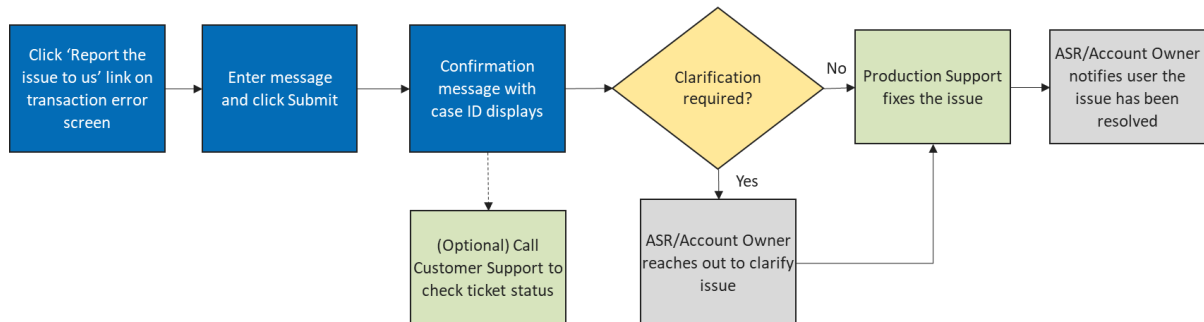


Report an Issue – Pre-Sign in

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview on the process of reporting an issue related to signing in to the Employer Portal.



Let us look at the steps in detail to report an issue with sign in.

Purpose: Report an issue with sign in.



Step 1:

A technical error can occur before signing into the Employer Portal when you try to request access, recover a username, or recover a password.

Note: In this case, we will show the process for reporting a Request Access error.

1. Click **Request Access**.

The screenshot shows the ConnectiCare login interface. At the top is the ConnectiCare logo. Below it are two input fields: 'Username*' and 'Password*'. A blue 'Sign in' button is positioned below the password field. To the left of the button is a link for 'Forgot Username?' and to the right is a link for 'Forgot Password?'. Below these links, a message states: 'If you do not have an account, click below to request access.' The 'Request Access' button is highlighted with a red rectangular box. At the bottom of the page, there is a footer containing links for 'Legal Information', 'Nondiscrimination Policy', 'Digital Services Privacy Policy and Terms of Use', 'Accessibility Statement', and 'Privacy Policy', followed by the copyright notice '©2020 EmblemHealth. All Rights Reserved.'



Step 2:

1. Enter email address and Group ID.



Request For Access

Please enter your email address.

Email*
ganesh.sirasana@EH.com

Group ID*

*Required information

Next

[Cancel](#)



Step 3:

The Report an Issue screen displays.

1. It is recommended to attempt to resubmit the transaction.
2. If the error occurs again, click **report the issue to us**.



Report an Issue

An Error occurred in processing your request.

Please [report the issue to us](#) so we can help or click the Ok button to resume your work.

OK



Step 4:

The Report an Issue screen displays.

1. Enter the details of the error in the **Message** box.

Note: It is important to include specific and detailed information about the error in your message.

2. Click **Next**.

Report an Issue

If you experienced difficulties accessing or using our site, we want to know about it. Please tell us what went wrong.

Issue Type

Access Request Issue

Group ID*

Subgroup ID

Message*

Email*

ganesh.sirasana@EH.com

Mobile Phone Number

Phone Number

Ext.

First Name

Ganesh

Last Name

Sirasana

Zip

06035

Last Invoice Number

Next



Step 5:

A confirmation message with a case number displays.

Note: To check on the status of your case, call customer service. If clarification is needed on your issue, your ASR/Account Owner may reach out to you.

ConnectiCare

Thank you for your submission. We will resolve your query within 8 Business hours. Your case number is 02426528

Back to Login

Thank You