

For Brokers, Assistants, Issuer Dedicated Sales Team  
Updated June 2020

## Coming Soon: New Certification and Training Website

### What is Changing

Connect for Health Colorado has developed a new certification training program and development resource website, the Connect for Health Colorado University, known as the **C4U**. We sometimes refer to the website as the *learning management system* or *LMS*. Users can start registering for a new account in the C4U effective July 1, 2020. The previous website will no longer be available.

### Background

Individuals must certify annually with Connect for Health Colorado to work in our Marketplace. Individuals who complete the certification program for the remainder of 2020 plan year or for the 2021 plan year will need to register for a new account in the C4U to complete the certification program. Be aware, **if you complete your certification over the summer for the 2020 plan year, you will need to complete recertification starting Sept. 1, 2020 for the 2021 plan year.**

### Next Steps

Here's some steps to get you ready for upcoming certification and trainings using the new website:

#### Step 1. Mark your calendars

The new training and certification website will officially launch on **July 1, 2020**, at which time you can register for an account and complete the certification training program for the remainder of the 2020 plan year.

Also note **Sept. 1, 2020; this is the first day you can begin the certification training for the upcoming 2021 plan year.**

#### Step 2. Register for a new account starting July 1, 2020

Your account information from the old LMS will **NOT** transition to the C4U. You will be required to create a new account to complete the certification program. To register a new account, choose your respective registration form below and follow the link. Carefully review to make sure you choose the correct registration form.

BROKERS: [Broker or Web Producer Self-Registration Form](#)

ASSISTERS: [Assister Self-Registration Form](#)

ISSUER DEDICATED SALES TEAMS: [Issuer Dedicated Sales Team Registration Form](#)

### **Step 3. Login to C4U (<https://c4hco.csod.com>)**

After you have registered for a new account, you will be logged into the C4U automatically. You can begin exploring available job aids.

Please note, we will have a “blackout period” between August 1, 2020 and August 31, 2020 during which you cannot complete the certification program for the remainder of the year.

**Step 4: Begin the certification training for the upcoming 2021 plan year starting September 1, 2020.**

### **What You Will Find in C4U**

- A **resource library** that includes job aides, PDF versions of training modules and quick tips.
- Tutorial online classes.
- Easy access to update your user profile.
- Ability to pull your own transcripts and completion certificates.
- And more!

### **Questions and Resources**

Contact the Training & Development Unit at [trainingsupport@c4hco.com](mailto:trainingsupport@c4hco.com) with any questions you may have, or to request a virtual training session on how to use or login to C4U.