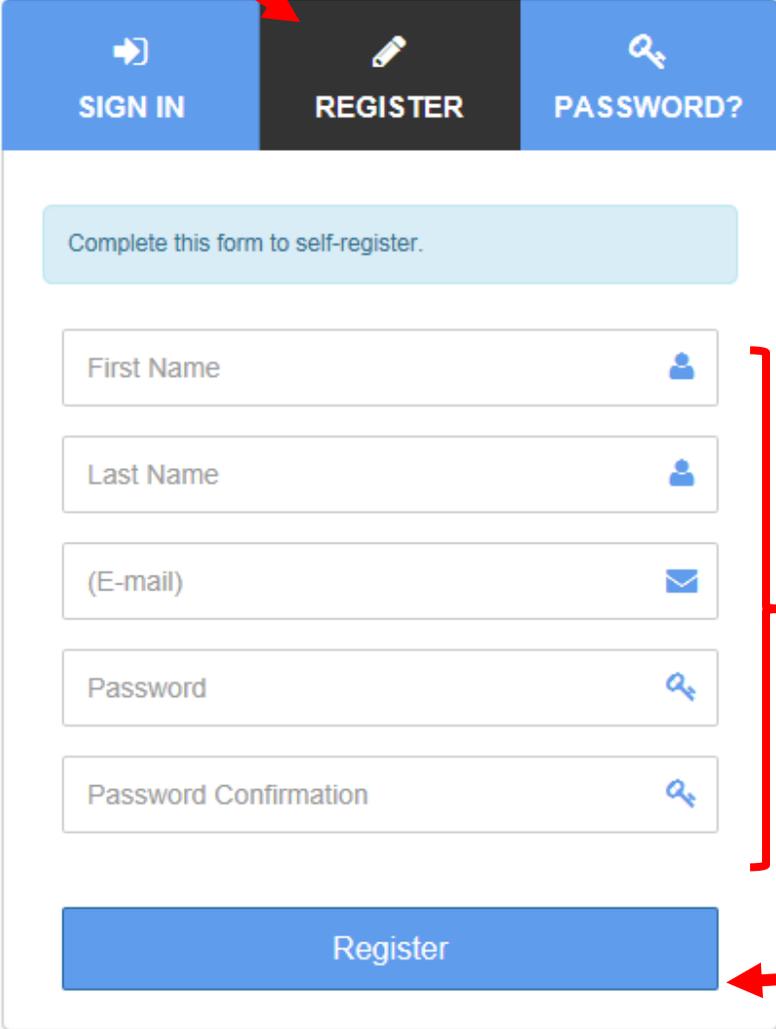


HBR University Registration Instructions

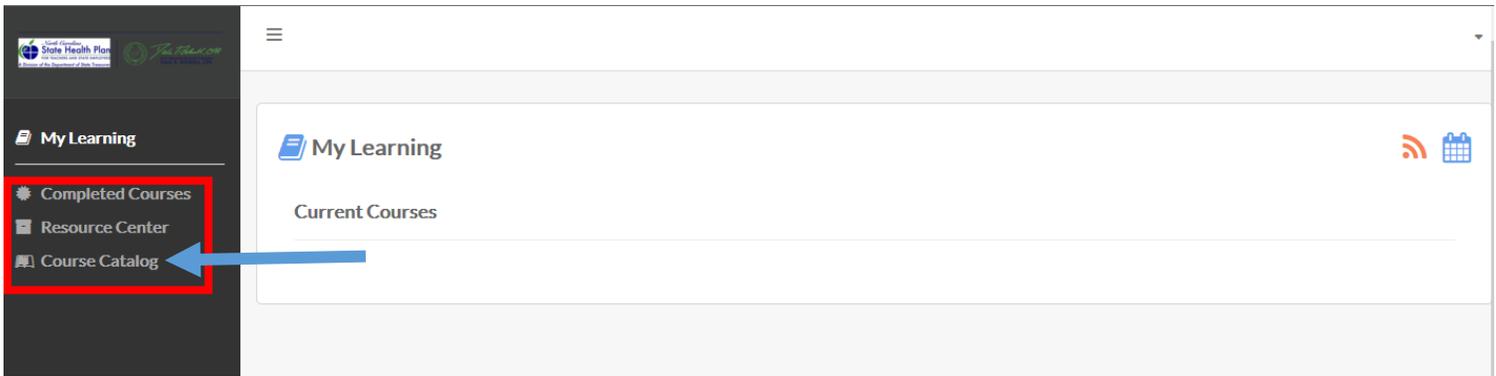
The State Health Plan's HBR University is an online learning management system that is powered by SkyPrep. It includes training modules and guides for HBRs to assist them with administering information regarding State Health Plan benefits. Below are instructions for HBRs to access and register for HBR University.

1. First time users will need to register by going to <http://shpnc.skyprepapp.com/>.
2. Click **Register** at the top of the page and then complete the form.
3. After you complete the form, click the blue **Register** button under the form to be logged in.

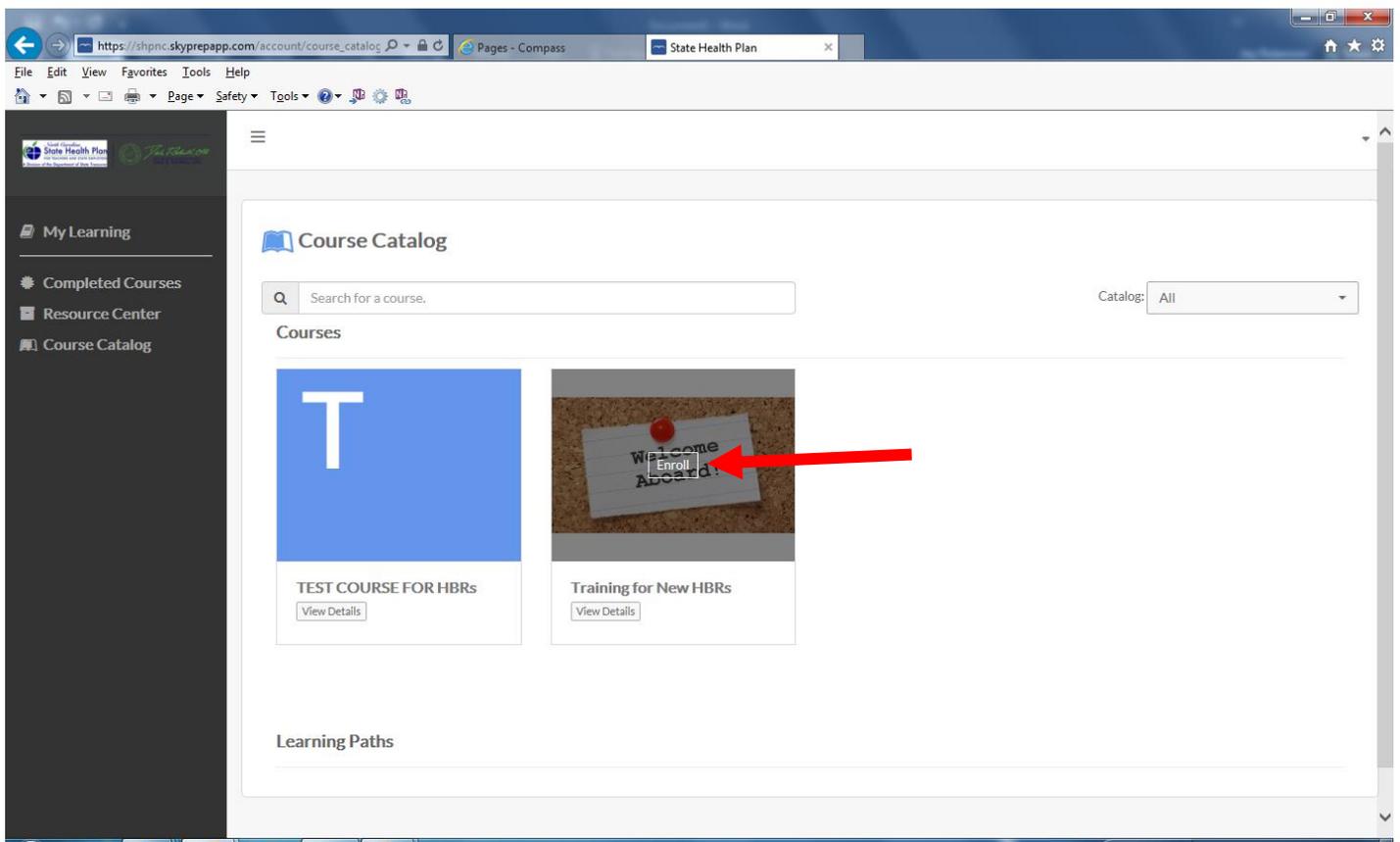


The screenshot shows the registration interface. At the top, there are three buttons: "SIGN IN", "REGISTER", and "PASSWORD?". The "REGISTER" button is highlighted in black and has a red arrow pointing to it. Below these buttons is a light blue box with the text "Complete this form to self-register." The form contains five input fields: "First Name", "Last Name", "(E-mail)", "Password", and "Password Confirmation". Each field has a corresponding icon on the right (person, person, envelope, key, and key respectively). A red bracket on the right side of the form groups these five fields. Below the form is a large blue "Register" button, which has a red arrow pointing to it. At the bottom of the page, it says "Powered by SkyPrep Learning Management System".

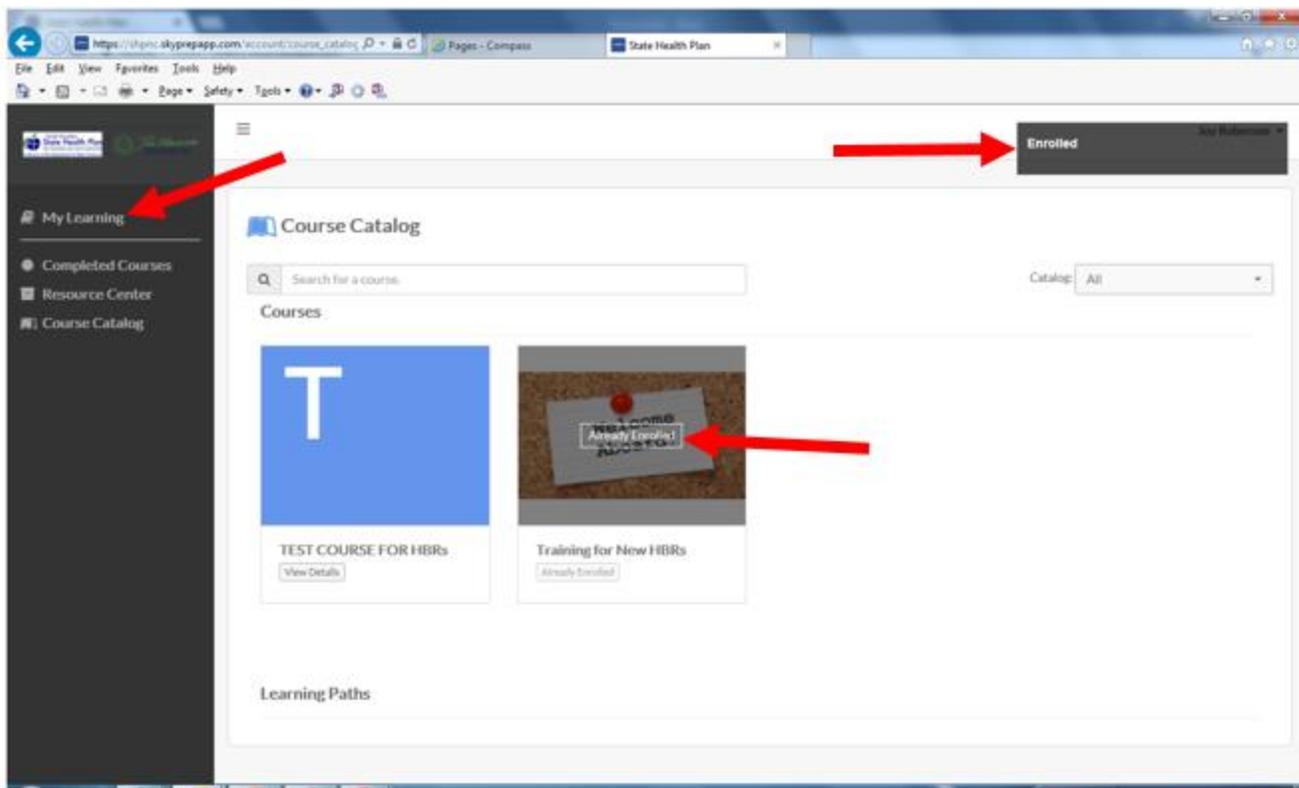
4. You should now see the My Learning homepage. (See image below.) Note the menu options on the left-hand side of the page (Completed Courses, Resource Center and Course Catalog).



5. Click **Course Catalog**. You should now see the screen below.
6. Hover your mouse over the “Welcome Aboard” image until “Enroll” appears.
7. Click **Enroll**.



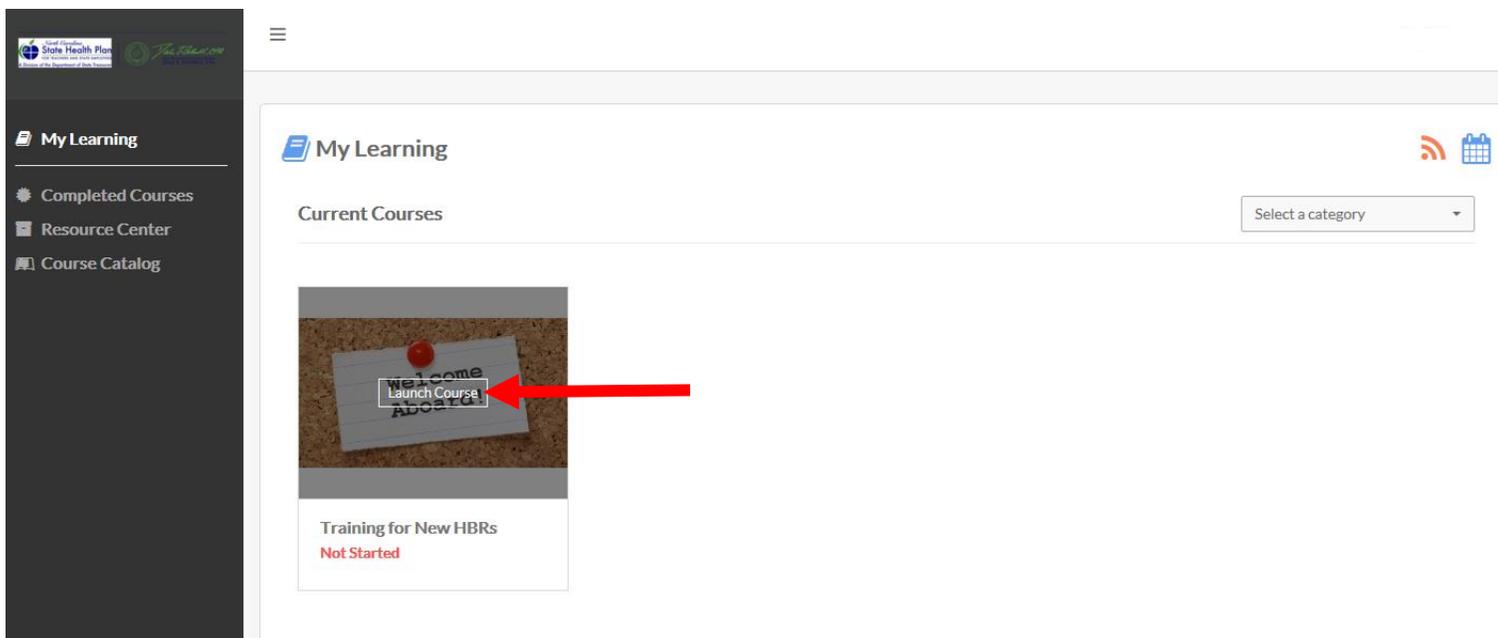
8. “Enrolled” appears in the top right-hand corner and “Already Enrolled” appears over the course image.
9. Click on **My Learning** in the menu on the left-hand side of the page.



10. You should now see the **My Learning** homepage. (See below.)

11. Hover your mouse over the “Welcome Aboard” image until “Launch Course appears.

12. Click **Launch Course**.



13. The course opens and you should see the following image.

14. Click the blue **Launch Course** button.

The screenshot shows a web interface for a course titled "Training for New HBRs". On the left is a dark sidebar with navigation options: "My Learning", "Completed Courses", "Resource Center", and "Course Catalog". The main content area has a header with the course title and "Course Admin: hbrtraining@nc-treasurer.com". Below this, it says "Course Complete: 0%". A "Launch Course" button is in the top right, with a red arrow pointing to it. Under "Course Introduction", there is a note: "This training is designed to provide you with all the tools and resources you will need to assist your employees." To the right of this text is an image of a corkboard with a note that says "Welcome Aboard!". Below the introduction is a yellow bar with the text: "This course requires you to view course modules in the order outlined below." A list of modules follows, each with a document icon and a lock icon: "SHIP Overview.pptx", "Benefits Overview.pptx", "Policies and Processes.pptx", "eBilling.pptx", "HBR Resources.pptx", "New Hire HBR Quiz" (with a checkmark), and "eBenefits Access Request form.pdf". The URL at the bottom is "https://shpnc.skyprepapp.com/?mode=user".

15. The course will begin and the presentation should look like the image below.

16. Advance through the presentation using the arrows at the top left or the scroll bar on the right.

The screenshot shows a presentation slide titled "State Health Plan Overview". At the top left, there is a "Download" button and a "filestack" logo. The slide content includes the "North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES" logo, which is a division of the Department of State Treasurer. It also features the logo for "Val F. Folwell, CPA" and "DALE R. FOLWELL, CPA", the State Treasurer of North Carolina. Below the logos is a horizontal strip of images showing diverse people and healthy food. The title "State Health Plan Overview" is prominently displayed in the center. At the bottom, it says "A Division of the Department of State Treasurer". On the right side, there is a vertical scroll bar with a red arrow pointing to it. At the top left of the slide area, there are navigation arrows with a red arrow pointing to them. The URL at the bottom right is "https://shpnc.skyprepapp.com/?mode=user".

17. At the last slide of the 1st module presentation (shown below), you will need to click the blue right arrow button at the top right-hand corner of the page or click the drop down arrow to select the next module.

The image shows a presentation slide titled "Health Benefits Representative Role" displayed in a web browser window. The slide content includes a note about eBenefits, a section header "HEALTH BENEFITS REPRESENTATIVE (HBR) ROLE", and a list of responsibilities. At the top right of the slide, there is a dropdown menu labeled ".SHP Overview.pdf" with a blue right-pointing arrow button next to it. A red arrow points from this button to a dropdown menu that is open, showing a "Table of Contents" with several items: "SHP Overview.pdf", "Benefits Overview.pdf", "Policies and Processes.pdf", "eBenefits Navigation.pdf", "eBilling.pdf", "HBR Resources.pdf", "New HBR Quiz", and "eBenefits Access Request form.pdf". Each item has a lock icon to its right, except for "New HBR Quiz" which has a pencil icon. The "SHP Overview.pdf" item is highlighted with a red arrow pointing to it from the right.

18. Continue through each module presentation using the steps above until you have viewed all 6 presentations.

19. In module 7, you will be prompted to begin the course assessment. See image below. Click **Start Assessment** to begin.

Exit Course New HBR Quiz

Description
Read each question carefully and select the best answer(s). You must score 100% to pass the assessment. You are allowed 3 attempts to pass, but will have to wait 24 hours between each assessment attempt. Please note that the assessment is randomized and pulls 10 questions from a larger pool of questions at each attempt. You may refer back to the course materials during your assessment attempts. Please take your time. There is no time limit on this assessment. Once you pass the assessment, complete the eBenefits Access Form and email it to hbrtraining@nctreasurer.com.
*** Please note that we will contact your manager or HR Director if all 3 assessment attempts are exhausted without a passing score of 100%. At that time, the course and assessment attempts will be reset. ***

Questions:	10
Pass Mark:	100%
Time Limit:	No limit
Attempts:	0 / 3
Status:	Not Attempted

[Start Assessment](#)

20. Answer the 1st question and click the blue **Save and Continue** button.

21. Repeat this process until you've answered all 10 questions.

New Hire HBR Quiz Exit Assessment

1 2 3 4 5 6 7 8 9 10

Question 1 (10 points)
HBRs should complete enrollments on behalf of their employees.

True
 False

[Save and Continue](#)

22. Once all 10 questions have been answered, click the **Save and Submit Assessment** button.

New Hire HBR Quiz Exit Assessment

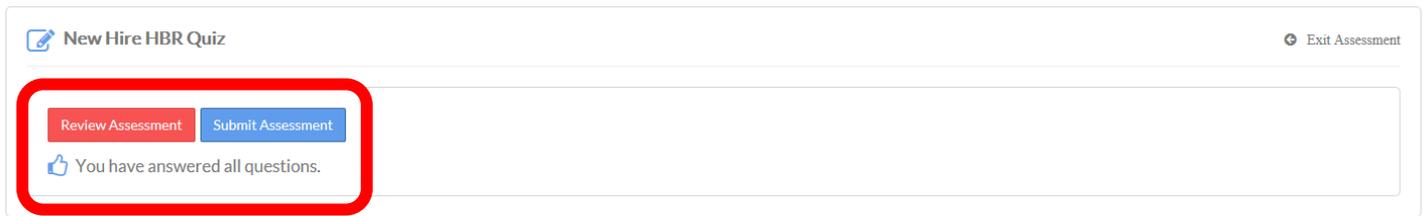
1 2 3 4 5 6 7 8 9 10

Question 10 (10 points)
Retroactive changes outside the State Health Plan enrollment or termination rules may be requested by members through an exception process and may be approved under certain criteria only.

True
 False

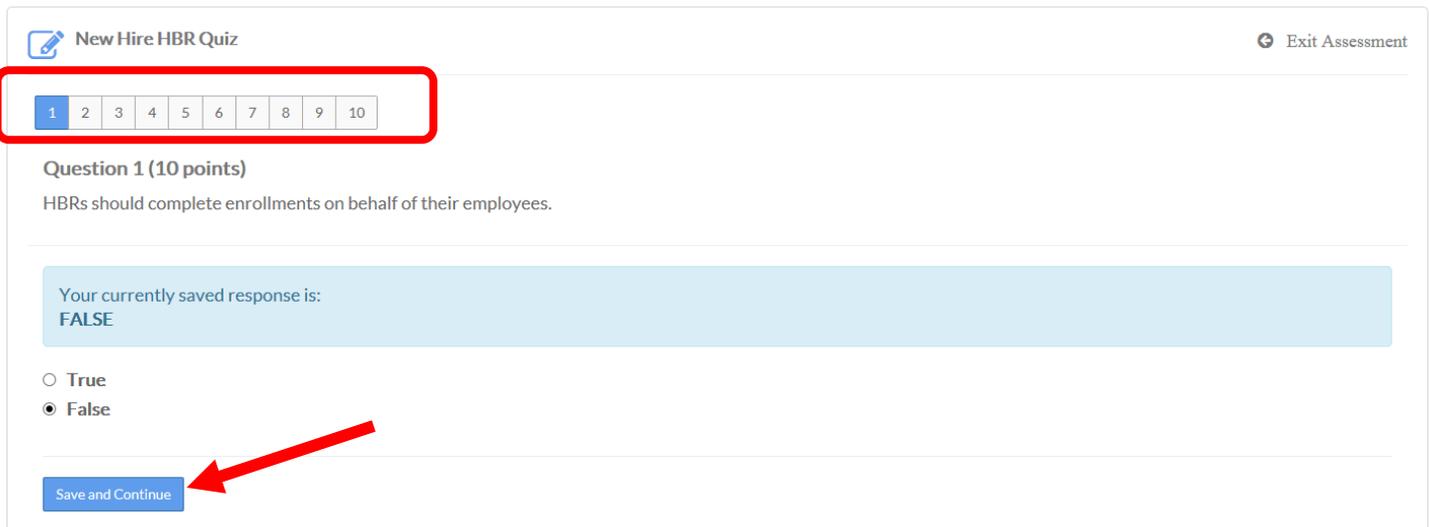
[Save and Submit Assessment](#)

23. You will then have the option to **Review Assessment** or **Submit Assessment**.

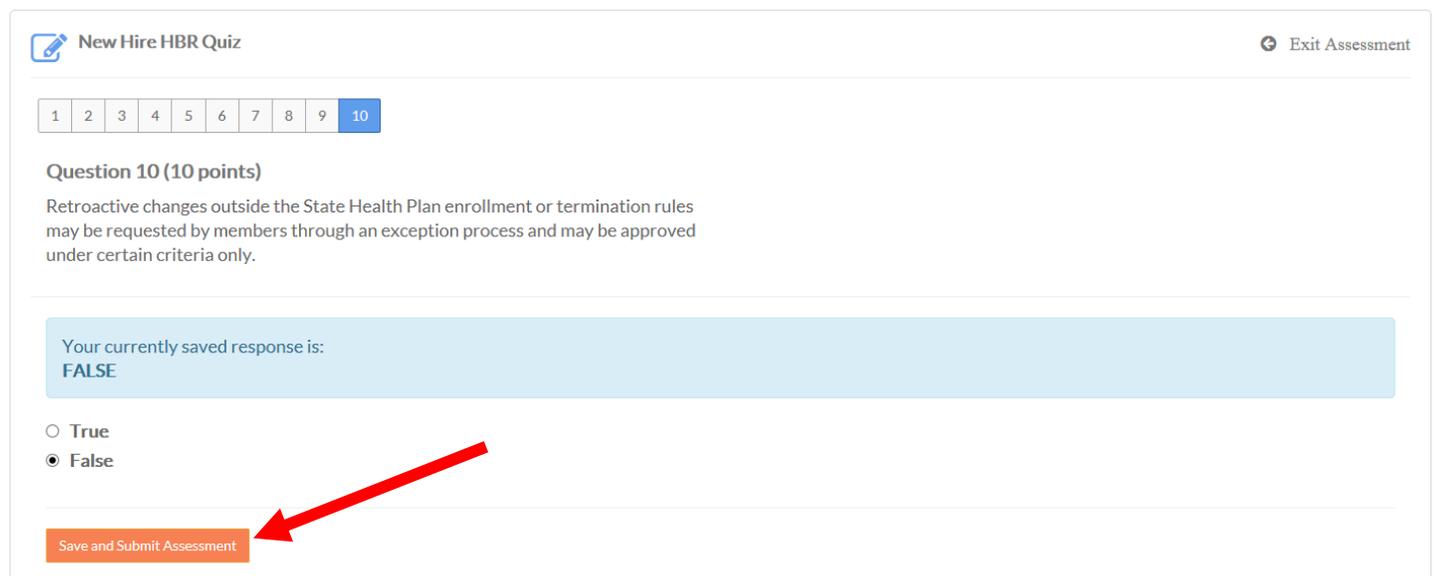


24. If you click the **Review Assessment** button, you will have the opportunity to review each answer and make changes.

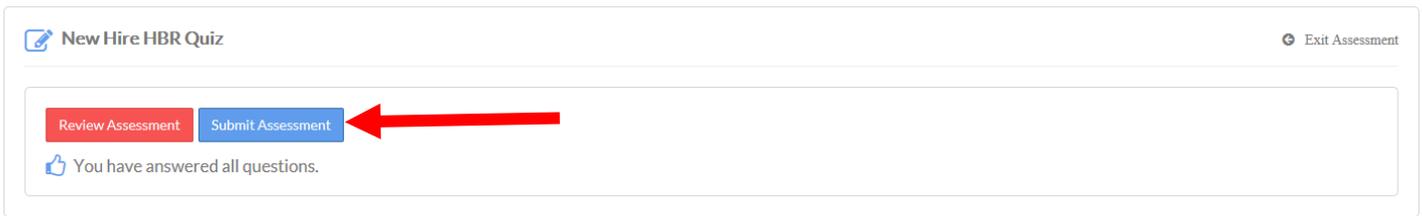
25. If you change your answer, click the blue **Save and Continue** button to move to next question. You may also move through the questions by clicking on the question number (1-10).



26. Once you've reviewed your answers, click the **Save and Submit Assessment** button.

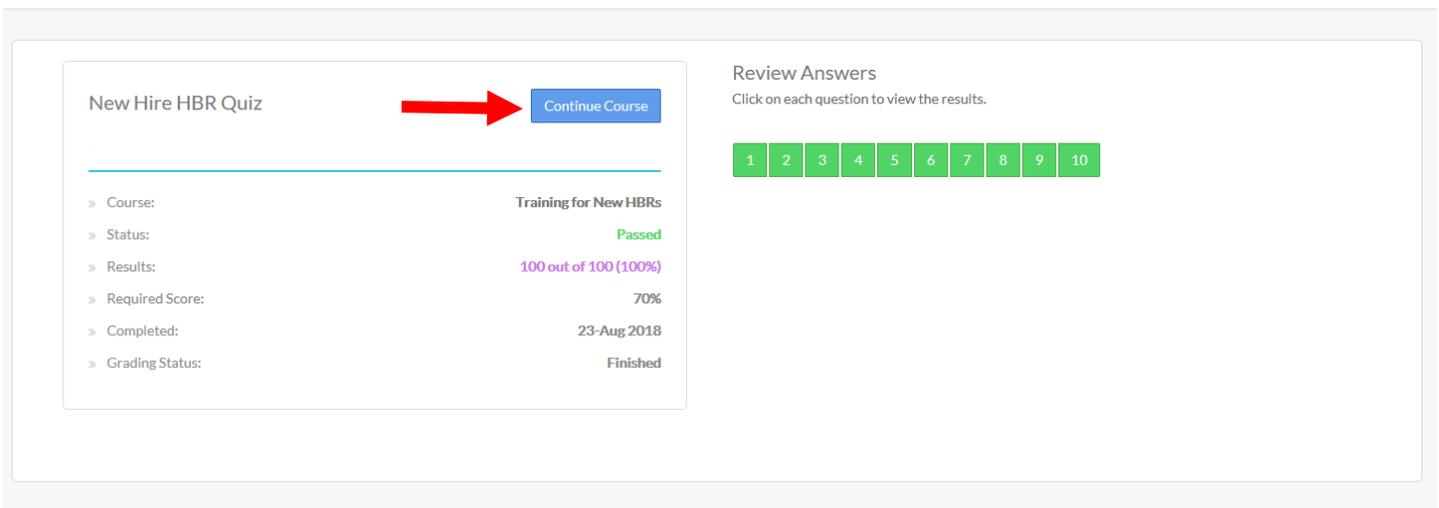


27. You should come back to the screen below. Click **Submit Assessment**.

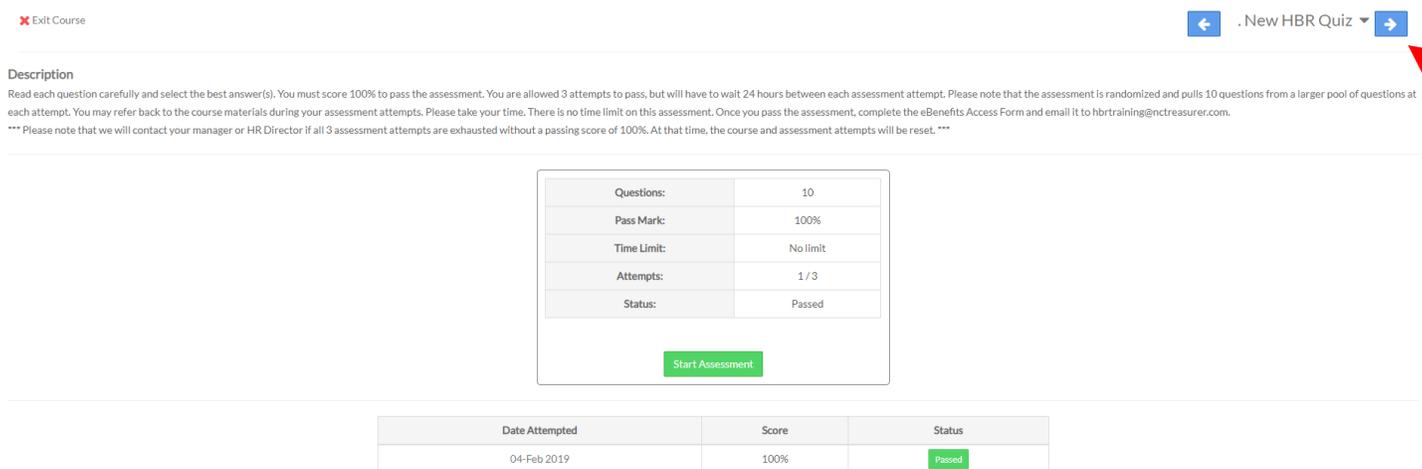


28. Your assessment will be graded and the results will be shown on the following screen. To review answers, simply click the question to see the results. (Not shown: Incorrect answers will appear in red.)

29. Click **Continue Course**.



30. You should now see the screen below. Click the blue right arrow at the top right-hand side of the page to continue.



31. The next screen should look like the image below. Click the **Download** link to open the eBenefits Access Request form.



Download

Powered by filestack

North Carolina State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

eBenefits Access Form

This form is for HBRs that need access to the State Health Plan's enrollment system, eBenefits. Please complete this form in its entirety.

First Name [] Last Name [] Phone []

Street Address [] City []

State [] Zip Code [] Email Address []

Organization/Department [] Job Title []

I certify that I have completed the required training.

Yes
 No

I need access to eBilling [] Do you need permanent or temporary access? []

Help Res

32. The form below should open in a new tab or window depending on your computer and browser settings.

North Carolina State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

eBenefits Access Form

This form is for HBRs that need access to the State Health Plan's enrollment system, eBenefits. Please complete this form in its entirety.

First Name [] Last Name [] Phone []

Street Address [] City []

State [] Zip Code [] Email Address []

Organization/Department [] Job Title []

I certify that I have completed the required training.

Yes
 No

I need access to eBilling [] Do you need permanent or temporary access?
 Permanent
 Temporary

Additional information to include reason for access (if temporary access needed, explain why):
[]

Are you replacing anyone? If yes, please include their name as their access will be removed.
Yes [] No []

- 33. Complete the form in its entirety and save it to your computer.
- 34. Go back to the tab or window where HBR University is open.
- 35. Click the **Exit Course** link.



Download

- 36. You should see on the following page that the course has been completed. Click on the **View Your Certificate** link.

A screenshot of a web application interface for a course titled "Training for New HBRs". The page shows a progress bar at 100% completion. A red arrow points to a "View Your Certificate" link in the top right corner. Below the progress bar, there is a "Course Introduction" section with a "Welcome Aboard!" sign image. A list of course modules follows, each with a green checkmark indicating completion: SHP Overview.pptx, Benefits Overview.pptx, Policies and Processes.pptx, eBilling.pptx, HBR Resources.pptx, New Hire HBR Quiz, and eBenefits Access Request form.pdf. A sidebar on the left contains navigation links: My Learning, Completed Courses, Resource Center, and Course Catalog.

- 37. The certificate will open. You may save it to your computer by clicking the **Save** icon  at the bottom of the page. (Note: The method you use to save the certificate may be different based on your browser and/or computer settings.)



- 38. Email the completed, saved eBenefits Access Request form to hbrtraining@nctreasurer.com. We will work with Benefitfocus to grant you access to eBenefits and/or eBilling.
- 39. Benefitfocus will contact you directly with login credentials.