

## Job Aid

# Access, Register, Log In, Recover User ID, and Password in Member Portal.

## Required Information to Register

1. The registration process on the Member Portal requires a member to enter qualifying information and be validated as an active member. Click Show All in the toolbar (see Table 1: Required Information to Register).

**Table 1: Required Information to Register**

Registration Process	Description
Begin Registration	The user must not be currently registered. If a member has already registered, the member can login.
Submit Credentials	The member must submit pre-defined key qualifying information.
Registration Declined	The user must be 18 years of age or older to register and use the Member Portal. If a member is not an active Medicaid member, registration with the web portal is denied.
Complete Registration	After a member has entered qualifying information and have been validated as an active Medicaid member, the member is taken to step 2 of the registration to enter security information: <ol style="list-style-type: none"> <li>1. Enter User ID and Password</li> <li>2. Choose Site Key and Enter Passphrase</li> <li>3. Select and Answer Security Questions</li> <li>4. Accept User Agreement</li> </ol>

## Access Member Portal

1. Access the member portal at the URL that was given to you.

## Register on Member Portal

1. At the Home page, click the Register Now link (see Figure 1: Member Portal Home Page.Figure 2:

**Figure 1: Member Portal Home Page**

- At the Registration panel, enter your member ID, first name, last name, birth date, and social security number, and click **Continue** (see Figure 2: Registration Step 1).  
*Note: The red asterisks next to a field ( \*MemberId ) indicates that is a required field. You will not be able to proceed if valid information is not entered.*

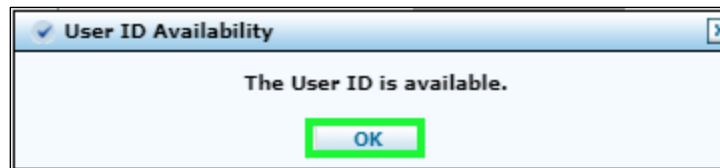
**Figure 2: Registration Step 1**

- At the Security Information panel, create a User ID, click Check Availability (see Figure 3: Registration Step 2).

**Figure 3: Registration Step 2**

- The window below will appear if the User ID is available. If the user is not available, enter a different one until you find one that is available. Click **OK** (see Figure 4: Registration Step 2).

**Figure 4: Registration Step 2**



5. Create a password between 10 and 20 characters long, with three of the following four items: uppercase letters, lowercase letters, numbers, and/or special characters. Your password cannot be the same as the User ID (see Figure 5: Registration Step 2).

**Figure 5: Registration Step 2**

6. Enter a Display Name, which can be the same or different from your User I.D. Email correspondence will address you by this name. If you like, you can include your phone number, but is not required (Figure 6: Registration Step 2).

**Figure 6: Registration Step 2**

7. Enter email address to get email notifications. Click **Enroll Me** (see Figure 7: Registration Step 2).

**Figure 7: Registration Step 2**

- Click the arrow to scroll through the images. Select a **Site Key**. Enter a passphrase that you will remember to identify your identity upon logging into the portal. These appear when you log into the portal and should never change unless you change them (see Figure 8: Registration Step 2).

**Figure 8: Registration Step 2**

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

\* Site Key:

Apple
  Balloon
  Balloons
  Baseball
  Billiards

\* Passphrase:

- Select three challenge questions and provide answers for each. You can use these challenge questions to access the system if you forget your password in the future. Sign the User Agreement by entering your name at the end of the page. Click **Submit** (see Figure 9: Registration Step 2).

**Figure 9: Registration Step 2**

Please select a unique challenge question and provide an answer for each of the question groups below.

\* Challenge Question #1: What was your childhood nickname?

\* Answer to #1:

\* Challenge Question #2: In what city and country do you want to retire?

\* Answer to #2:

\* Challenge Question #3: What is the name of your favorite pet?

\* Answer to #3:

**User Agreement**

Use of this Network is restricted to authorized users. User activity is monitored and recorded by system personnel. Anyone using this Network expressly consents to such monitoring and recording. BE ADVISED, if possible criminal activity is detected, system records, along with certain personal information, may be provided to law enforcement officials.

By entering my full name in the space provided below and transmitting this form electronically, I state that I am the person whom I represent myself to be herein, and I acknowledge that I have read and understand the User Agreement and agree to the terms and conditions as described about the role that I will perform.

\* Please sign by typing your full name here:

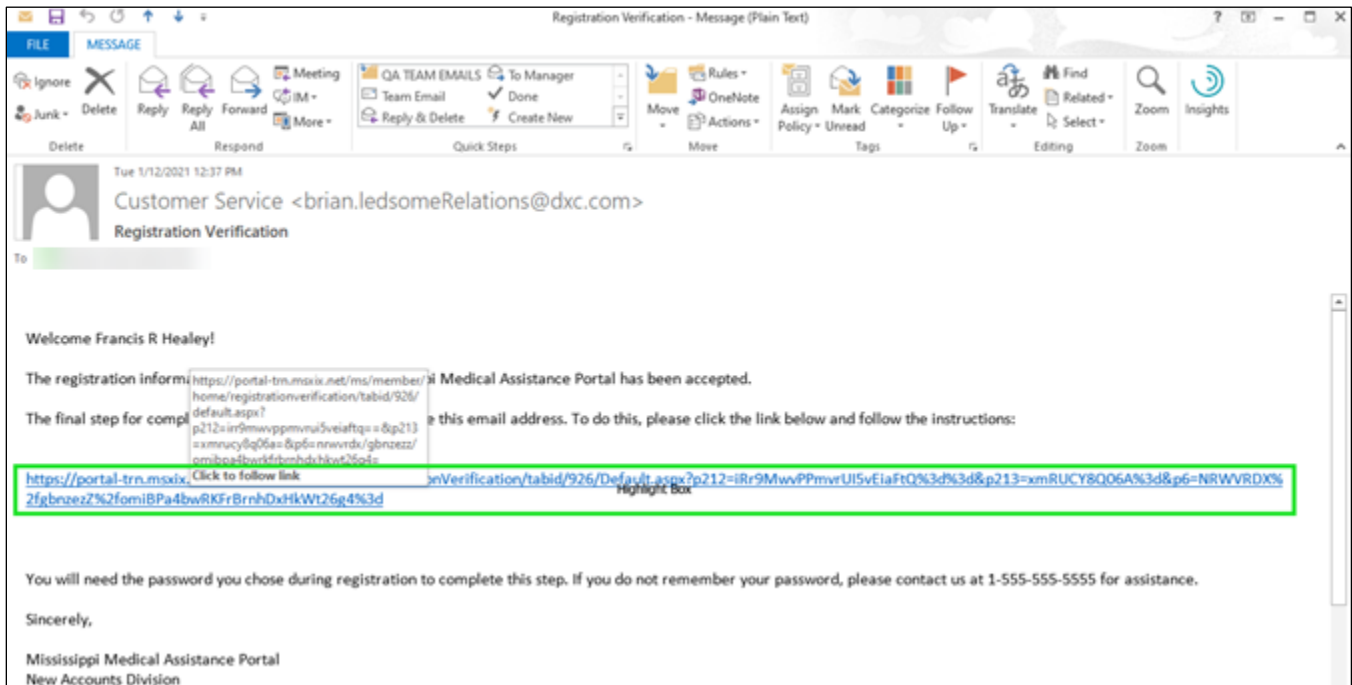
- The system returns a confirmation window letting you know that you will receive an email. Click **OK** (See Figure 10: User Registration Accepted Window).

**Figure 10: User Registration Accepted Window**



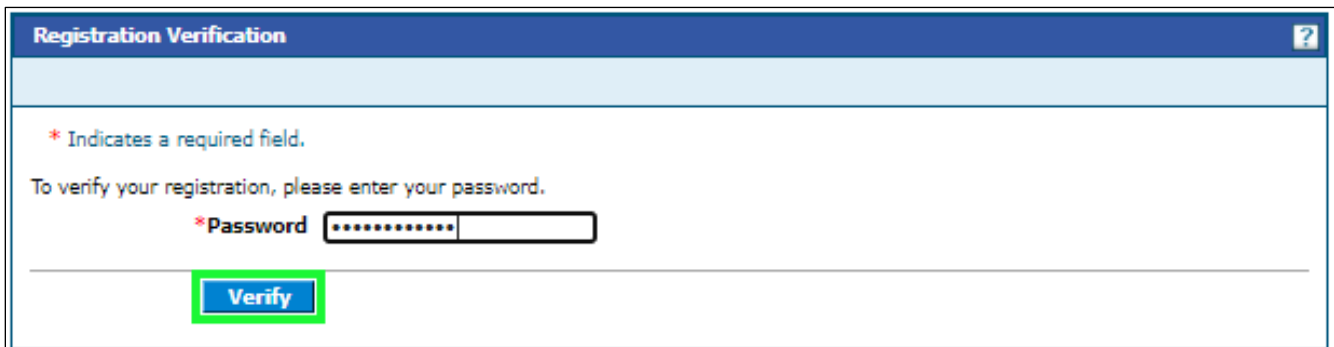
11. Check your email. Click on the **link** (see Figure 11: Registration Verification Email).

**Figure 11: Registration Verification Email**



12. The system opens the Registration Verification page for the Member portal. Enter your password to complete the verification of your registration. Click **Verify** (see Figure 12: Registration Verification).

**Figure 12: Registration Verification**



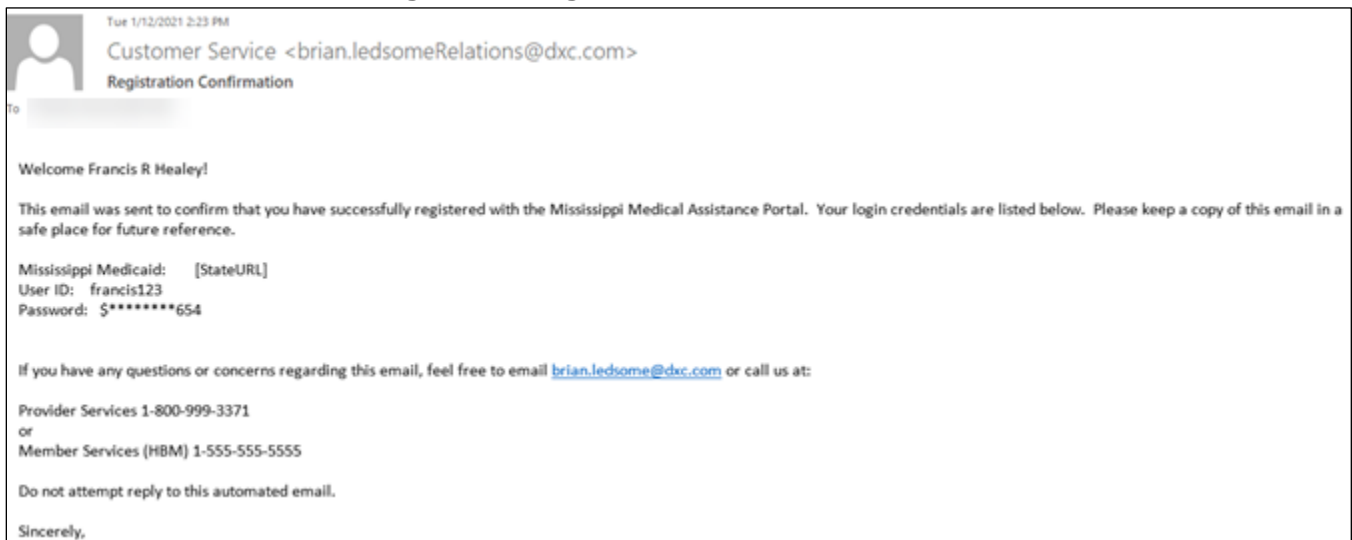
13. The system returns a registration confirmation. Click **OK** and check your email (see Figure 13: User Successfully Registered Window).

**Figure 13: User Successfully Registered Window**



14. The system sends you a follow-up email with your login information, which you can save for your records (see Figure 14: Registration Confirmation Email).

**Figure 14: Registration Confirmation Email**



## Log into Member Portal

Complete the following steps to log in:

1. At the Home page, enter the User ID. Click the **Log In** (see Figure 15: Member Portal Home Page).

**Figure 15: Member Portal Home Page**



2. The login challenge question is presented if the computer has not been registered with that user. This allows users to use public computers and validate authorization anywhere. With a



personal computer, users can identify themselves once, and bypass this screen in subsequent logins. Answer the challenge question, select the radio button that applies. Click Continue (see Figure 16: Challenge Question Page).

**Figure 16: Challenge Question Page**

**Computer and Challenge Question**

**Site Key**  
The HealthCare Portal uses a personalized site key to protect your privacy online. To use a site key, you are asked to respond to your Challenge question the first time you use a personal computer, or every time you use a public computer. When you type the correct answer to the Challenge question, your site key token

**Answer the challenge question to verify your identity.**

**Challenge Question** What is the name of your favorite pet?

**\*Your Answer**

[Forgot answer to challenge question?](#)

**Select**  This is a personal computer. Register it now.  
 This is a public computer. Do not register it.

**Continue**

- For added security, each user is shown the icon "site key" that the user selected when registering, as well as passphrase. Enter password. Click **Sign In** (see Figure 17: Site Token Password Page).

**Figure 17: Site Token Password Page**

**Confirm Site Key Token and Passphrase**

Confirm that your site key token and passphrase are correct.  
If you recognize your site key token and passphrase, you can be more comfortable that you are at the valid HealthCare Portal site and therefore is safe to enter your password.

**Make sure your site key token and passphrase are correct.**

If the site key token and passphrase are correct, type your password and click **Sign In**.  
If this is not your site key token or passphrase, do not type your password.  
Call the customer help desk to report the incident using the appropriate number below:

Member Services – 1-866-759-4108.  
Provider Services – 1-800-884-3222.

**Site Key:**

**Passphrase** Love my balloons

**\*Password**

**Sign In**

[Forgot Password?](#)

- You have signed into the Member Portal Secure Home Page (see Figure 18: Member Portal Secure Home Page).

**Figure 18: Member Portal Secure Home Page**



## Recover User ID

Complete the following steps to recover User ID:

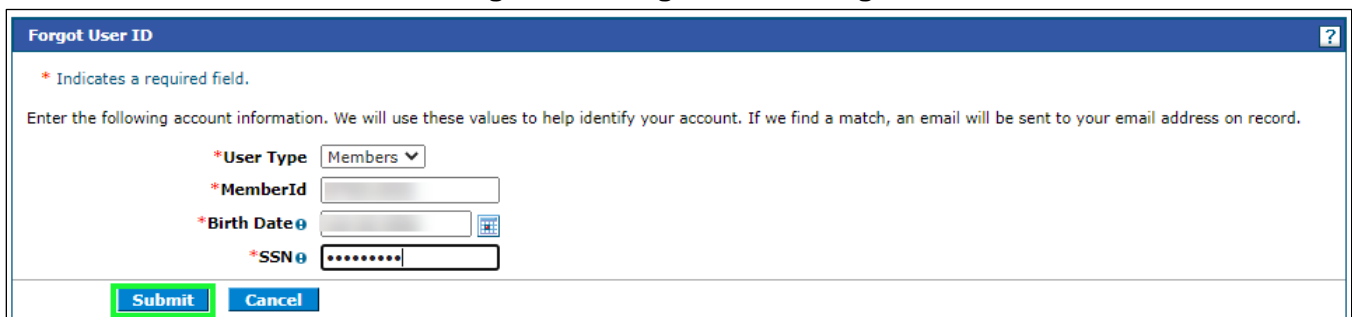
1. At the Home page. Click Forgot User ID? (see Figure 19: Member Portal Home Page)

**Figure 19: Member Portal Home Page**



2. At the Forgot User ID panel, select from the dropdown menu Members, enter Member Id, Birth Date, and Social Security Number. Click **Continue** (see Figure 20: Forgot User ID Page).

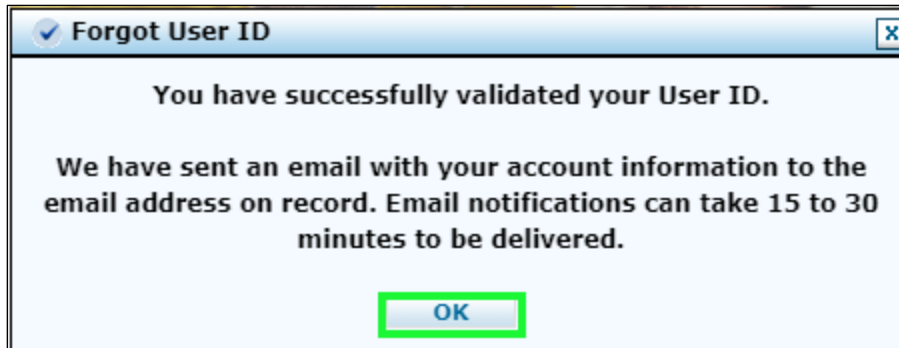
**Figure 20: Forgot User ID Page**



3. The system returns a confirmation stating that an email has been sent to you with the User ID information. **Click OK** (see Figure 21: Forgot User ID Window).

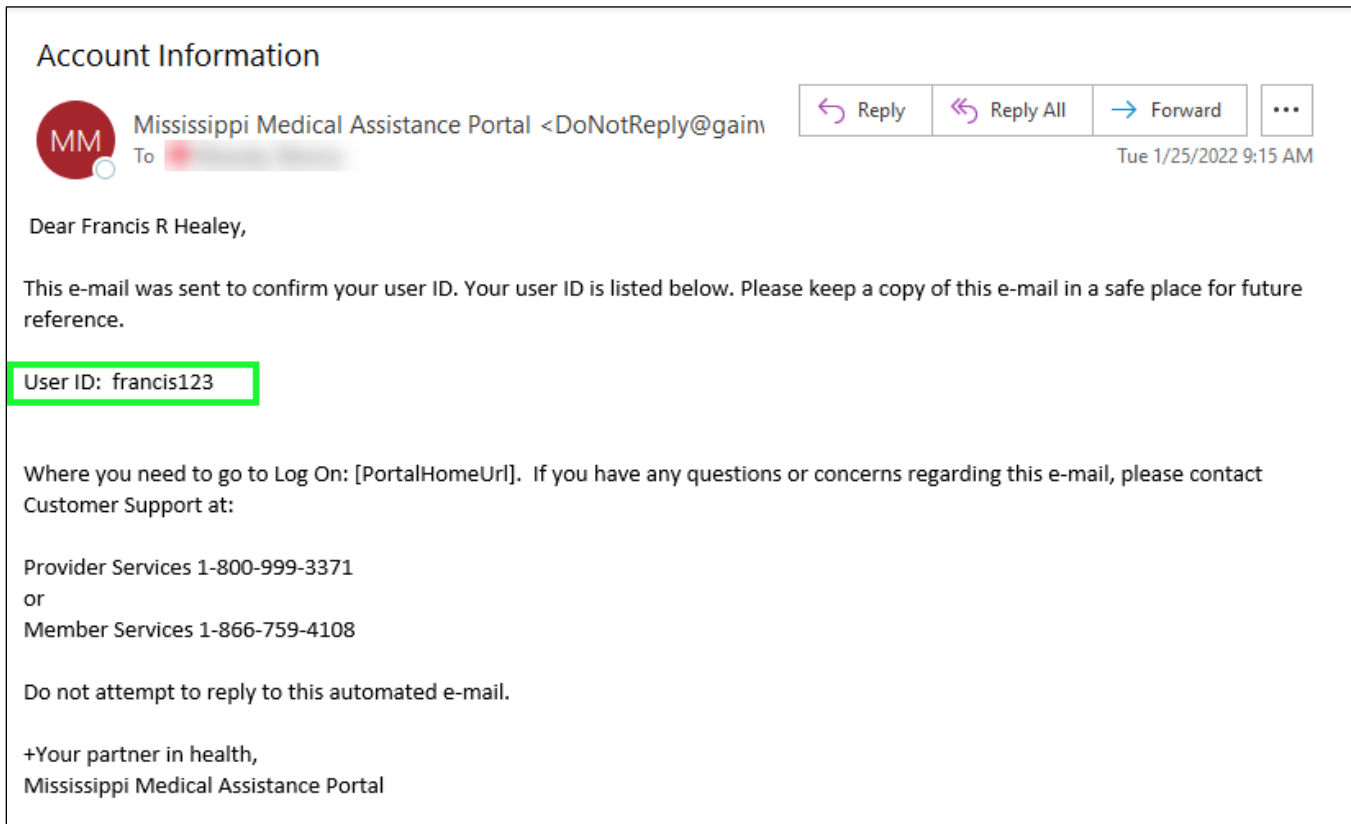


**Figure 21: Forgot User ID Window**



4. The email will provide the have User ID, as well as the Member Services phone so you can call in case you have additional questions (see Figure 22: Account Information Email).

**Figure 22: Account Information Email**



## Recover Password

Complete the following steps to get a recover password:

1. At the Home page, enter the User ID. Click Log In (see Figure 23: Member Portal Home Page).

**Figure 23: Member Portal Home Page**

Home Thursday 01/14/2021 10:39 AM CST

**Login** ?

\*User ID

**Log In**

[Forgot User ID?](#)  
[Register Now](#)  
[Where do I enter my password?](#)

**MESA**  
MEDICAID ENTERPRISE SYSTEM ASSISTANCE

**Welcome to the Mississippi Medicaid Portal for Members**  
 This member portal contains all of the information you need to know about your Mississippi Medicaid benefits. Want to login and see your personal health information? Enter your User ID on the left side of this page or click Register Now to access this secure portal.

- To get a temporary password. Click **Forgot Password?** (see Figure 24: Site Token Password Page).

**Figure 24: Site Token Password Page**

Home > Site Token Password Monday 01/24/2022 12:54 PM CST

**Confirm Site Key Token and Passphrase**

Confirm that your site key token and passphrase are correct.  
 If you recognize your site key token and passphrase, you can be more comfortable that you are at the valid HealthCare Portal site and therefore is safe to enter your password.

**Make sure your site key token and passphrase are correct.**

If the site key token and passphrase are correct, type your password and click **Sign In**.  
 If this is not your site key token or passphrase, do not type your password.  
 Call the customer help desk to report the incident using the appropriate number below:

Member Services – 1-866-759-4108.  
 Provider Services – 1-800-884-3222.

**Site Key:**

**Passphrase** Love my balloons

\*Password

**Sign In**  
**Forgot Password?**

- The system returns one of the three challenge questions you set up in the registration process. Answer the questions. **Click Submit** (see Figure 25: Forgot Password Page).

**Figure 25: Forgot Password Page**

**Forgot Password** ?

\* Indicates a required field.

Answer the following challenge question. We will use the answer to help authenticate your identity. If we find a match, an email will be sent to your email address on record.

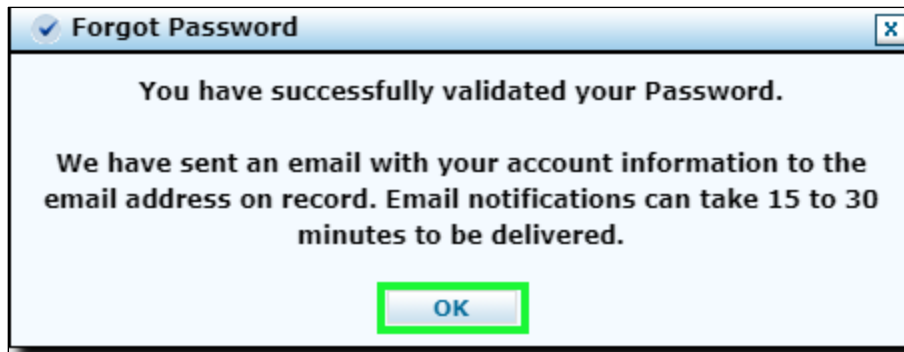
**Challenge Question** What was your childhood nickname?

\*Your Answer

**Submit** **Cancel**

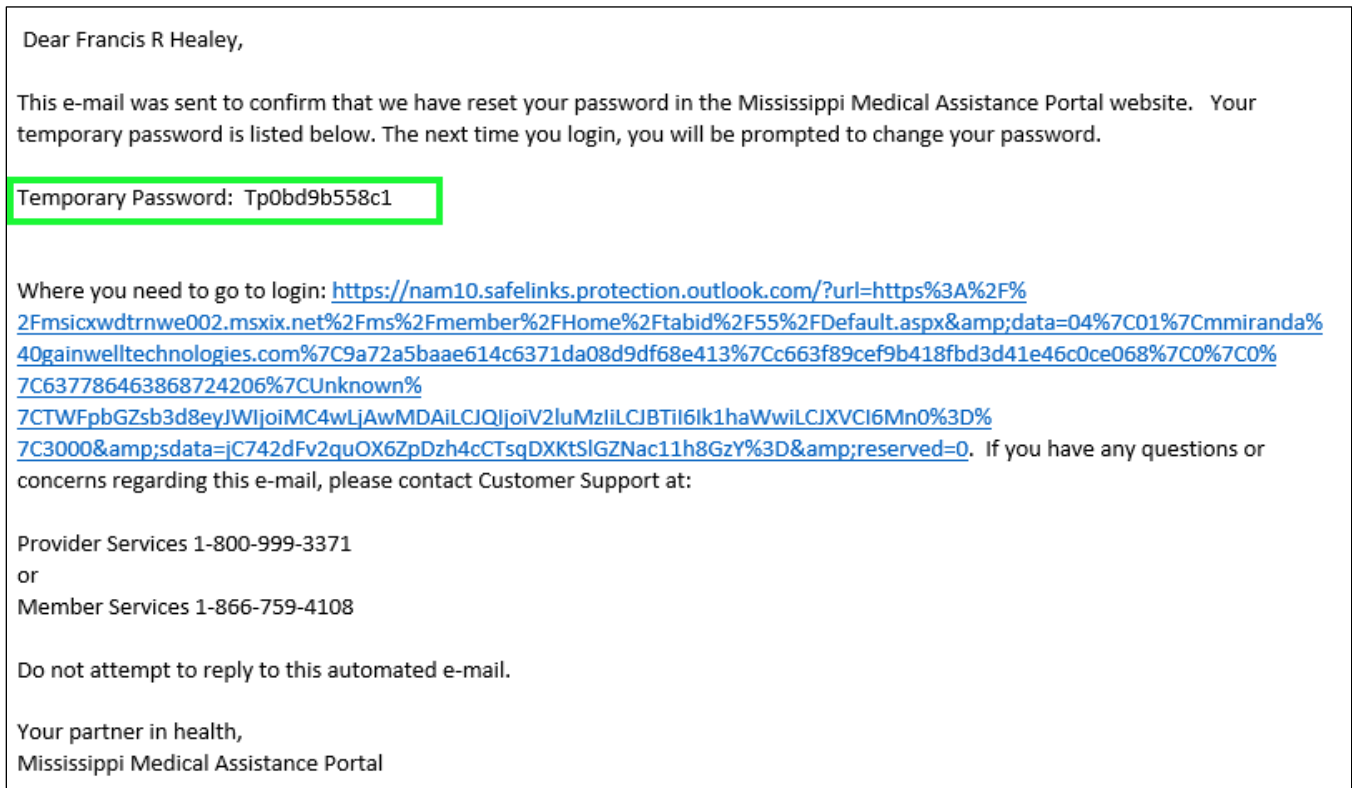
- The system returns a confirmation stating that an email has been sent to you with the account information. **Click OK** (see Figure 26: Forgot Password Window).

**Figure 26: Forgot Password Window**



- The system returns an automated email with the temporary password. Copy the password (see Figure 27: Email Account Information).

**Figure 27: Email Account Information**



- Paste the temporary password in the Password field of the Site Token Password Page. Click **Sign In** (see Figure 28: Site Token Password Page).

**Figure 28: Site Token Password Page**

**Confirm Site Key Token and Passphrase**


Confirm that your site key token and passphrase are correct.

If you recognize your site key token and passphrase, you can be more comfortable that you are at the valid HealthCare Portal site and therefore is safe to enter your password.

**Make sure your site key token and passphrase are correct.**

If the site key token and passphrase are correct, type your password and click **Sign In**.  
If this is not your site key token or passphrase, do not type your password.  
Call the customer help desk to report the incident using the appropriate number below:

Member Services – 1-866-759-4108.  
Provider Services – 1-800-884-3222.

Site Key: 

Passphrase Love my balloons

\*Password

**Sign In**

[Forgot Password?](#)

- The system returns a pop-up window suggesting changing the temporary password. **Click OK.** (see Figure 29: Mississippi Medical Assistance Portal Window).

**Figure 29: Mississippi Medical Assistance Portal Window**

- Enter the temporary password in the current password field, and the new password in the new password and confirm new password fields. **Click Submit** (see Figure 30: Change Password Page).

**Figure 30: Change Password Page**

[Home](#) > [Site Token Password](#) > Change Password Monday 01/24/2022 12:03 PM CST

**Change Password Assistance**

- A password cannot be reset more than once in a 24 hour period.
- Passwords will expire every 60 days.
- The minimum password length is 10.
- The password cannot repeat any of the previous 24.
- Passwords must be complex, containing 3 of the following 4 items:
  - Upper case letters (A, B, C...)
  - Lower case letters (a, b, c...)
  - Numbers (1, 2, 3...)
  - Special characters (!, \$, \*,...)

**Change Password**

\* Indicates a required field.

Enter your Current Password, New Password, New Password Confirmation and click the **Submit** button.

\*Current Password

\*New Password

\*Confirm New Password

**Submit** **Cancel**

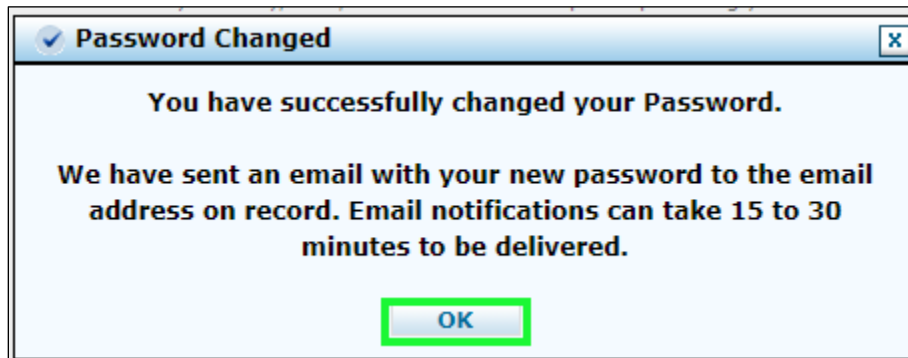
Version 2.0

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- The system returns a password change confirmation (see Figure 31: Change Password Window).

**Figure 31: Change Password Window**



- You have signed into the Member Portal Secure Home Page (see Figure 32: Member Portal Secure Home Page).

**Figure 32: Member Portal Secure Home Page**



- The system returns an email update notification letting you know that your password was successfully updated (see Figure 33: Email Update Notification).

### Figure 33: Email Update Notification

This email was sent to confirm that you have successfully changed your password in the Mississippi Medical Assistance Portal. Your new password is listed below. Please keep a copy of this email in a safe place for future reference.

Password: \$\*\*\*\*\*566

If you have any questions call us at:

Provider Services 1-800-999-3371

or

Member Services 1-866-759-4108

Do not attempt reply to this automated email.

Sincerely,

Mississippi Medical Assistance Portal

User Accounts Division