# wellabe

# **Creating a Wellabe digital account**

Step-by-step guide

Our customer portal and mobile app provide 24/7 access to your plan. You can view coverage, deductibles, and claims; access ID cards; pay bills and manage payments; download and submit forms; and more.

Protecting your privacy is our top priority. We require a strong password and unique email address to get started. We also use multi-factor authentication to ensure your information is always well protected. Each time you sign in, you'll be asked to confirm your identify by entering a code you receive via text message or phone call.



Once registered, you can access your account through the customer portal and the Wellabe: Be Well mobile app using the same email address and password.

To register for an account, you'll need your policy number, ZIP code, date of birth, a unique email address, and phone number. This information helps us verify your identify and link your account to your policy.

#### 1. Click on "Register for an account" on the customer portal login page

2. Verify your email address

Enter your email address and click "Send verification code." *Tip:* The same email address cannot be used for more than one policyholder.

	Secure, convenient sign in
The customer portal is a	
socure and easy way to	
secure and easy way to	Sign in
manage your policy.	
	Forgot my password >
With a digital account, you can:"	We use multi-factor authentication to ensure your
Read Explanations of Benefits	vour account, you'll be asked to confirm your
Request an ID card	identity by entering a code you receive via a text
Pay bills and manage payment options     Cause programs traved deductibles	message or phone call.
Receive support quickly	
Download and submit forms     And much more!	
	Death have an exercise to
Keeping you protected	Don't have an account?
we require a strong password and unique email address and use multi-factor authentication to ensure your information	
is always protected.	Signing up for online access is quick and easy
We're here to help	Here's what you'll need to get started:
<ul> <li>View our step-by-step user guide &gt;</li> </ul>	<ul> <li>Unique email address</li> </ul>
<ul> <li>Access sign in FAQs &gt;</li> <li>Call on at 856,481,2220 a</li> </ul>	Policy number     Phone number
	<ul> <li>Home ZIP Code</li> </ul>
Manage your plan on the go with the	
Wellabe: Be Well™ mobile app	Register for an account
After registering, you can access your account through the customer portal and mobile area using the same email and	
password.	We use multi-factor authentication to protect your
	information. When registering for an account, you'
OFTITON     Deventeed on the	be asked to confirm your identity by entering a coo



#### 3. Enter your verification code

## Retrieve the verification message from your email inbox. Enter the verification code and click "Verify code."

**Tip:** The verification email will be sent from msonlineservices@microsoftonline.com with the subject line "Wellabe account email verification code." If you don't find the email in your inbox, please check your spam or junk folders. You have 5 minutes to enter the code before it expires. If you need a new code, tap "Send new code."

### Once your email has been verified, click "Create account."

#### 4. Finish account setup

Enter the following information:

A 16-64-character password

The following characters are allowed but not required: 0-9, @ # \$ % ^ & \* - \_ ! + = [] { } | \: ', . ? / `~ " (); < > - blank space.

#### • Your 12-digit policy number

Policy numbers are 12 characters long and contain both numbers and letters.

**Health policyholders:** You can find your policy number on your ID and the welcome letter you received in your policy packet.

**Life policyholders:** You can find your policy number on your welcome letter.

- Your date of birth
   Be sure to use the MM/DD/YYYY format.
- Your 5-digit ZIP code
- Your first and last name

Tip: Enter your name exactly as listed on your policy.

#### Click "Create account" to finish account setup.

*Tip:* If you receive an invalid information error, please confirm that all the information has been entered correctly.

	Be well.
email inbox. Plea	se enter the code below.
Ernali adaress	
Verification code	Send new code
	Your email has been verified. Click "Create account" to finish account setup.
(e,	Email address
	Create account
4	

4 -	
	wellabe <sup>®</sup> Be well.
	Email address
	New Password
	Confirm New Password
	Policy Number
	Date of Birth (MM/DD/YYYY)
	Zip code
	First Name
	Last Name
	Create account

#### We are here to help

Access online account FAQs

Call us at <u>866-481-2220</u>