ONLINE SERVICES REGISTRATION USER GUIDE

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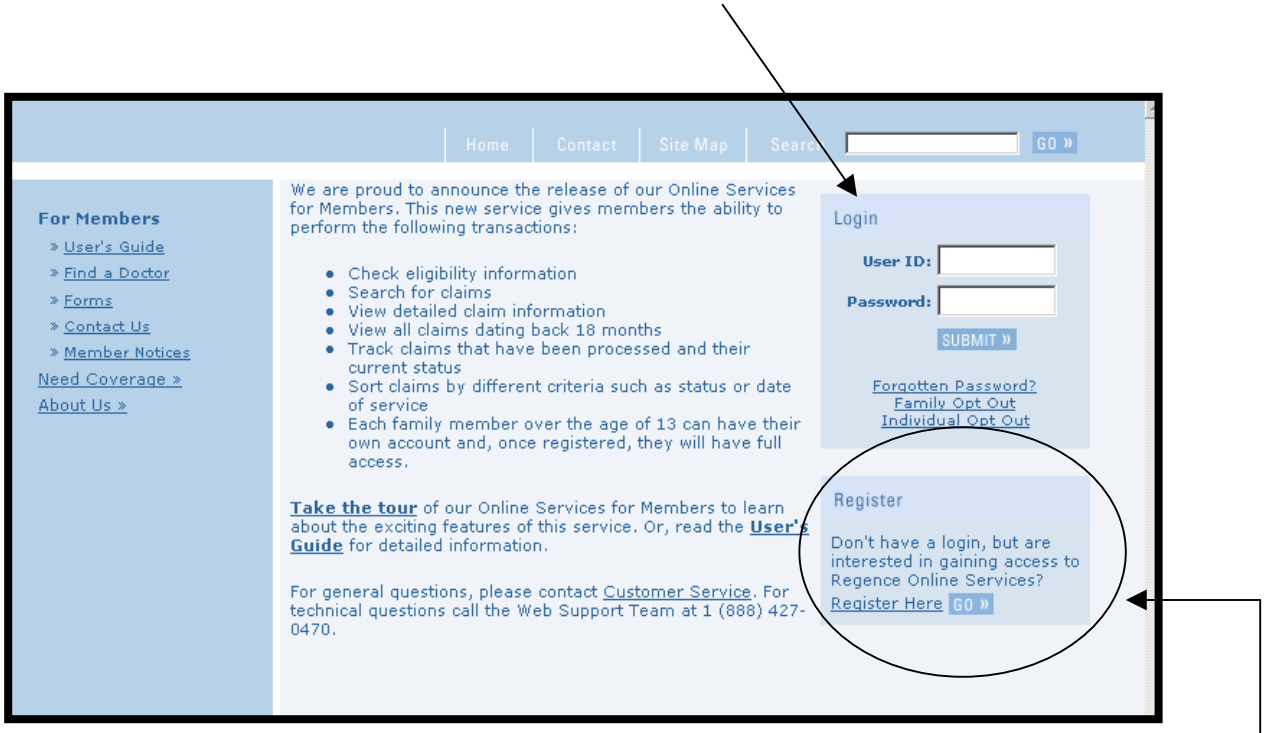
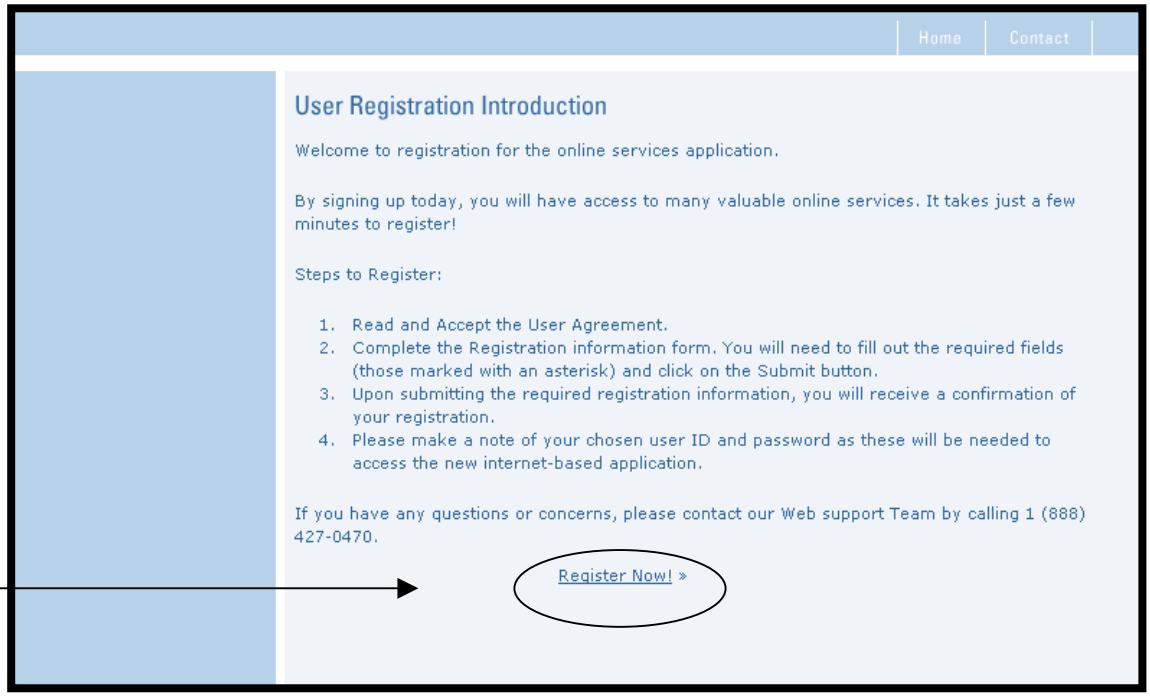
Online Services for Members is available through our Public Web sites. After you have registered you can access the Member Self-Service application **login** from the main Web page.

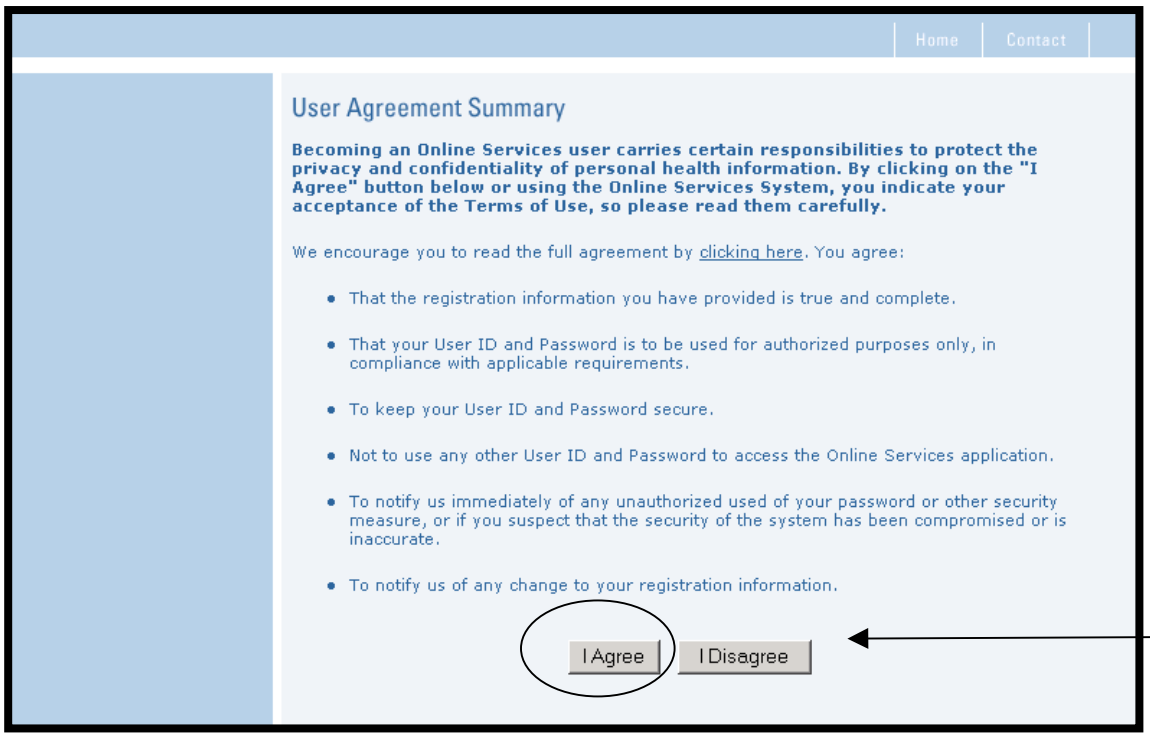


The first step to access the Web feature is to have each family member fill out the User Identification information. If a member's coverage is current, within the last 12 months, then the member may register. Under the **Register** area of the main Web page - click on **Go** and you will be taken through the registration process.

Parents can access their children's information if children are under the age of 13. Adolescents, 13 and over, have to create their own accounts by first filling out the User Identification information (instructions are located in the Registration section of this guide).

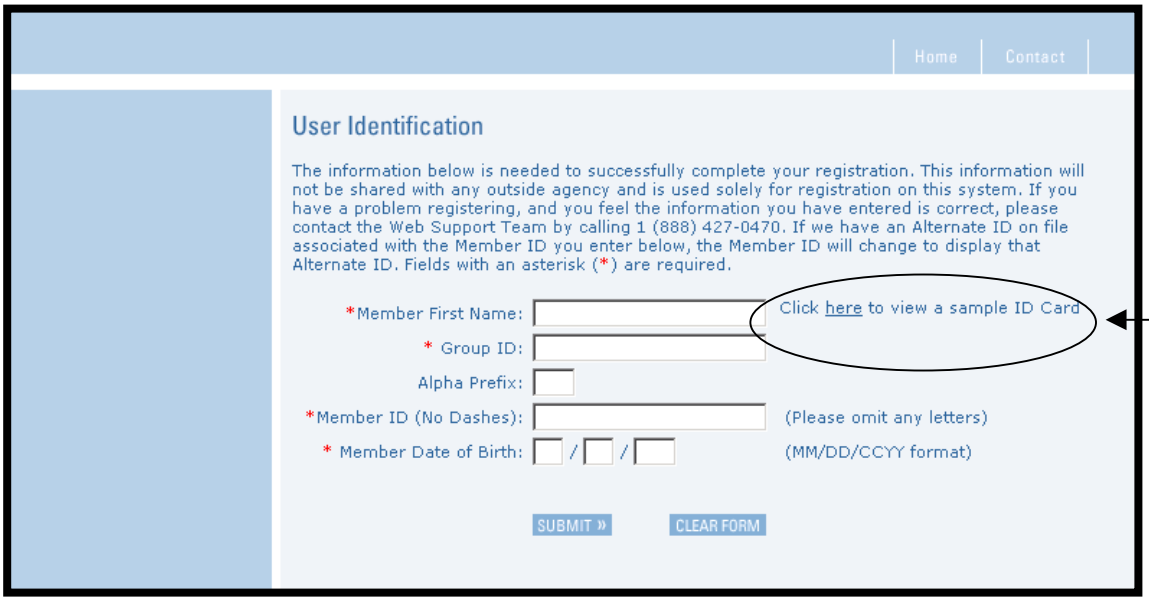
Once you have read the User Registration Introduction click on the **Register Now** link at the bottom of the page. You will be taken to the User Agreement Summary. Becoming an Online Services' user carries certain responsibilities to protect the privacy and confidentiality of personal health information. By clicking on the **"I Agree"** button or using the Online Services System, you indicate your acceptance of the Terms of Use, so please read them carefully.

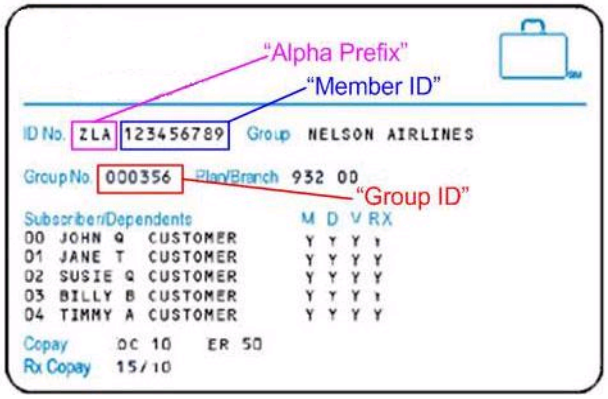


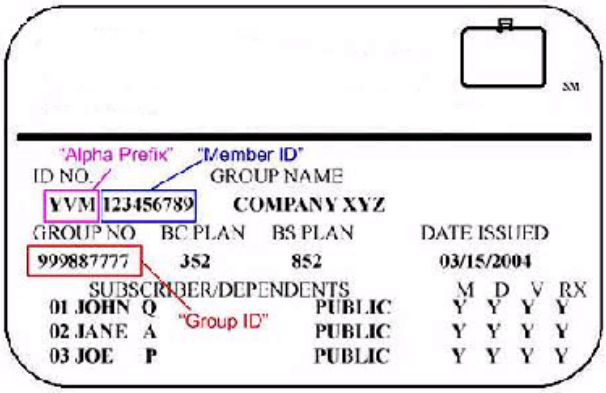


USER IDENTIFICATION

The next step in the registration process is to enter your First Name (which must exactly match the name printed on your ID card), Group ID#, Member ID # and your Date of Birth. If you are unsure of your Group Number or Member ID Number, you can verify them by checking those numbers on your Identification Card. You can **view a sample ID Card** by clicking here.







USER REGISTRATION

The next step is to create an account.

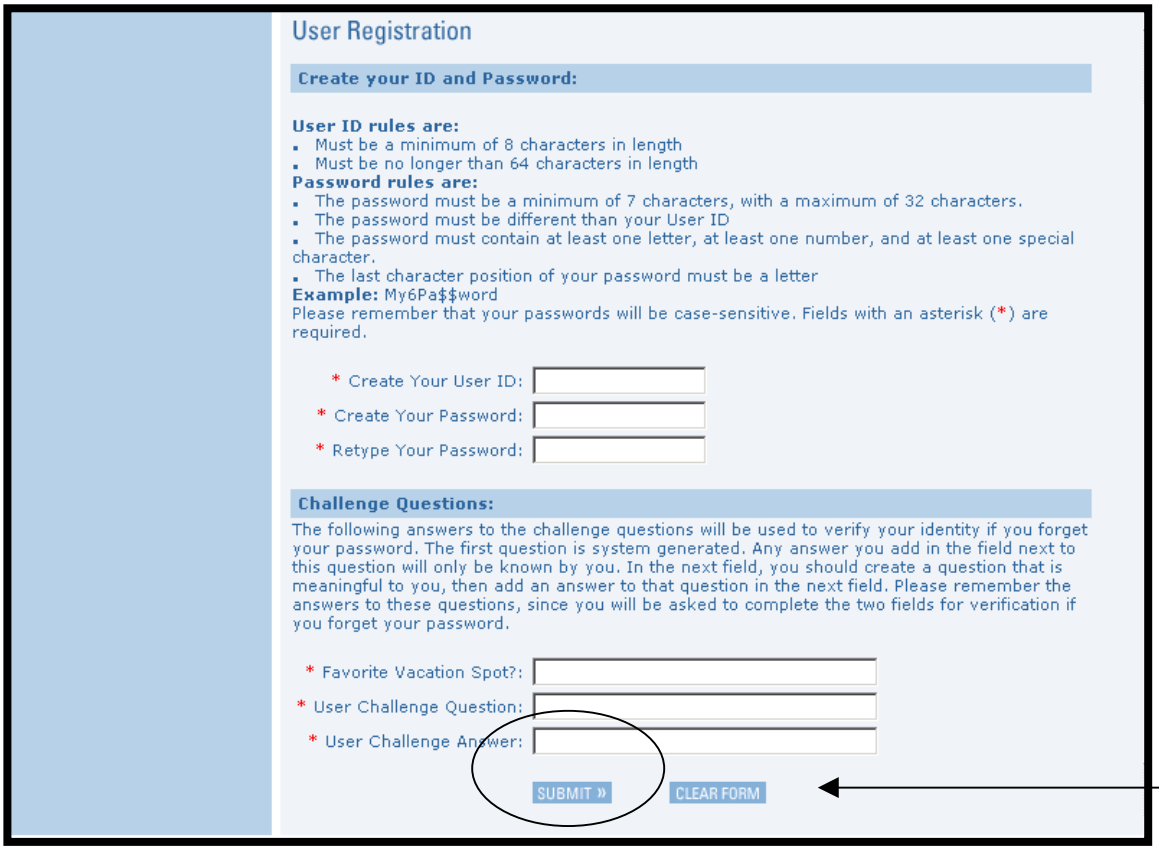
Your User ID:

- Must be a minimum of 8 characters and no more than 64
- Cannot start with an exclamation mark "!"
- Special Characters are allowed **User ID Example: jones45#**

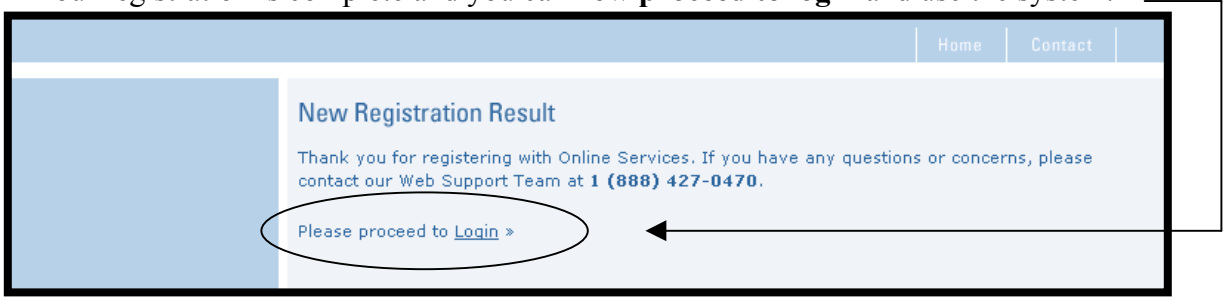
Your Password:

- Password must be different from your User ID
- Password is case sensitive
- Must be a minimum of 7 characters and no more than 32
- Password must contain at least 1 alpha character, at least 1 numeric character and at least 1 special character. **Password Example: sunshine$1**

You must also create Challenge Questions to be used to verify your identity if you forget your password. Once finished click **Submit** located at the bottom of the page.

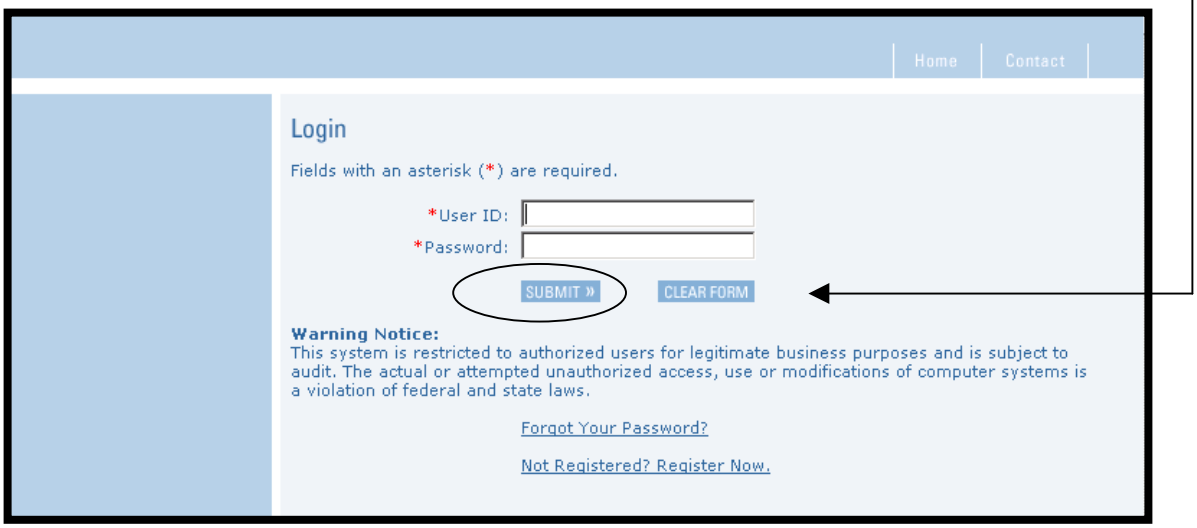


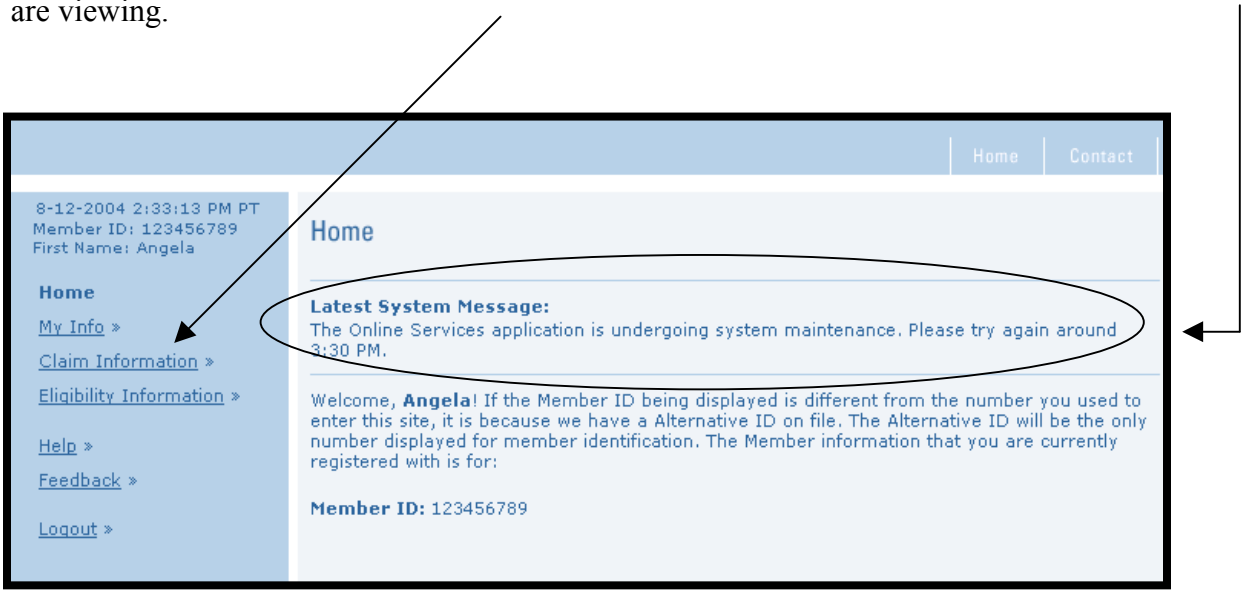
Your registration is complete and you can now **proceed to login** and use the system.



Once registration is complete, you can access the Member Self-Service application:

- Enter your User ID
- Enter your Password
- Click **Submit**



HOME PAGE

Once you click submit, you will be taken to the Home Page. Here you will see the **latest system messages**. On the **left side of the page are the options** to choose from. Because of system and process differences, some options referenced in the User Guide may not appear on the screen you are viewing.