

State of Nevada
Nevada Health Authority
Division of Consumer Health Services
Silver State Health Insurance Exchange



Nevada Health Link

Entity and Certified Enrollment Counselor (CEC) Onboarding Guide

September 2026

Version 2.0

Table of Contents

1.	<i>Overview.....</i>	<i>3</i>
2.	<i>User Roles: Entity vs. CEC.....</i>	<i>3</i>
3.	<i>Entity: Account Registration and Multi-Factor Authentication Setup.....</i>	<i>4</i>
3.1.	Create a new Entity Organization account	4
3.2.	Multi-factor Authentication setup	5
3.3.	Entity Account Registration	7
3.3.1.	Entity Information.....	7
3.3.2.	Locations and Hours – Primary Site.....	9
3.3.3.	Location and Hours – Sub Sites	10
3.3.4.	Contact Information.....	12
3.3.5.	Certified Enrollment Counselors	12
3.3.6	Document Upload.....	15
3.3.7	Payment Information	15
3.3.8	Confirmation	15
4.	<i>Entity: Registration Status</i>	<i>16</i>
4.1.	Notification of “Active” Status	16
5.	<i>Entity: Create Additional CEC Account(s).....</i>	<i>18</i>
5.1.	Add Individual Certified Enrollment Counselor.....	18
6.	<i>CEC: Certification Status and Account Status</i>	<i>19</i>
6.1.	Update Certified Enrollment Counselor Account Status to “Active”	19
7.	<i>CEC: User Account Registration</i>	<i>20</i>
7.1.	Claim Account Invitation	20
8.	<i>User Portal Navigation</i>	<i>23</i>
8.1.	Home page.....	23
8.2.	Secure Inbox.....	23
8.3.	My Account.....	24
8.3.1.	Account Settings	24
8.3.1.1.	Change Password	24
8.3.1.2.	Change Security Question	26
8.3.1.3.	Change Email Address.....	27
8.3.3.	Log out.....	29
	<i>Document Revision History</i>	<i>30</i>

1. Overview

This document is intended to assist an entity organization with Exchange Enrollment Facilitators (EEFs), also known as Navigators and/or Certified Application Counselors (CACs) gain access to the Nevada Health Link platform. Access to the Nevada Health Link Platform is required in order to assist Nevada consumers with Applications and Enrollments in Qualified Health and Dental Plans under the Affordable Care Act (ACA). Before a Navigator or CAC will be granted access to Nevada Health Link he or she must have completed EEF certification requirements with the Nevada Division of Insurance and completed the Silver State Health Insurance Exchange's (SSHIX's) annual Training and Certification curriculum.

2. User Roles: Entity vs. CEC

The Nevada Health Link Platform provides two different types of user roles to manage Navigator and CAC functions.

The first is the “**Entity**” role, which applies to Navigator or CAC organizations as a whole. The second is the Certified Enrollment Counselor or “**CEC**” role, which applies to the individual Navigators or CACs within an “Entity” organization. Throughout this document Navigator/CAC organizations are referred to as “**Entities**,” and individual Navigators or CACs within these organizations are referred to as “**CECs**.”

One of the most important functions available to the Entity role—and one of the primary reasons for the role's existence—is to manage consumer delegations within an Entity organization. The Entity user has the ability to re-assign existing consumer designations to other CECs within the organization. This function might be required to provide consumer assistance during an enrollment event, or to manage personnel changes within the Entity organization. Because of this ability the Entity role is a more privileged role than the CEC role, and multi-factor authentication (using a cell phone or a land line) is required when logging in to the Entity role.

Please see Section 3.2 for more information on multi-factor authentication.

The Entity role is intended for use by the head of a Navigator/CAC organization, but the Entity role itself does not provide any consumer assistance functions. At least one CEC account must also be present within an Entity organization in order for consumer assistance to be provided. During the

initial Entity account creation process the user can create one or more CEC accounts, though additional CEC accounts can be created at any time (see Section 3.3.5 and Section 5 for more details). It is possible for a single individual to use both user role types—Entity and CEC—but separate email addresses must be used for each account (e.g. an organizational email account for the entity role, and an individual email account for the CEC role).

PLEASE NOTE: This document is intended only to assist with the initial account creation and registration process. For a detailed overview of all functions available to the Entity role, including management of consumer designations, please refer to the Nevada Health Link Entity User Reference Manual. For a detailed overview of all functions available to the CEC user role, including consumer designations and enrollment assistance, please refer to the Nevada Health Link CEC User

Reference Manual or contact navigatorsupport@nvha.nv.gov.

3. Entity: Account Registration and Multi-Factor Authentication Setup

This section explains the steps required for an Entity organization to create a new Entity account, set up multi-factor authentication, and complete the Entity account registration process.

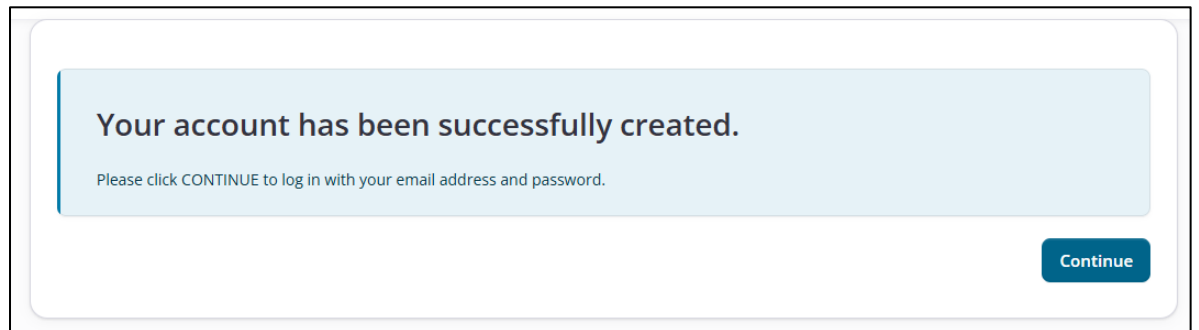
3.1. Create a new Entity Organization account

- Step-1: Click on the self-service account creation link for the Nevada Health Link Platform linked here: [New Entity Account Setup Link](#). If you were unable to use the self-service account creation link—please contact Navigator Support, at navigatorsupport@nvha.nv.gov.
- Step-2: Enter the basic information for the Entity user, set up a security question (the answer will be required if you need to request a password reset), and create a password. Check the box next to *I have read and agree to the Privacy Policy*, and click the “Submit” button.

PLEASE NOTE: The email address provided on this screen is unique to the Entity account and cannot also be used to create a CEC account. For security purposes each user account must be associated with a unique email address.

The screenshot shows a web form titled "New Entity Account Set-Up" with the Nevada Health Link logo in the top left. The form is divided into three main sections: "Basic Information", "Security Question", and "Set Password". Each section contains several input fields, all of which are marked with an asterisk (*) to indicate they are required. The "Basic Information" section includes fields for First Name, Last Name, Email Address, Confirm Email Address, and Phone Number. The "Security Question" section includes a dropdown menu for the Security Question and a text field for the Security Answer. The "Set Password" section includes a text field for the Password. A note at the top of the form states: "All fields on this form marked with an asterisk (*) are required."

- Step-3: After you click “Submit,” a message will display indicating that your account has been successfully created. Click “Continue” to log in with your email address and password.



3.2. Multi-factor Authentication setup

During your first log-in, you will be prompted to set up multi-factor authentication (MFA). This process adds an additional layer of security to your Nevada Health Link Entity account.

- Step-1: Ensure you have a mobile authenticator installed on your mobile device. Examples include Google Authenticator, Microsoft Authenticator, or Free OTP. If you do not, you will need to navigate to your device's store to install one (ex: "App Store" or "Google Play Store"). **PLEASE NOTE:** You must be able to access this phone each time you log in.
- Step-2: Open the mobile authenticator on your mobile device.
- Step 3: Follow the prompts shown on the Nevada Health Link platform to scan the QR code using your mobile device. Then, enter the one-time code displayed in your mobile authenticator.
 - **Note:** You will need to add this website to your Authenticator App. The icon will be different depending on the application. For example, if using Microsoft Authenticator, you will click the blue circle icon at the bottom left-hand corner to scan the QR Code. Other applications may display as a "+" to add a new site.

A screenshot of a web form titled "Set up your mobile authenticator". Below the title is a sub-header: "You need to set up a mobile authenticator to activate your account." The form is divided into three numbered steps:

- 1** Install one of the following applications on your mobile device.
 - Google Authenticator
 - Microsoft Authenticator
 - FreeOTPOr install a TOTP-generating browser extension like [authenticator.cc](#).
- 2** Open the application and scan the following QR code with your mobile device.


[Unable to scan the QR code?](#) ⓘ
- 3** Enter the one-time code provided by the application.

One-time code from application *

At the bottom left is a "← Back" button, and at the bottom right is a blue "Submit" button.

Each time you log into the Nevada Health Link platform, you will be prompted to enter a one-time code. You will be able to directly open your mobile authenticator from your mobile device to obtain that code. Codes expire every 30 seconds. If a code is rejected, wait for a new code and try again.

3.3. Entity Account Registration

The information on the following screens will impact the search results that are provided to consumers using the Nevada Health Link Platform’s “Find Local Assistance” directory tool.

PLEASE NOTE: Many of the options on the following screens, including information related to grant funding, relate to functions that SSHIX has chosen not enable on the Nevada Health Link Platform.

However, many of these data fields are required for the Entity account creation process. For these options we have provided suggested values (below) which will not impact the critical functionality of the Entity and CEC roles.

3.3.1. Entity Information

This section is designed to capture general information for an Entity organization. Complete all fields, then select “Next.”

Steps

- 1 Entity Information
- 2 Locations and Hours
- 3 Contact Information
- 4 Certified Enrollment Counselors
- 5 Document Upload
- 6 Payment Information
- 7 User Guides

Step 1: Entity Information

Entity Type * ☒ In-Person Assistance
☐ Certified Navigator Entities
☐ Certified Application Counselor

Entity Name *

Business Name (Legal) *

Primary Email Address *

Primary Phone Number *

Secondary Phone Number

How would you like for us to contact you? * ☒ Email
☐ Phone
☐ Fax
☐ Mail

Fax

Federal Tax ID

State Tax ID

Organization Type *

Counties Served *

Did your organization receive an Outreach and Education Grant? * ☐ Yes
☒ No

Next

Entity Type: Suggested value = “In-Person Assistance” (this choice will not impact Entity/CEC functionality)

Entity Name: This name will be displayed to consumers who use the “Find Local Assistance” directory tool.

Business Name (Legal): The legal business name of the Entity organization (this can be

the same as the Entity name).

Primary Email Address: This address will be used by SSHIX for business correspondence. It will not be displayed to consumers.

Primary Phone Number: This number will be used by SSHIX for business correspondence. It will not be displayed to consumers.

Secondary Phone Number: Optional

How would you like for us to contact you?: Please select your preference.

Fax: Optional. SSHIX will not use Fax for ordinary business correspondence.

Federal Tax ID: Federal Tax ID for the Entity Organization

State Tax ID: State Tax ID for the Entity Organization

Organization Type: Suggested value = “Private Partnership” (this choice will not impact Entity/CEC functionality)

Counties Served: Please choose one or more counties where your Entity organization offers in-person assistance.

Did you organization receive an Outreach and Education Grant?: Suggested value = “No” (this choice will not impact Entity/CEC functionality or grant eligibility—SSHIX does not use the Nevada Health Link Platform to administer grant funding to Entity organizations)

- Step-1: Click Next to proceed to Step 2: Location and Hours.

3.3.2. Locations and Hours – Primary Site

This section is intended to represent the primary physical location where the Entity organization offers In-Person Assistance. This location is referred to as the “Primary Site.” Additional locations (referred to as “Sub-Sites”) can be added using the instructions in the following section, below.

PLEASE NOTE: If you do not enter the Physical Address then the “Find Local Assistance” directory tool will not be able to provide geographic search results (i.e. by Zip code and distance) for your location.

Steps

- 1 Entity Information
- 2 **Locations and Hours**
- 3 Contact Information
- 4 Certified Enrollment Counselors
- 5 Document Upload
- 6 Payment Information
- 7 User Guides

Step 2: Locations and Hours

Primary Site

Please list all locations and business hours for your organization.

Primary Site Location *

Primary Email Address

Primary Phone Number

Secondary Phone Number

Hours of Operation

☐ Monday * To ☐ Closed ☐ Apply to all weekdays ⓘ

☐ Tuesday * To ☐ Closed

☐ Wednesday * To ☐ Closed

☐ Thursday * To ☐ Closed

☐ Friday * To ☐ Closed

☐ Saturday * To ☐ Closed

☐ Sunday * To ☐ Closed

Mailing Address

Address 1 *

Address 2

City *

State *

Zip code *

Physical Address

The following address is used and displayed when consumers are searching for an entity. If you do not enter an address below, the consumers will not be able to view your address and search for your entity by location

☐ Same as Mailing Address

Address 1

Address 2

City

State

Zip code

Languages Supported

Spoken Languages *

Written Languages *

Primary Site Location: This value will be displayed to consumers who use the “Find Local Assistance” directory tool. SSHIX recommends incorporating the name of your city/location, e.g. “Carson City Office.”

Primary Email Address: Optional. SSHIX will typically use the contact information provided on the “Entity Information” page for business correspondence.

Primary/Secondary Phone Numbers: Optional. SSHIX will typically use the contact information provided on the “Entity Information” page for business correspondence.

Hours of Operation: Enter your organization’s daily hours of business.

- If your organization is closed on certain days of the week (e.g. Saturday and Sunday) you must select “Closed” next to the appropriate day(s).
- If your hours are the same Monday-Friday, you can complete the hours for Monday and click the “Apply to all weekdays” and the same hours you populated for Monday will populate for Tuesday-Friday. Note: You will still be required to enter hours or click the “Closed” radial button for Saturday and Sunday.

Mailing Address: This address will not be displayed to consumers, but it may be used by SSHIX for business correspondence.

Physical Address: This address is displayed to consumers who use the “Find Local Assistance” directory tool. A physical address must be provided in order to allow consumers to search for your Entity organization by location. If the Physical Address matches the Mailing Address, click the “Same as Mailing Address” checkbox.

Languages Supported: Select all spoken and written languages supported at this location. You must make at least one selection; English is the first language listed.

- Click Next to proceed to Location and Hours.

3.3.3. Location and Hours – Sub Sites

This section, which is optional, is provided for Entity organizations who offer In-Person Assistance from multiple locations. If your Entity organization operates additional locations besides the primary location entered in the previous section, click the “Add Subsequent Location” button and enter the appropriate information, then click the “Save Sub-Site” button. If your organization has multiple Sub-Sites, repeat as necessary. When all Sub-Sites have been entered (or if no Sub-Sites are required), click the “Next” button.

Steps

✓

Entity Information

✓

Locations and Hours

3

Contact Information

4

Certified Enrollment Counselors

5

Document Upload

6

Payment Information

7

User Guides

Step 2: Locations and Hours

Add Subsequent Location

+ Location 1

123
Reno, NV

Edit

Back

Next

3.3.4. Contact Information

Enter the Organization's Primary Contact information and Financial Contact information and click the 'Next' button. This information will not be displayed to consumers—it is requested only for business correspondence.

PLEASE NOTE: The Primary Contact and Financial Contact can be the same person.

Steps

- 1 Entity Information
- 2 Locations and Hours
- 3 **Contact Information**
- 4 Certified Enrollment Counselors
- 5 Document Upload
- 6 Payment Information
- 7 User Guides

Step 3: Contact Information

Tell us about the contact people in your organization.

Primary Contact

Name * Primary Contact Name

Email * primarycontact@email.com

Primary Phone Number * 555-555-5555

Secondary Phone Number xxx-xxx-xxxx

How would this person like to be contacted? *

- ☒ Email
- ☐ Primary Phone
- ☐ Secondary Phone
- ☐ Mail

Financial Contact

Name * Financial Contact Name

Email * financialcontact@email.com

Primary Phone Number * 555-555-5555

Secondary Phone Number xxx-xxx-xxxx

How would this person like to be contacted? *

- ☒ Email
- ☐ Primary Phone
- ☐ Secondary Phone
- ☐ Mail

[Back](#) [Next](#)

3.3.5. Certified Enrollment Counselors

As mentioned in Section 2, the Entity user role does not provide any consumer assistance functions. Consumer assistance functions are only provided to the Certified Enrollment Counselor (CEC) role, and each Entity organization must have at least one CEC account associated with it in order to assist consumers.

To create a CEC account, click the 'Add Certified Enrollment Counselor' button, and fill out New Enrollment Counselor Form. When you have completed the form click the 'Save' button.

PLEASE NOTE: Although CEC user accounts can be created at any time, individual CECs will not receive their account invitation emails until the SSHIX Navigator Program Coordinator has verified their completion of the Training and Certification curriculum

and updated their Certification Status to “Certified.” For more information on Certification Status please see Section 6.

- **Step-1: Enter all information for the CEC, as described below.**

Personal Information / Contact Information: Enter the individual contact information for the CEC. Please note that the Email address provided must be different from the email address provided for the Entity account.

Site Assignment: Choose the primary and secondary (if applicable) locations where the CEC offers in-person assistance (see Section 3.3.3 for more details)

Mailing Address: Enter a mailing address for the CEC. This address will not be displayed to consumers, but it may be used by SSHIX for business correspondence.

Languages Spoken: Enter all spoken/written languages for the CEC.

Upload Photo: Optional, and must be one of the acceptable file formats displayed in this section, as well as the size must be 5MB or under.

- Step-2: Click **Save**, to save the CSC that you just entered. You will be returned to the Certified Enrollment Counselors screen.
- Step-3: If you need to add another CEC, click the **“Add Certified Enrollment Counselor.”** If You do not need to add any additional CEC’s, click **“Done”**.

Steps

- ✓ Entity Information
- ✓ Locations and Hours
- ✓ Contact Information
- ✓ **Certified Enrollment Counselors**
- 5 Document Upload
- 6 Payment Information
- 7 User Guides

Step 4: Certified Enrollment Counselors

In this section, you will provide information about this organization's certified enrollment counselors

[Add Certified Enrollment Counselor](#)

[Back](#) [Done](#)

Name	Site	Actions
Sarah Webb	Las Vegas Location - 3330 E Flamingo RD Las Vegas NV 89121	Edit

3.3.6 Document Upload

This section can be ignored; SSHIX does not require any documents to be uploaded by Entity organizations. Click the ‘Next’ button to proceed to the next section.

Steps

Entity Information

Locations and Hours

Contact Information

Certified Enrollment Counselors

Document Upload

Step 5: Document Upload

In this section, you can upload documents in support of your application

Upload Document

Upload

Back

Next

3.3.7 Payment Information

This section can be ignored; SSHIX does not use the Nevada Health Link Platform to administer grant payments. Please choose a value of “No” and click the ‘Submit’ button.

Steps

Entity Information

Locations and Hours

Contact Information

Certified Enrollment Counselors

Document Upload

Payment Information

User Guides

Step 6: Payment Information

Receive payments? *

Yes

No

Payment Method

EFT

Cheque

Account Information

Account Holder Name *

First name Last name

Bank Name *

Routing Number *

Bank Account Number *

Account Type *

Current

Savings

Back

Submit

3.3.8 Confirmation

Once you have completed the enrollment entity application, you will receive a confirmation message on the screen. You will then be able to log in using the username and password combination you originally created. Enter the MFA one-time code when prompted.

September 30,2026 v2.0

CEC’s/EEF’s Onboarding and Certification Status

Page 15 of 30

4. Entity: Registration Status

After the initial Entity account registration process has been completed, the account is placed into a default Registration Status of “Pending,” and the Entity Portal provides a read-only view of the information provided in Section 3.

Date	Previous status	New Status	Comment
09/24/2026	Incomplete	Pending	No Comments

The “Registration Status” page provides an overview of the Entity’s current status, as well as any status changes that have occurred since the account was created. Entities can access the full functionality offered by the Nevada Health Link Platform—including the creation of additional CEC accounts—only after the SSHIX Navigator Program Coordinator reviews and verifies the Entity organization’s information and updates their Registration Status to “Active.” The Entity account must be in “Active” status in order for the organization’s individual CECs to be eligible for inclusion in the “Find Local Assistance” directory tool.

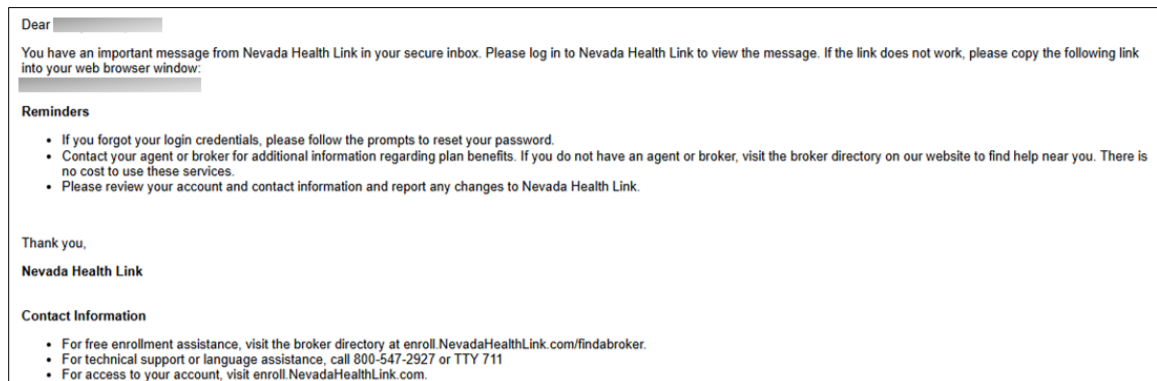
PLEASE NOTE: The “Entity Number” displayed on the Registration Status page is an internal tracking number assigned automatically by the Nevada Health Link Platform; this number is not related to the individual assister Certification numbers that may have been assigned by CMS or SSHIX.

4.1. Notification of “Active” Status

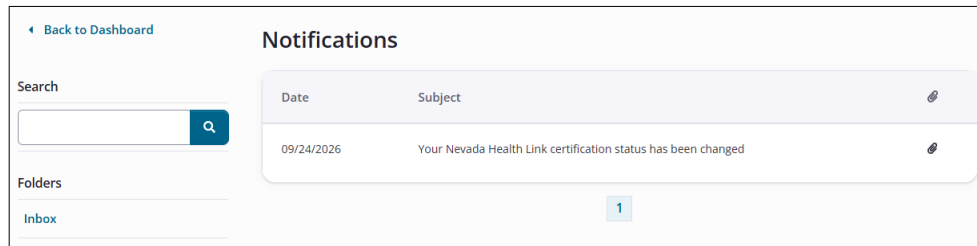
- Step-1: When your status has been updated to “Active” you will receive notification via email. Open the new email received from noreply@nevadahealthlink.com on the Entity’s

email

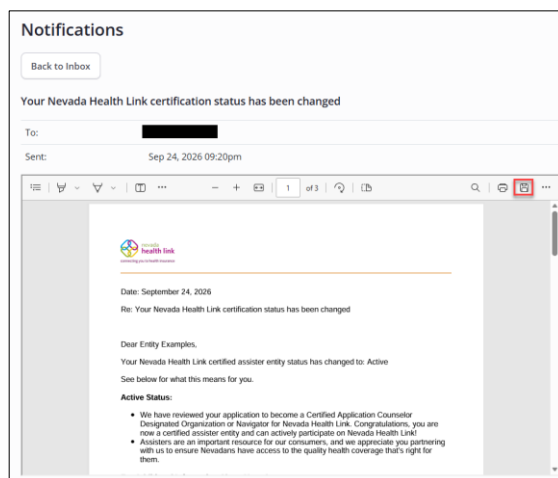
account and click on the link provided in the email. If the link does not work, copy the provided link into a new web browser window.



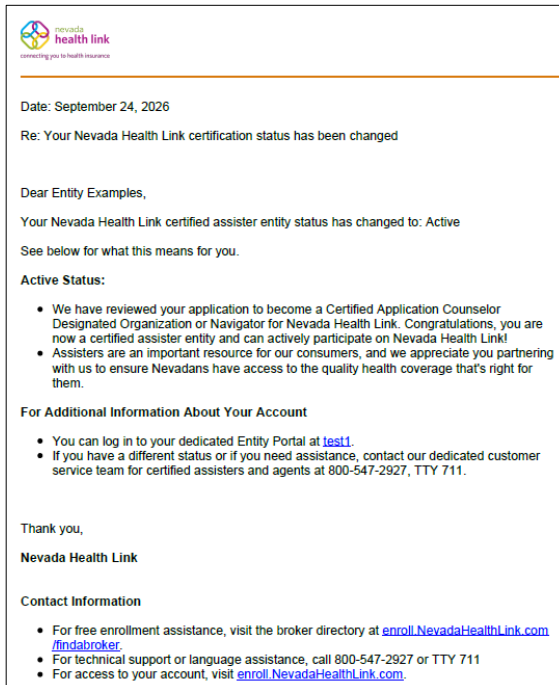
- Step-2: Enter login credentials to confirm your identity and click the 'Log In' button.
- Step-3: Enter your MFA one-time code when prompted, following the instructions provided earlier in this guide.
- Step-4: Click the  icon near the top-right corner of the screen and open the message from Exchange Admin in your Secure Inbox. For more information on the Secure Inbox please see Section 8.2.



- Step-5: Select the message you want to view to open it. You can read the message directly in your inbox, or click the disc icon to download a copy.



- Step-6: The following screen displays new Entity Organization Certification Status pdf file.



5. Entity: Create Additional CEC Account(s)

Once the Entity organization's Registration Status has been updated to "Active," the Entity user can create individual CEC accounts at any time using the steps described below. For more information on Registration Status see Section 4.

PLEASE NOTE: Although CEC user accounts can be created at any time, individual CECs will not receive their account invitation emails until the SSHIX Navigator Program Coordinator has verified their completion of the Training and Certification curriculum and updated their account status to "Certified." For more information please see Section 6.

5.1. Add Individual Certified Enrollment Counselor

- Step-1: Click on the 'Add Certified Enrollment Counselor' button on the Home page.

Certified Enrollment Counselors Delegations Account

Certified Enrollment Counselors 1 Matching Certified Enrollment Counselor [Add Certified Enrollment Counselor](#)

Refine Results By [Reset All](#)

Certified Enrollment Counselors first name

Certified Enrollment Counselors last name

Name	Role	Number Of Clients	Certification Renewal For Enrollment Counselor	Status	Certification Status
CEC Guide	Enrollment Counselor	0	-	Inactive	Pending

Showing 1-1 of 1 items

Rows 10

- Step-2: Fill out New Enrollment Counselor Form using the instructions provided in Section 3.3.5, then click the 'Save' button.

6. CEC: Certification Status and Account Status

Although an individual CEC account can be created at any time, the individual CEC will not receive his or her account invitation email until the SSHIX Navigator Program Coordinator has verified completion of the Training and Certification curriculum and updated the CEC's Certification Status to "Certified." The "Certification Status" column displays current status.

Certified Enrollment Counselors 2 Matching Certified Enrollment Counselors [Add Certified Enrollment Counselor](#)

Refine Results By [Reset All](#)

Certified Enrollment Counselors first name

Certified Enrollment Counselors last name

Status

Name	Role	Number Of Clients	Certification Renewal For Enrollment Counselor	Status	Certification Status	
CEC Example	Enrollment Counselor	0	09/25/2027	Inactive	Certified	⋮
CEC Guide	Enrollment Counselor	0	-	Inactive	Pending	Edit

Showing 1-2 of 2 items < 1 > Rows 10 ▾

In addition to the Certification Status, the Nevada Health Link platform provides an additional data field called Account Status (or simply "status") which is intended to allow Entity users to manage the availability of the CECs within their organization. The default Account Status for new CEC accounts is "Inactive," and in order for CECs to show up in the "Find Local Assistance" directory tool the Entity user must update the Account Status to "Active" using the steps below.

PLEASE NOTE: The Entity user is expected to keep the Account Status of all CECs within the organization up to date. If a CEC leaves the organization or is temporarily unavailable to provide assistance (e.g. as a result of an extended vacation or medical issue) the Entity should update the Account Status to "Inactive." When the CEC returns to work the status should be updated to "Active."

6.1. Update Certified Enrollment Counselor Account Status to "Active"

- Step-1: Click on the  button next to a "Certified" CEC on the Home Page, then select 'Edit.'

Certified Enrollment Counselors 2 Matching Certified Enrollment Counselors [Add Certified Enrollment Counselor](#)

Refine Results By [Reset All](#)

Certified Enrollment Counselors first name

Certified Enrollment Counselors last name

Status

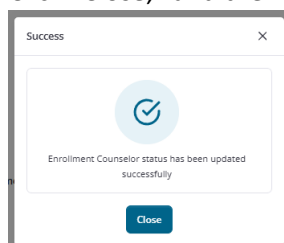
Name	Role	Number Of Clients	Certification Renewal For Enrollment Counselor	Status	Certification Status	
CEC Example	Enrollment Counselor	0	09/25/2027	Inactive	Certified	⋮
CEC Guide	Enrollment Counselor	0	-	Inactive	Pending	Edit

Showing 1-2 of 2 items < 1 > Rows 10 ▾

- Step-2: Click on the “Status” section and click on ‘Edit’ button.

- Step-3: Select “Active” status from the “New Status” drop-down menu and click on the ‘Save’ button. You can also enter a comment, if applicable.

After saving, you will see a message confirming the status has been successfully updated. Click “Close,” and the “New Status” will now reflect the new status for the CEC.

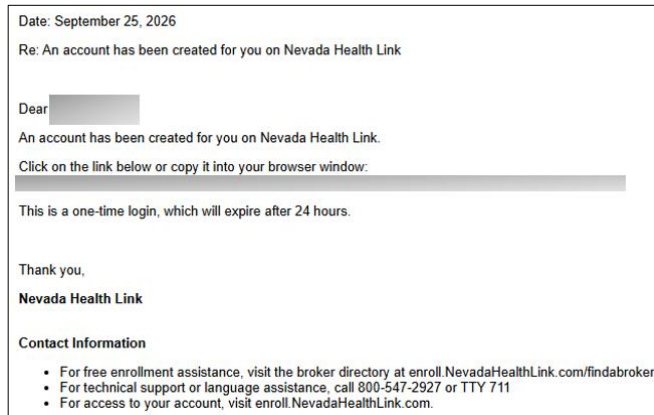


7. CEC: User Account Registration

New CEC accounts will be assigned a default Certification Status of “Pending.” CEC accounts cannot be used to assist consumers until the SSHIX Navigator Program Coordinator has verified completion of the Training and Certification curriculum and updated the Certification Status to “Certified.” The Platform will then send an email invitation to the new user with a link for completing the account registration process.

7.1. Claim Account Invitation

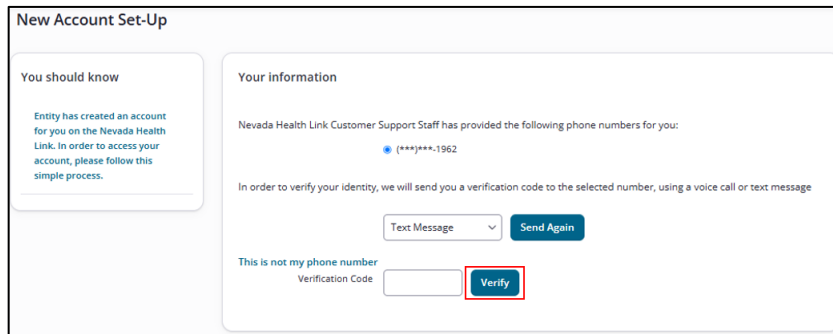
- Step-1: Open the email invitation received from noreply@nevadahealthlink.com , and click on the provided link. If the link does not work, copy and paste the full link text into a new web browser window.



- Step-2: Select a verification method (either a Text Message or Voice Call) and click the “Send Code” button to receive a verification code on the associated phone number.

A screenshot of the "New Account Set-Up" page on the Nevada Health Link website. The page has a header with the Nevada Health Link logo and tagline "connecting you to health insurance". The main content area is divided into two columns. The left column, titled "You should know", contains a message: "[redacted] has created an account for you on the Nevada Health Link. In order to access your account, please follow this simple process." The right column, titled "Your information", shows a phone number field with a redacted number and a dropdown menu set to "Text Message". Below the phone number field is a red "Send Code" button. A link "This is not my phone number" is at the bottom of the right column.

- Step-3: Enter the received verification code and click the 'Verify' button.



New Account Set-Up

You should know

Entity has created an account for you on the Nevada Health Link. In order to access your account, please follow this simple process.

Your information

Nevada Health Link Customer Support Staff has provided the following phone numbers for you:

(*) (*) (*) (*) 1962

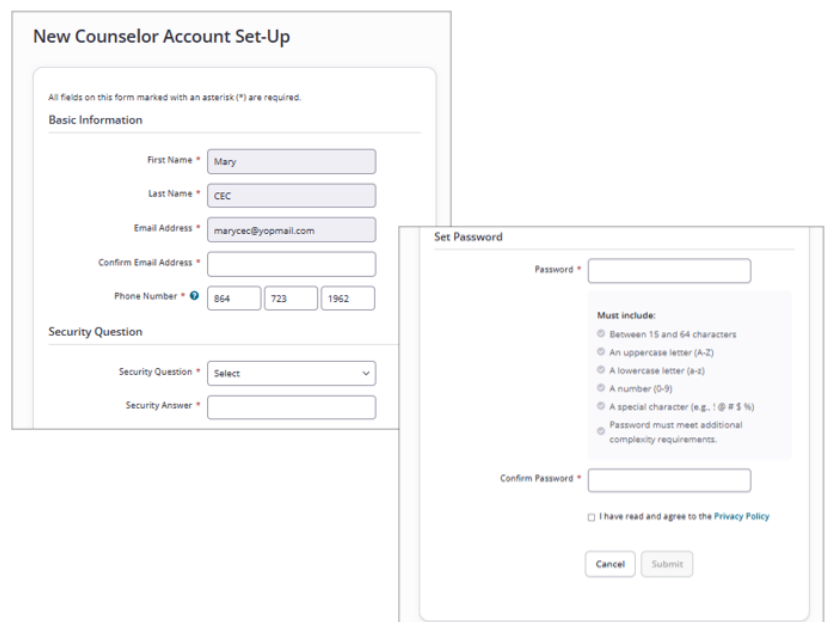
In order to verify your identity, we will send you a verification code to the selected number, using a voice call or text message

Text Message

This is not my phone number

Verification Code

- Step-4: Verify and complete the basic information, set up a security question (the answer will be required if you need to request a password reset), and create a new password. Check the box next to *I have read and agree to the Privacy Policy*. Then click the 'Submit' button.



New Counselor Account Set-Up

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

Password *

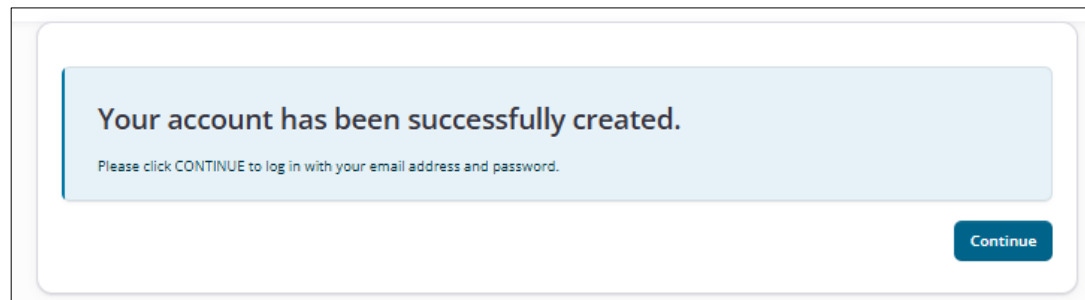
Must include:

- ☐ Between 15 and 64 characters
- ☐ An uppercase letter (A-Z)
- ☐ A lowercase letter (a-z)
- ☐ A number (0-9)
- ☐ A special character (e.g., ! @ # \$ %)
- ☐ Password must meet additional complexity requirements.

Confirm Password *

☐ I have read and agree to the Privacy Policy

- Step-5: After submission, a message will display on the screen indicating that your account has been successfully created. Click "Continue."

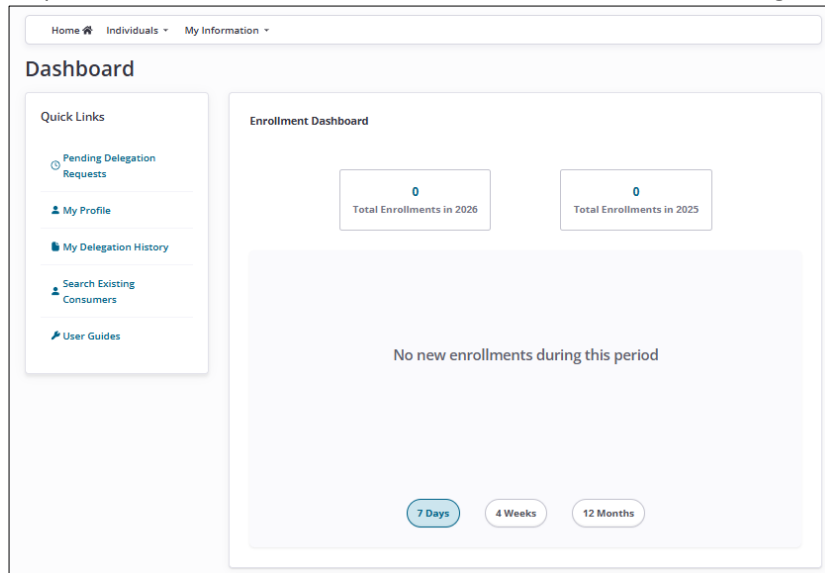


Your account has been successfully created.

Please click CONTINUE to log in with your email address and password.

- Step-6: To log in, you will need to set up a mobile authenticator. Follow the instructions in section 3.2 to do so.

Step-7: Welcome to the Certified Enrollment Counselor Home Page.



8. User Portal Navigation

This section applies to both Entity and CEC accounts, and describes the navigation options located on the top-right corner of the Entity and CEC portals. It contains a Home page button, Secure Inbox button and My Account section:

8.1. Home page

The Home page icon  redirects the user to the home page of their user portal, also referred to as the “Dashboard.”



8.2. Secure Inbox

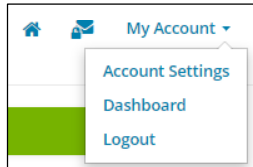
The Secure Inbox icon  provides a centralized location for system-generated updates or messages associated with the Entity and CECs account, some of which may require additional

action from the Entity and CECs. Checking the Secure Inbox often ensures that the Entity and CECs stay up to date with these notifications.



8.3. My Account

The “My Account” menu provides access to account maintenance functions.

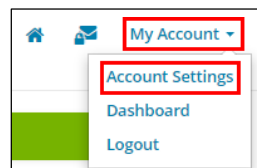


8.3.1. Account Settings

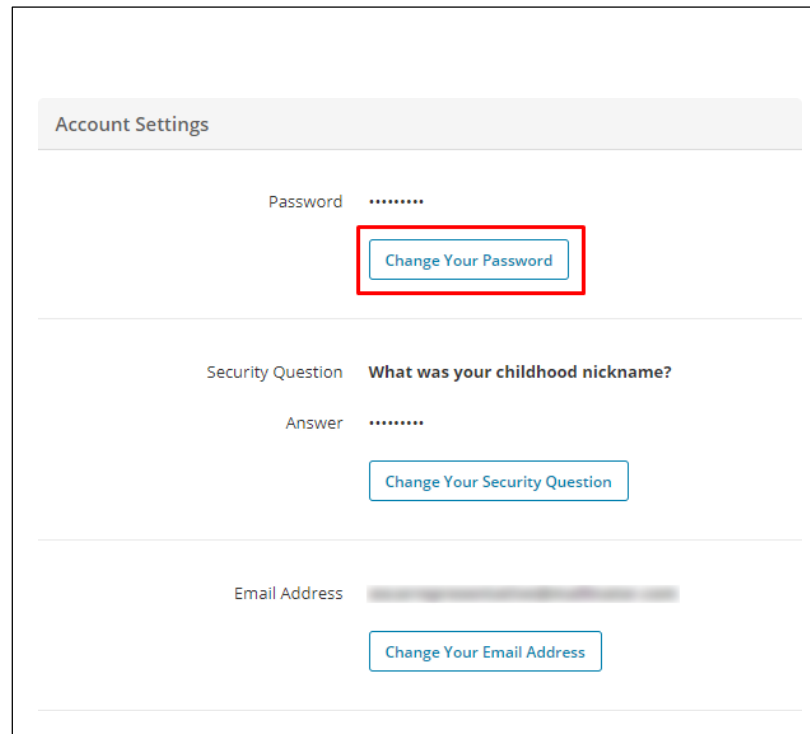
The Account Settings helps the Entity and CECs with updating a password, security question, or email address.

8.3.1.1. *Change Password*

- Step-1: Click on “My Account” on the top-right corner, then click on “Account Settings”.

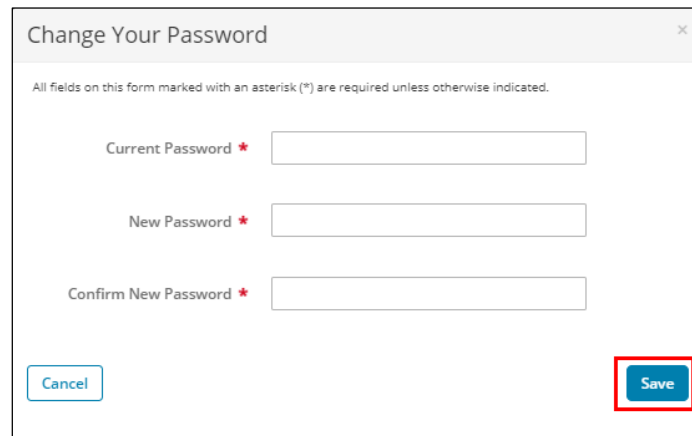


- Step-2: Click on “Change Your Password”.



The screenshot shows the 'Account Settings' page. It has three main sections: Password, Security Question, and Email Address. The 'Password' section has a masked password field and a 'Change Your Password' button, which is highlighted with a red rectangular box. The 'Security Question' section shows the question 'What was your childhood nickname?' and a masked answer field, with a 'Change Your Security Question' button below it. The 'Email Address' section has a masked email field and a 'Change Your Email Address' button below it.

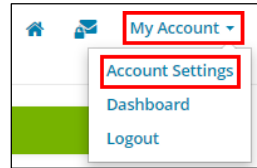
- Step-3: Provide the current password, new password and confirm the new password, and click the “Save” button.



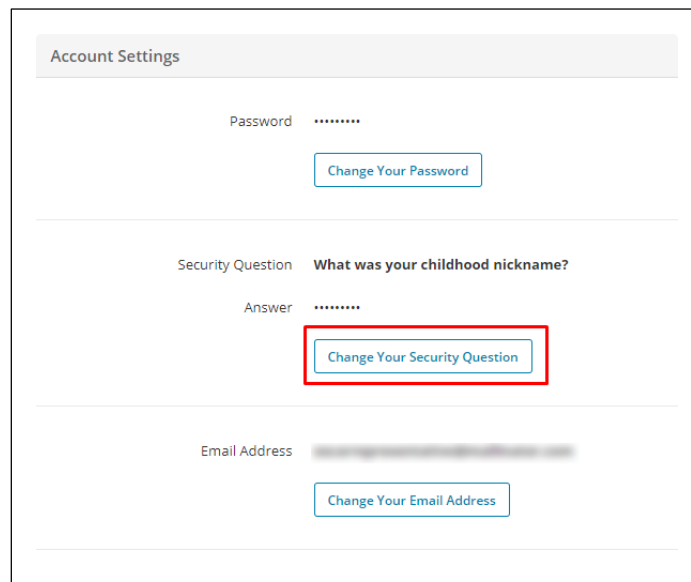
The screenshot shows a 'Change Your Password' dialog box. It contains three text input fields labeled 'Current Password *', 'New Password *', and 'Confirm New Password *'. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Save' button, which is highlighted with a red rectangular box. A note at the top states: 'All fields on this form marked with an asterisk (*) are required unless otherwise indicated.'

8.3.1.2. Change Security Question

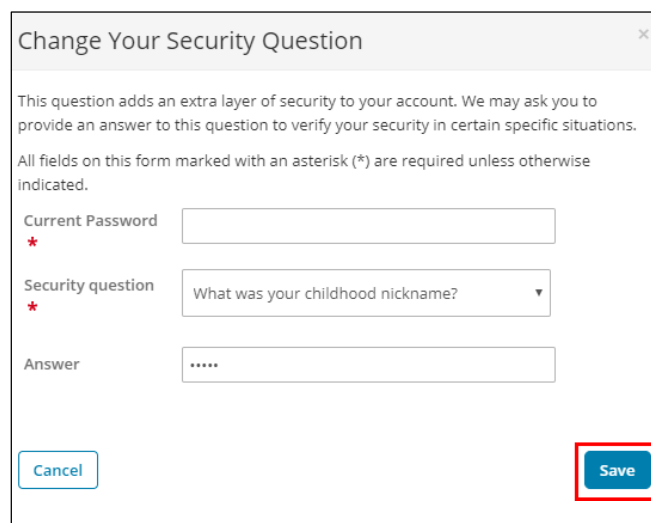
- Step-1: Click on “My Account” on the top-right corner and click on “Account Settings”.



- Step-2: Click on “Change Your Security Question”.

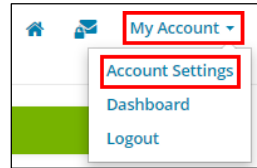


- Step-3: Provide current password and set-up a new security question, and click the “Save” button.

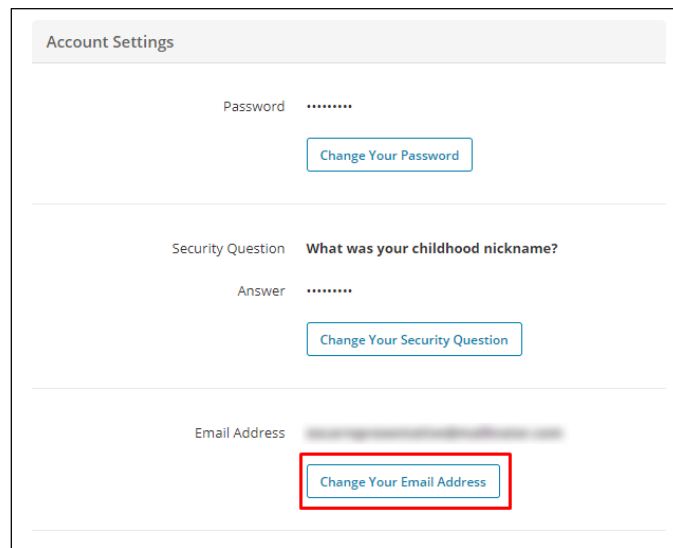


8.3.1.3. Change Email Address

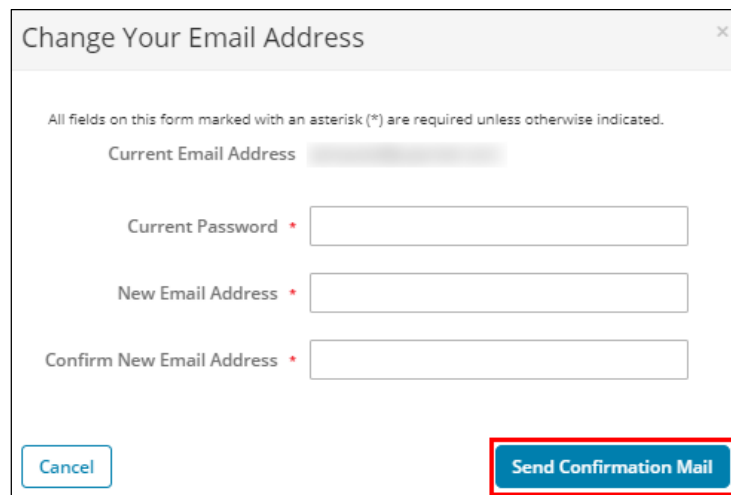
- Step-1: Click on “My Account” on the top-right corner, then click on “Account Settings”.



- Step-2: Click on “Change Your Email Address”.



- Step-3: Provide the current password, new email address and confirm the new email address, and click the “Send Confirmation Email” button.

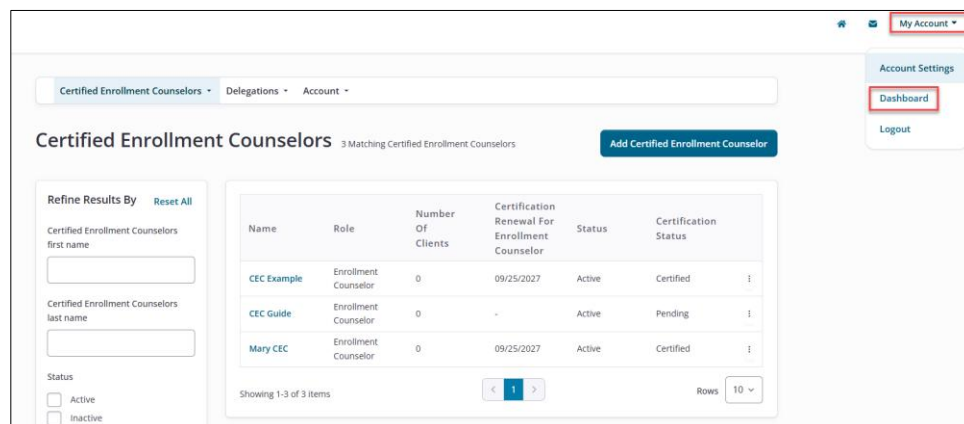


- Step-4: Changing an email address requires a confirmation email to be sent to the new address. Open the new email received from noreply@nevadahealthlink.com and click on the provided link, or copy and paste that link in a new web browser to confirm the change of email address.

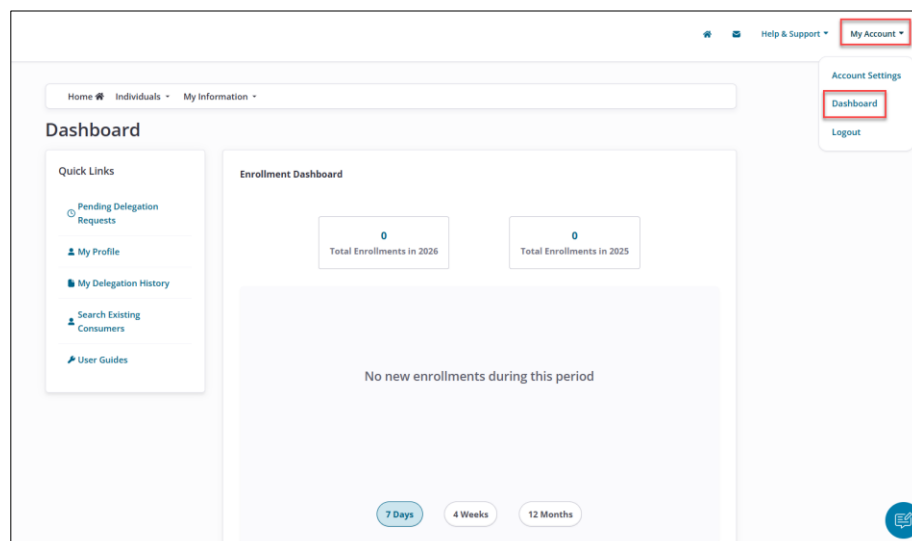
8.3.2. Step-5: For security purposes, a verification email is also sent on the old email address to notify the user of the change.

Dashboards

For Entity accounts, the Dashboard link guides an Entity Organization to the list of Certified Enrollment Counselors associated with the organization. Entities can manage CEC profiles, and these profiles can be accessed by searched for the name, Active/Inactive status, Certification status, or CEC certification renewal date of the CEC.

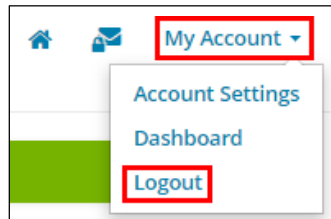


For CEC accounts, the Dashboard tab guides a CEC to their Enrollment Dashboard.



8.3.3. Log out

The Log out tab allows Entities and CECs to sign out from their current session. For security purposes SSHIX recommends logging out after each session.



Document Revision History

Version	Issue Date	Changes	Drafted	Approved
1.0	8/20/2019	Initial Release	Vinit Yagnik	Russell Cook
2.0	9/30/2026	Updated contacts and content.	Joseph Filippi	Janel Davis