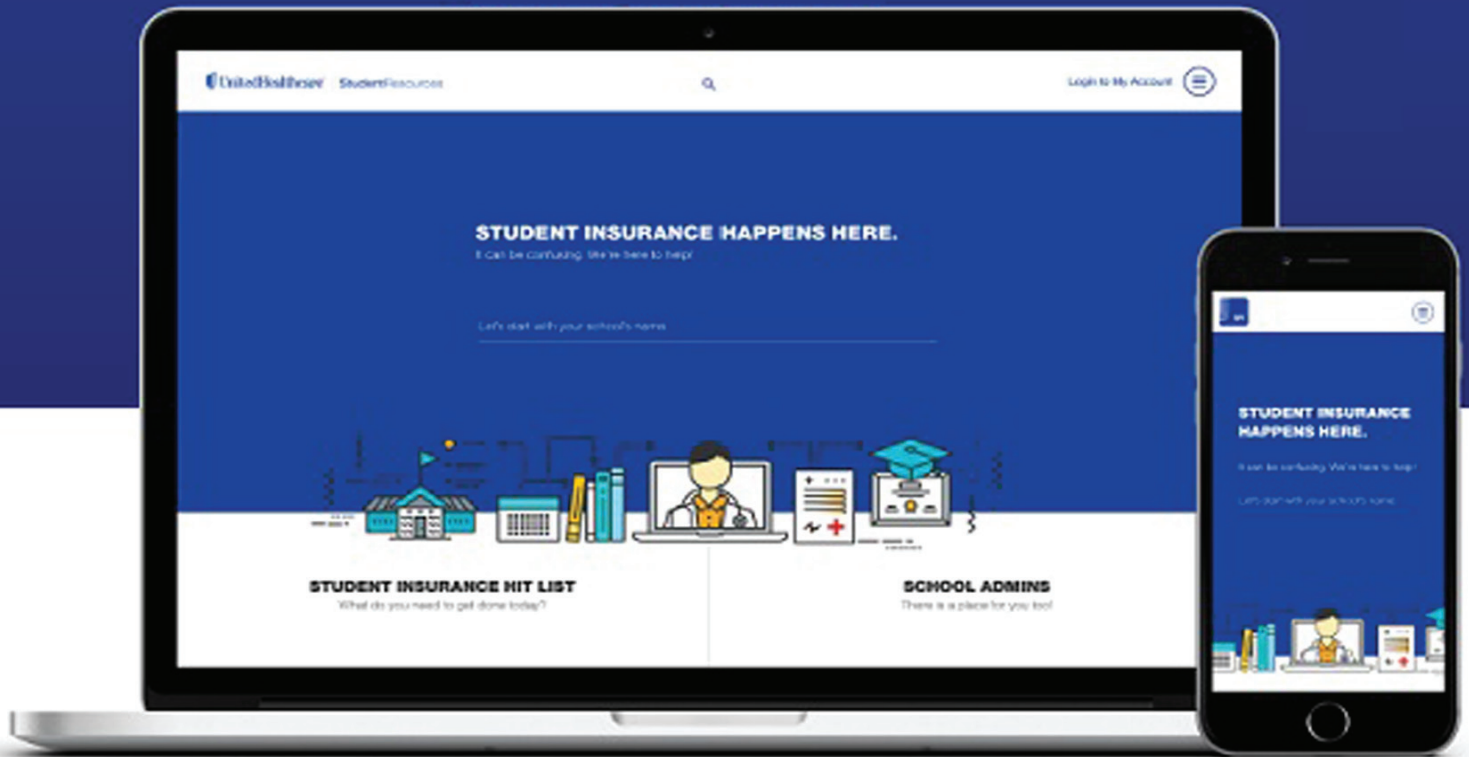


Welcome to the new uhcsr.com



My Account
Create Account



Overview

My Account allows covered participants to access benefit information online 24/7/365!

Our website, **www.UHCSR.com**, provides secure online access to coverage information, print-friendly ID cards, and claims status including associated correspondence.

This user guide provides a road map for users setting up their online account for the first time, and those who have forgotten their user name or password.

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UnitedHealthcare StudentResources does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

- ATTENTION: Language assistance services, free of charge, are available to you. Please call 1-866-260-2723.
- ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-866-260-2723.
- 請注意：如果您說中文 (**Chinese**), 我們免費為您提供語言協助服務。請致電：1-866-260-2723.

My Account Features

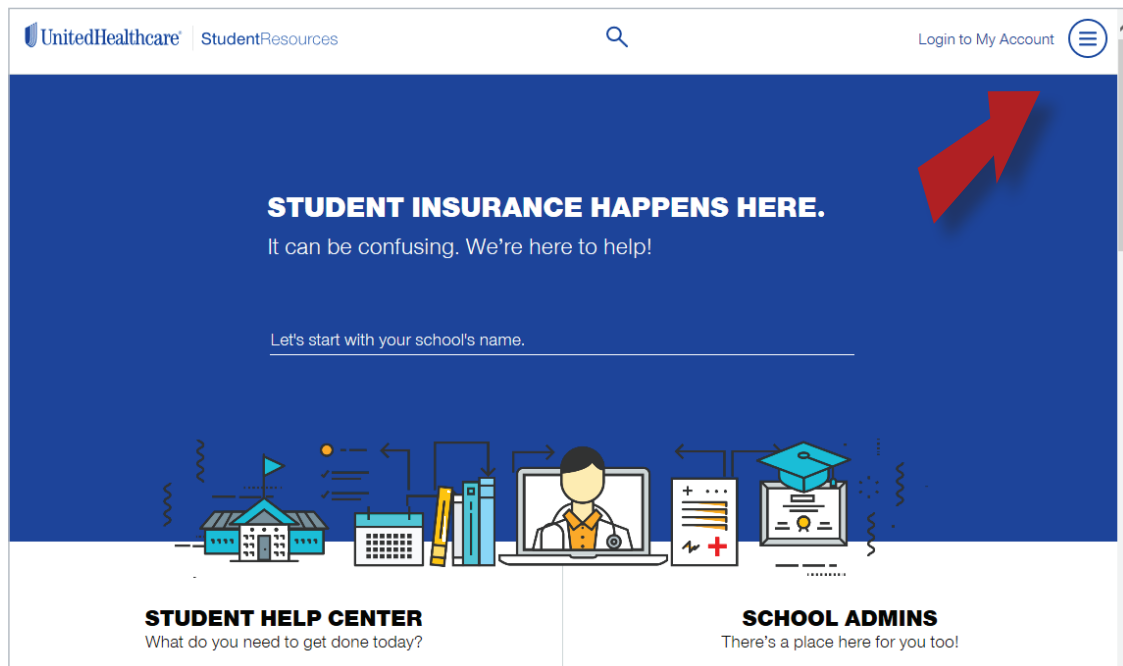
Use **My Account** to manage your health coverage online! Once you've created your **My Account**, you may:

- View coverage details
- View/print your ID Card, or request one be mailed to you
- Look up network providers
- Check claim status and Explanations of Benefits (EOB)
- Review your personal information such as your email or mailing address
- Review Message Center electronic notifications
 - ◆ Certificates of Credible Coverage (COCC) - based on state requirements
 - ◆ Claims Letters
 - Claims Acknowledgement Letters
 - Letters requesting information for processing of claims
 - Notifications of request for information from Providers necessary for processing of claim
 - ◆ ID Card notifications
- Provide other information or accident details
- Submit or manage Personal Representative Appointments
- View Prescription Plan Information (if applicable)
 - ◆ Locate a participating pharmacy
 - ◆ Review the latest tier status list
- Review information about Additional Benefits associated with your coverage (if applicable)

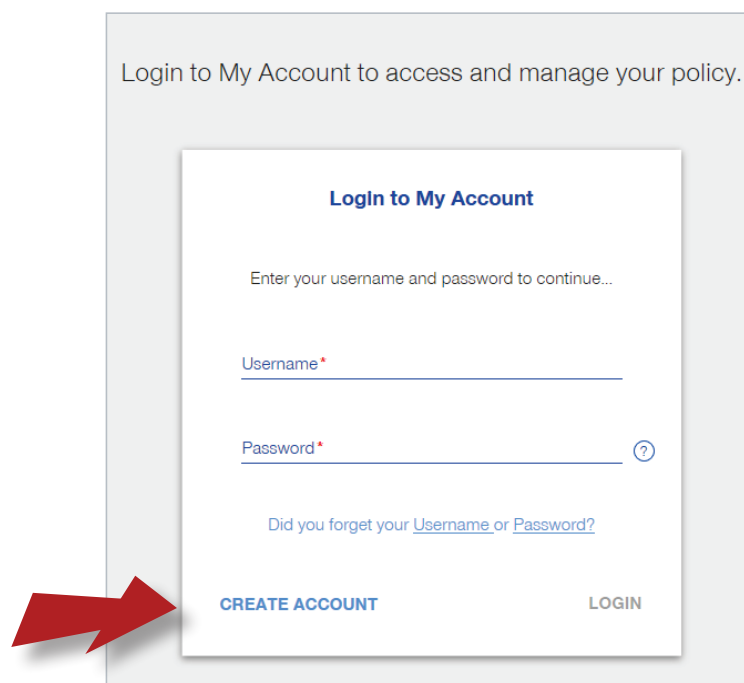


Create an Account

Go to www.uhcsr.com in your web browser. This URL takes you to the UnitedHealthcare **StudentResources** welcome page. You may create your online account by clicking the **Login to My Account** link on the right side of the screen.



From this screen, select the **Create Account** link.



Enter your:

- First Name
- Last Name,
- Date of Birth, and
- SR ID,

and click 'next'.

(If you do not have your SRID, enter your email address in "B" and your Student ID in "C", and then click "next").

Create an online account to access the best parts of your plan.

First, Verify Your Credentials

A First Name *

B Last Name *

C Date of Birth (MM/DD/YY) *

B Email, Student ID, SR ID ?

C Email, Student ID, SR ID ?

BACK TO LOGIN NEXT

Now let's create an account.

Username *

Password * ?

Confirm Password * ?

ELECTRONIC DELIVERY CONSENT:

UnitedHealthcare StudentResources now provides Electronic Delivery. By logging in to your account, you are electing to receive these communications electronically, including Explanation of Benefits, Claim Letters, Coverage Letters, and other important information.

We will communicate electronically with you by email or through this website when applicable. When we post communications to your account, you will be notified by email. If you choose not to go Green, you can choose to receive paper communications by mail at any time. Go to My Email Preferences to change your preference, you must have a valid mailing address on file.

BACK NEXT

In this step of the process, you will choose a user name and create a Password. You will also be required to confirm your Password.

Your user name must be between 6 and 30 alphanumeric characters.

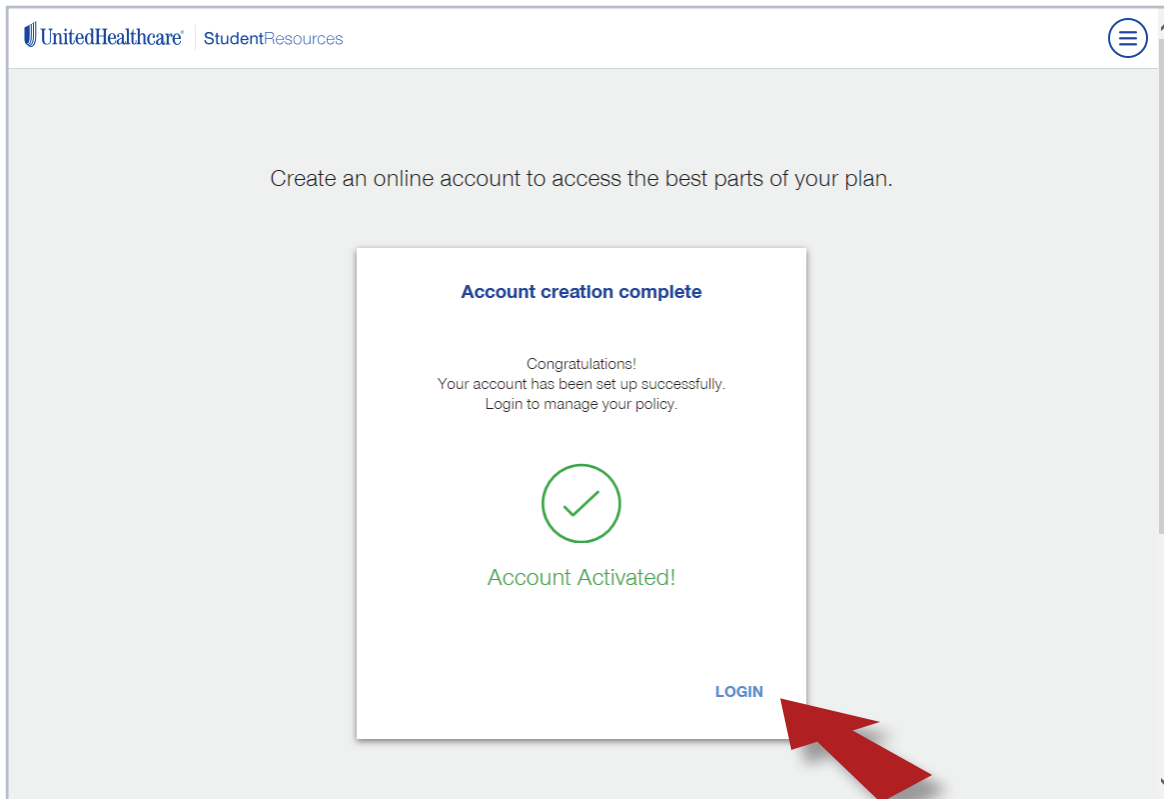
Your password must contain between 8 and 12 characters, and meet at least 3 of the following 4 rules:

- Contain an uppercase character (A, B, C, etc.)
- Contain a lowercase character (a, b, c, etc.)
- Contain a numeric character (0-9)
- Contain a special character (e.g., ?, %, *, \$, etc.)

You will use this user name and Password to log into the site during future visits, so please be sure to record them.

Click "next" to complete your account set-up.

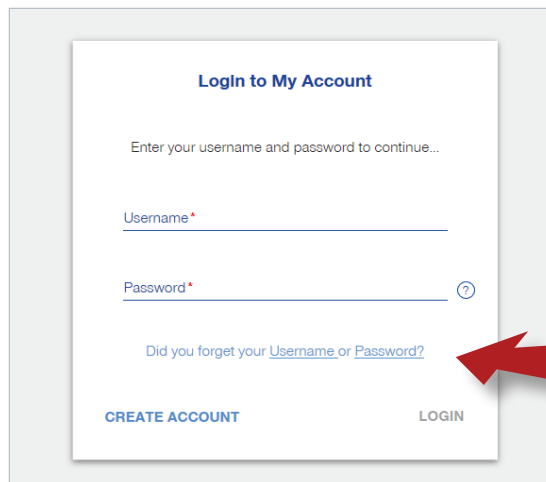
The Account Activation is now complete. Please click 'Login' to access the features outlined on page 3 of this guide.



NOTE: Please note that by logging into your account, you're consenting to electronic delivery of correspondence from UnitedHealthcare StudentResources. If you would like to receive paper communications by mail, you may go to My Email Preferences to indicate your preference. You must have a valid U.S. mailing address on file.

My Account Password Reset

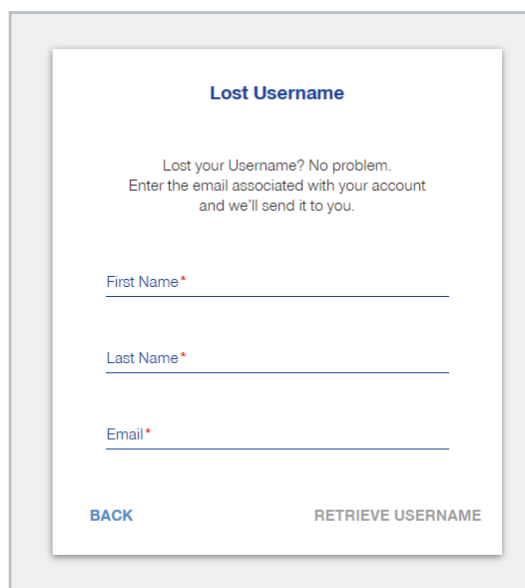
If you've forgotten your user name or password, click the link on the *Login Page*.



The screenshot shows a login form titled "Login to My Account". It includes a prompt "Enter your username and password to continue...", followed by input fields for "Username*" and "Password*" (with a help icon). Below these is a link "Did you forget your Username or Password?". At the bottom are buttons for "CREATE ACCOUNT" and "LOGIN". A red arrow points to the "Forgot Username or Password?" link.

Forgot User Name

If you've forgotten your user name, click the appropriate button, and provide your first name, last name, and email address.

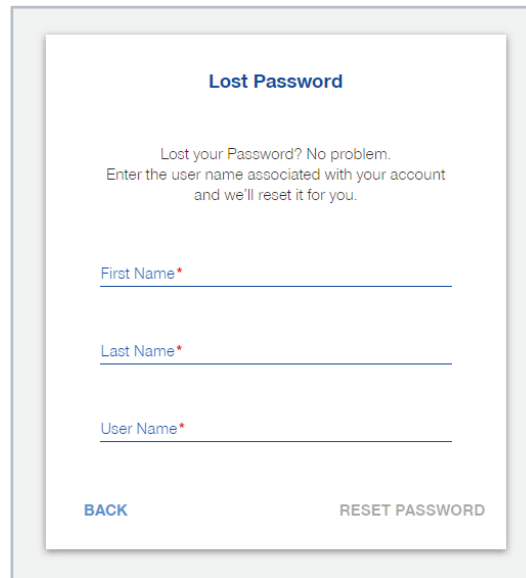


The screenshot shows a form titled "Lost Username". It includes a message: "Lost your Username? No problem. Enter the email associated with your account and we'll send it to you." Below this are input fields for "First Name*", "Last Name*", and "Email*". At the bottom are buttons for "BACK" and "RETRIEVE USERNAME".

If a match is found, we'll email your user name to the address provided when you set up your account. If no match is found, you will be returned to the screen above (with the red arrow). Please double check your information and try again. If you are again returned to the screen above, please contact Customer Service.

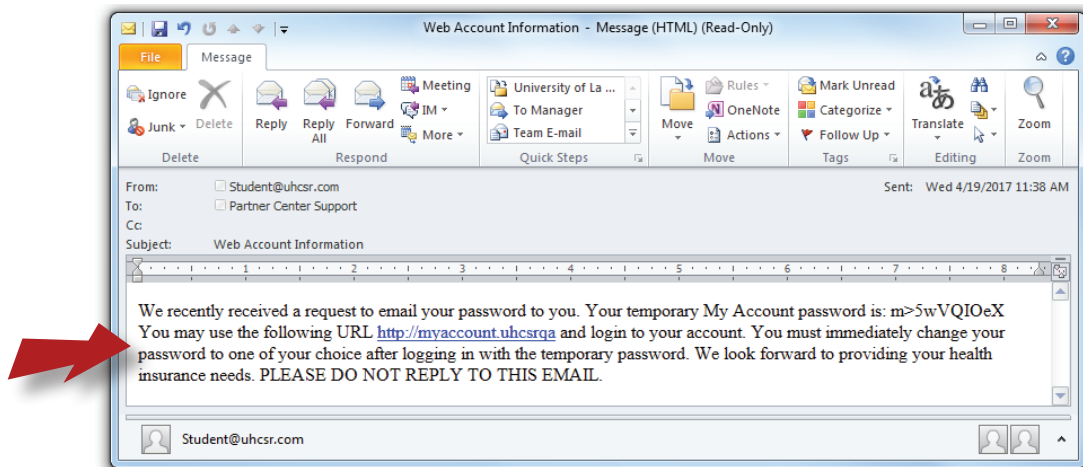
Forgot Password

If you've forgotten your Password, click the appropriate button, and provide your first name, last name, and user name.



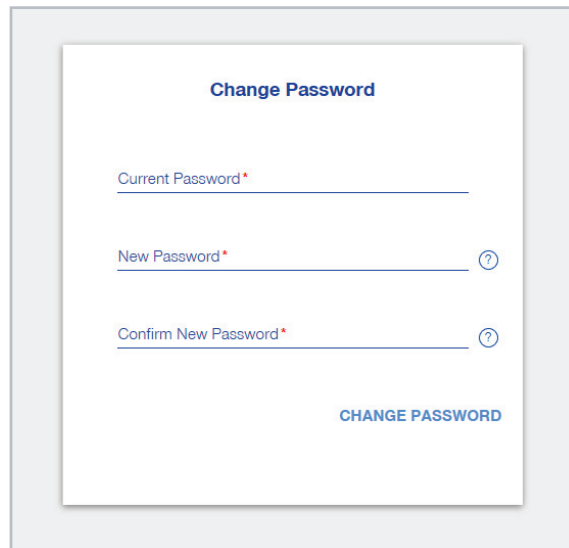
A web form titled "Lost Password" with the following text: "Lost your Password? No problem. Enter the user name associated with your account and we'll reset it for you." Below this text are three input fields labeled "First Name*", "Last Name*", and "User Name*". At the bottom of the form are two buttons: "BACK" and "RESET PASSWORD".

If a match is found, we'll email a temporary password to the address provided when you set up your account. If no match is found, you will be returned to the screen above (with the red arrow). Please double check your information and try again. If you are again returned to the screen above, please contact Customer Service.



Click the link in the email message you receive, and log into your account using the password provided in the email. You'll be instructed to change your password upon successful log in.

Enter the temporary password, your new password. We require you to confirm your password to ensure you've typed it in as you intend it.

A screenshot of a 'Change Password' form. The form is titled 'Change Password' in blue. It contains three input fields: 'Current Password*' with a red asterisk, 'New Password*' with a red asterisk and a blue question mark icon, and 'Confirm New Password*' with a red asterisk and a blue question mark icon. At the bottom right of the form is a blue button labeled 'CHANGE PASSWORD'.

Change Password

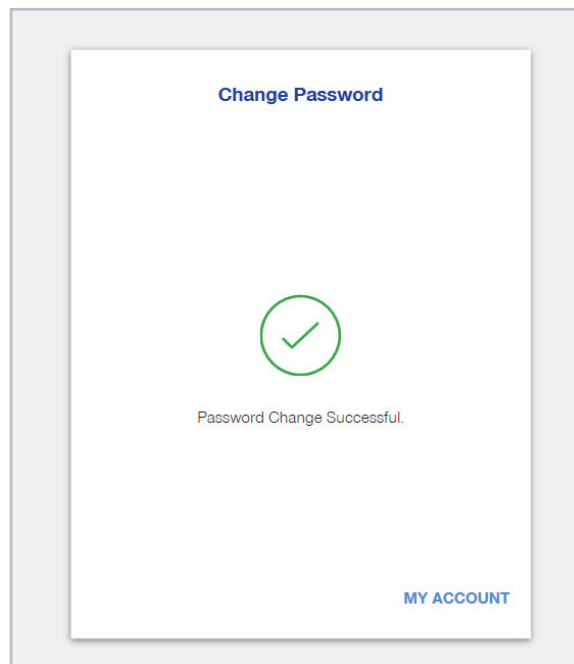
Current Password*

New Password* ?


Confirm New Password* ?

CHANGE PASSWORD

When you receive a “Password Change Successful” message, you are ready to login to your account using your user name and new password.

A screenshot of a 'Change Password' confirmation screen. The form is titled 'Change Password' in blue. In the center is a large green checkmark icon. Below the icon is the text 'Password Change Successful.' At the bottom right is a blue button labeled 'MY ACCOUNT'.

Change Password



Password Change Successful.

MY ACCOUNT