Adding Staff to Agency Roster

Step 1: Create a New Staff Member

After logging in to AMP, from the Agency Home screen, click on “Add a new staff member to my roster” or “Add New Staff” link.

Enter the new staff member’s first name, last name and email address.

The email address must be unique to this individual. AMP will give you an error if the individual’s email address is already in the system associated with another staff member.
Step 2: Add Certification Information

After you click “submit” to create a new staff member, you be taken to the “View staff member” screen where you can edit this individual’s information. MNsure will not begin setting up training access for a staff member until the Certification Information section has been completed.

Click on “Edit Certification information.”

You will need to complete all the required fields with an asterisk (*).

Notes:

- Indicate whether the staff member is “active” or “inactive.” If the individual is not listed as “active,” MNsure will not set up training access or evaluate this individual for certification.
- Make sure all the information entered in the Certification Information section is the information MNsure can use to contact the individual assisters. The address may be the same as the organization’s main address. If the individual is based at another location, enter that address here.

Click “Update” when you have completed the section.
If you leave any required fields incomplete, you will get an error message.

Step 3: Add Public-Facing Information

If the assister will be listed on the assister directory and/or will request an assister portal account, the public-facing information section must be completed.

Click on “Edit Public-Facing Information.”

You will need to complete all the required fields with an asterisk (*).

Notes:
- The phone number and email entered here are what will appear to members of the general public in the assister directory. You may choose to enter a central phone number and/or email for the staff member.
- When selecting counties served by the staff member, only select counties where the staff member is able to provide in-person assistance if requested by a consumer.

Click “Update” when you have completed the section.
Step 4: Wait for Training ID to be Activated

When you add a new staff member to your roster, they will be assigned a randomly generated Training ID. If their “Certification Status” shows as “New,” the Training ID has not been activated.

Once the Assister Resource Center (ARC) has set up the individual’s account in the MNsure Learning Center, the individual’s “Certification Status” will change from “New” to “Not Certified.” An email notifying the individual that they can begin completing certification training will automatically sent.

If a staff member’s “Certification Status” is “Not Certified,” they can use their Training ID to log in to the MNsure Learning Center.