



# How to access resources in OneSource

1. Login to OneSource from the bcbsm.com agent portal. Click on the orange “Login” button under Group.

Agent Secured Services > Home

**Blue Cross® Physician Choice PPO NEW**  
Learn more ▶

**Group**  
Access to Blue Cross OneSource, the group business agent community. Here you can:

- View your group book of business.
- Submit Support Requests for inquiries related to your group business.

[Login ▶](#)

Use the following other applications:

- 🔗 Book of Business
- 🔗 Blue eSolutions (Quoting) 🌐
- 🔗 eBookshelf (Renewal Package)

**Individual**  
Access Individual Business Agent Community for all your individual business needs. Here you can:

- View your individual book of business
- Quote & Enroll in individual plans and view past applications
- Submit escalated servicing requests through 'cases'
- Take training

[Login ▶](#)

2. On the right side of the screen there is a tab, “? Instant Guidance.” Click on this and a pop-up window will open.

ACTIONS:

- [Launch New Business Quote ?](#)
- [Launch New Support Request](#)



Blue Cross Blue Shield of Michigan

How can we help you?

? Help    ✓ Things to do

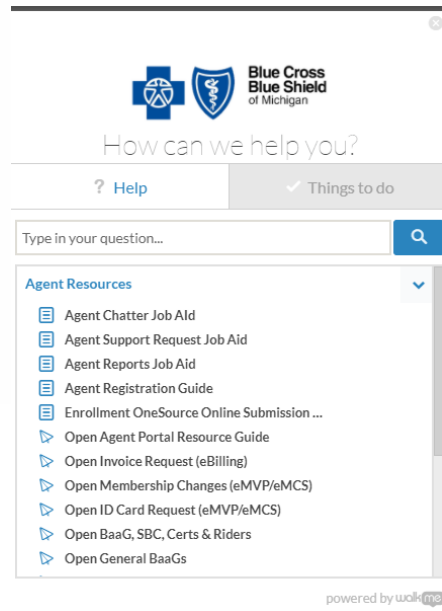
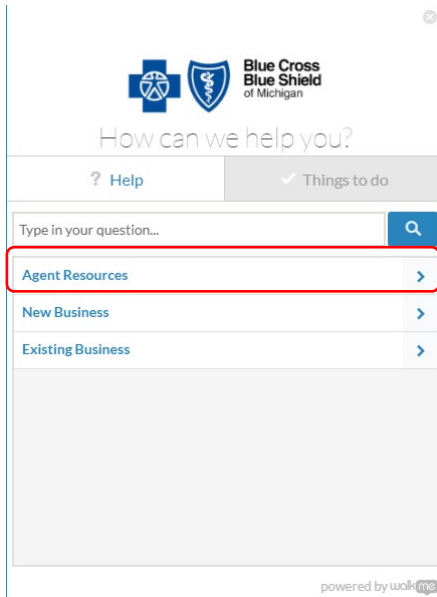
Type in your question... 🔍

- Agent Resources >
- New Business >
- Existing Business >

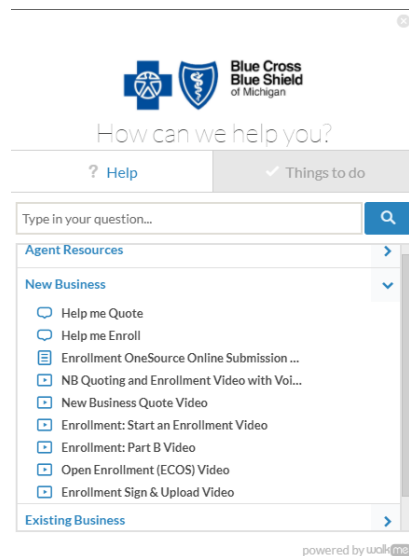
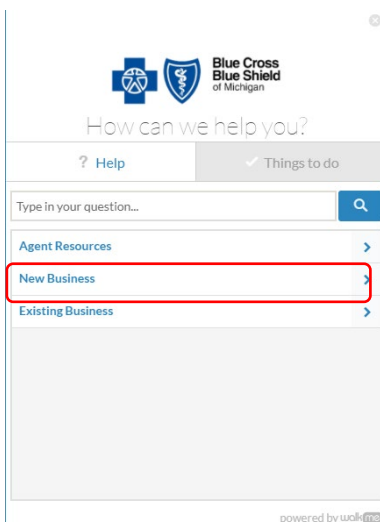
powered by walkme



3. The “Agent Resources” tab provides job aids, resource guides and quick links to open requests.



4. The “New Business” tab offers a selection of videos that walk through the quoting and enrolling process.





3. The “Existing Business” tab offers a selection of videos and documents that provide step-by-step instructions for group-wide changes and maintenance changes.

The screenshot shows the Blue Cross Blue Shield of Michigan help portal. At the top, the logo and the text "Blue Cross Blue Shield of Michigan" are visible. Below the logo is the question "How can we help you?". There are two tabs: "? Help" and "✓ Things to do". A search bar with the placeholder text "Type in your question..." and a magnifying glass icon is present. Below the search bar are three menu items: "Agent Resources", "New Business", and "Existing Business". The "Existing Business" item is highlighted with a red rectangular box. At the bottom right, there is a small logo that says "powered by walkme".

The screenshot shows the Blue Cross Blue Shield of Michigan help portal with the "Existing Business" dropdown menu open. The menu items are: "Find My Renewal Package", "Help Me Quote Existing Business", "Help me with a GWC", "Help me with a Maintenance Change", "Enrollment OneSource Online Submission ...", "Maintenance Change Online Submission C...", "Alternate Quote Video", "Group Wide Change (GWC) Video", "Maintenance Change Video", "Maintenance Change Video with Voice-over", and "Group Wide Change (GWC) Scenario Sum...". At the bottom right, there is a small logo that says "powered by walkme".