

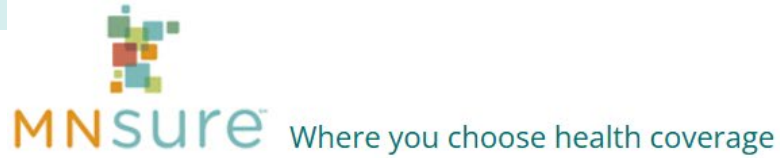


Navigator/CAC Statewide Webinar July 1, 2026, 12:30 p.m.

The webinar is not being recorded, but this PowerPoint will be available on available on Assister Central.

During the webinar, please use the “chat” feature to submit questions.

MN-EES is Live on MNsure.org



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Health insurance for Minnesota, by Minnesota

We're Minnesota's official health insurance marketplace. MNsure is the only place you can apply for financial help to lower the cost of your monthly insurance premiums and out-of-pocket costs. Shop and compare plans for the whole family.

What are you eligible for?

Tell us a little about yourself and get a quick estimate. See if you may qualify for free- or lower-cost health insurance.

Get an estimate

Renew or update coverage

Minnesota has two systems for health care coverage. Find out which one works best for you.

Manage coverage

Consumer Account Activation



Quick Links

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[Manage coverage](#)

- Current consumers:
 - If a consumer has a valid email, they received an account activation email this morning.
 - If there was not a valid email, they will receive a notice in the mail with instructions for activating their account.



MNSure system is online

We have updated our system. If you're enrolled in a health plan through MNSure, [claim your new MNSure account](#).



Activating Your MNsure Portal



- All MNsure navigators and Certified Application Counselors will have a MNsure portal account in MN-EES.
- Account activation emails were sent Wednesday morning from the address noreply@system.mnsure.org.
- Click on the link to begin activating your account. Be prepared to complete the process in one sitting. You cannot reuse the link.

noreply@system.mnsure.org
Activate your new MNsure account
You don't often get email from

Tue 12:09 PM

Date: June 30, 2026

Re: Activate your new MNsure account

Dear Christina Wessel,

Welcome!

A MNsure account has been created for you. Activate your account at

<https://enroll.mnsure.org/hix/account/user/activation/cb7d2521368943ffa4790bf7443b452c>

This is a one-time login. It will expire in 9 day(s).

Thank you,
MNsure

Troubleshooting the Email



- I didn't get an email.
 - Check your junk/spam folder for a message from noreply@system.mnsure.org. Be sure to add this email to your safe senders list.
 - Did you complete the required training by **noon** on June 30? If not, your account activation email was not generated. We will monitor training completions and manually trigger your activation email when we confirm your completion. This will take time.
 - If you have checked your spam folder and confirmed your training requirements were completed on time, then email the Assister Resource Center (navigators@mnsure.org) to request an activation email.
- My activation email says it is expired.
 - Email the Assister Resource Center (navigators@mnsure.org) to request a new activation email.

Verifying Your Identity



- You need to have a one-time verification code sent your phone. You can request to get a phone call with the code, but partners report it is difficult to hear.
- Enter the 8-digit number you receive in the text or through a phone call and click “Verify”.

Your information

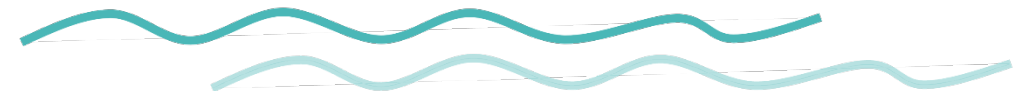
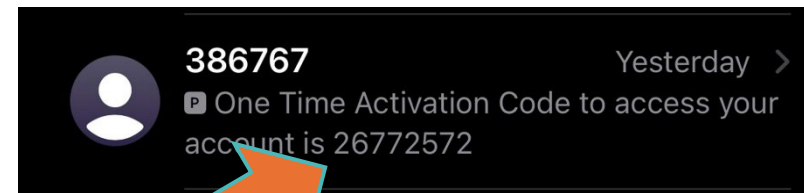
MNSure Customer Support Staff has provided the following phone numbers for you:

(***)***-████

In order to verify your identity, we will send you a verification code to the selected number, using a voice call or text message

This is not my phone number

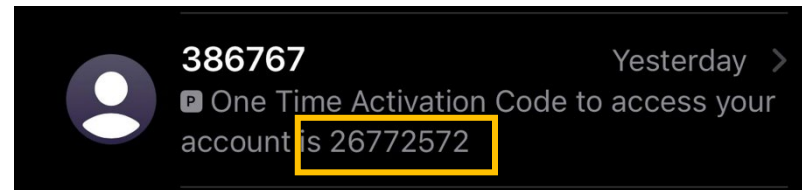
Verification Code



Troubleshooting the Verification Code



- I need to change the phone number.
 - Email the Assister Resource Center (navigators@mnsure.org) with the new phone number where you would like to receive the code. We will update the number and send a new activation link by email.
- The code doesn't work.
 - Make sure you are entering an 8-digit code in the text message.



Setting Up Your Account



- Once you've verified your identity, you will need to set up your account.
- You cannot change your name or email address (which is your username).
- You can update your phone number if you want to receive verification messages at another number in the future.
- You will set up a security question and a password for your account.

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

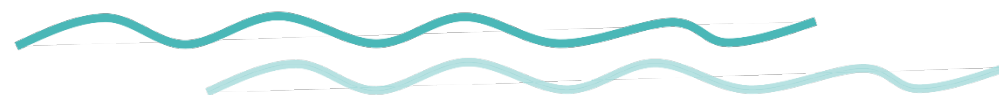
Phone Number *

Security Question

Security Question *

Security Answer *

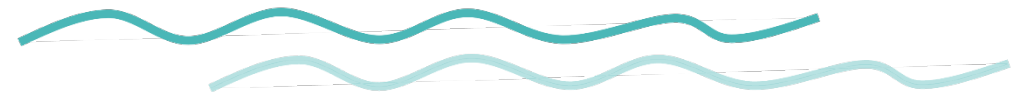
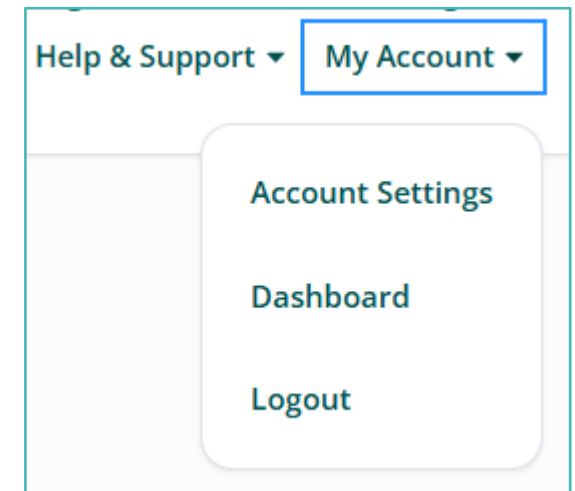
Set Password



Troubleshooting Account Setup



- I want to change my username to a different email.
 - Continue with setting up your account and you can change your username after you log into your account for the first time. You will not need to receive an email at that account to proceed.
 - After you log in to your new account, go to “My Account” in the upper right-hand corner of your dashboard and select “Account Settings”.
 - You can change your password, security question and email username by updating your information.



Logging In For the First Time



- After you set up your account, you will be taken back to a “Login” screen to log in for the first time.
- Enter your username (email address) and password to log in.

A screenshot of the MNSure login interface. The title "Login" is at the top left. Below it is a form with two input fields: "Email Address" and "Password". The "Password" field has a small eye icon on the right. Below the fields is a checkbox labeled "Remember Me". A large teal button labeled "Login" is centered below the checkbox. At the bottom of the form, there are two links: "Forgot password?" and "Trying to get covered? Register Now".

Login

Email Address

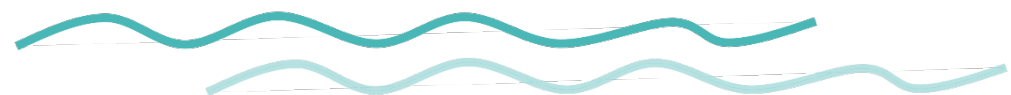
Password

Remember Me

Login

[Forgot password?](#)

[Trying to get covered? Register Now](#)





Multi-Factor Authentication



- Multi-factor authentication is required every time you log in to your MNSure portal.
- You have two options for multi-factor authentication.
 - A mobile app (like Google or Microsoft authenticator)
 - A physical security key (like a YubiKey)


Set up multi-factor authentication

To help keep your account secure, you must set up multi-factor authentication before you can log in to your account. Select an option below to continue your set up:

-  **Use an authenticator mobile app (more convenient)**
Sign in using a mobile app like Google Authenticator or Microsoft Authenticator.
-  **Use a physical security key (more secure)**
Sign in using a physical security key (such as YubiKey) that you plug in.

Set up your mobile authenticator

You need to set up a mobile authenticator to activate your account.

- 1 Install one of the following applications on your mobile device:
 - Google Authenticator
 - Microsoft Authenticator
 - FreeOTP
- 2 Open the application and scan the QR Code:

[Can't scan the QR code?](#)
- 3 Enter the one-time code provided by the application.
One-time code from application *

MNsure Portal Dashboard



- After logging in and completing multi-factor authentication, you will land on your MNsure portal dashboard.

The screenshot shows the MNsure Portal Dashboard. At the top, there is a navigation bar with the MNsure logo, a user profile icon, a home icon, a notification icon with a red '2', 'Help & Support' with a dropdown arrow, and 'My Account' with a dropdown arrow. Below the navigation bar is a breadcrumb trail: 'Home' with a house icon, 'Individuals' with a dropdown arrow, and 'My Information' with a dropdown arrow. The main content area is titled 'Dashboard' and is divided into two columns. The left column is titled 'Quick Links' and contains five items: 'Pending Authorization Requests' with a clock icon, 'My Profile' with a person icon, 'My Assister History' with a document icon, 'My Tickets' with a ticket icon, and 'Search Existing Consumers' with a person icon. The right column is titled 'Enrollment Dashboard' and contains two summary cards: 'Total Enrollments in 2026' with a large '0' and 'Total Enrollments in 2025' with a large '0'. Below these cards is a large light blue box with the text 'No new enrollments during this period'.

Logging in Going Foward



Connecting Minnesotans to health coverage.

MNsure is the only place that you can apply for financial help to lower the cost of your monthly premiums and out-of-pocket costs for health insurance.

LET'S GET STARTED



Browse for health & dental plans

Compare plans and find out how much insurance may cost.



Register with access code

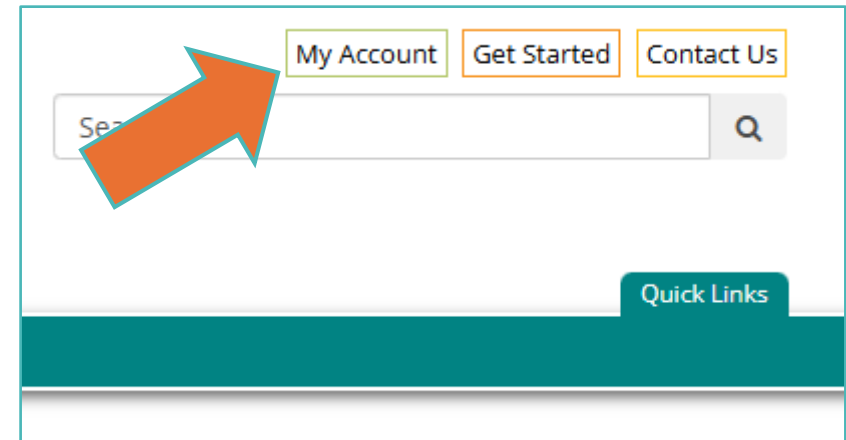
Use your access code to register for a new account.



Log in to existing account

If you already have an account, log in here.

- To access the MNsure portal, go to “My Account” on MNsure.org



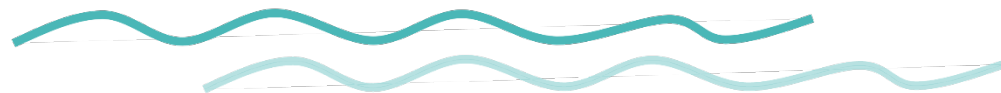
Getting System Emails



- E-mail messages from the MNSure system (MN-EES) will come from:

noreply@system.mnsure.org

- We strongly advise partners immediately add this email to “known email” rules to avoid important communications going to junk/spam folders.
- Emails to consumers will come from the same address, so have consumers check junk/spam folders for emails if necessary.



MN-EES Resources



- Visit Assister Central (www.mnsure.org/assister-central/) and select “Assister Resources” for additional information on MN-EES.
- Review the MNsure Portal for Navigators and CACs for more details on how to use your portal to help consumers.



What are your questions?

