



Hartford Authorized to Offer Agent  
Annual Training Guide

## Training

After successfully creating an account and logging onto [myAARPconnection.com](https://myAARPconnection.com), you will be able to see the home page. To view and start your training, click on the **TRAINING** tab as shown in the image below.

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HOME ACES **TRAINING** AARP INFO & MEMBERSHIP AARP IN YOUR COMMUNITY AARP CONNECT

FEEL GOOD — DO GOOD:  
Volunteer for Tax-Aide  
[LEARN MORE](#)

VERIFY CUSTOMER AARP MEMBERSHIP

Membership #  [SEARCH](#)

OR

First Name  Last Name

Zip Code  Date of Birth  [SEARCH](#)

[SIGN UP A NEW MEMBER](#)

AGENT RECOGNITION

Learn more about our recognition program allowing you to earn rewards for your community service. Earn a certificate or a press release to be used in your local newspaper.

[LEARN MORE OR ENTER YOUR VOLUNTEER HOURS](#)

Figure 1 Home Page

On the right-hand side, you will see a listing of all courses previously completed. Since all agents are required to complete AARP 101 and AARP 231 as a prerequisite to becoming Authorized-to-Offer, they are listed here along with any other completed courses in the future.

On the left-hand side, you will see a listing of Available Courses. To start your annual training, choose any single course from the **Available Courses** section, and click **LAUNCH TRAINING**.

The screenshot displays the 'Authorized to Offer Training Center (A2O)' interface. At the top, a banner image shows two people in a professional setting. Below the banner, the text reads: 'WELCOME TO THE AUTHORIZED TO OFFER TRAINING CENTER (A2O)' and 'AARP Services, Inc. is committed to providing you relevant training on topics that are important to you. Check back soon for valuable training.'

The interface is divided into two main sections:

- 2015 REQUIRED TRAINING COURSES AVAILABLE (PICK ONE TO MEET YOUR 2015 ANNUAL TRAINING REQUIREMENT):** This section lists five available courses, each with a 'Read course description' link and a 'LAUNCH TRAINING' button. The courses are:
  - AARP 101B - AARP REFRESH (Estimated Run Time: 5 min)
  - AARP 103 - AARP MEMBERSHIP BENEFITS (Estimated Run Time: 10 min)
  - AARP 104 - AARP GOOD WORKS (Estimated Run Time: 20 min)
  - AARP 105 - AARP COMMUNICATING WITH TODAY'S 50+ CONSUMER (Estimated Run Time: 20 min)
  - AARP 151 - AARP BEING RELEVANT AND AARP MULTICULTURAL ENGAGEMENTS (Estimated Run Time: 20 min)
- PREVIOUSLY COMPLETED COURSES:** This section lists two completed courses:
  - 101 INTRODUCTION TO AARP (Completed)
  - AARP 231 - AARP MATURE MARKET INSIGHTS (Completed)

Figure 2 Training Course Page

## Course Video

Below is a list of features available while viewing the training.

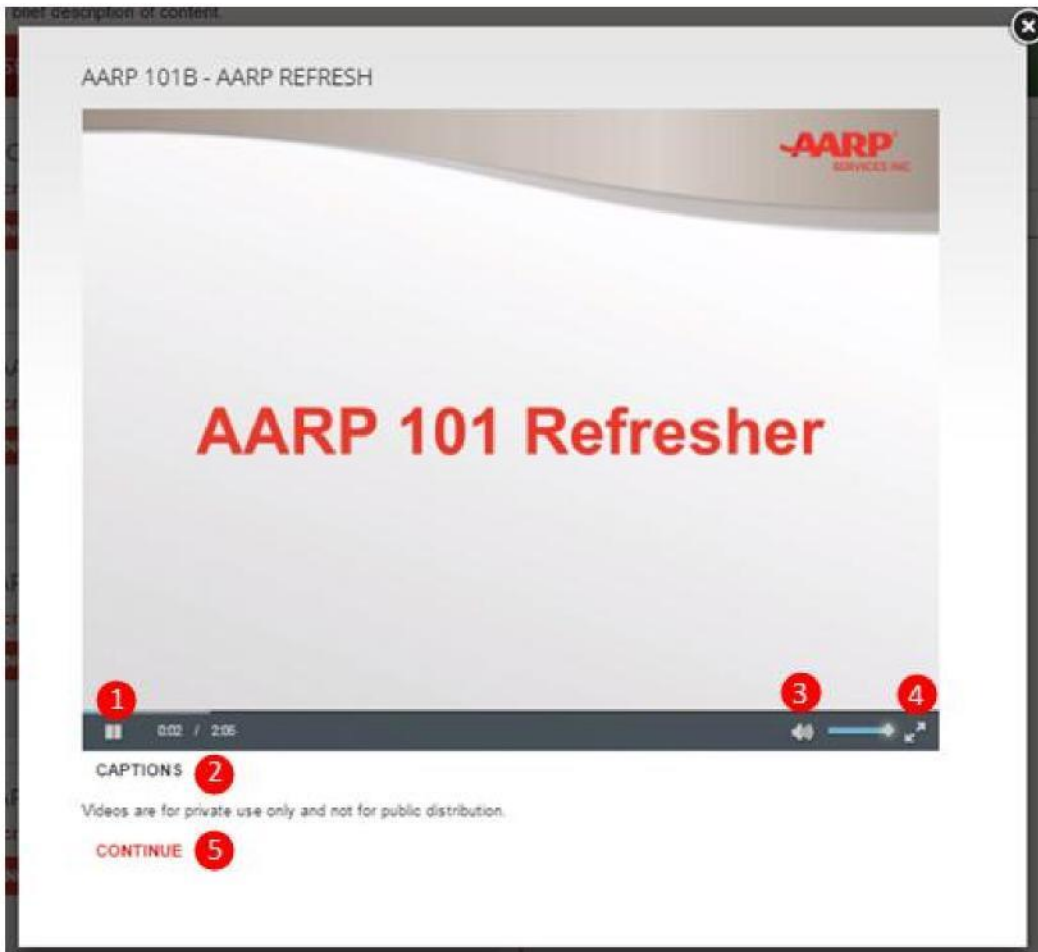


Figure 3 Training Screen

1. Play/Pause button: Play/Pause button plays the video and when the video is playing it appears as a double bar which can be clicked to pause the video.
2. Captions: Clicking on caption displays subtitles of the video.
3. Volume Control: You can drag the volume control to increase or decrease the volume. You can also click on the speaker icon to mute the video.
4. Maximize button: Maximize button can be clicked to view the video on full screen mode.
5. Continue: Clicking on continue will take you to the next chapter.

## Course Quiz

The following screen will appear when you complete the training videos and are ready to take the quiz.

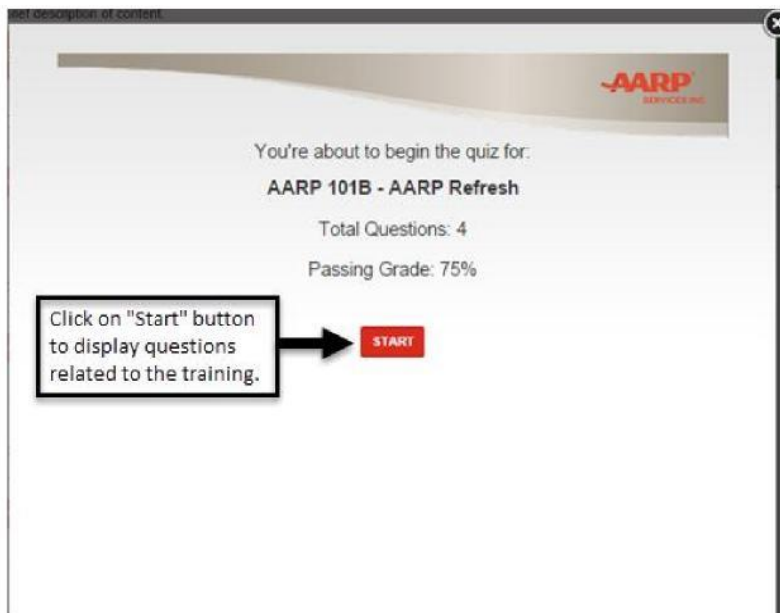


Figure 4 Quiz Page

Below is a sample of a quiz when you click the **START** button.

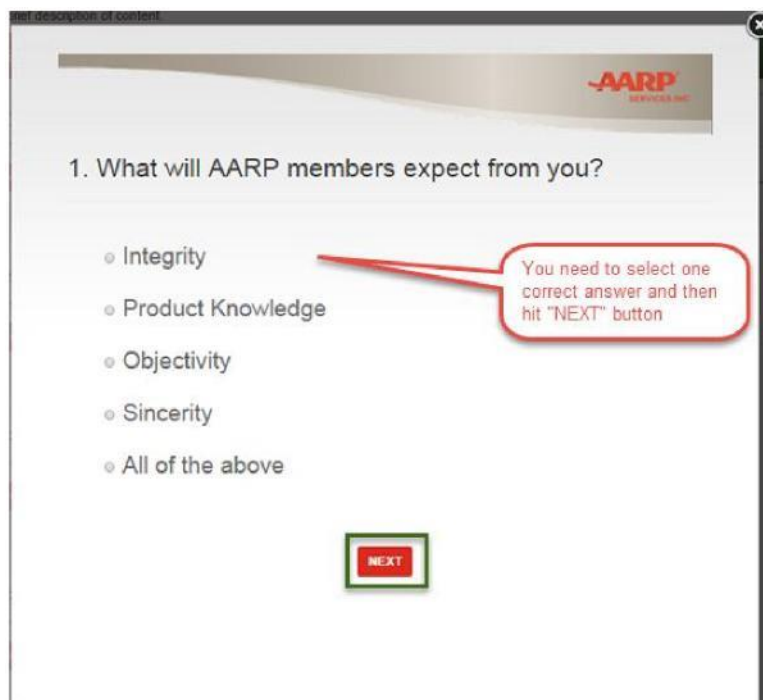


Figure 5 Quiz Questions

## Course Survey

After the course is passed you will be asked to take an optional short survey relating to the course. Click the START button to complete the survey. There are three survey questions.



Figure 6 Course Completion Page

## Course Completed View

When you pass the quiz:

- A Green Bar with a “Thumbs Up” and the message “CONGRATULATIONS!” appears.
- A Red box appears on the left-hand side with the message:
  - “There are no courses available for you to complete at this time.”
- The completed course box moves to the right-hand side under **Additional Courses Completed**.
- Course completion date and time are listed.

**Please Note:** Once a course has been completed you will have an option to take additional courses at [www.asiwebtraining.com/HIGgroup](http://www.asiwebtraining.com/HIGgroup).

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HOME ACES TRAINING AARP INFO & MEMBERSHIP AARP IN YOUR COMMUNITY AARP CONNECT

### HARTFORD ANNUAL TRAINING

WELCOME TO THE AUTHORIZED TO OFFER TRAINING CENTER (A2O)

AARP Services, Inc. is committed to providing you with relevant training on topics that are important to you, as an authorized to offer (A2O) agent. Below you'll see the AARP course listings selections with a brief description of content.

**CONGRATULATIONS!**  
You have successfully completed the annual AARP Training.

**AVAILABLE COURSES (PICK ONE)**

There are no courses available for you to complete at this time.

**REQUIRED COURSES COMPLETED**

101 INTRODUCTION TO AARP  
Read course description  
Course Completed

AARP 231 - AARP MATURE MARKET INSIGHTS  
Read course description  
Course Completed

**ADDITIONAL COURSES COMPLETED**

AARP 101B - AARP REFRESH  
Read course description  
Completed: 05/05/2015 03:12 pm EDT

Figure 7 Completed Training Course

## Troubleshooting

If you encounter any difficulties throughout training the process please try the following suggestions

**1. No Audio**

Please ensure that your computer's speakers are turned on and that the volume is turned up to a comfortable level.

**2. I'm hard of hearing or don't want to disturb others**

Captions are available in each course by clicking on the **Captions** text under the video screen. See page 4.

**3. The video is not working**

Try using a different web browser and make sure you are not using a remote desktop connection. For best results, we recommend using Mozilla Firefox or Google Chrome.

**4. My problem is not listed here**

You can reach out to myAARPconnection support at [support@myaarpconnection.zendesk.com](mailto:support@myaarpconnection.zendesk.com). When doing so, please provide your name, carrier, NPN, and a brief description of the issue.