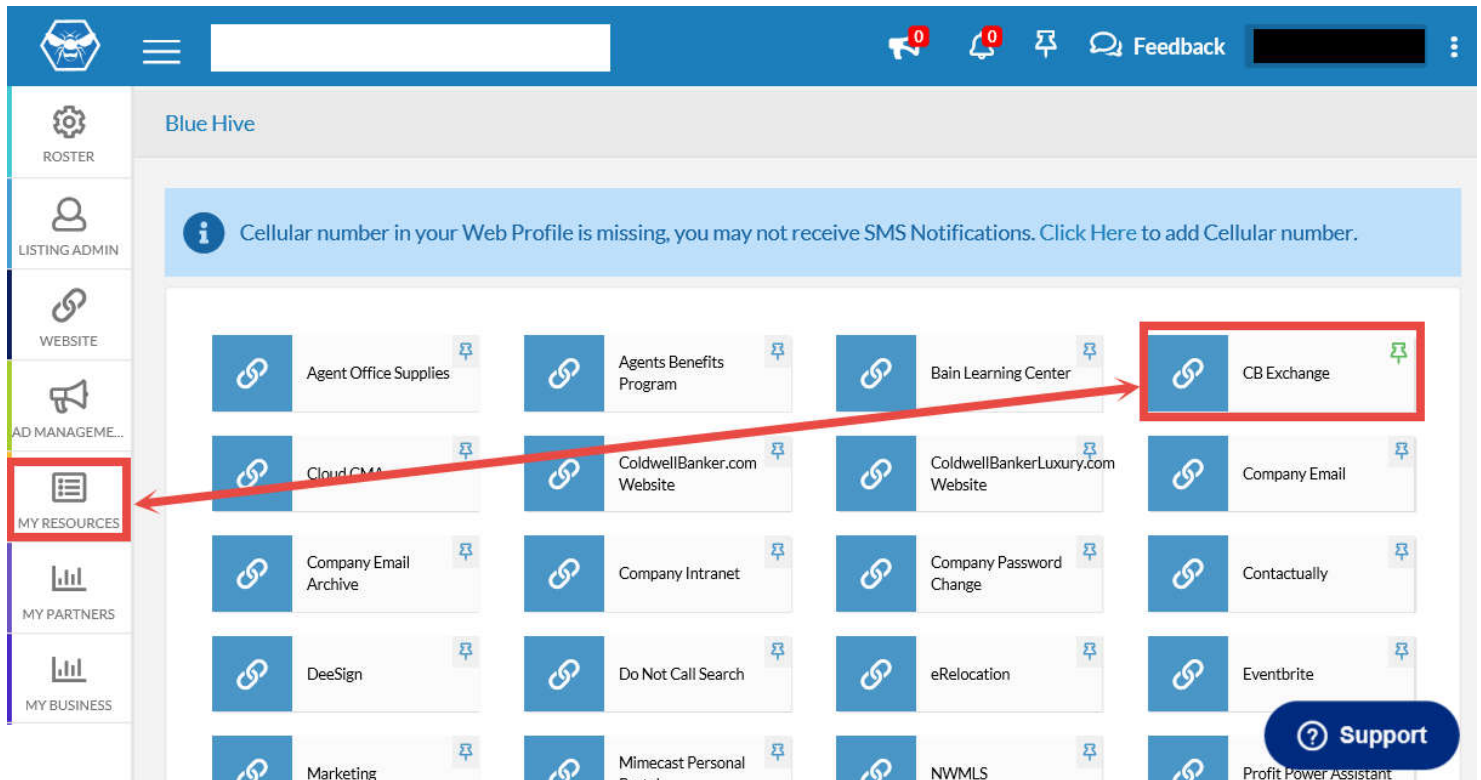


New Team Agent CNAS (Cartus Network Affinity Specialist) Training Courses

How to access the training modules through CB Exchange

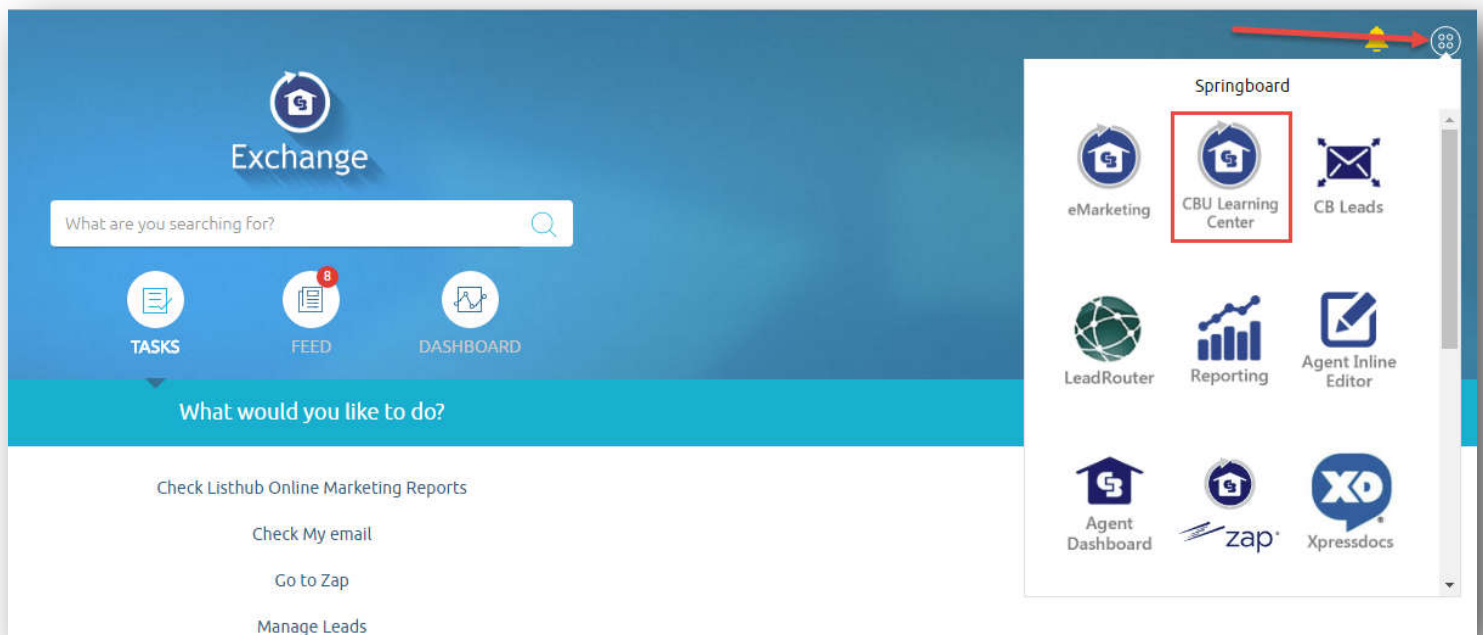
1. Login into your CB Bain BlueHive website: <https://bluehive.cbba.net>
2. On the left-side navigation bar, click “My Resources”, and then click “CB Exchange”:



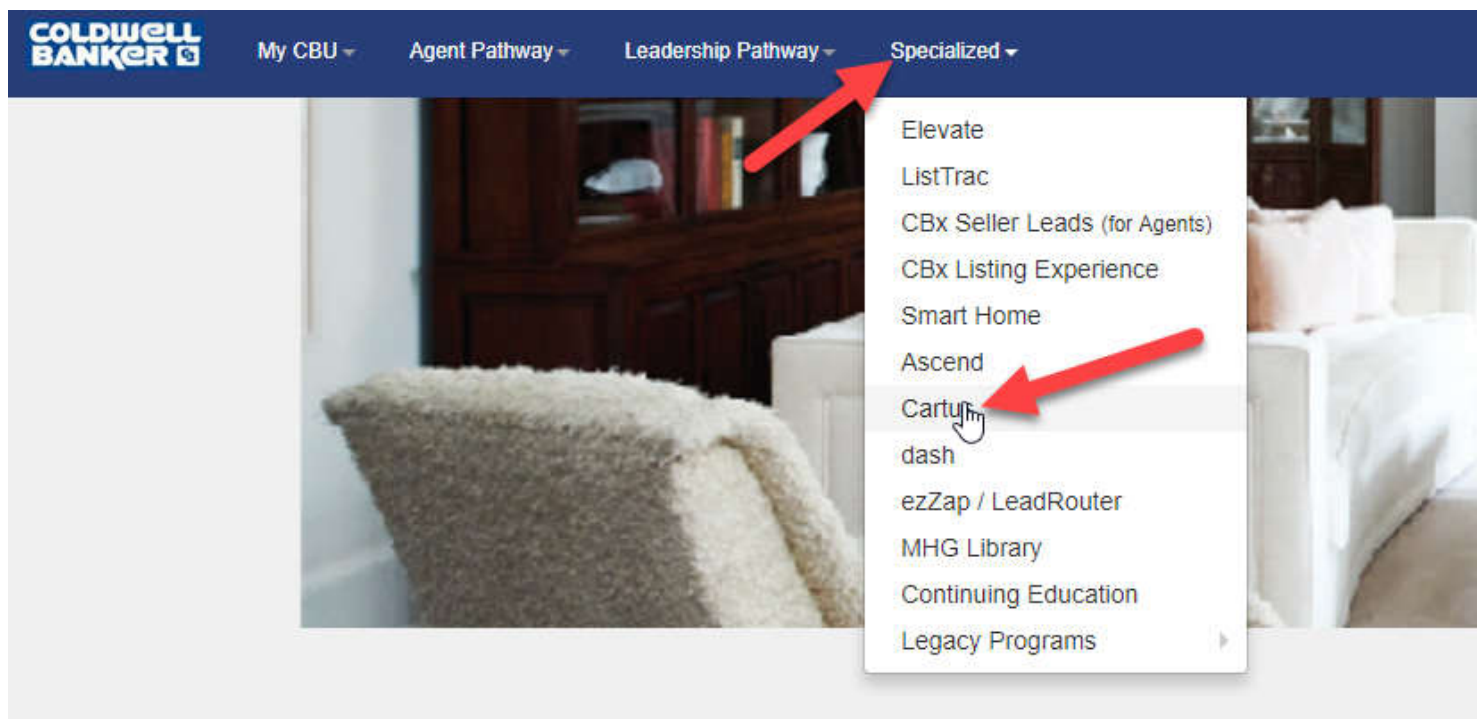
****IMPORTANT**** If you are not redirected to your CB Exchange page, please call CB Bain’s Tech Support Team and let them know you need to fix the single sign-on from BlueHive to CB Exchange.

They can be reached M-F 9am - 5pm at (800) 466-4295

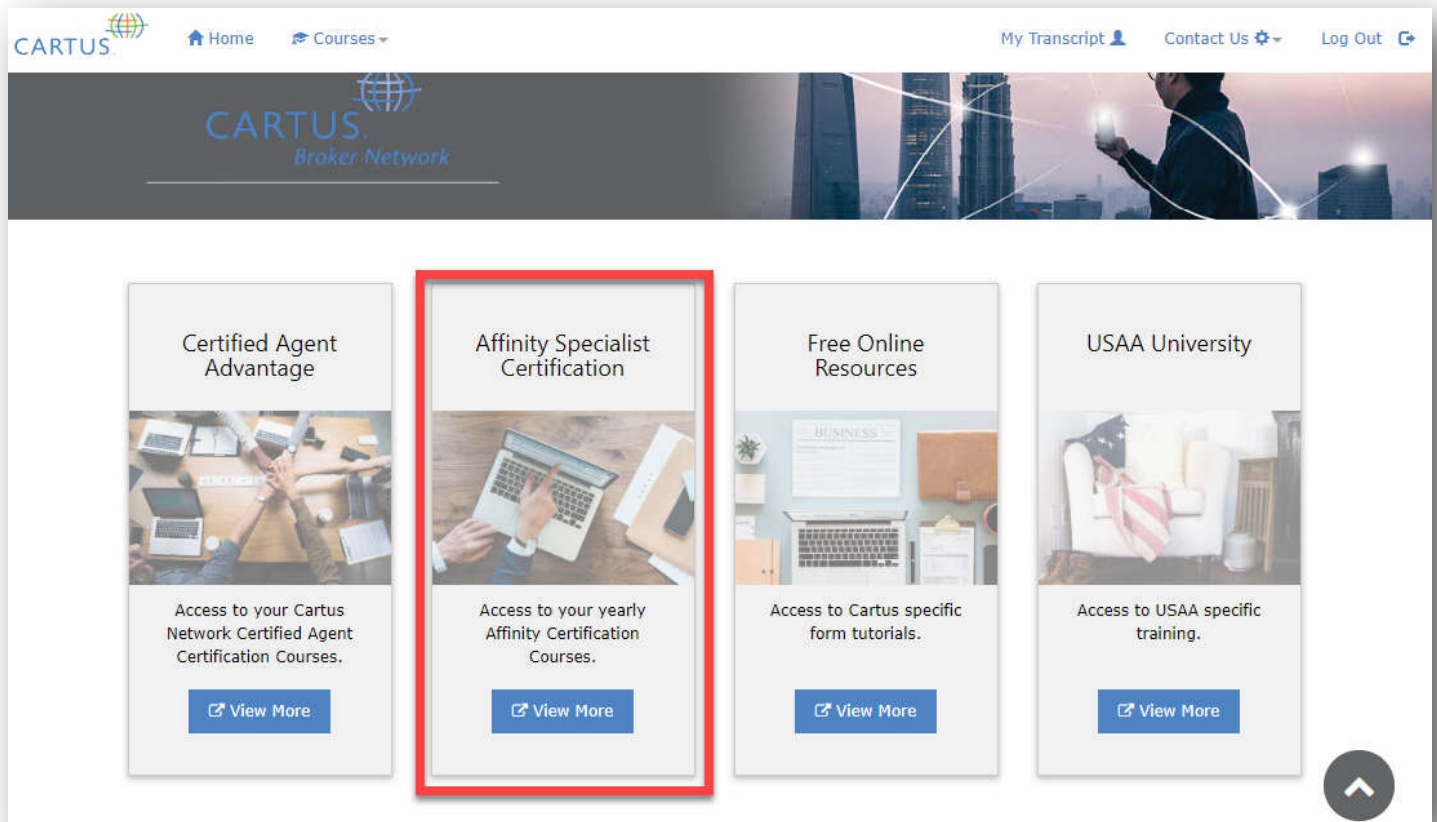
3. After you login, click on the Springboard icon at the top right of the screen, then select CBU Learning Center (please note, you may need to scroll down to see CBU Learning):



4. Then click once on “Specialized” from the top navigation bar, and then click once on “Cartus”:



5. First, click “View More” under **Affinity Specialist Certification**:



6. You will need to complete both the **2019 Cartus Network Affinity Specialist Annual Certification** and the **2018 Cartus Network Fall Affinity Training**:

Affinity Specialist Certification

The purpose of the Cartus Network Affinity Services designation, is to enhance the knowledge of Cartus "A" Team Agents in order to achieve the goals of our Affinity Corporate Clients and their membership/Customer base. Through Cartus' Affinity Reward programs, our Corporate Clients can offer no-cost real estate assistance programs. Cartus Affinity Real Estate programs are available exclusively in the U.S. An affinity program provides Customers an introduction to a certified local Real Estate Agent from nationally recognized brokerages within the Cartus Broker Network, advocacy throughout the process from a Cartus coordinator and cash back based on the home purchase/sale price (in most states).



2019 Cartus Network Affinity Specialist Annual Certification

Required for all A Team Agents supporting the Cartus Affinity business.

[Launch Course](#)



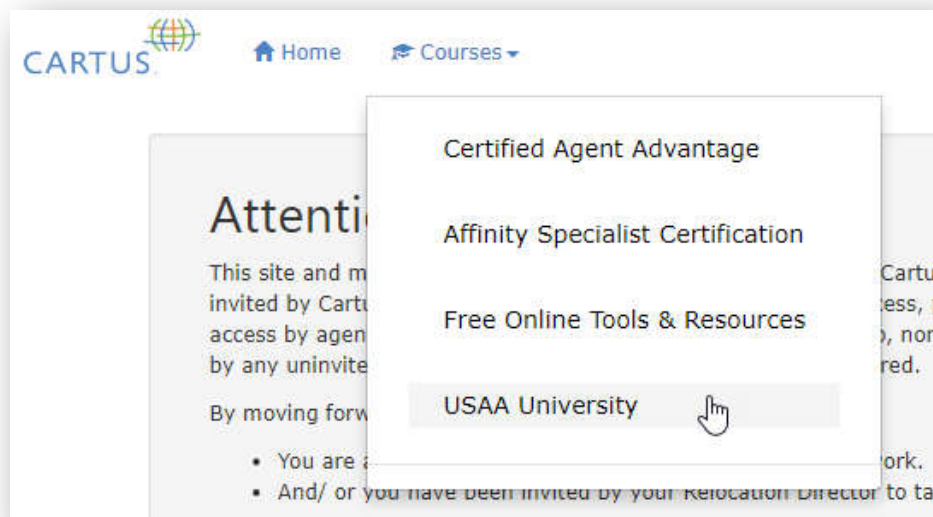
2018 Cartus Network Fall Affinity Training

Includes rollout of new policies and processes and plans for the upcoming year.

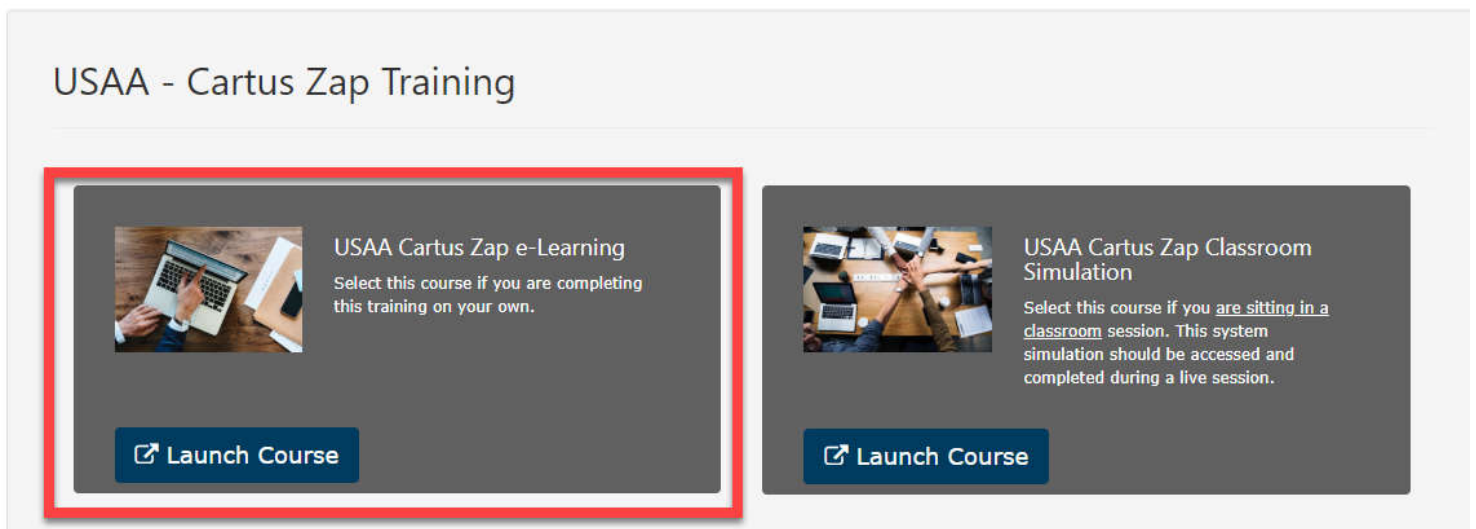
[Launch Course](#)

****Please note, you will need to purchase the 2019 Cartus Network Affinity Specialist Annual Certification course. Follow the prompts to purchase the course. There is no charge for the Fall course.**


8. Once you complete the CNAS courses, you will need to go to **USAA University**. From the top of your screen, you can select the drop down, and then select **USAA University**:



9. Scroll down to USAA—Cartus Zap Training, and then select “launch course” under **USAA Cartus Zap e-Learning**:



10. Once completed, scroll down to the bottom of the page. Under the USAA Brand Expert Courses, you will need to complete both the **Introduction to USAA** and the **USAA Military Acumen** courses.

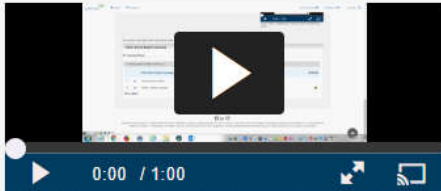
11. To add the courses to your course list, you will need to click on the green plus  next to both courses listed below. Once added, the green plus will disappear.

You will then click the black plus next to the name of the first course; this will expand the course. Click on the name of the course to launch:

USAA Brand Expert Courses

The curriculum below was designed to give you a better understanding of USAA's mission, culture and how we serve our members. Though these training modules USAA will help you understand the unique needs of our USAA members, introduce you to basic military acumen and provide you with an overview of USAA Bank, Mortgage products and processes.

How - To Video







A short video on registering for a learning plan and watching a course. Open this video in a new window. [🔗](#)

This section may take a few seconds to load. If it does not load please refresh your browser.

USAA Brand Expert Courses

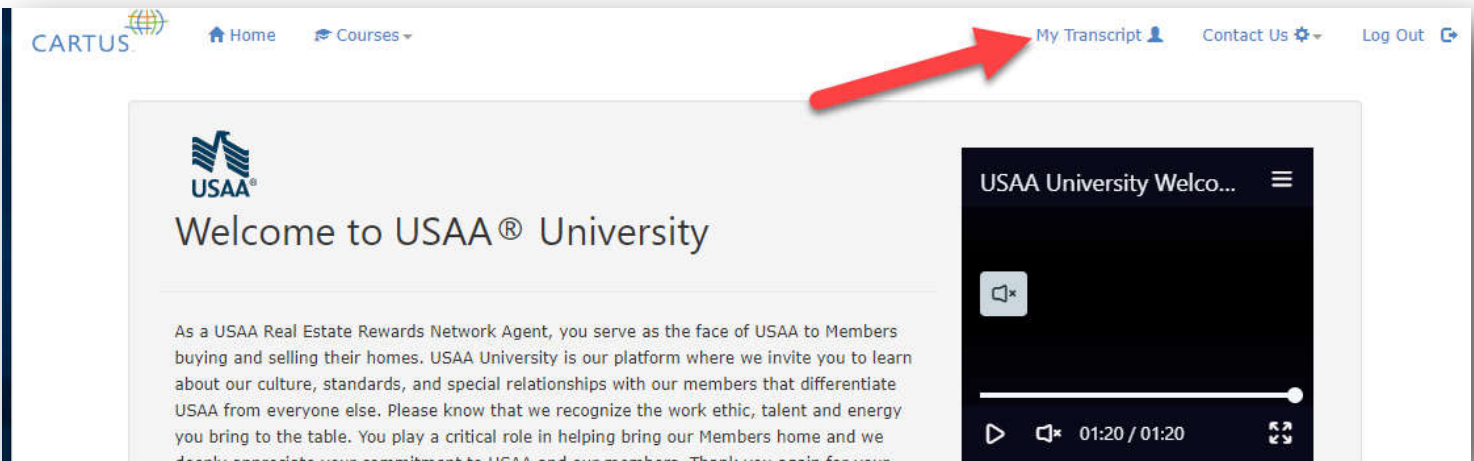
▼ Learning Plans

2 learning plans available, showing 1-2

	USAA Brand Expert Courses▲	Learning Plan Status	Learning Plan Completed Date	Actions
1	 Introduction to USAA	Incomplete	N/A	
2	 USAA - Military Acumen	Incomplete	N/A	

[Show Legend](#)

If for any reason you need to close a course before completion, you can and the system will allow you to pick up where you left off. You can access any of your courses at any time by selecting **My Transcript** on the top right hand side of the screen:



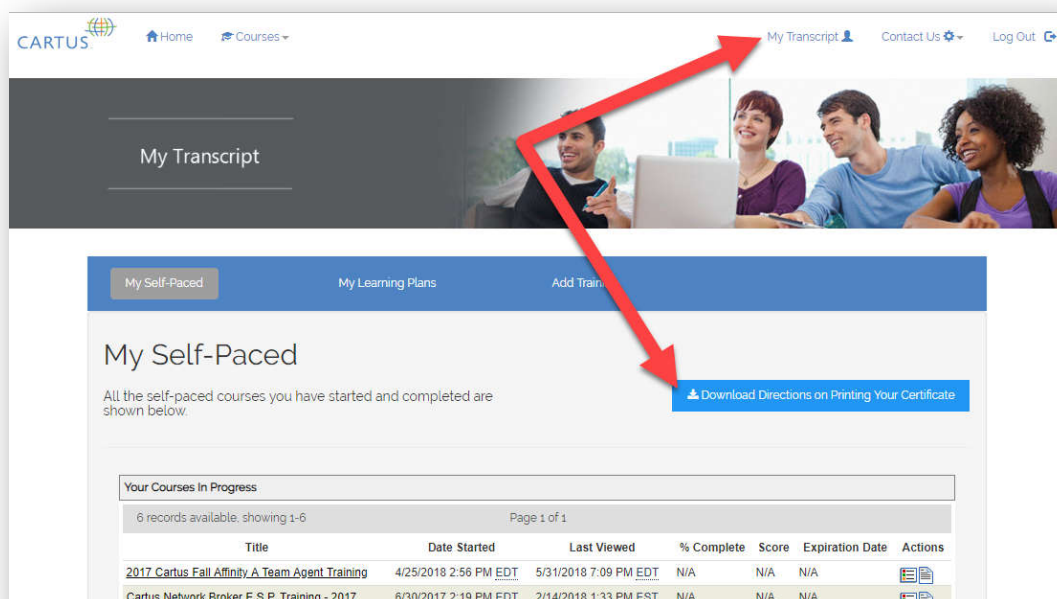
****Please note, we do not receive notification of completion when you finish a course.**

Please make sure to notify jamiegirvin@cbbain.com once you are finished. Any of the following will serve as notification of completion:

1. Forward the email confirmation of completion received:



2. Email the completion certificate (directions how to download are on the site):



3. Email a screen shot of the course list showing a **completed** status:

1		2018 Cartus Fall Affinity A Team Agent Training	1/7/2019	Completed	
		<u>Course Name</u>	<u>Course Start Date</u>	<u>Course Completed Date</u>	<u>Course Status</u>
		2018 Cartus Fall Affinity A Team Agent Training	1/7/2019	1/7/2019	Completed

Thank you!