

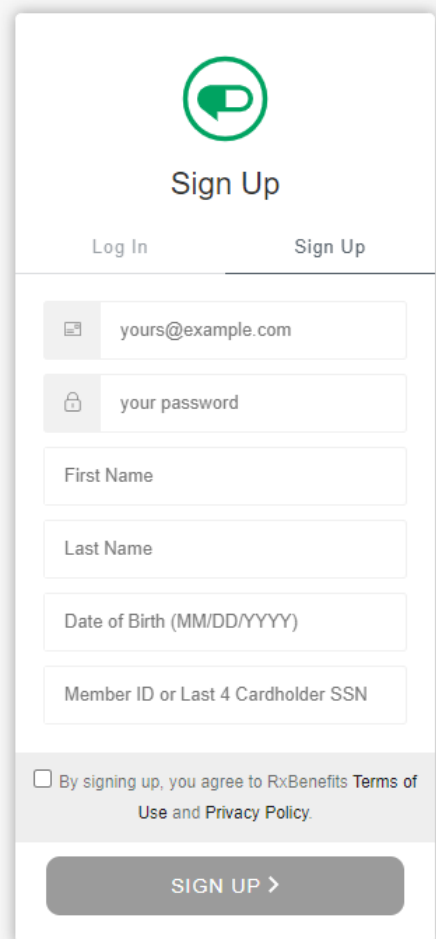
# My RxBenefits Registration, Sign In, & Troubleshooting Instructions

## Contents

Section 1: Register for RxBenefits Member Portal Account.....	2
Section 2: Log In Member Portal with Multi-Factor Authentication .....	5

## Section 1: Register for RxBenefits Member Portal Account.

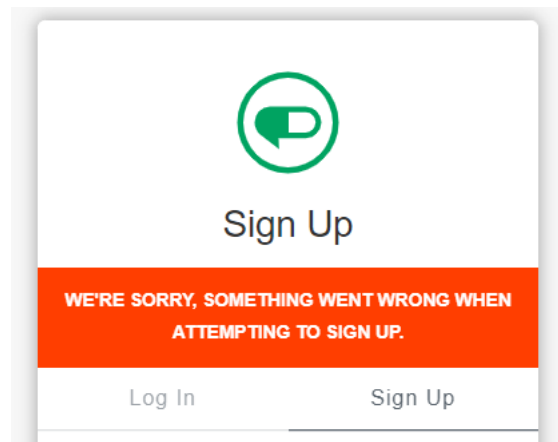
1. Go to: <https://member.rxbenefits.com/>
2. Select the 'Sign Up' tab



The screenshot shows a mobile-style sign-up form for RxBenefits. At the top is a green circular logo with a white 'P' and a speech bubble. Below the logo is the text 'Sign Up'. There are two tabs: 'Log In' and 'Sign Up', with 'Sign Up' being the active tab. The form contains several input fields: an email field with the placeholder 'yours@example.com', a password field with the placeholder 'your password', a 'First Name' field, a 'Last Name' field, a 'Date of Birth (MM/DD/YYYY)' field, and a 'Member ID or Last 4 Cardholder SSN' field. Below these fields is a checkbox with the text 'By signing up, you agree to RxBenefits Terms of Use and Privacy Policy.' At the bottom is a dark grey button with the text 'SIGN UP >'.

3. Enter the following information on the sign-up form:
  - Email address (NOTE: We recommend using a personal email address that won't change and account you can readily access).
  - Password (password requirements will appear when you start entering your password into the form).
  - Your first and last name exactly as you believe RxBenefits has it on file for you (please check with your HR Dept as to what they have on file).
  - Your date of birth (MM/DD/YYYY)

- Enter the Member ID or the last 4 digits of the primary insured's social security number.
4. Agree to RxBenefits' Terms of Use & Privacy Policy by clicking the check box.
  5. After completing the form, click the SIGN UP button.
  6. If you see an error message as the one below:



Please ensure the following:

- a) Your first and last name match the record on file from Employer's HR System. Tip: If you don't know **and are the primary insured** you may reference your ID Card.
  - b) The password you entered meets the requirements.
  - c) The date of birth you entered is correct and in the correct format.
  - d) Member ID number is correct and is entered in the correct format.
  - e) If you have entered the Last four digits of the SSN, please ensure you have used the last 4 digits of the **Primary insured SSN**.
7. If the information you entered matches your RxBenefits member profile, then you will be brought to a screen where you will be asked to verify your email. When you do that a verification email will be sent to your email address.



8. Please go to your email account and locate the email from RxBenefits. If you were unable to locate the email in your inbox, please check your spam folder as well.

----- Forwarded message -----  
From: **RxBenefits Member Portal** <no-reply@rxbenefits.com>  
Date: Tue, Nov 7, 2023 at 1:33 PM  
Subject: Welcome To Your RxBenefits Portal!  
To: <ckaiser15@gmail.com>



### RxBenefits - Action Required: Please Confirm Your Email Address

Hi [ckaiser15@gmail.com](mailto:ckaiser15@gmail.com).

To confirm your email address and activate your RxBenefits account, please click the following link:

[Activate Account](#)

This link expires in 7 days.

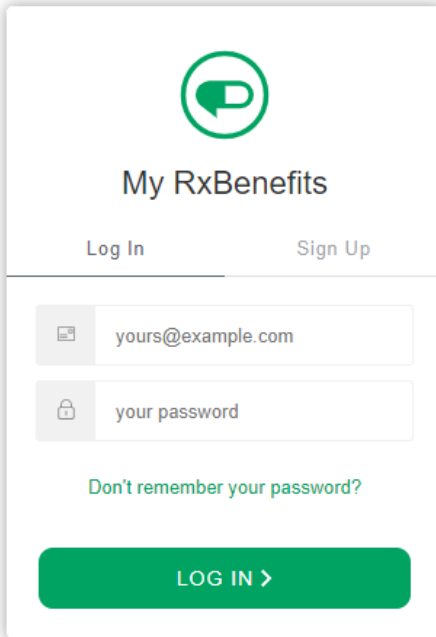
Your user name is

This is an automatically generated message from RxBenefits. Replies are not monitored or answered.

9. Click the [Activate Account](#) link inside the email. The link will take you to the Member Portal Log in screen.

## Section 2: Log In Member Portal with Multi-Factor Authentication

1. In the Member Portal Log in screen below, enter your registration email and password.



The screenshot shows a mobile application interface for "My RxBenefits". At the top center is a green circular logo containing a white speech bubble with a 'P' inside. Below the logo, the text "My RxBenefits" is displayed in a bold, black font. Underneath this, there are two links: "Log In" and "Sign Up", both in a smaller, grey font. A horizontal line separates the header from the login form. The form consists of two input fields: the first is for an email address, with the placeholder text "yours@example.com" and an envelope icon to its left; the second is for a password, with the placeholder text "your password" and a lock icon to its left. Below the password field, there is a link that says "Don't remember your password?" in a green font. At the bottom of the form is a large, rounded green button with the text "LOG IN >" in white, bold, uppercase letters.

2. Click the "Log In" button and you will be taken to the "Secure Your Account" screen below where you will be asked to enter your mobile number, so that a secure code can be sent to you via a text message or recorded voice call.

Secure Your Account

Enter your phone number below. An SMS will be sent to that number with a code to enter on the next screen.

United States, US, +1 >

Enter your phone number

Continue

3. Enter the verification code provided to you via phone or recorded voice call and click Continue.

Verify Your Identity

We've sent a text message to:

XXXXXXXX3225

Enter the 6-digit code

Continue

Didn't receive a code? [Resend](#)

[Try another method](#)

4. You should now be logged into My RxBenefits.
  - a) If you didn't receive the code OR if the code has expired, you can request a new code by clicking the [Resend](#) link
5. While SMS and recorded voice call will be your default Multi-Factor Authentication options during initial account sign in, you may add email

as another form of Multi-Factor Authentication by clicking on “Try another method link” in the “Verify Your Identity” screen.

Secure Your Account

Enter your country code and phone number to which we can send a 6-digit code:

United States, US, +1

Enter your phone number

How do you want to receive the code?

Text message Voice call

Continue

[Try another method](#)

6. In the screen below, you can select if you want to use SMS (default), recorded voice call or **Email** to verify your identity.

Select a method to verify your identity

Phone

Email

7. If you select Email as your Multi-Factor Authentication option, you will then get an email with a 6-digit code that you will provide on screen to complete Login.
  - a) If you do not see an email with the code right away, please allow some time for the email to arrive and check your spam folder.
  - b) If the code that you have received via email has expired, please request a new code.