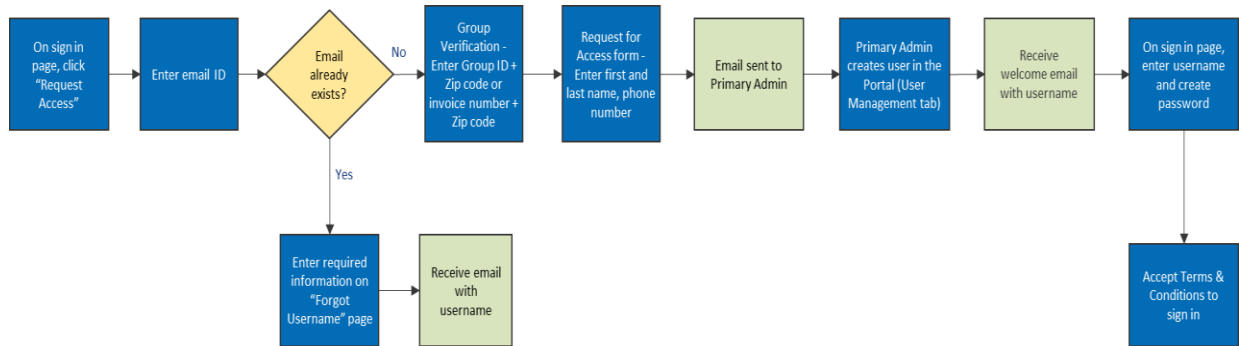


Request Access

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the process of requesting access to the portal.



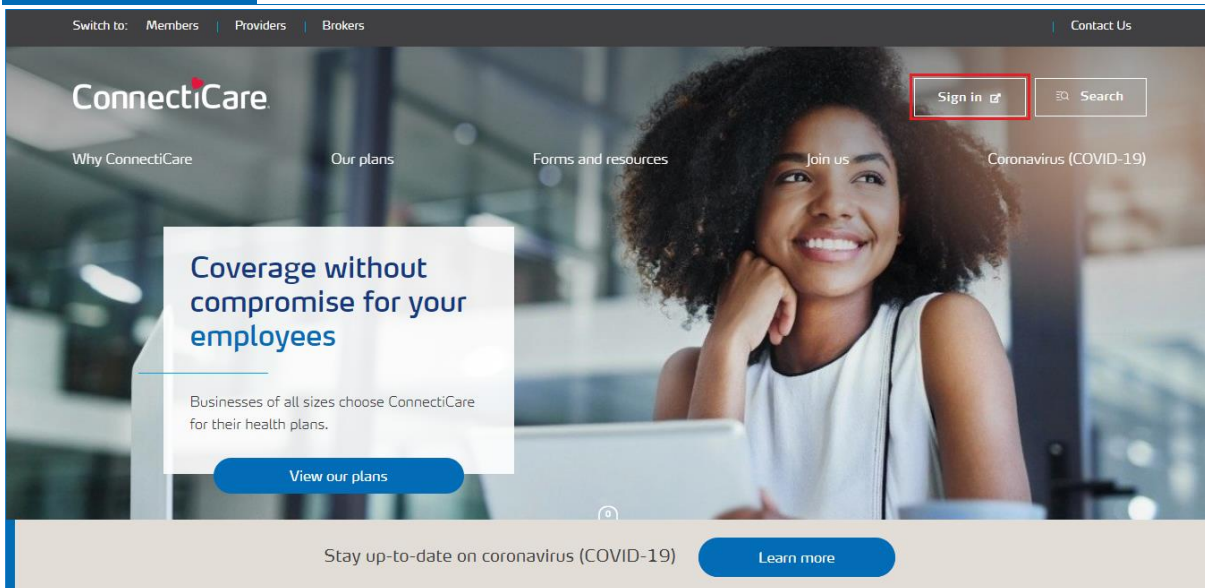
Let us look at the steps in detail to Request for Access.

Purpose: To request access to the portal.



Step 1:

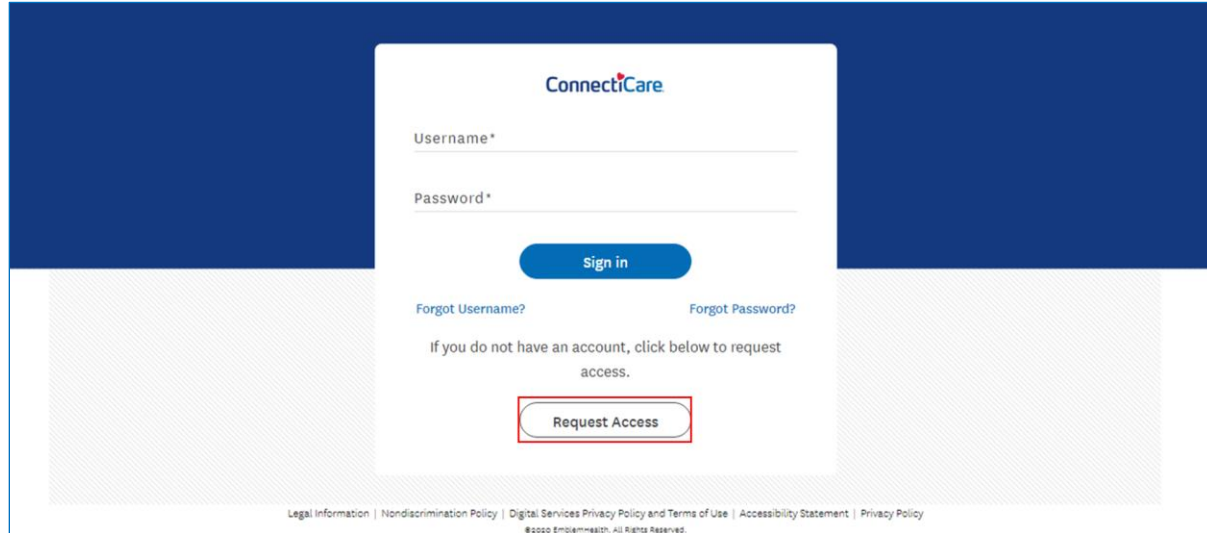
1. In your browser, navigate to <https://www.connecticare.com/employers>.
2. Click **Sign in**.





Step 2:

1. From the **ConnectiCare** login page, click **Request Access**.

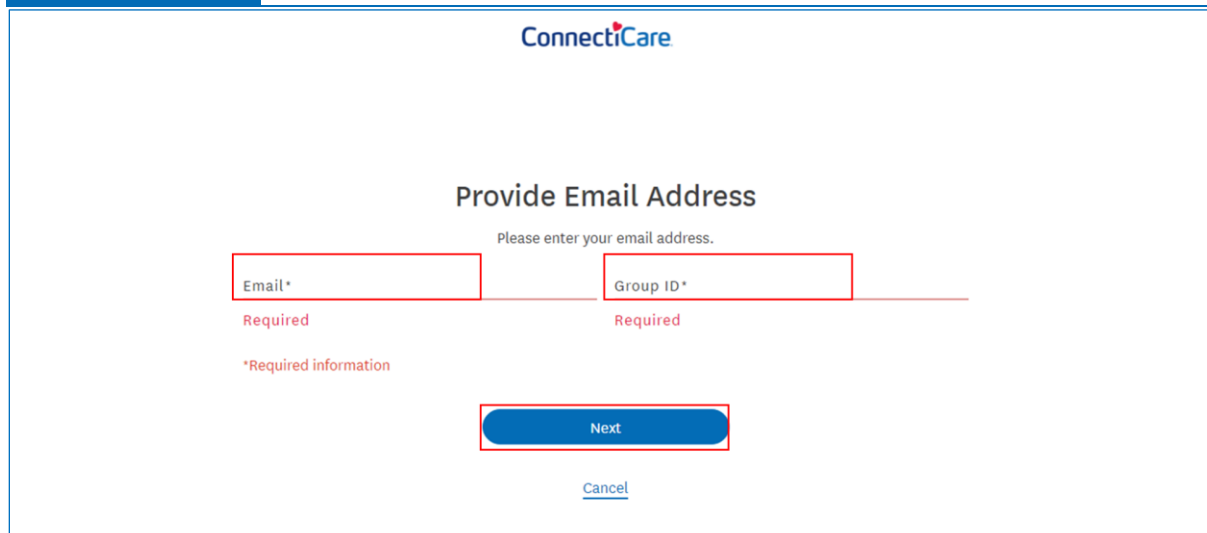



Step 3:

Request Access screen displays.

1. Enter **Email** and **Group ID**.
2. Click **Next**.

Note: If your Group is already set up in the portal, you will proceed to the next step. If not, Account Management/Sales will be notified of your request.





Step 4:

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**.

The screenshot shows the 'Group Verification' screen. At the top is the ConnectiCare logo. Below it is a back arrow and the title 'Group Verification'. A message says 'Please select a verification method and enter the information below:'. There are two radio button options: 'Group ID & Billing ZIP Code' (which is selected and highlighted with a red box) and 'Last Invoice Number & Billing ZIP Code'. Below these are two input fields: 'Group ID*' and 'Billing Zip*', both highlighted with red boxes. A red 'Required' label is positioned below the 'Billing Zip*' field. At the bottom, there is a blue 'Next' button highlighted with a red box, and a 'Cancel' link below it. A red asterisk note '*Required information' is located at the bottom left of the form area.



Step 5:

The Request for Access screen displays.

1. Enter **First Name** and **Last Name**.
Note: **Email** will be pre-populated. **Mobile** and **Phone** are optional fields.
2. Click **Next**.

The screenshot shows the 'Request for Access' screen. At the top is the ConnectiCare logo. Below it is a back arrow and the title 'Request for Access'. A message says 'Enter your information below:'. There is a form with several fields: 'First Name*', 'Last Name*', 'Email*' (pre-populated with 'j_stucky@connecticare.com'), 'Mobile', 'Phone', and 'Ext.'. The 'First Name*', 'Last Name*', and 'Email*' fields are highlighted with a red box. At the bottom, there is a blue 'Next' button highlighted with a red box, and a 'Cancel' link below it. A red asterisk note '*Required information' is located at the bottom left of the form area.



Step 6:

The Confirmation Screen displays. An email will be sent to your Group's Primary Admin, prompting them to set up your account.

1. Click **OK**.



Confirmation

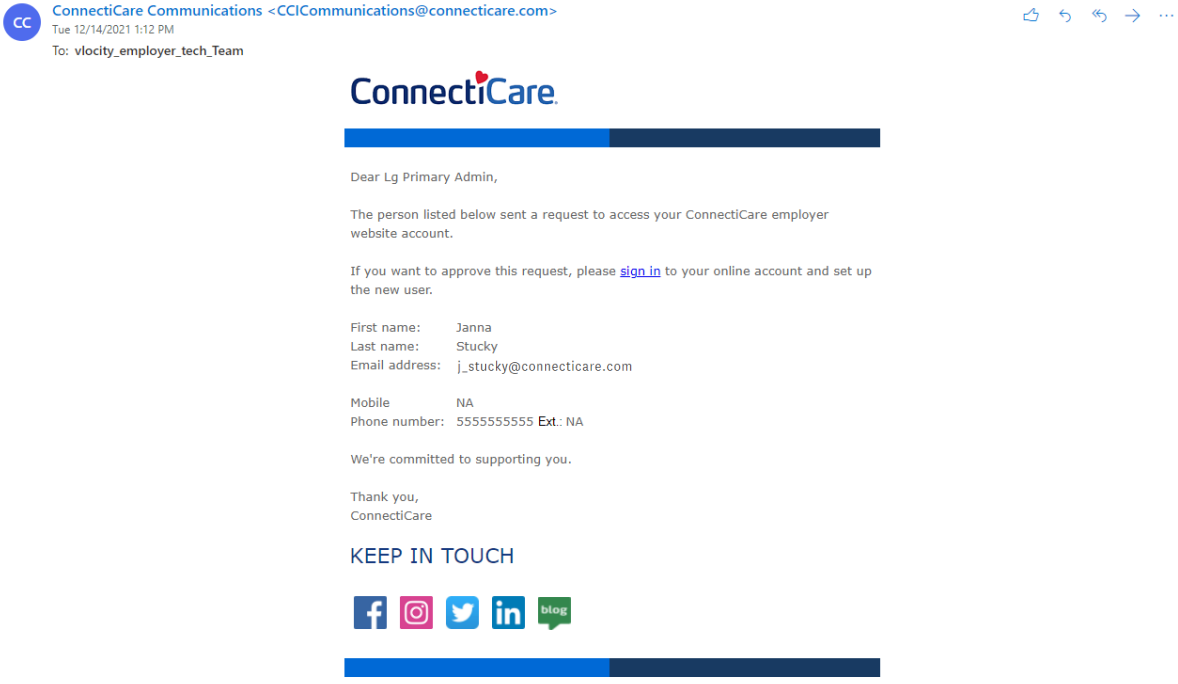
Thank you for submitting your request. We will email you once we process your request and grant you access. If you don't get an email within three (3) business days, please contact your ConnectiCare account representative.

OK



Step 7:

The Group Primary Admin receives the following email directing them to set up a new user, which can be done by accessing the User Management tab in the portal.



Thank You