LTC Inforce Operations

JHSalesHub.com: **Frequently Asked Questions**

With JHSalesHub.com, doing business with John Hancock has never been easier. Below are a number of frequently asked questions to help get you started on the site.

How can I access JHSalesHub.com?	1. Go to JHSalesHub.com and click **Register Now** 2. Read the Waiver of Liability and click **Accept** 3. Fill out your **Profile Information**, being sure to select Producer from the Role menu and provide your Payroll Number or Agent Code 4. **Click Submit** If your payroll number or agent code matches our records, you will be given immediate access to the new site.
How do I get help with the website?	For online support contact **JH_eService@jhancock.com**
How do I add producer support?	1. Click **My Profile** from the top menu 2. Scroll down to the Producer Support section and click **Add Support** 3. Please **fill out all the fields** with the name and email address of your producer support person 4. Hit **Submit** • **If your producer support has not registered for JHSalesHub.com,** they will receive an email that includes a link to a registration page. They must fill out all of the required fields, including your Payroll Number or Agent Code • **If your producer support has already registered for JHSalesHub.com,** they will receive a confirmation email and immediate access to your accounts • **If they support multiple producers,** they can select which accounts they wish to view: – Click **My Profile** from the top menu – Scroll down and **select the producer** you would like to support – **Log out and back in** again to view each producer's business • **If you are firm support and also a producer support,** you can view cases based on your role. – **Choose Producer Support** to view an approved producer's cases or choose Firm Support to see your firm's cases. – Click **My Profile** from the top menu – **Choose your role** based on the cases you wish to see – **Log out and back in** again for these changes to take effect

How do I request firm level access for my firm?	1. Go to **JHSalesHub.com** 2. Read the Waiver of Liability and click **Accept** 3. Fill out your **Profile Information** – Be sure to choose **Firm Support** in the Role drop down menu – You will also be asked to provide your company's **Tax ID and Company Name** 4. Select **Submit** All firm support requests should be approved within 24 hours. If you have any questions, please contact **Feedback@jhancock.com.**
How do I access LTC eDocuments?	1. Choose the **My Business** tab 2. Select the **Long-Term Care** tab 3. Select the **Commission** link for **Commissions Statements** or the **Post Issue** link for eDocuments
How can I customize my view and prioritize specific topics on the website?	The agent billing statement is a hard copy notice sent via US mail on a monthly basis. It is sent when the payment is late and again when it lapses. It is normally sent to the servicing agent on file.
Who should I contact with additional questions about JHSalesHub.com?	You may contact our e-service team for technical support at **JH_eService@jhancock.com.**

For technical support, please contact our e-service team via email at **JH_eService@jhancock.com**.

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