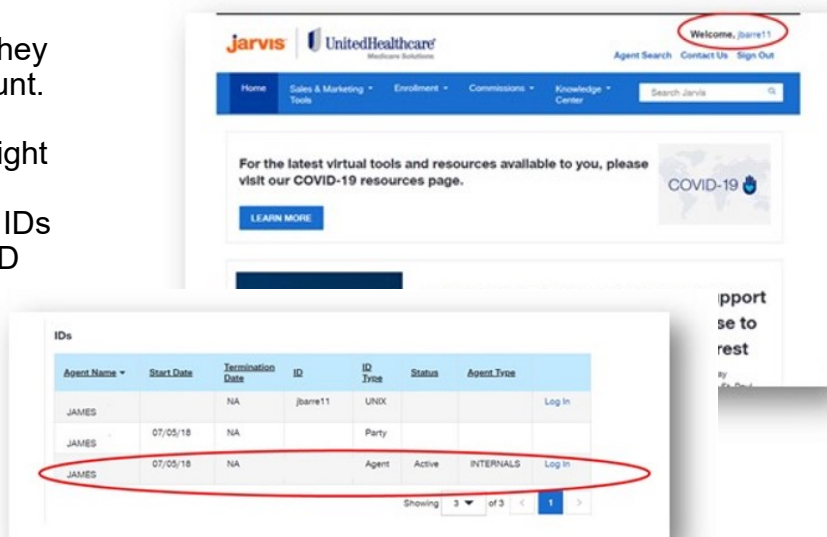
1. Log into Jarvis using your individual Party ID, not an agency ID.
2. Hover over the Knowledge Center tab; under Training, click on Learning Lab.
3. Once Certifications begin you will see the 2021 English and Spanish Certifications on your Learning Lab Home page. Click on either English OR Spanish and begin your certification process.



### How do I log in as a Sales Leader?

When Sales Leaders login to Jarvis they need to change to their “agent” account.

1. Login to Jarvis
2. Click on your MSID in the upper right hand corner
3. Scroll down to the table with your IDs
4. Click “Log In” next to your agent ID

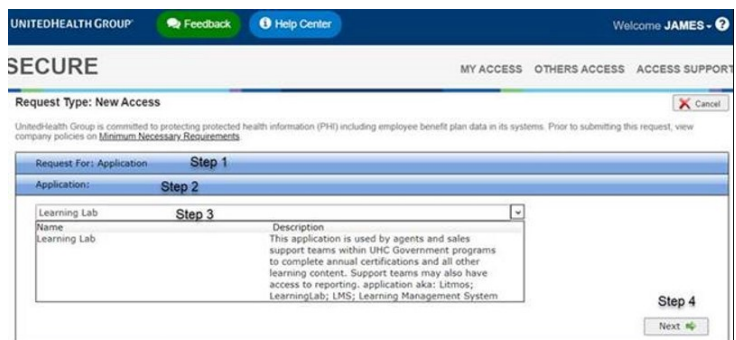


### Learning Lab is greyed out when I go to Jarvis and then the Knowledge Center?

You can find Learning Lab on Jarvis under the Knowledge Center. Please be sure to use your Principal Party ID (same login as you use for your annual certifications) when logging into Learning Lab.

### What if I don't have a Party ID?

Anyone without a Party ID, i.e. COR's, SSC's, etc. will need to submit a request through Secure.



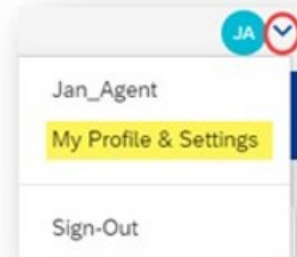


## Settings

### How can I change the language in Learning Lab?

1. In the top right corner, click the drop down arrow next to your profile/initials.
2. Click on My Profile & Settings.
3. Scroll down to Localization.
4. Click on the pencil to edit your language selection.
5. Click the drop down arrow in the language section.
6. Select the language option desired.
7. Click save.

Note: This only changes the Learning Lab screens and messages. It does not change the course or module language.



#### Localization

Time zone	Central Standard Time	
Language	English	
Date Format	MM/dd/yyyy	

Localization

Time zone  
(UTC-06:00) Central Time (US & Canada)

Language  
English

Date Format  
MM/DD/YYYY

Language

- English
- Korean
- Norwegian
- Polish
- Portuguese
- Portuguese (Brazil)
- Romanian
- Russian
- Slovak
- Spanish (Mexico)
- Spanish (Spain)**
- Swedish

### How do I set my time zone in Learning Lab?

The time zone setting is in the same location as the language setting described above.

1. In the top right corner, click the drop down arrow next to your profile/initials.
2. Click on My Profile & Settings.
3. Scroll down to Localization.
4. Click on the pencil to edit time zone.
5. Click the drop down arrow in the time zone section.

#### Localization

Time zone	Central Standard Time	
Language	English	
Date Format	MM/dd/yyyy	



## Technical Requirements

### What are the minimum system requirements for using Learning Lab?

#### Desktop:

- Broadband Internet connection
- Web browser:
  - Google Chrome (recommended for optimal usage)
  - Internet Explorer 8+
  - Firefox 2+
  - Safari

#### Mobile Devices:

- Apple iOS devices using Safari mobile web browser
- Android devices using Google Chrome mobile web browser

Coming soon! Native iOS and Android mobile apps will also be available for Learning Lab.

While not a requirement, Learning Lab is best viewed using a minimum screen resolution of 1024 x 768px.



## More Help

### Who do I contact with Learning Lab questions/log in issues?

For questions concerning Learning Lab, please contact the PHD:

888-381-8581  
Monday—Friday  
7am—9pm CST