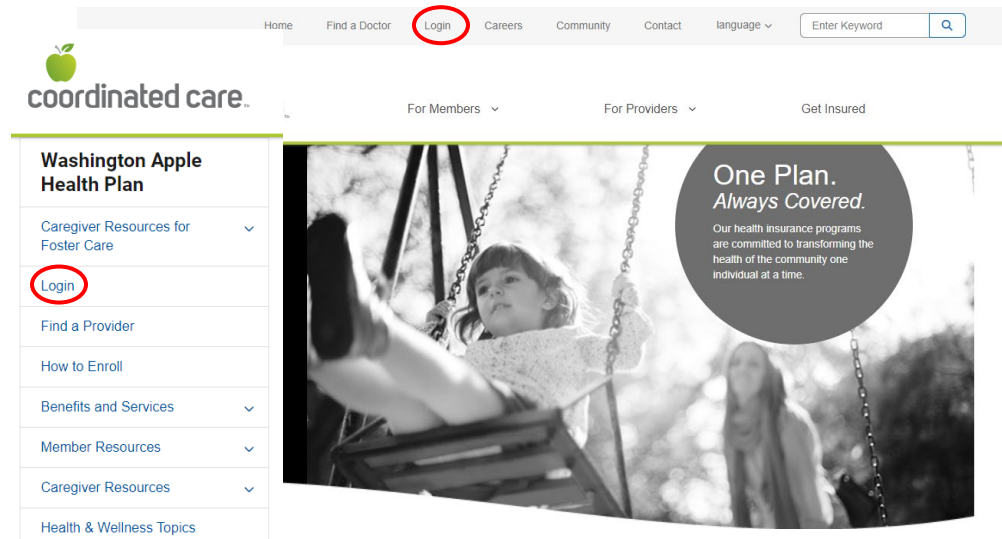


Member Portal Sign-Up Instructions

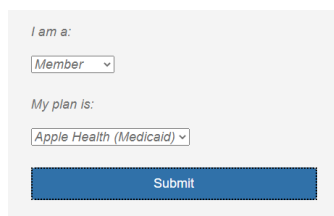
Coordinated Care members have access to the secure member portal right away after enrolling.

To register:

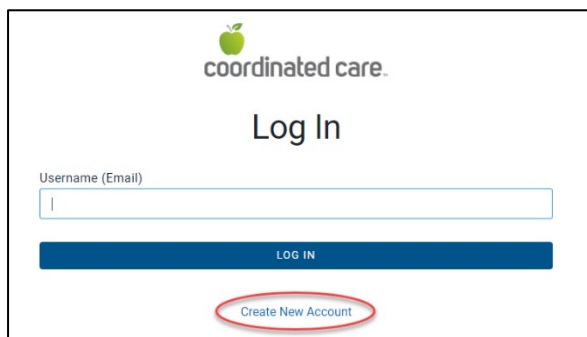
1. Access the secure member portal from Coordinated Care's home page by selecting **"Login"** from the top, or selecting **"Washington Apple Health Plan"** from the left, then selecting **"Login."**



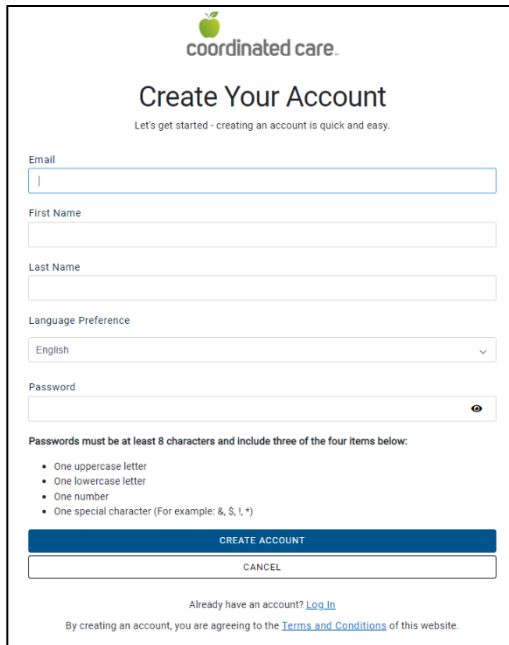
2. From the Login Page, choose **Member** from the *I am a:* drop down box and **Apple Health (Medicaid)** from the *My Plan is:* drop down box and click **Submit**.



3. Click **Create New Account** (bottom of the page under Log In)

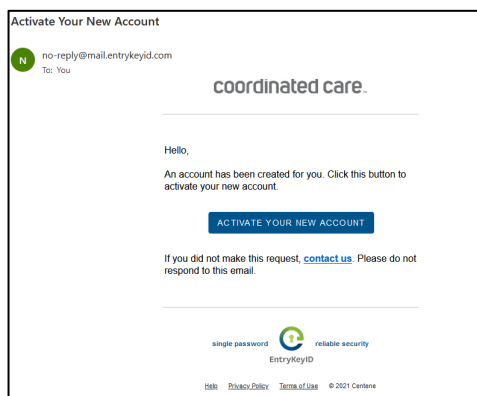


4. Enter your **Email** (this will become your User ID), **First Name**, **Last Name**, select **Language Preference**, create **Password**, and then select **Create Account**

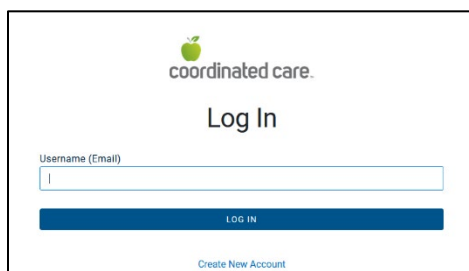


The screenshot shows the 'Create Your Account' page. At the top is the 'coordinated care.' logo. Below it is the heading 'Create Your Account' and a sub-heading 'Let's get started - creating an account is quick and easy.' The form includes fields for 'Email', 'First Name', and 'Last Name'. There is a 'Language Preference' dropdown menu currently set to 'English'. A 'Password' field is present with an eye icon for toggling visibility. Below the password field, a note states: 'Passwords must be at least 8 characters and include three of the four items below:' followed by a bulleted list: 'One uppercase letter', 'One lowercase letter', 'One number', and 'One special character (For example: &, \$, !, *)'. At the bottom of the form are two buttons: a blue 'CREATE ACCOUNT' button and a white 'CANCEL' button. A link for 'Log In' is provided for existing users, and a footer note states: 'By creating an account, you are agreeing to the Terms and Conditions of this website.'

5. Go to your email and check for a message from no-reply@mail.entrykeyid.com and click the **Activate Your New Account** button. If the email is in your junk folder, you must move it to your inbox before you can click Activate button.

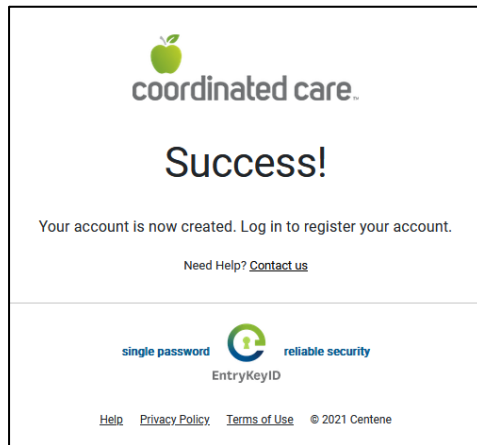


6. You will be returned to the Log In page where you will need to type in Username (Email address) and then select **Log In**.

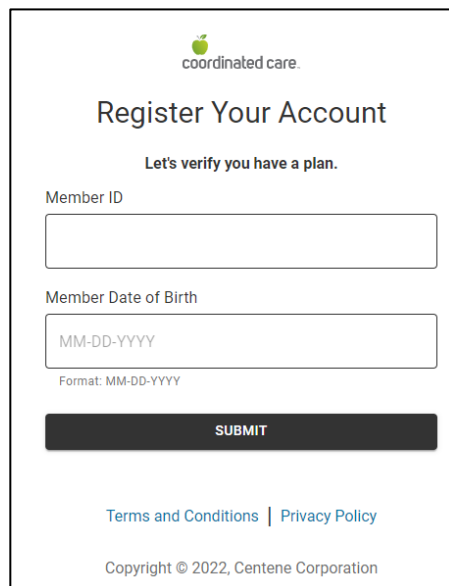


The screenshot shows the 'Log In' page. At the top is the 'coordinated care.' logo. Below it is the heading 'Log In'. There is a 'Username (Email)' field with a cursor. A blue 'LOG IN' button is positioned below the field. At the bottom, there is a link for 'Create New Account'.

7. If you entered in the email address you set up, you will receive a message that your account has been created and you need to Log In to register your account.



8. Log In with your Username and Password. You will then see a message asking you to Register Your Account. This connects your online account with your Coordinated Care membership.



9. Enter in your **Member ID** number along with your **Date of Birth** and click **Submit**.
10. Follow any remaining instructions to complete the registration of your account.

To reset password or unlock your account:

1. Use the [Trouble logging in?](#) link to reset your password or unlock your account.
2. From the Log In page, type in your Username (email address), and click **Next**.
3. On the second log in screen, click the [Trouble logging in?](#) link.

- a. A confirmation message displays letting you know to check your email for further instructions.
 - b. The email expires in 1 hour (make sure to check your junk folder). You can resend the email as needed to put the email at the top of your Inbox.
 - c. If you don't receive the email within an hour or after resending it more than 3 times, please contact your support team.
4. In the account recovery email, click **Recover Your Account**.
- a. If your account was locked, a confirmation displays that your account is now unlocked. Click **Log In**.
 - b. If your account was not locked or disabled, the Reset Password screen displays. Create a new password and use it the next time you log in.