

Health Sherpa Troubleshooting

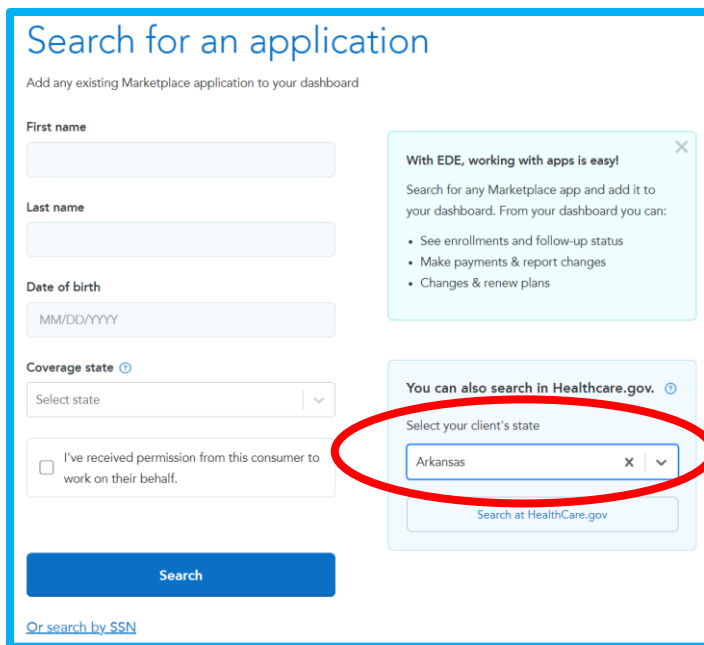
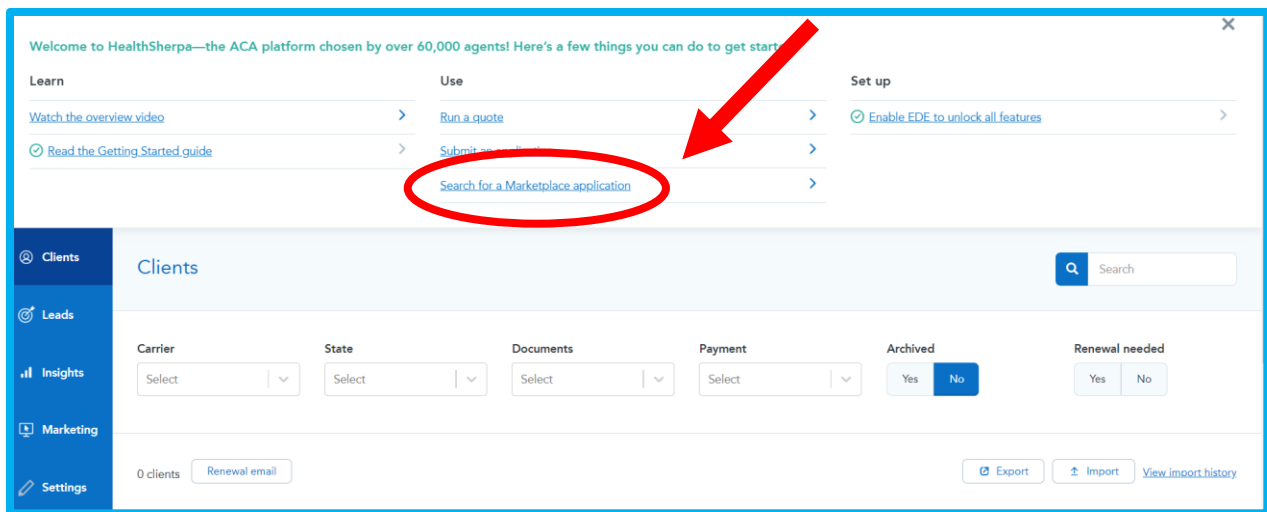
Preferred Browser

The preferred browser for Health Sherpa's site is **Google Chrome**. If you use a browser other than Google Chrome, you may experience technical difficulties.

Cancellations and Email Addresses

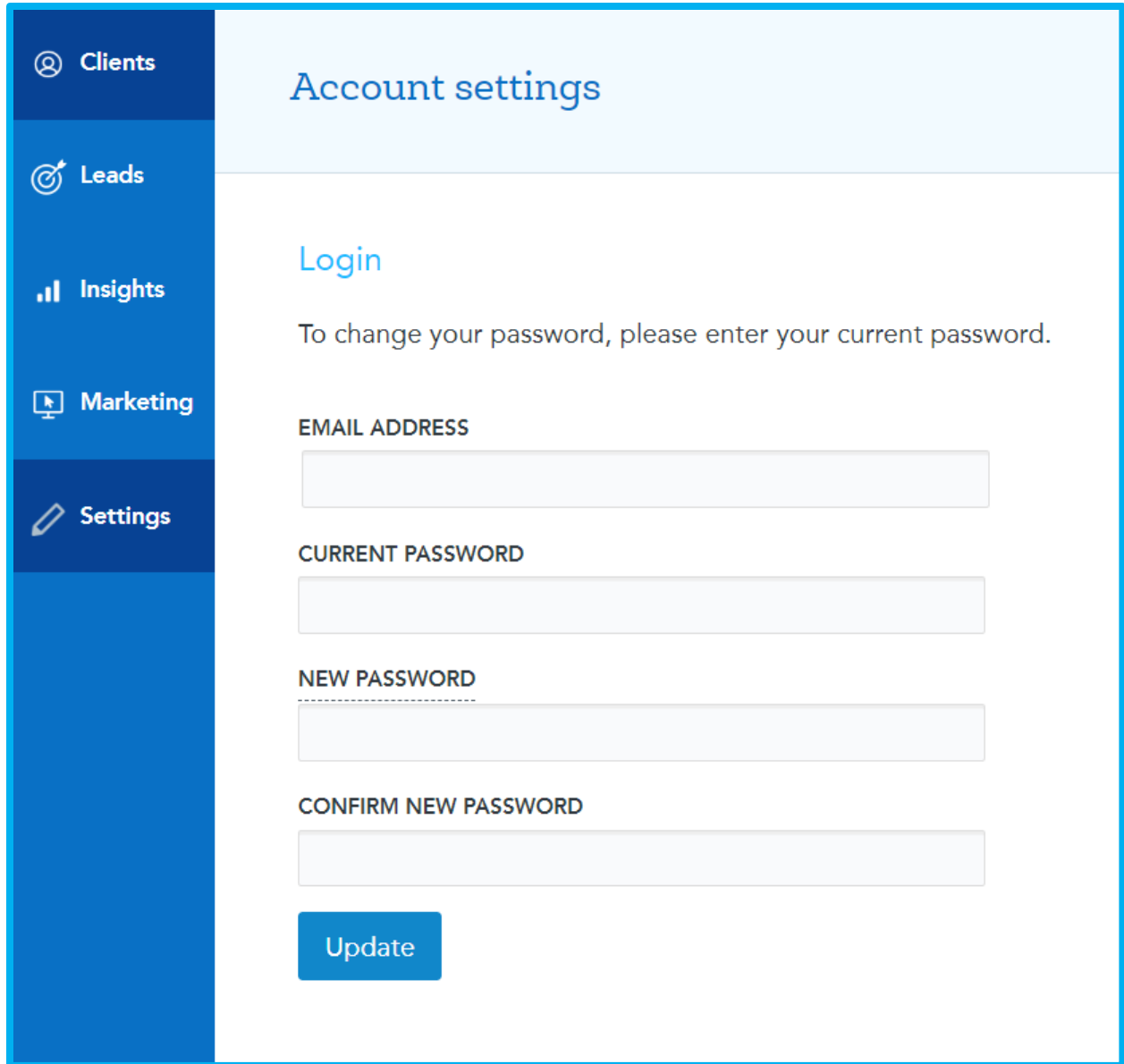
Health Sherpa **does not have an option to cancel members** like our previous Direct Enrollment pathway through the Blue Solutions tool. Instructions on how to access the old pathway, similar to that used in the Blue Solutions tool, are listed below.

Also, this pathway should be used when a client does not have an email address. Health Sherpa requires an email address when adding a lead.



Settings

You may see a different email address under **Settings** than you have on file with Arkansas Blue Cross and Blue Shield. The email will be different if you have another Health Sherpa account under another carrier. Do not change this email address. If you wish to change the email address on file with us, you can do so on [Blueprint for Agents](#).



Account settings

Login

To change your password, please enter your current password.

EMAIL ADDRESS

CURRENT PASSWORD

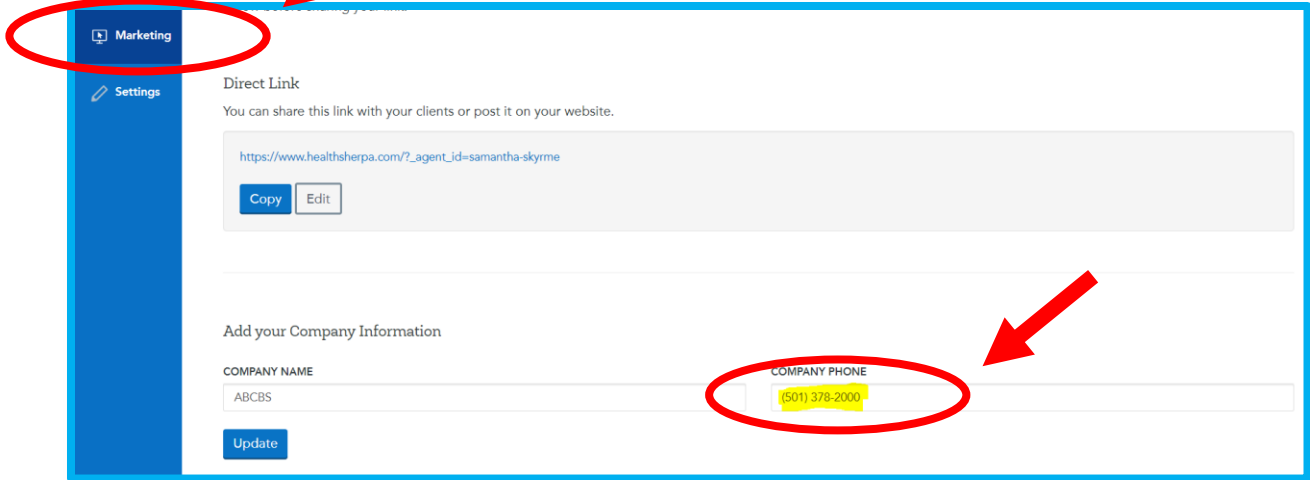
NEW PASSWORD

CONFIRM NEW PASSWORD

Update

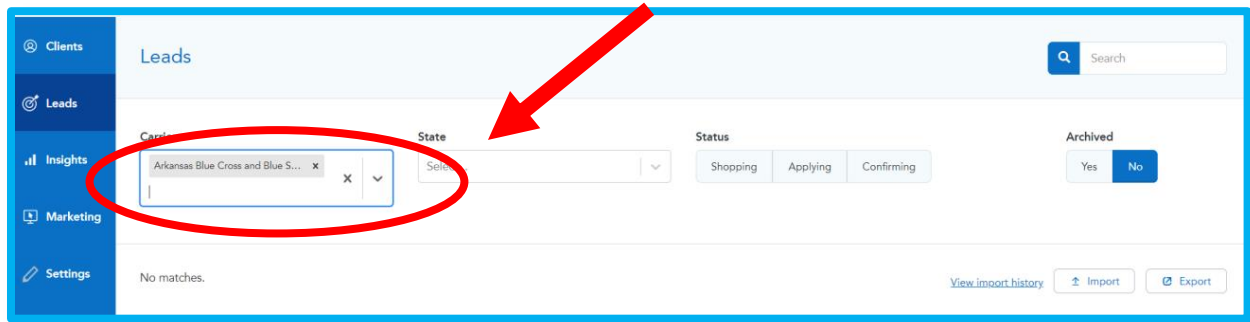
Direct Link and Company Phone

We encourage you to change your phone number under **Marketing**. The number displayed under **Marketing** will be the phone number that will display in your emails from Health Sherpa to our client.



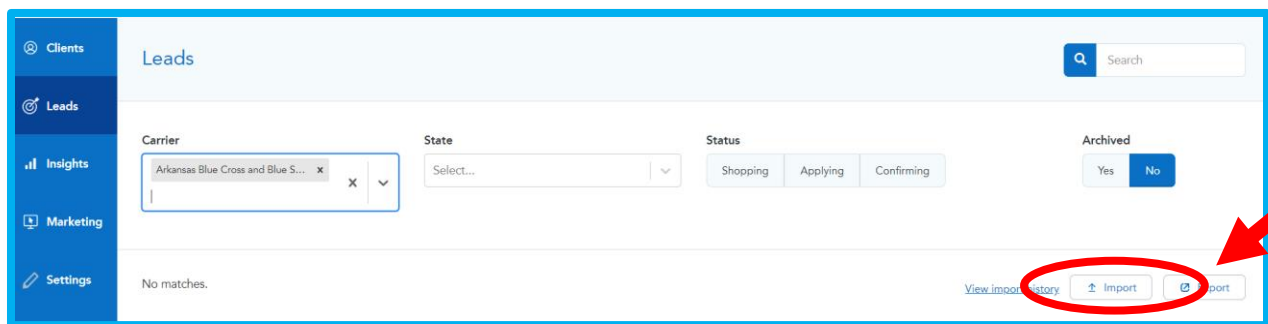
Leads

When searching for Arkansas Blue Cross and Blue Shield under **Leads**, you will see many carrier options. When you begin to quote, you will only have the option to view Arkansas Blue Cross plans.



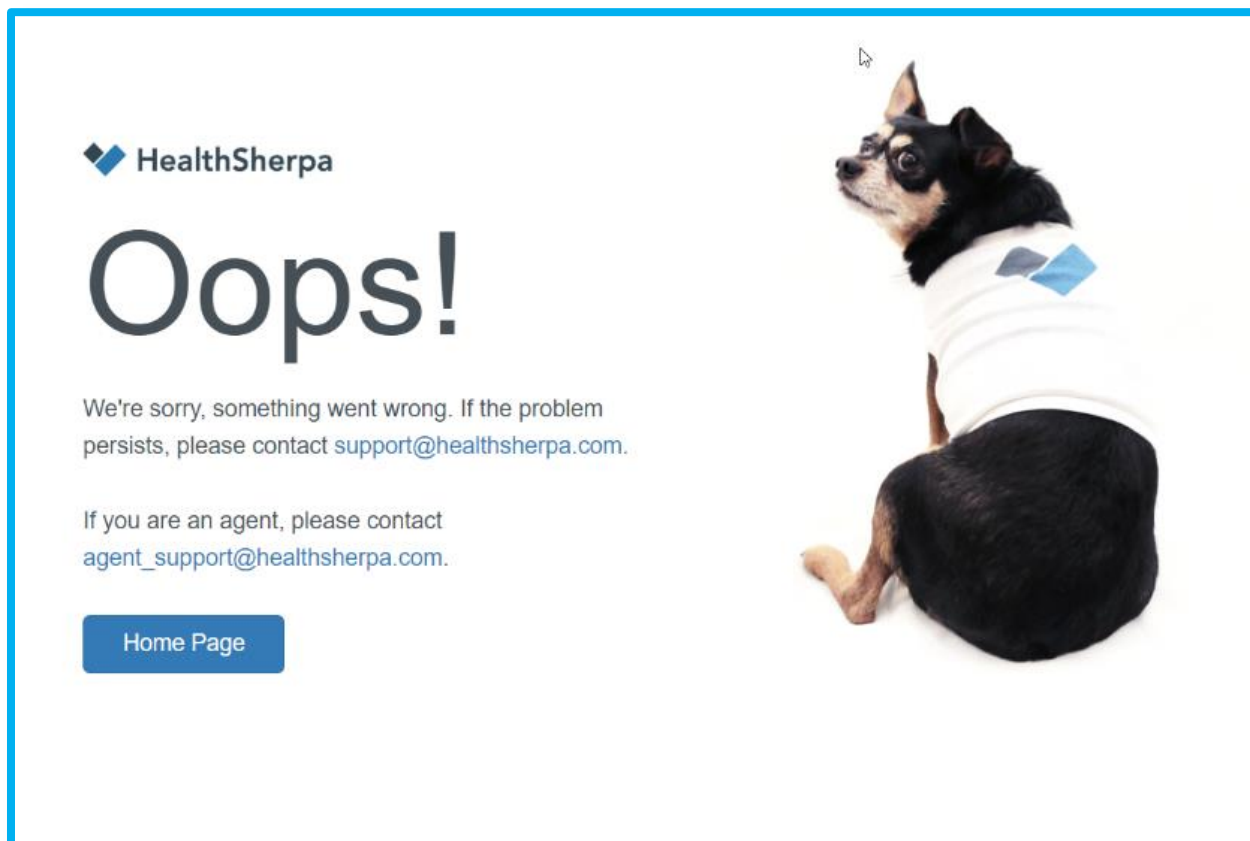
Clients and Leads

Your Prospect List, Current Enrollment Listing and information from the Blue Solutions tool will not transfer to Health Sherpa. You do have the option to export information from [Blueprint for Agents](#) and import it to Health Sherpa by clicking on the **Import** icon shown below. After you click on the **Import** icon, you will find instructions on how to import clients.



Single Sign-on Error from Blueprint for Agents

If you receive an error from our site to Health Sherpa's site, simply refresh your browser, and the site will refresh. Do not click on the **Home Page** icon, or the site will take you through a different pathway.



Errors

If you experience an error when using the Health Sherpa site, please note the URL when the error occurred and the date and time of the error. This information can be sent to agent_support@healthsherpa.com.

Health Sherpa Agent Support

Health Sherpa Agent Support is open year-round Monday - Friday from 10 a.m. to 6 p.m. Central time.

- **Phone:** (888) 684-1373
- **Email:** agent_support@healthsherpa.com
- **Chat:** You can chat with a Health Sherpa rep directly from your dashboard by clicking on the chat icon in the bottom right of your dashboard