

Creating a Blue Cross Blue Shield Website Log-in.

This procedure contains instructions to assist members with gaining access to the secured portions of our Web site.

Access to the secured areas of the member homepage require users to sign in with their user name and password. Previously registered members must re-register to the access the new Member Portal.

Action

1. To create a User Account, first time and existing users will have to click Register Now found on the new Member Portal page.
2. Members will be asked to enter the following information and press **Continue**:
 - ID number
 - suffix number
 - group number
 - date of birth
 - zip code
3. On the **Create Your Username** page members are required to enter a valid email address to be used if they forget their password.
4. Members may use their email address as their username by check marking the box or create a unique username.

If the member chooses to create a unique username, the following rules apply:

- Must be 6 to 32 characters
 - Can also contain special characters: @ # * () + = { } / ? ~ ; , . - _
 - Must be a combination of 2 character types (Alpha, numeric & special)
 - Cannot contain spaces
5. Member then needs to create a password meeting the following criteria:
 - Must be 8-20 characters long.
 - Must contain at least one letter and one number.
 6. Press **Continue**.
 7. On the **Choose Your Security Image** page members must select a security image and create a security image title. Press **Continue**.

8. On the **Select Security Challenge Questions** page members are required to select three challenge questions and provide answers to each question and press **Continue**. The question will be used to regain access to the member's account should they forget their password or login using a public computer.

9. A summary page will display with the member's security image and title, security challenge questions and answers. If the member wishes to change these items are there links to change them.

10. The Remember Me option allows the member select, ***"Yes, remember this computer"*** or ***"No, don't remember me"***. If ***"Yes, remember this computer"*** is chosen, the member's security challenge question will be bypassed and they will be taken directly to their security image and title for verification. If ***"No, don't remember me"*** is chosen, the member's security challenge question will be presented, and then they will be taken to their security image and title for verification.

If their security image and title is not correct, do not enter their password. The security image and title verifies that the authenticity of our website

12. This will complete the process for creating a user account. Members returning to the website will be given access by entering their username, verifying their security image and title, and then entering their password.

13. When the member logs on to the website, they will enter their username and click **Log In**.