

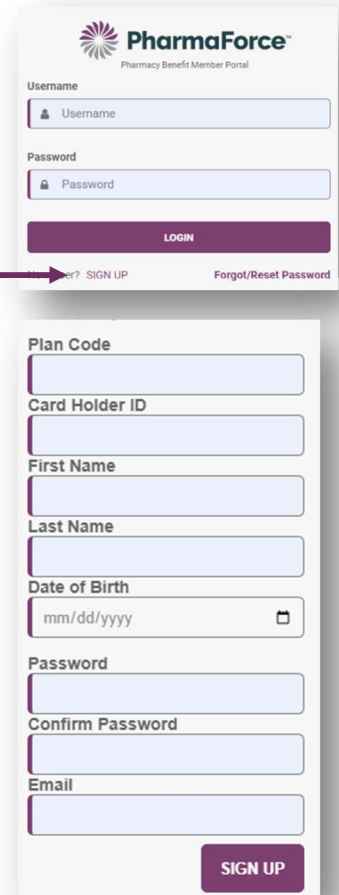
Member Portal Registration Guide

Access Your Pharmacy Benefit Portal

1. Proceed to the portal at: pbm.thepharmaforce.com/member-resources
2. At the bottom of the sign-in page, click **Sign Up** to begin the registration process.
3. Complete the fields on the sign-up screen with the following information:
 - a. **Plan Code** E015.
 - b. **Card Holder ID** (Do not include the hyphen but provide full card holder ID including the two values after the hyphen.)
 - c. **First Name**
 - d. **Last Name**
 - e. **Date of Birth**
 - f. **Password**
 - g. **Confirm Password**
 - h. **Email** your email will become your username.
4. Click **Sign Up** to submit your registration. The webpage will refresh and return you to the login page.
5. Enter the login information you created in step 3, and click **Sign In**.
6. Follow the on-screen instructions to set up two-step verification. You may use your phone number, or to use an authenticator app (see “Setting Up Google/Microsoft Authenticator” below).

Note: It is highly recommended to use an authenticator app, as it is more secure.
7. After setting up two-step verification, type the code you received into the box and click **Submit**.

Note: This verification step is required every time you access the website.



The image shows two screenshots of the PharmaForce Pharmacy Benefit Member Portal. The top screenshot is the login page, featuring the PharmaForce logo, a 'Username' field with a lock icon, a 'Password' field with a lock icon, a purple 'LOGIN' button, and links for 'Forgot/Reset Password' and 'New Member? SIGN UP'. The bottom screenshot is the registration page, featuring fields for 'Plan Code', 'Card Holder ID', 'First Name', 'Last Name', 'Date of Birth' (with a calendar icon), 'Password', 'Confirm Password', and 'Email'. A purple 'SIGN UP' button is at the bottom right.



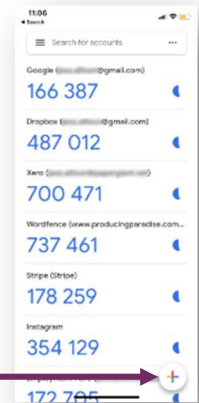
Setting Up a Free Authenticator App on Your Mobile Device

Both Google and Microsoft offer free authenticator apps, that will **not** ask you to pay a subscription.

1. Download and open your elected authenticator app.
2. Generate a code using your authenticator app.

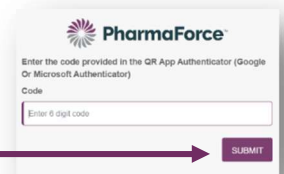
For Google Authenticator

1. If you are a new user, download the app and create an account by following the on-screen instructions.
2. Tap **+** at the bottom of screen, and then tap **Scan a QR code**.
3. Scan the code provided.



For Microsoft Authenticator

1. If you are using Microsoft Authenticator for the first time:
 - a. Download the app and create an account.
 - b. Tap the QR option at the bottom of screen, and scan the code provided.
2. If you already use the Microsoft Authenticator app:
 - a. Tap **+** at the top of screen.
 - b. Tap **Add account**.
 - c. Select the type of account that you want to add: Personal, Work, Other, etc.
 - d. After creating your account, tap the QR option at the bottom of screen.
 - e. Scan the black and white box on the screen.
 - f. Tap **Next**.
 - g. Type the 6-digit code from the authenticator app into the **Code** field on your computer screen.
 - h. Click **Submit**.
3. On the next screen choose three security questions and enter your answers.
4. Click **Submit**. You are now in your member portal!





After Initial Login

1. Go to member portal pbm.thepharmaforce.com/member-resources and log in using your username and password.
 - a. Enter username (email address)
 - b. Enter password
2. Click **Login**.
3. Depending on the two-factor authentication method you chose during the setup process, either scan the QR code or look for the automated text on your phone.
4. Type the 6-digit code from the authenticator application or from your text message into the sign-in page.
5. Click **Submit**.

You should now be logged into the member portal.

Resetting Your Password

1. On the sign-in page, click **Forgot/Reset Password**.
2. Type your username (email address) and click **Submit**. A new screen appears asking you to choose and confirm a new password. You'll also need to validate the change with two-factor authentication and by answering a security question.
3. Click **Save** to submit your new password.

Your password is now updated. If you have any issues updating your password, please contact Customer Support at 1-833-785-1335 for assistance.

