

Member Portal Registration Guide

Access Your Pharmacy Benefit Portal

1. Proceed to the portal at: <https://frchc.thepharmaforce.com>
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** E017.
 - 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.



Username
Username

Password
Password

LOGIN

New User? SIGN UP Forgot/Reset Password



Plan Code

Card Holder ID

First Name

Last Name

Date of Birth
mm/dd/yyyy

Password

Confirm Password

Email

SIGN UP



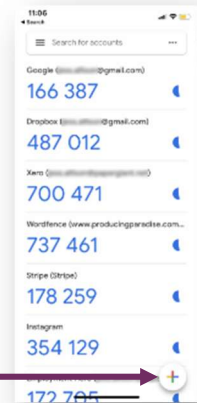
Setting Up a Free Authenticator App on Your Mobile Device

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.

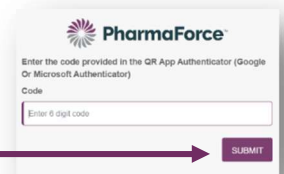
For Google Authenticator

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 new member portal!





After Initial Login

1. Go to member portal <https://frchc.thepharmaforce.com> 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 1-866-660-5441 for assistance.

