

# MNSure Online Events Listing Tool Guide

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*This guide provides information on how to use MNSure's online events listing tool.*

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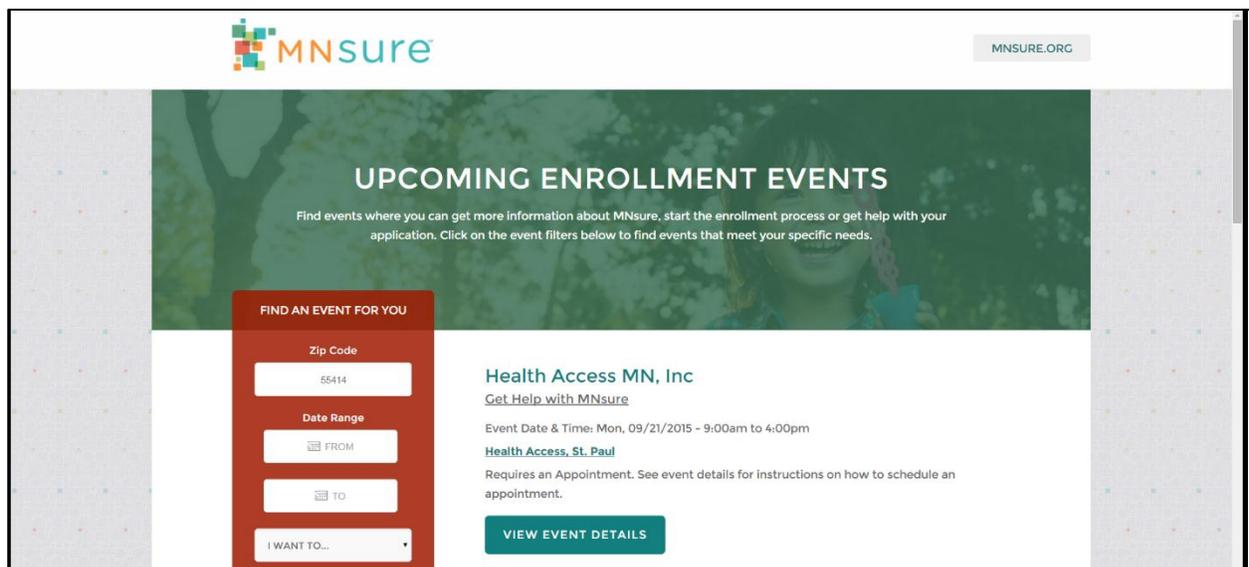
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[www.MNSureEvents.org](http://www.MNSureEvents.org)



MNSure MNSURE.ORG

## UPCOMING ENROLLMENT EVENTS

Find events where you can get more information about MNSure, start the enrollment process or get help with your application. Click on the event filters below to find events that meet your specific needs.

**FIND AN EVENT FOR YOU**

Zip Code  
55414

Date Range  
FROM  
TO  
I WANT TO...

### Health Access MN, Inc

[Get Help with MNSure](#)

Event Date & Time: Mon, 09/21/2015 - 9:00am to 4:00pm

**Health Access, St. Paul**

Requires an Appointment. See event details for instructions on how to schedule an appointment.

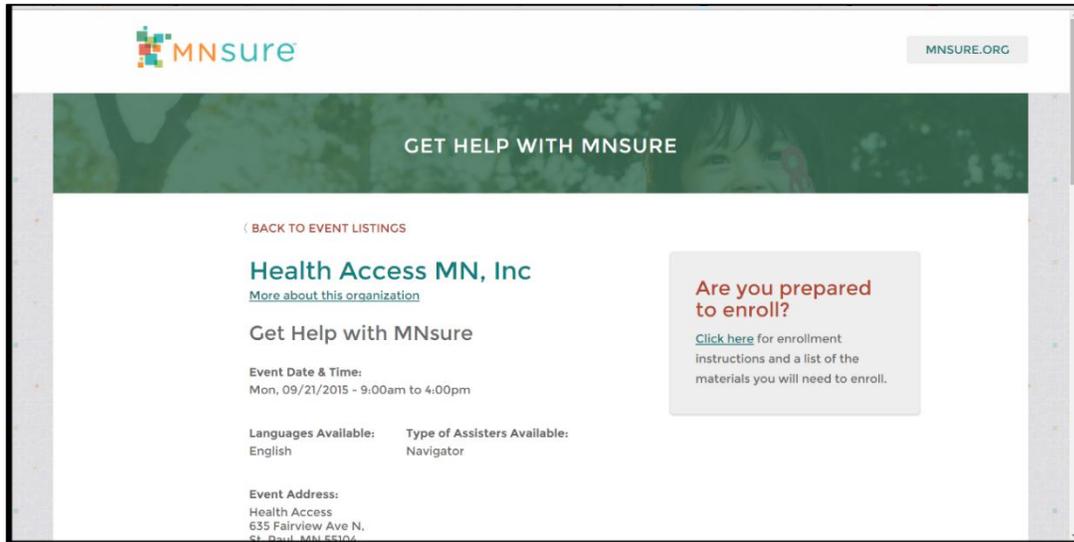
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## Section 1: Overview and Benefits

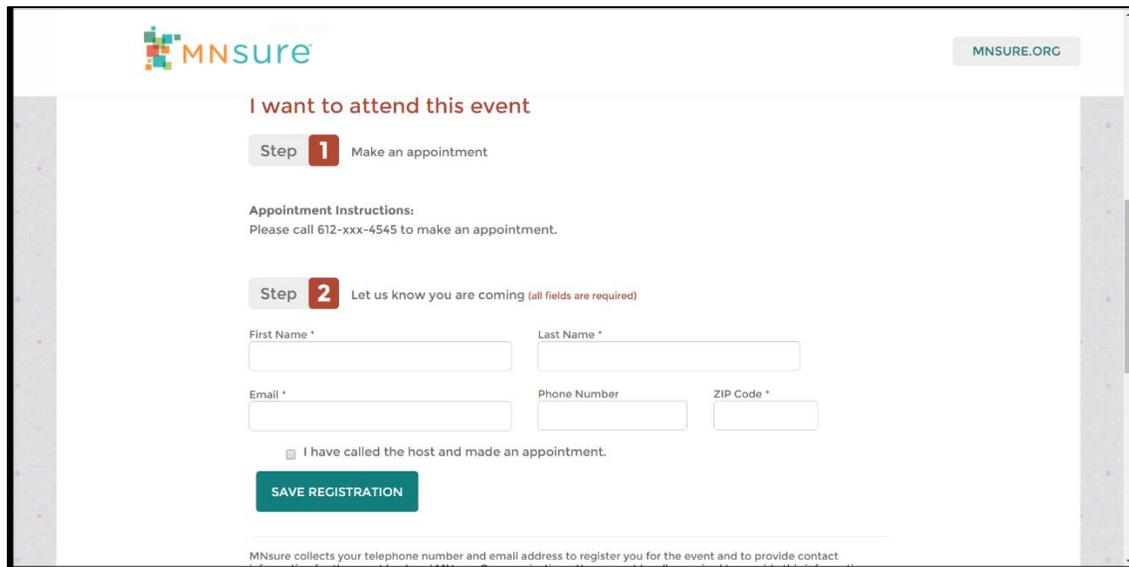
- Also known as the “online calendar,” the events listing tool is a website that lets consumers search and find in-person enrollment and informational opportunities across the state.
- Consumers can use the listing tool to find the right type of help for their specific needs in their region.
- The events listing page is mobile-responsive so consumers can use mobile devices (phone, tablet) to easily search for events.
- Assisters can promote their in-person enrollment opportunities, such as enrollment events, office hours, informational events, etc.
- The event listing tool has automated features, such as:
  - Event reminders and cancellations for consumers
  - List of documents consumers need to become enrolled
  - If an appointment is required (directions on how to make appointments are provided by assister)
  - Map of the location where the event is taking place
- Assisters can collect information about consumers for follow-up
- Assisters can create unique accounts for event and data management
- MNsure contact center agents and other MNsure staff reference the events listing tool to assist consumers in finding enrollment opportunities.

## Section 2: The Consumer Experience

- When consumers first visit the events listing tool page, they are asked to allow their location to be determined. If they agree, their current zip code is automatically displayed in the zip code field.
- Consumers can search for events by zip code, date and type of help needed:
  - Get basic information about MNSure
  - Walk-in for enrollment help
  - Schedule an appointment to enroll
- Consumers can further filter by:
  - Organization or agency (auto-fills after organization or agency has created an event)
  - Language
  - Assister type (broker, navigator and CAC)
- The event summary includes:
  - Organization or agency name
  - Event title (links to in-depth event information)
  - Date and time of event
  - Event location (links to Google map)
  - If the event requires an appointment
  - “View event details” button (links to in-depth event information)
- The event details page includes:
  - Registration fields for consumers to enter their contact information
  - Instructions for making an appointment, if required
  - Link to list of documents needed to enroll in MNSure
  - Google map showing location of event
- Clicking “More about this organization” will display:
  - The type of assistance the org/agency provides: navigator, broker, or CAC
  - Organization or agency website
  - Main phone number
  - List of all events the organization or agency is hosting

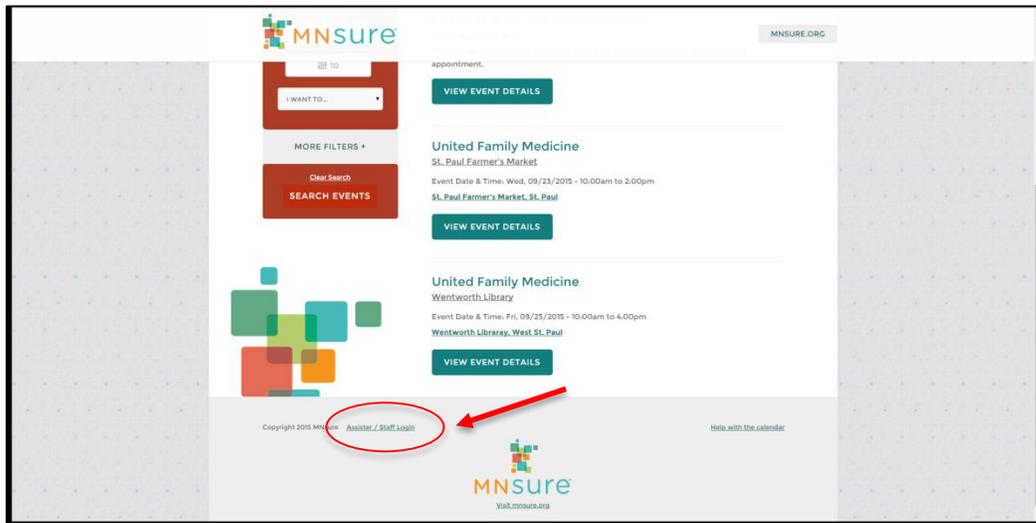


- Once the consumer registers for an event, they will receive confirmation emails
  - Consumer will receive an initial email immediately including the event details, as well as the list of documents the consumer will need to enroll in MNsure
  - Consumer will also receive a reminder email 24 hours before the event
  - If the event is cancelled by the assister, consumer will receive an email
  - Email notifications are not customizable



- “MNsure.org” at the top right will take consumer to MNsure’s homepage.
- “Help with the calendar” link will allow consumers and assisters to email [outreach@mnsure.org](mailto:outreach@mnsure.org) with specific questions.

## Section 3: The Assister Experience

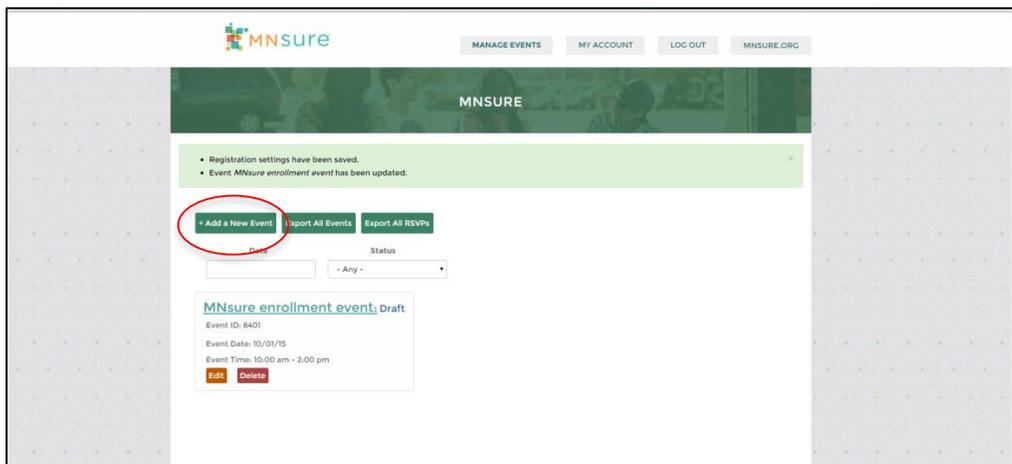


- Requesting an account

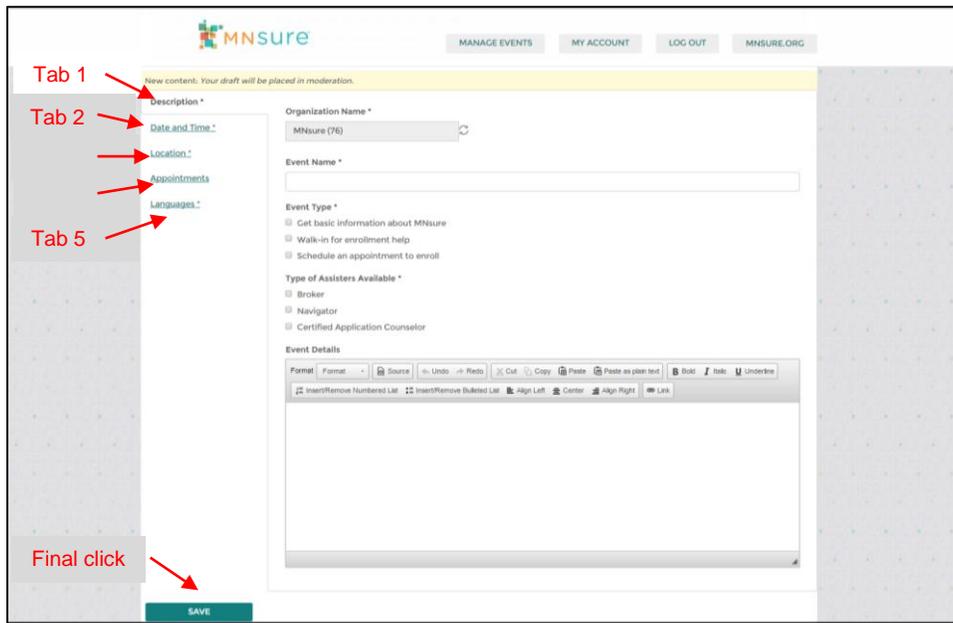
Any certified MNSure org/agency can request an account; more than one person from each org/agency can create an account under the same org/agency

- Click on “Staff/Assister Log-in” at bottom left of main page
- Click “Request an account” (under the “log in” button); or go directly to [www.mnsureevents.org/user](http://www.mnsureevents.org/user)
- Information you’ll need to provide:
  - A unique username
  - Email (an email address you want all event correspondence to go to)
  - First and last name
  - Organization/Agency
    - Field will auto-fill as you type; ensure you select the correct one
    - If org/agency does not auto-fill, email [outreach@mnsure.org](mailto:outreach@mnsure.org)
  - Role (broker, navigator, CAC, or other admin staff)
  - Phone number
  - CAPTCHA test to ensure you’re a human
- Click “Create new account”
  - You will receive an email confirming your request to create an account
  - After account has been approved by the MNSure staff administrator, you will receive a confirmation email

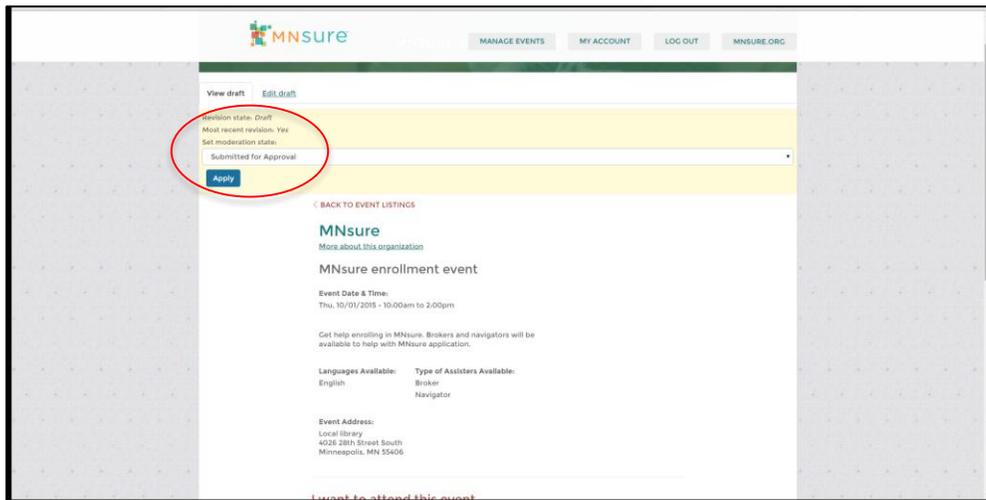
- “My Account” page
  - “View”: provides overview of your information and account history
  - “Edit”: to change your password, name, contact information, and role
- “Manage Events” page
  - You can see all events created for your org/agency and their statuses
  - To create a new event, click on “Add a New Event”



- To create a new event, have the following information ready to enter:
  1. Description: org/agency name (prepopulates), event name, event type, type of assisters available at event and other event details. There are three event types; you can choose more than one:
    - Get basic information about MNsure (informational or outreach event, no on-site enrollments)
    - Walk-in for enrollment help (no appointment needed)
    - Schedule an appointment to enroll (appointments required)
  2. The date and time of the event
    - You can create a single event or a series of repeating events
    - Repeating events take place at the same time and location at a reoccurring interval (e.g., every Tuesday or the 15th of each month).
    - Once created, repeating events can only be edited or cancelled one at a time; the series cannot be edited.
  3. Location of event
  4. If appointment is required; enter directions on how to make an appointment
  5. Languages offered at event. English is selected as the default; you can select more than one.

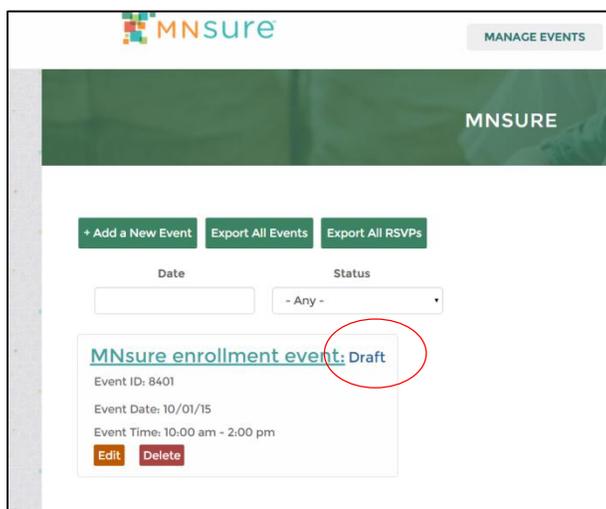


- After you fill out all tabs, click “Save”
  - Do not click “Save” between tabs; only when finished entering all information on tabs 1 through 5 (indicated above)
  - After you click “Save,” a preview of your event details will appear
- After you review the event details to ensure all information is correct, you can submit your event for approval from the MNsure staff administrator
  - Select “Submitted for Approval” from drop-down menu, then click “Apply”



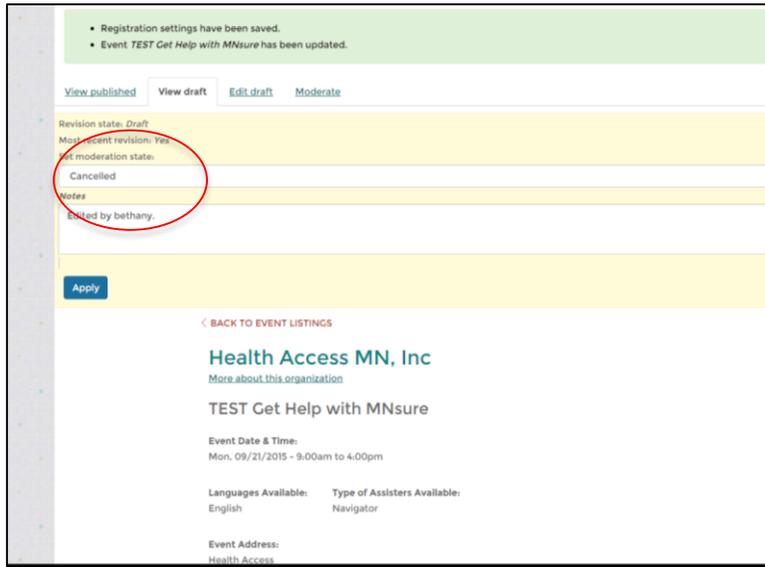
- Once you have submitted an event for approval, it will show up on your “manage events” page, along with its status “submitted for approval.”
- All events must be approved by MNsure staff administrator
  - You will receive an email when the event is approved

- The email will include a web link to the event posting
- There are five different statuses that an event can have, determined by either you or the MNSure staff administrator:
  - Draft - this event has not yet been submitted for approval
  - Submitted for approval – this event has been submitted for approval but has not yet been reviewed by a MNSure staff administrator
  - Approved – this event has been approved and is live on the website
  - Rejected – this event needs to be edited before it is approved; when this happens you will receive an email stating why the event has been rejected
    - You can edit the event and resubmit it for approval
  - Cancelled – this event was canceled by either you (most likely) or a MNSure staff administrator

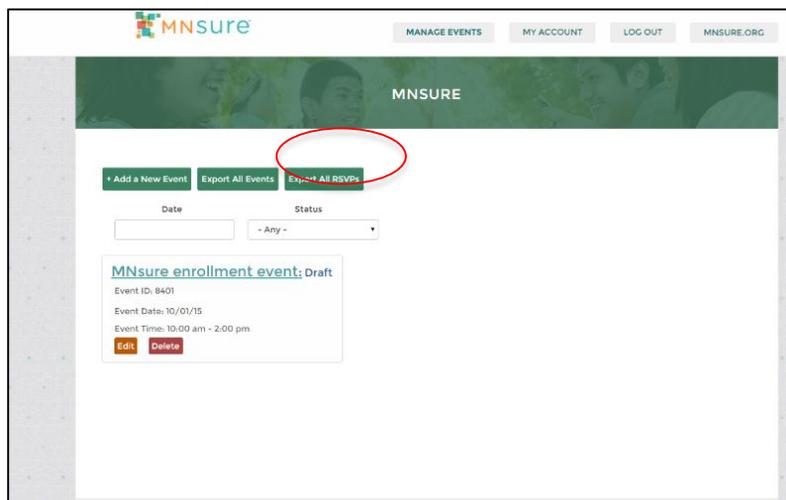


- Editing an event
  - You can edit an event in either draft status or when live. If editing a live event, the original information will stay live on the website until the edits have been completed and approved by the MNSure staff administrator.
  - You can also delete any event in “draft” status by clicking the “Delete” button.
- Canceling an event
  - To cancel an event, pull down the menu above the event listing and choose “Cancelled.” Type the reason into the “Notes” section, then click “Apply.”
  - You can cancel any event at any time. You will be prompted to enter information about why the event has been canceled (for example, snow emergency).
  - Once the event is cancelled, all consumers who have registered for that event will immediately receive an email notifying them of the cancellation. The MNSure staff administrator will also be notified.

- It is recommended that you call all the consumers who were registered to attend that event to ensure they find a new event to attend or set up an appointment with you directly.



- Tracking registered consumers
  - You can download a list of consumers who have registered to attend all of your organization's or agency's events
  - You can use this information to track which consumers attend your event, which consumers need additional follow-up, etc.



- You can view consumer information collected upon registration in a spreadsheet, giving you the ability to sort the data by specific event or date
- The data is exported into an excel file for easy sorting and tracking

# MNsure Online Events Listing Tool Guide

1	Event Name	First Name	Last Name	Email	Phone Number	ZIP Code	Called for Appointment	Event Date & Time	Created On
2	TEST Get Help with MNsure	Alison	Griffin	mnsureevents@gmail.com		55101	yes	Monday, September 21, 2015 - 09:00 to 16:00	9/14/2015 14:16
3	TEST Get Help with MNsure	Bethany	Snyder	snyder.bethany@gmail.com	(612) 759-3352	55407	yes	Monday, September 21, 2015 - 09:00 to 16:00	9/3/2015 9:50
4	TEST Get Help with MNsure	alison	griffin	alison.griffin@state.mn.us		55403	yes	Monday, September 21, 2015 - 09:00 to 16:00	9/9/2015 14:27
5	St. Paul Farmer's Market	Bethany	Snyder	snyder.bethany@gmail.com	(612) 759-3352	55407	no	Wednesday, September 23, 2015 - 10:00 to 14:00	9/21/2015 15:30
6									
7									
8									
9									

## Section 4: Next Steps

- Apply for an account
- Enter your upcoming events
- If multiple people from your organization will be adding events, it's recommended you discuss how you want to manage the process:
  - We recommend having one calendar point person who is responsible for ensuring all events are posted, accurate information is entered, consumers are tracked and contacted, etc.
  - The point person should block off time in their schedule (at least weekly) to regularly enter event information, track consumers registered for events, promote events, etc.

***For additional assistance with the online events listing tool, email [outreach@mnsure.org](mailto:outreach@mnsure.org).***