



# Getting Started with Ascend

# Installing the Ascend Mobile App

1 Go to this site →  <https://arm.ascendproject.com>  

**aetna** Entity:  Aetna Medicare System Agent Name (Administrator) 

Home Download Messages Resources Meetings Leads Configuration Reports

2 Enter your credentials

**Ascend** Agent Connect Ascend Meetings Map

Email

Password

[Forgot Password?](#) [Login](#)

3 Select "Download"

Download

## Welcome to Ascend

Ascend helps you help your prospect and make the sale. You get the latest quoting and marketing materials, vital office communications, electronic applications, compliance protection and more. Make your life as an insurance professional less complicated and concentrate on your personal selling style with Ascend.

4 Click to install app on iPad

 Ascend iOS [INSTALL APP](#)  
Version 2020.1.02.19  
Released: 3/31/2020

Click to install app on personal computer/laptop

 Ascend Windows [INSTALL APP](#)  
Version 2019.4.11.01  
Released: 11/7/2019

Need help on what to do? Click "View"

 Mobile Application User Manual [VIEW](#)

# Installing the Ascend Mobile App

arm.ascendproject.com/Store/

Aetna Medicare System Agent Name (Administrator)

Resources Meetings Leads Configuration Reports

**Installing Ascend**  
This may take several minutes. You can use your computer to do other tasks during the installation.

Name: [Ascend](#)

From: pmocjk1m19cdyugrefdhgxbwui8ecamjn7itqlrk2uqzmbwzupyw2kjjlsl.ascendproject.com

Downloading: 207 MB of 458 MB

Cancel

**5** Download in progress

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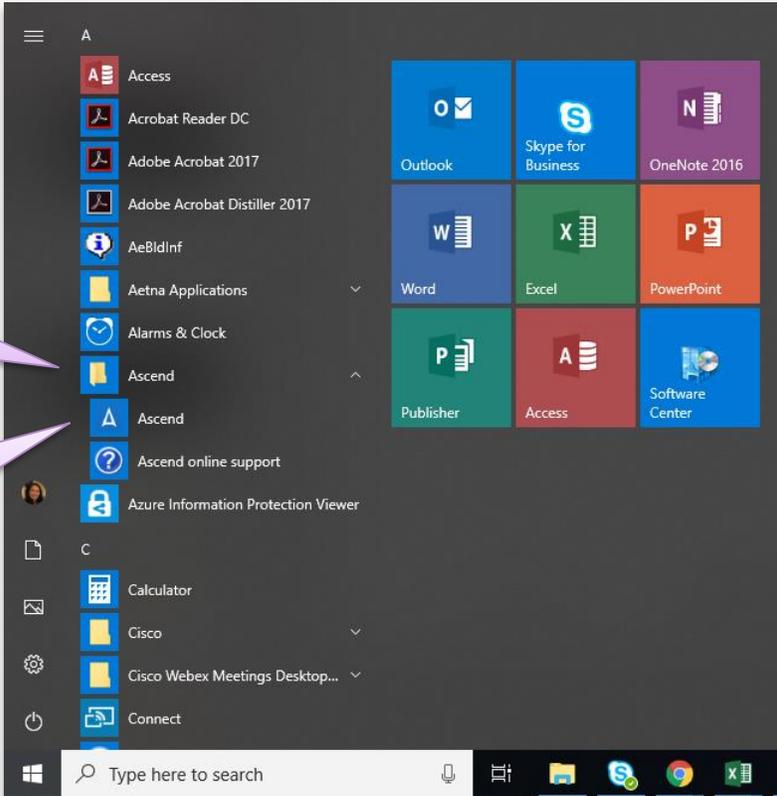
**Mobile Application User Manual**  
**VIEW**

Bloom Insurance Agency  
1331 S. Curry Pike, Bloomington, IN 47403

Help | Version: 2020.1.03.01

# Finding the Ascend Mobile App on Your Device

## Windows Personal Computer / Laptop



1 Click the "Start" icon

2 Look for the "Ascend" folder

3 Click the "Ascend" icon twice

The screenshot shows the Windows Start menu with a list of applications on the left and a grid of application tiles on the right. The "Ascend" folder is highlighted in the list, and the "Ascend" icon is highlighted in the grid. The taskbar at the bottom shows the Start button and search bar.

## iOS Device / iPad



Tap the "Ascend" icon

The screenshot shows an iPad home screen with various app icons. The "Ascend Aetna" icon is highlighted in the dock at the bottom. The dock also contains icons for Messages, Safari, Mail, Photos, Music, Settings, and the App Store.

# Log-in to Ascend Mobile App

ASCEND



**Email:**  
myemail@aetna.com

**Password:**  
●●●●●●●●

Remember Email

Sandbox Mode

**SIGN IN**

[Forgot Password](#) [Help](#)

Version: 2020.2.05.01

# Where to locate your “Resources”

The screenshot displays the Aetna Agent portal interface. On the left is a vertical sidebar with navigation icons: Home (house icon), Leads (person icon), Appointments (calendar icon), Recordings (headphones icon), Resources (folder icon with a checkmark, highlighted with a red box), and Help (question mark icon). A purple callout box with a white border points to the Resources icon, containing the text: "Click the 'Resources' icon".

The main content area is titled "Welcome Agent" and contains the following sections:

- New Action Items:** A warning icon and text: "You have a new message to acknowledge. Remember, you will be unable to start a meeting before acknowledging unread messages."
- What would you like to do today?:** A grid of 17 action buttons, each with a link icon and text:
  - Enroll A Prospect
  - Year Over Year Plan Change Tool
  - 2019/2020 Aetna Medicare Producer Guide
  - Email a Quote
  - Email/Text Electronic Scope of Appointment
  - Prescription Lookup
  - Benefits Checkup
  - Find A 2019 DRx Enrollment
  - Find A 2019 Enrollment
  - Find A 2020 Enrollment
  - Find A 2020 SilverScript Enrollment
  - Find A Client
  - Find A Doctor
  - Find A Doctor (Coventry)
  - Pharmacy Lookup
  - Record A Meeting
  - View Resources

# The "Resources" links

ASCEND

**aetna**

Agent First & Last Name  
Unavailable Not Accepting Calls

Resources

Resources are up to date.

**Bookmarked Materials**

File Name	Date Updated
You don't have any bookmarked resources.	

**Available Resources**

Search

**Presentation Materials**  
[View Resources](#)

**Agent Guidelines**  
[View Resources](#)

**Other**  
[View Resources](#)

You may select any of these links