

Web Portal Login instructions for Members

If this is your first time logging in:

- Click on the “**Register Now**” link located on the home page of CCHP Connect found at togetherCCHP.org
- You will be taken to a User Agreement page, accept the user agreement.
- Insert registration information, including your personal ID number listed above or found on your insurance card or your wellness ID card.

The screenshot shows a web form titled "Registration". At the top, there is a blue header with the word "Registration" in white. Below the header is a large white box containing the text: "Please enter the following information. This is information that is required to verify your Identity." Below this box is a section titled "HealthPlan Online Registration:" with a blue background. This section contains several input fields: "First Name:" with a text box, "Last Name:" with a text box, "Sex:" with a dropdown menu, "Date of Birth:" with three separate boxes for month, day, and year, followed by "(mm-dd-yyyy)", "Last 4 digits of SSN:" with a text box, and "Zip Code:" with a text box. At the bottom of this section are two buttons: "Submit" and "Reset".

Figure 1 – Online registration screen

- Complete the online registration to begin using the site.
- Click “**Submit**”

*****If you require additional assistance, please contact the Member Services number found on your insurance card or your wellness ID card.**

If you have previously logged in:

- Enter your “**User ID,**” - the ID you created when you registered for the website.

The screenshot shows a web form titled "User Login". At the top, there is a blue header with the words "User Login" in white. Below the header is a large white box containing the text: "Please enter your user ID to login. If you forgot your user ID, use the 'I forgot my user id' link below." Below this box is a section titled "Online Login:" with a blue background. This section contains a "UserID" label next to a text box, a link that says "I forgot my user id (Members Only)", and a "Login" button at the bottom.

Figure 2 – User login Screen

- Click on “**Login**”

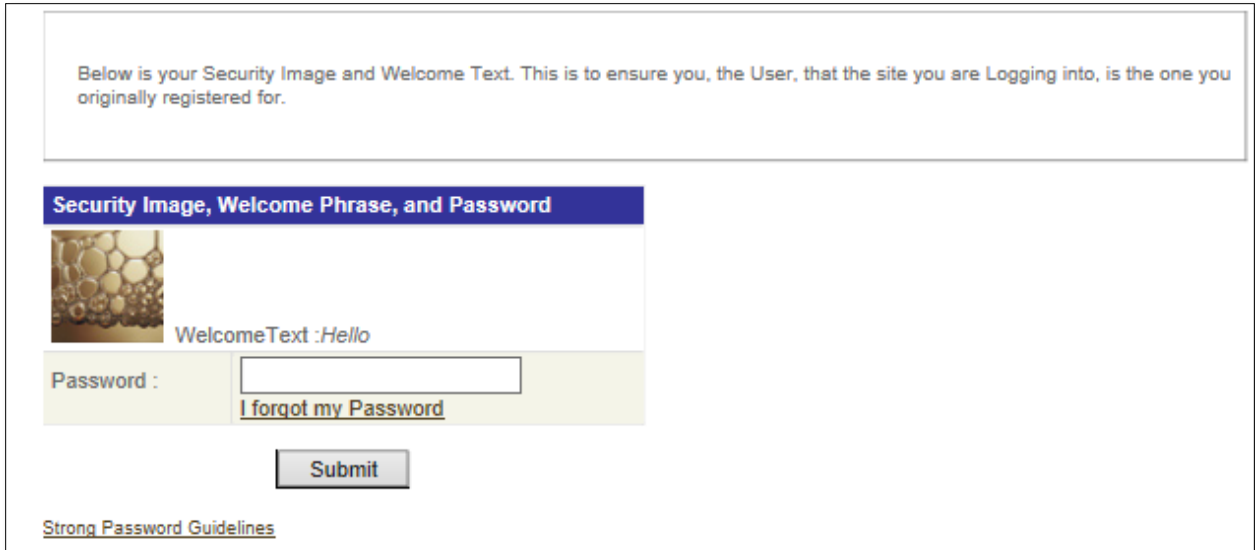


Figure 3 – Password Entry Screen

- Enter your password.
- Click **“Submit”**

*****If you forget your User ID:**

- click **“I forgot my User ID”** on the **“User Login”** screen

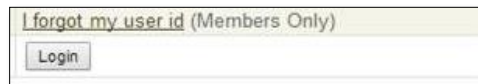


Figure 4 – I Forgot user id link



Figure 5 – Member ID entry screen

- Enter your personal ID number found on your insurance card or your wellness ID card.
- Click **“Submit”**.


Please Answer the following Questions so that we can Verify your Identity. Answering these questions helps us protect your account from intruders.

What is your favorite pets name?

[I forgot my security questions.](#)

Figure 6 – Challenge question screen

- Answer the security question:
- Click **“Submit”**

 Your User id is

Please copy and [click here](#) to login with this user id.

Figure 7 – User ID recovery screen

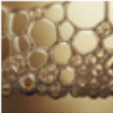
- Click **“Click Here”** – This will take you back to the first login screen.

*****If you forget your password:**

- Click on **“I forgot my Password”** Link on the password entry screen:

Below is your Security Image and Welcome Text. This is to ensure you, the User, that the site you are Logging into, is the one you originally registered for.

Security Image, Welcome Phrase, and Password

 WelcomeText :*Hello*

Password :

[I forgot my Password](#)

[Strong Password Guidelines](#)

Figure 8 – Password Entry Screen

Please Answer the following Questions so that we can Verify your Identity. Answering these questions helps us protect your account from intruders.

What is your favorite pets name?

[I forgot my security questions.](#)

Figure 9 – Security Question screen

- Answer the security question to reset password:
- Click **“Submit”**

Filling out the Fields on this page, will allow you to change your password.
Please enter the Password you would like to change it to in the fields below. This will be an immediate change.

Set Password	
User Name:	<input type="text"/>
New Password:	<input type="password"/>
Confirm Password:	<input type="password"/>

The password you choose must be between 8 and 14 characters long and must meet the following criteria:

- Password includes at least one upper-case, alphabetic character (e.g. **A-Z**)
- Password includes at least one lower-case, alphabetic character (e.g. **a-z**)
- Password includes at least one numeric character (e.g. **0-9**)

[Strong Password Guidelines](#)

Figure 10 – Set Password Screen

- Enter a new password in the field in the row to the right of **“New Password:”**
- Enter that same password in the field in the row to the right of **“Confirm Password:”**
- Click on **“Submit”**
- Password will be changed, log into web portal using **User ID** and **new password**.