



Member | Access



Member Access User Guide – Edit My Profile

Member Access is an on-line tool that gives you immediate access to information pertinent to your health.

www.healthlink.com

3.0 EDIT MY PROFILE

3.1 Overview

Click **Edit My Profile** to update your email address, phone number, or change your Password. Simply enter the new information. The update becomes effective immediately.

By the end of this **Edit My Profile** section, you should be able to:

1. Maintain your profile information
2. Reset your Password

Following is an example of the **Edit My Profile** link available on the Authenticated Home Page (Figure 1).

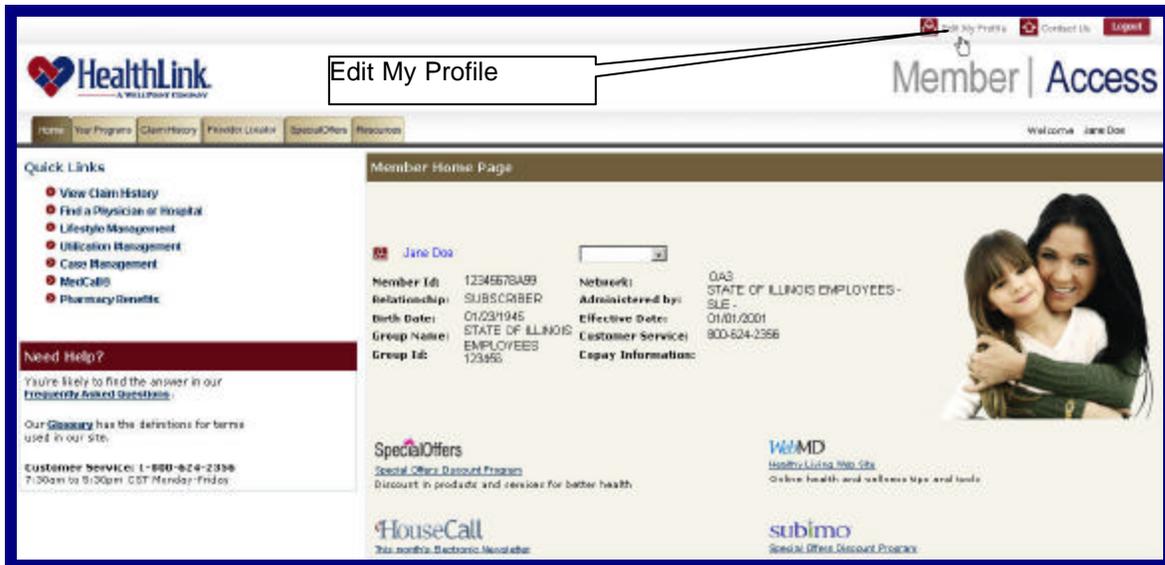


Figure 1. Edit My Profile–Authenticated Home Page.

3.2 How to Update Your Profile and Reset Your Password

a. Open Edit My Profile

On the Authenticated Home Page, click the icon labeled **Edit My Profile** (Figure 2).

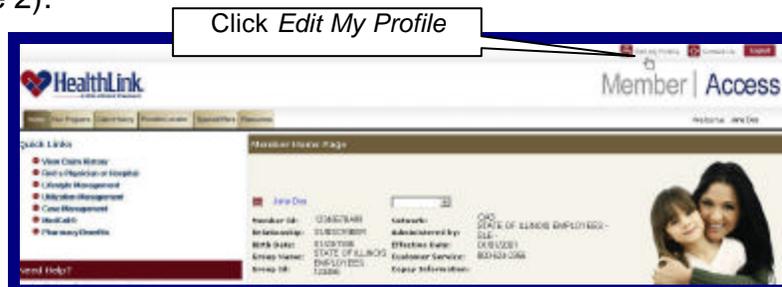


Figure 2. Edit My Profile–Home Page Link.

b. Update Profile

1. When the **Edit My Profile** window displays (Figure 3), simply click the fields you want to change and update the fields with your new information. When you are finished with your updates, click the **Save Changes** button. Your updates will take effect immediately.

My Profile Manage your account.

Please contact Customer Service to change this information

Member ID:	12345678A00	Address:	123 PINE ST ANYTOWN IL 62000-0000
Relationship:	SUBSCRIBER		
Birth Date:	01/01/1900	Phone Number:	123-456-7890

Control Who Can Access Your Information

Allow others to view my information

By default only you have access to your information on MemberAccess. You can allow other members on your policy to view your information by selecting the checkbox.

My Email Address

Current Email Address: JANEDOE@ABC.COM

New Email Address:

Confirm Email Address:

My Password

Current Password:

New Password:

Confirm Password:

Please choose a Password that meets the following requirements:

1. Is 6 - 12 characters in length.
2. Includes both letters and numbers.
3. Does not start with a number.
4. Does not consecutively repeat a character or number more than twice (eg, AAA12345 would not be allowed).
5. Does not contain 3 or more consecutive characters from your User ID.
6. Does not contain spaces or special characters (!@%&*).

In Case You Forget Your Password

Please note, to protect our members' privacy, we periodically change the secret questions; if you do not see the question you last selected, please choose a different secret question and enter your easy-to-remember answer.

Secret Question:

My Answer (Case Sensitive):

If you forget your password or User ID, you will be asked to enter the answer to your secret question. Make sure your answer is easy for you to remember, but difficult for others to guess.

► Indicates a Required Field

Figure 3. Edit My Profile–Edit My Profile.

Note: To change the membership information at the top of the screen (Address, Relationship, Birth Date, etc.), please contact *HealthLink Member Access Customer Service* at 800-624-2356.

c. Reset Password

1. When the **Edit My Profile** window displays, go to the section labeled My Password (Figure 4).
2. Type your new **Password**, then re-type your Password, and click **Save Changes**. Your new Password will take effect immediately.



Figure 4. Edit My Profile—Reset Password.

Note: For Password security, asterisks (*) are displayed in place of the actual text characters being entered.

Please choose a Password that:

- 1) Is 6 – 20 characters.
- 2) Includes both letters and numbers.
- 3) Does not start with a number.
- 4) Does not contain spaces.
- 5) Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed).
- 6) Does not contain 3 or more letters of the User ID in the same sequence.
- 7) Does not contain special characters (!\$%&#).

d. Errors

If you leave any required fields blank, or if you enter invalid information, an error message will display, prompting for the required information (Figure 5). Click OK, then type in this information and click **Save Changes**.

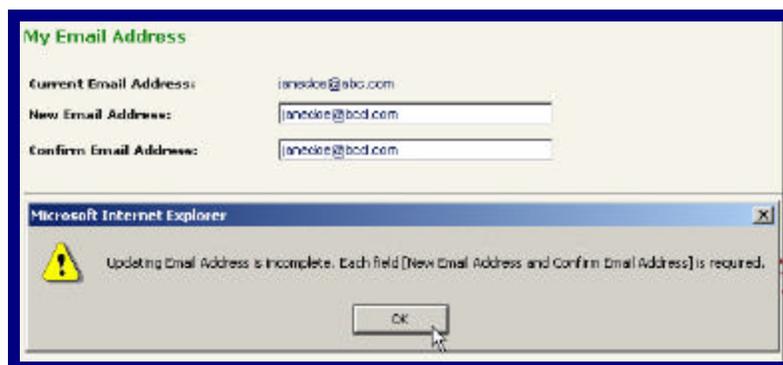


Figure 5. Edit My Profile Errors.

3.3 Field Descriptions

Following are descriptions of the fields that are displayed in the **Edit My Profile** window.

a. Fields – Edit My Profile (Figure 6)

The screenshot shows a web form titled "My Profile" with a sub-header "Manage your account." Below this is a note: "Please contact Customer Service to change this information." The form is divided into several sections:

- Personal Information:** Member ID: 12345678A00, Address: 123 PINE ST, ANYTOWN, IL 62000 0000, Relationship: SUBSCRIBER, Birth Date: 01/01/1900, Phone Number: 123-456-7890.
- Control Who Can Access Your Information:** A checkbox labeled "Allow others to view my information" is checked.
- My Email Address:** Current Email Address: JANEDOE@ABC.COM, New Email Address: JANEDOE@XYZ.COM, Confirm Email Address: JANEDOE@XYZ.COM.
- My Password:** Current Password, New Password, and Confirm Password fields are shown. To the right, a list of requirements for a password is provided: 1. Is 6 - 12 characters in length. 2. Includes both letters and numbers. 3. Does not start with a number. 4. Does not consecutively repeat a character or number more than twice (eg, AAA12345 would not be allowed). 5. Does not contain 3 or more consecutive characters from your User ID. 6. Does not contain spaces or special characters (! % & #).
- In Case You Forget Your Password:** Secret Question: "What is your pet's name?", My Answer: "ZOE".

At the bottom, there is a legend: "Indicates a Required Field" with a red asterisk. Below the legend are three buttons: "Save Changes", "Reset", and "Cancel".

Figure 6. Edit My Profile Fields.

Table 4. Edit My Profile Fields.

Section	Field	Descriptions
Membership Info	Member ID	This is the identification code found on your State of Illinois ID card.
	Relationship	This is the relationship you have with others enrolled in your policy. Possible values include: SUBSCRIBER SPOUSE DEPENDENT
	Birth Date	This is your date of birth in MM/DD/YYYY format.
	Address	This is the address (street, city, state, zip) as it appears on your State of Illinois ID card.
	Phone	This is the phone number with area code that appears on your State of Illinois ID card.
Control Who Can Access Your Information	Allow others to view my information	Check this box if you are willing to allow other members on your policy to view your information.
		Note: Members under 18 will not have this option. By default, this box is not checked so only you have access to your information on <i>Member Access</i> . You can allow other members on your policy to view your information by selecting the checkbox.
My Email Address	Current Email Address	To change the email address where <i>Member Access</i> sends information, type your current email address.
	New Email Address	Type a new email address. <i>Member Access</i> will send future emails to this new address.
	Confirm Email Address	Re-type the new email address.
My Password	Current Password	To change your Password, type your current Password.
	New Password	Your Password should be unique and not easily guessed. Your Password is case sensitive. Please choose a Password that: 1.) Is 6-20 characters 2.) Includes both letters and numbers. 3.) Does not start with a number. 4.) Does not contain spaces. 5.) Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed). 6.) Does not contain 3 or more letters of the User ID in the same sequence. 7.) Does not contain the characters ! \$ % & #.
	Confirm Password	Re-type your new Password.
In Case You Forget Your Password	Secret Question	To ensure added security within <i>HealthLink Member Access</i> , this drop-down menu records your chosen security question in the event you need to retrieve your Password or if <i>HealthLink Member Access</i> needs to validate your identity. Please select a secret question.
	Your Answer:	<i>HealthLink Member Access</i> records your answer to the chosen secret question, to be asked in the event you need to retrieve your Password or if <i>HealthLink Member Access</i> needs to validate your identity.

3.4 Frequently Asked Questions (FAQ)

If you were not able to complete an **Edit My Profile** task, this **Frequently Asked Questions (FAQ)** section offers you assistance. This section describes possible scenarios in which you may not be able to complete a task, along with the solutions to those scenarios.

Question:

How Do I Update My Profile?

Answer:

Visit *HealthLink Member Access* and enter your User ID and Password in the Provider Login window. After you have successfully logged in, click the link [Edit My Profile](#). Update any of your information that has changed and click **Save Changes**. The update becomes effective immediately.

Question:

How Do I Reset My Password?

Answer:

Visit [HealthLink Member Access](#) and enter your User ID and Password in the Provider Login window. After you have successfully logged in, click the link [Edit My Profile](#) (located in the upper right corner). When the Edit My Profile window displays, you will be able to reset your Password using the guidelines given. When you are finished choosing a new Password, click the **Save Changes** button. The update becomes effective immediately.

Question:

What if the Password I am Resetting is Rejected?

Answer:

Your Password could be rejected if it does not follow these guidelines. Your Password is case sensitive. Please choose a Password that:

- 1.) Is 6-20 characters
- 2.) Includes both letters and numbers.
- 3.) Does not start with a number.
- 4.) Does not contain spaces.
- 5.) Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed).
- 6.) Does not contain 3 or more letters of the User ID in the same sequence.
- 7.) Does not contain special characters (!\$%&#).

OR

A Password will not reset if the Password and Re-type Password entries do not match. Try entering your Password again; making sure that both entries match.

Question:

What if I Omit Entries?

Answer:

If you leave any required fields blank, or if you enter invalid information, an error message will display, prompting for the required information. Type in this information and click **Save Changes**.