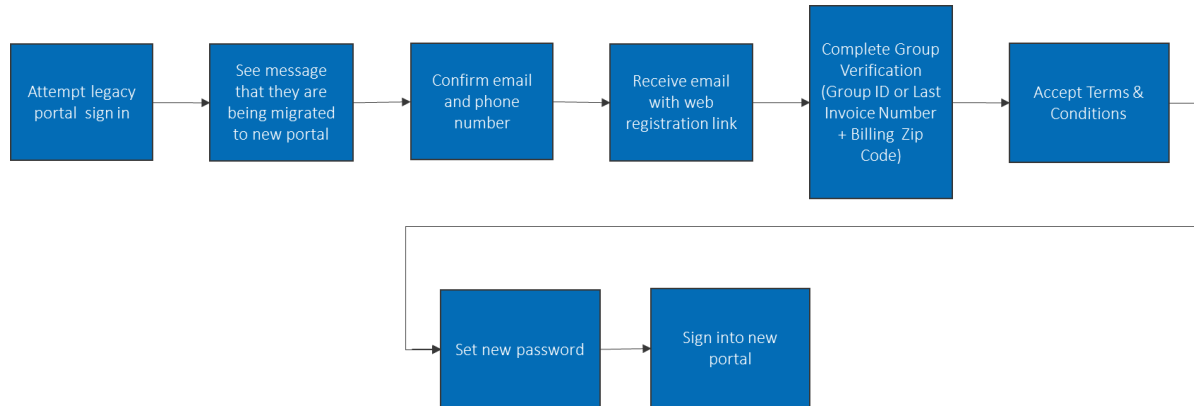


Register for the Portal – Existing Users

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the process for Create Contact & Send Invitation:



Scenario #	What happens if:	And I attempt to sign in to the:	You will:
1	My group has been moved to the new portal	Existing portal	Be prompted to register for the new portal
2	My group has not yet been moved to the new portal	Existing portal	Continue to use the existing portal as normal
3	My group has not yet been moved to the new portal	New portal	Receive a notification to sign into the existing portal
4	My group has been moved to the new portal	New portal	Be prompted to register for the new portal

Let us look at the steps in detail to register for the new portal as a user of the existing portal.

Purpose: Register for the new portal as an existing portal user.



Step 1:

Scenario 1: My group has been moved to the new portal and I attempt to sign into the existing portal.

Navigate to the Employer portal Sign in page.

1. Enter your **Username** and **Password**.
2. Click **Sign in**.

Employers

Sign in to view your account and work with ConnectiCare.

If you have an Account in the new updated Employer Portal. Please use the sign in option below.

[Sign in](#) to your account.

Username:

Password:

Sign In

Not Registered? ▾
Forgot Password? ▾



Step 2:

A message appears stating that the new employer portal has been launched.

1. Click **Continue**.

LOG OUT

[FIND A DOCTOR](#) | [PHARMACY CENTER](#) | [MY HEALTH](#) | [OVERVIEW OF PLANS](#) | [ABOUT CONNECTICARE](#) | [CONTACT US](#)

→ Members

→ Producers

→ Providers

Welcome Janet

Welcome to ConnectiCare!

We have launched your new employer portal to provide an improved experience. Click continue to request access to your new employer portal.

Continue

[Home](#) | [Member](#) | [Producer](#) | [Employer](#) | [Provider](#)

[Find A Doctor](#) • [Pharmacy Center](#) • [About Us](#) • [Media Center](#) • [Legal Information](#) • [Privacy Policy](#)

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Step 3:

The User Information page displays.

Note: The user information is prepopulated but can be modified.

1. Validate email address and phone number.
2. Click **Submit**.

User Information

Welcome to your new employer portal. As part of our security measures, we are asking you to confirm your email and phone number below.

Email Address*

menaka_vijayakumar@connecticare.com

Mobile Phone Number

(546) 789-0170

Phone Number

Ext.

Once you submit the information above, we will send you a welcome email to the address you've entered. That email will have instructions on how to activate your new account.

Submit



Step 4:

A welcome email is sent to your email address.

1. Click the **Complete web registration** button in your email to set up the account.

Dear ,

Thank you for choosing ConnectiCare.

Your ConnectiCare employer portal account is now ready.

Simply click on the button below to complete your registration. To set up your initial account, you will need this username:lgclass@cci.com. You can always change your username once you've completed your registration.

Complete web registration

If you're having trouble signing in, please contact your primary administrator in your organization or your ConnectiCare account representative.

After you complete your web registration, use this link to [sign in to your website account](#). Or you can simply go to [connecticare.com]connecticare.com



Step 5:

The Group Verification screen displays.

1. Select **Group ID & Billing Zip code** or **Last Invoice Number & Billing Code**.
Note: For this example, we will select **Group ID & Billing Zip Code**.
2. Enter **Group ID** and **Billing Zip**.
3. Click **Next**.

Group Verification

Verification Method

Please select a verification method*

Group ID & Billing Zip	Last Invoice Num & Billing Zip
Group ID *	Billing Zip *

Next




Step 6:

The Digital Services Privacy Policy and Terms of Use screen displays.
1. Review, and click **Accept and Continue** to proceed.



Digital Services Privacy Policy and Terms of Use

You must accept these terms in order to gain access to the ConnectiCare Portal

 This policy was last updated on 02/07/2022.

Digital Services Privacy Policy and Terms of Use

Effective Date: May 10, 2019

Thank you for visiting a website, mobile application, or digital property (collectively known as "the Services" or "the Site") of the EmblemHealth family of companies. The EmblemHealth family of companies (hereby referred to as "EmblemHealth") includes the EmblemHealth Enterprise and its subsidiaries including, but not limited to, ConnectiCare and AdvantageCare Physicians.

Changes to this Privacy Policy

EmblemHealth may change this Policy from time to time. When material updates are made, the Policy version date will also be updated to reflect that a revision occurred, and we will alert you to changes by placing a notice on the Site, by sending you an email or by some other means. We encourage you to periodically re-read this Policy to see if there have been any changes that may affect you. A user is bound by any changes to the Policy when you use the Site or Services after such changes have been first posted. This Policy is not intended to and does not create any contractual or other legal rights in or on behalf of any party.

Contact Us

To find out how to reach us, use the Contact Us section of our website.

Decline & Exit

Accept & Continue



Step 7:

The Two-Step Account Verification screen displays.

1. Click **Email Address** to receive a verification code.
2. Click **Request Code**.
3. Enter the code.
Note: If you have not received a code, click **Request a new one** to get a new code.
4. (Optional) Check the box for **Remember my browser** to skip two-step authentication for 90 days.
5. Click **Next**.

Two-Step Account Verification

For security reasons, we require a secondary verification step before you can access your account.
Where should we send this code?

Email Address

Mobile Number

Request Code

Haven't received a code? [Request a new one.](#)

12345

Verification successful. Your registration is complete. Click "Next to my account" to access your account.

☐ Remember my browser

Next



Step 8:

The Change Your Password screen displays.

1. Enter **New Password**.
2. Enter **Confirm New Password**.
3. Click **Change Password**.

ConnectiCare

Change Your Password

Enter a new password for
u_shahilassavla@emblenhealth.com. Make sure to
include at least:

☐ 8 characters

Also include at least 3 of the following:

☐ 1 uppercase letter

☐ 1 lowercase letter

☐ 1 number

☐ 1 special character ⓘ

* New Password

* Confirm New Password

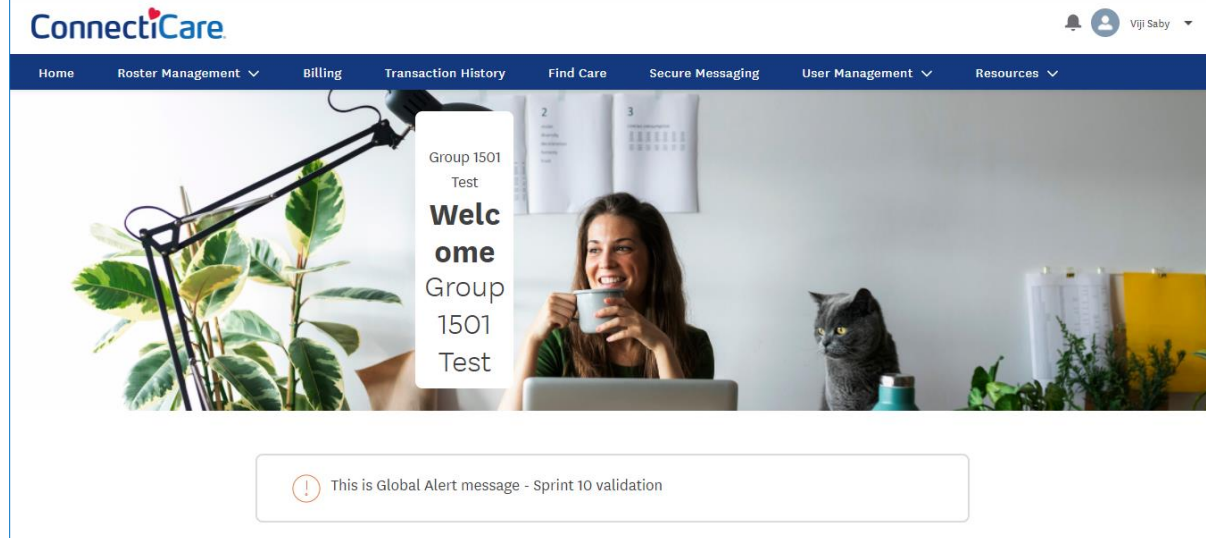
Change Password

Password was last changed on 12/17/2021 1:26 PM.



Step 9:

The Employer Portal Home page displays.



Step 1:

Scenario 2: My group has not yet been moved to the new portal and I sign into the existing portal.

Navigate to the Employer portal Sign in page.

1. Enter your **Username** and **Password**.
2. Click **Sign in**.
3. The Home Page displays, and you may continue using the portal as usual.

Employers

Sign in to view your account and work with ConnectiCare.

If you have an Account in the new updated Employer Portal. Please use the sign in option below.

[Sign in](#) to your account.

Username:

Password:

[Sign In](#)

Not Registered?

Forgot Password?

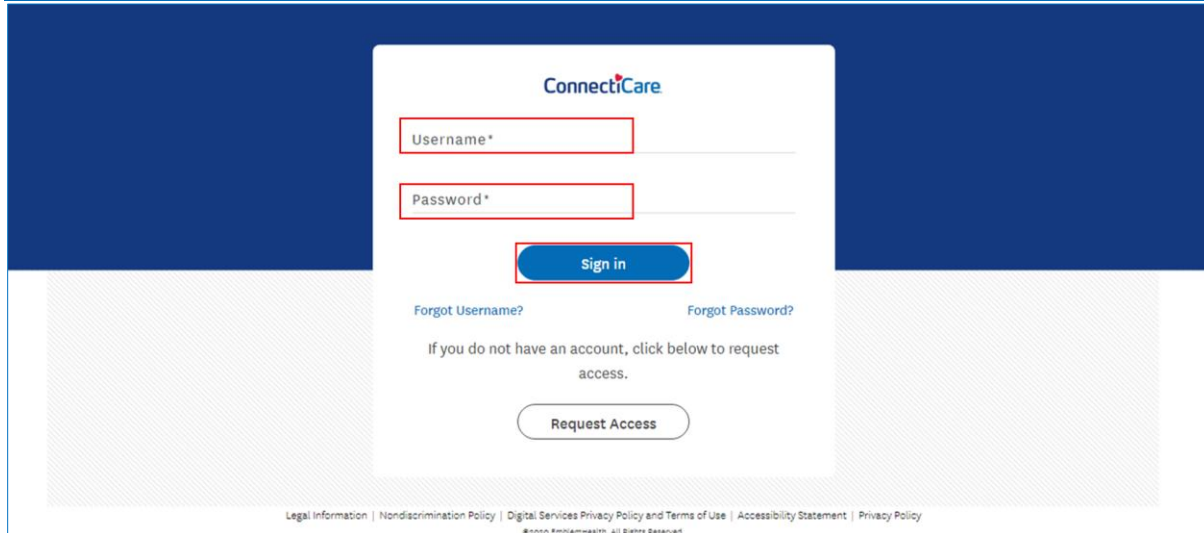


Step 1:

Scenario 3: My group has been moved to the new portal and I attempt to log in to the new portal.

Navigate to the new Employer Portal Sign in page.

1. Enter **Username** and **Password**.
2. Click **Sign in**.

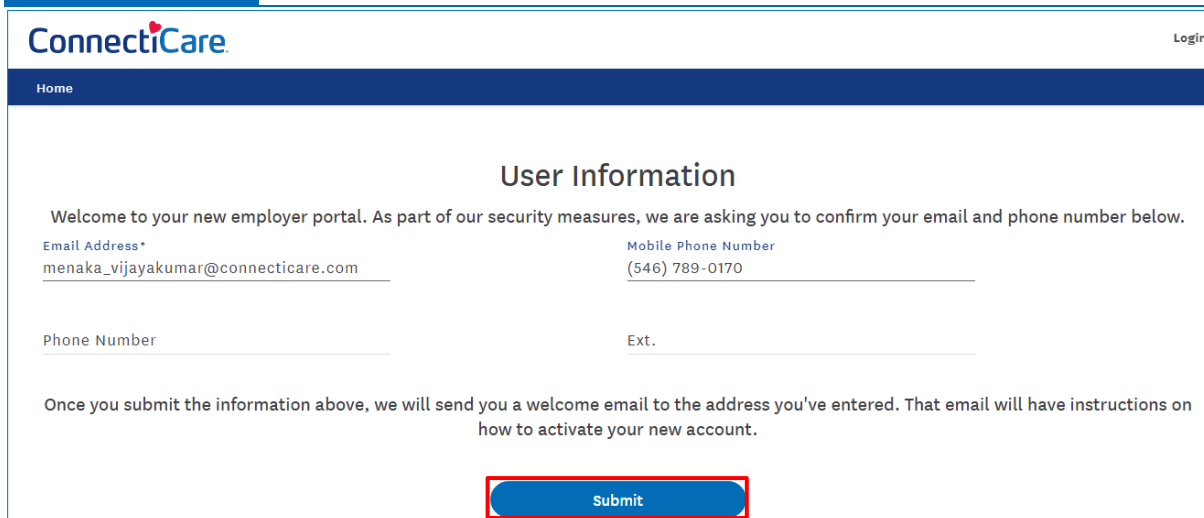



Step 2:

The User Information screen displays.

Note: The user information is prepopulated but can be modified.

1. Review user information and click **Submit**.
2. You will receive a welcome email and be prompted to register, as in Scenario 1.





Step 1:

Scenario 4: My group has not yet been moved to the new portal and I attempt to sign into the new portal.

Navigate to the new Employer Portal Sign in page.

1. Enter **Username** and **Password**.
2. Click **Sign in**.



Step 2:

An error message displays.

1. Click **Continue** to be directed to the existing employer portal.

Thank
You