



# 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.

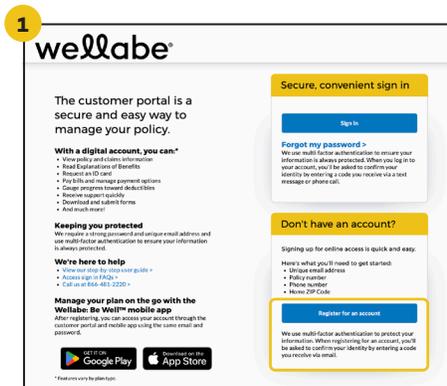


### 1. Click on "Register for an account" on the customer portal login page

### 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.*



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### 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.

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wellabe®  
Be well.

The verification code has been sent to your email inbox. Please enter the code below.

Email address

Verification code

Verify code Send new code

**4**

Your email has been verified. Click “Create account” to finish account setup.

Email address

Create account

**4**

wellabe®  
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 [866-481-2220](tel:866-481-2220)