

myProvidence.com

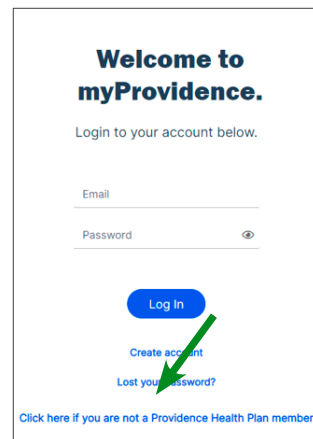
Registration instructions for your secure member portal

Tips to ease registration:

- + Your 11-digit Member ID (this includes a 2-digit suffix to indicate subscriber and other members on the plan) and 6-digit Group ID can be found on your Providence Health Plan ID card
- + Zip code must be consistent with the current zip code on file with Providence
- + To help ensure the activation link is received, use a personal email rather than a work email
- + Email address entered must be unique to the user. If a family email address is being used for more than one myProvidence account – see example below:
 - Include a plus sign with numbers to allow for multiple instances of the email address:
firstnamelastname@gmail.com
firstnamelastname+1@gmail.com

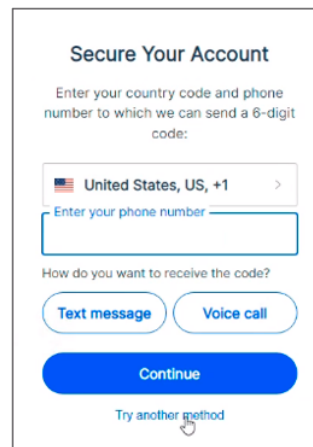
01 Create a myProvidence account:

- + Visit myProvidence.com from your tablet, smartphone or computer
- + Click or tap **Create account**
- + **Enter required fields:**
 - Member ID and Group ID
 - Date of birth
 - Zip code
 - Then choose the email address and password you will use to log in
 - Review and agree to 'user agreement', then select next
- + **Account activation:** Check your email inbox for an activation link, and log in to myProvidence. This may go to your junk folder.



02 Log in: two-step verification required, each time you sign in

- + You will be asked to enter a phone number to receive a 6-digit code
- + The 6-digit code can be sent via text or voice call
- + If you enter a landline, the 6-digit code will only be successfully relayed via voice call



Need help with registration or login?

Call the myProvidence help desk at **877-569-7768**, open Monday through Friday 8 a.m. to 5 p.m. Pacific Time.