



## Tips to help you navigate through our new and enhanced E-Store

### Need help registering for our new E-Store? Just follow these simple steps.

1. Visit [www.uhone.com/broker](http://www.uhone.com/broker) and click on the "Register Now" link.
2. You must use your National Producer Number (NPN) to register.
  - o Don't have your NPN Number? You can retrieve it by visiting the National Insurance Producer Registry.
  - o Just visit <https://pdb.nipr.com/html/PacNpnSearch.html>, enter your Social Security Number and Last Name.
3. When registering for E-Store, your name must match exactly as the following:
4. Your email address must match our system, which is the following:
5. You will then be directed to create a new password and security question. Please be sure to carefully read the password requirements.
  - o Password must contain at least (8) characters.
  - o Password must be complex, containing three of the four points
    - Uppercase characters
    - Lowercase characters
    - Numeric (0-9)
    - Non-alphanumeric characters (e.g. ", &, %, \$, etc.)
  - o Password cannot have spaces.
  - o Password cannot have more than two (2) repeat characters.
  - o User ID and Password cannot be the same.

### Are clients not receiving quotes?

1. Inform your clients they need to check their spam/junk folder for the email.
2. Tell them to look for an email from [donotreply@uhone.com](mailto:donotreply@uhone.com)
3. Our IT department is aware of this and is currently in the process of resolving this issue. The FROM email address will be updated shortly to reflect your name and email address.

### Are not all of your state appointments listed?

1. To check for all state appointments, visit [www.uhone.com/broker](http://www.uhone.com/broker)
2. Click on the "Sales Tools & Broker Training" link at the top of the E-Store home page.
3. Click on the "Forms & Supplies" link.
4. You will then have access to broker materials in the states in which you are appointed.
5. If you notice that one of the states in which you are appointed is not listed, please email us at [goldenrulescomm@goldenrule.com](mailto:goldenrulescomm@goldenrule.com) with your NPN number, name, and state and we will have your state appointments updated.

For additional training on our New Enhanced E-Store, please visit [goldenrule.webex.com](http://goldenrule.webex.com) and sign up for the **E-Store - Online Quoting and Application Submission** Webinar.

If you have any questions regarding E-Store, please contact the Broker Service Center at (800) 474-4467.



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