

| User Description                                                                                            | During the launch period (June 27- July 31)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Post Launch (August 1, 2022)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <p><b>Current employer portal users who have used the portal in the past 12 months</b></p>                  | <p>To complete account setup on the new employer portal, you will need your employer portal username and password, the email address associated with your current account, your Group ID or last invoice number, billing zip code and a phone number to link to your account. The email address associated with your account will auto populate in the form.</p>                                                                                                                                                                                                                                                                                                                                                                                | <p>N/A</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>Current Large Group employer portal users who have not used the portal in the past 12 months.</b></p> | <p>During the launch of the new employer portal (May 30 – August 1) the ‘Request Access’ button on the employer portal sign in page will not be available. If a user needs to be added on the portal during this time, the group’s primary admin can add the new user within the portal. For more information on how to add users on the portal, check out the ‘User Management’ Quick Reference Guide in the resources tab on the employer portal homepage.</p>                                                                                                                                                                                                                                                                                | <p>In order to set up your account on the new employer portal, you will need to re-register for the portal by clicking the ‘Request Access’ button on the new employer portal sign in page. In order to complete the ‘Request Access’ form, you will need to provide first name, last name, your email address, Group ID or last invoice number and billing zip code. An email will be sent to your primary admin with instructions to add you to the portal.</p>                                                                                                                                                                                           |
| <p><b>Current Small Group employer portal users who have not used the portal in the past 12 months.</b></p> | <p>In order to set up your account on the new employer portal, you will need to re-register for the portal by clicking the ‘Request Access’ button on the new employer portal sign in page. In order to complete the ‘Request Access’ form, you will need to provide first name, last name, your email address, Group ID or last invoice number and billing zip code. An email will be sent to your primary admin with instructions to add you to the portal.</p> <p><b>Note: Portal registration will not be available from July 25 – July 29.</b></p>                                                                                                                                                                                         | <p>In order to set up your account on the new employer portal, you will need to re-register for the portal by clicking the ‘Request Access’ button on the new employer portal sign in page. In order to complete the ‘Request Access’ form, you will need to provide first name, last name, your email address, Group ID or last invoice number and billing zip code. An email will be sent to your primary admin with instructions to add you to the portal.</p>                                                                                                                                                                                           |
| <p><b>New user for an existing group requesting new employer portal access (Large Group).</b></p>           | <p>During the launch of the new employer portal (May 30 – August 1) the ‘Request Access’ button on the employer portal sign in page will not be available. If a user needs to be added on the portal during this time, the group’s primary admin can add the new user within the portal. For more information on how to add users on the portal, check out the ‘User Management’ Quick Reference Guide in the resources tab on the employer portal homepage.</p>                                                                                                                                                                                                                                                                                | <p>In order to set up your account on the new employer portal, you will need to re-register for the portal by clicking the ‘Request Access’ button on the new employer portal sign in page. In order to complete the ‘Request Access’ form, you will need to provide first name, last name, your email address, Group ID or last invoice number and billing zip code. An email will be sent to your primary admin with instructions to add you to the portal.</p>                                                                                                                                                                                           |
| <p><b>New user for an existing group requesting new employer portal access (Small Group)</b></p>            | <p>In order to set up your account on the new employer portal, you will need to re-register for the portal by clicking the ‘Request Access’ button on the new employer portal sign in page. In order to complete the ‘Request Access’ form, you will need to provide first name, last name, your email address, Group ID or last invoice number and billing zip code. An email will be sent to your primary admin with instructions to add you to the portal.</p> <p><b>Note: Portal registration will not be available from July 25 – July 29.</b></p>                                                                                                                                                                                         | <p>In order to set up your account on the new employer portal, you will need to request for the portal by clicking the ‘Request Access’ button on the new employer portal sign in page. In order to complete the ‘Request Access’ form, you will need to provide first name, last name, your email address, Group ID, last invoice number and billing zip code. An email will be sent to your primary admin with instructions to add you to the portal.</p>                                                                                                                                                                                                 |
| <p><b>New employer group (Large Group)</b></p>                                                              | <p>If you are a new employer group looking to access the employer portal, please contact your account management team.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>In order to set up your account on the new employer portal, you will need to register for the portal by clicking the ‘Request Access’ button on the new employer portal sign in page. In order to complete the ‘Request Access’ form, you will need to provide first name, last name, your email address, Group ID or last invoice number and billing zip code. You will receive an email granting you access to the new portal once your request is processed. If you do not receive an email within 3 business days, please contact your account management team.</p> <p><b>Note: All groups must have a primary admin selected on the portal.</b></p> |
| <p><b>New employer group (Small Group)</b></p>                                                              | <p>In order to set up your account on the employer portal, you will need to register for the portal by clicking the ‘Register’ button on the current employer portal sign in page. You will receive an email granting you access to the portal once your request is processed. If you do not receive an email within 3 business days, please contact your account management team.</p> <p><b>Note: All groups must have a primary admin selected on the portal.</b></p> <p><b>Note: Registration on the current portal will be available until July 15. Registration on the current and new portals will not be available between the period of July 16 – July 31. Registration for the new employer portal will be available August 1.</b></p> | <p>In order to set up your account on the new employer portal, you will need to register for the portal by clicking the ‘Request Access’ button on the new employer portal sign in page. In order to complete the ‘Request Access’ form, you will need to provide first name, last name, your email address, Group ID or last invoice number and billing zip code. You will receive an email granting you access to the new portal once your request is processed. If you do not receive an email within 3 business days, please contact your account management team.</p> <p><b>Note: All groups must have a primary admin selected on the portal.</b></p> |