

# 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

#### UMN.8.015

Member Access User Guide

#### 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).

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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.

Nember ID:       12345678A00       Address:       123 PNE ST ArrTrown IL 62000-0000         Relationship:       SUBSCRUBER         Birth Data:       0101/1900       Phone Number:       123-456-7890         Control Wino Can Access Your Information       If       Allow others to view my information         IF       Allow others to view my information       Member/Access. You can allow other members on your pelicy to vie your information by selecting the directors.         My Email Address:       JANEDOE@ADC.COM         New Email Address:       JANEDOE@ADC.COM         Confirm Email Address:       JANEDOE@ADC.COM         New Password:       1. Is 0 - 12 characters in length.         2. Includes toth letters and number.       2. Includes toth letters and mather.         3. Dees not control with repeats a draded or number in barrenter.       3. Dees not control with a character.         4. Dees not control with a character.       1. So - 12 characters in length.         5. Dees not control with a character.       1. So - 12 characters and number.         6. Dees not control w	Please contact Customer Service to change this information				
Recompany:       SUBSCRUBER         Birth Data:       0101/1900       Phone Number:       123-456-7890         Control Who Can Access Your Information       Image: Control Who Can Access Your Information       Image: Control Who Can Access Your Information         Image: Control Who Can Access Your Information       Image: Control Who Can Access Your Information on MemberAccess. You can allow other members on your policy to very your information by selecting the theckbox.         My Email Address       JANEDOE@ABC.COM         New Email Address:       Janetoor Email Address:         Confirm Email Address:       JANEDOE@ABC.COM         Rease address of provemation on the provematis from the provemation on the provemation on the prov	Nember ID: 12345678A0	) Address;	123 PINE ST ANYTOWN IL 62000-0000		
Birth Dats:       0101/1900       Phone Number:       123-456-7890         Control Who Can Access Your Information       Image: Control Who Can Access Your Information       Image: Control Who Can Access Your Information on MemberAccess. You can allow other members on your policy to vis your information by selecting the theckbox.         My Email Address       JANEDOE@ADC.COM         My Email Address:       JANEDOE@ADC.COM         New Email Address:       JANEDOE@ADC.COM         New Email Address:       JANEDOE@ADC.COM         New Email Address:       JANEDOE@ADC.COM         New Email Address:       JANEDOE@AVZ.COM         Confirm Email Address:       JANEDOE@YYZ.COM         Confirm Email Address:       JANEDOE@YYZ.COM         Confirm Email Address:       JANEDOE@YYZ.COM         Confirm Password:       Image: Confirm Email Address:         Confirm Password:       Image: Confirm Password         Confirm Password:       Image: Confirm Password         In Case You Forget Your Password       Image: Confirm Password         Please note tontain spaces or special characters (It@Staff)         In Case You Forget Your Password       Image: Confirm Password         Please note, to protect our members' privacy, we periadically change the secret questions, if you do not see the question y last selected, please choose a different secret question and enter your secret question. Secret Question	Relationship: SUBSERIBE	ĸ.			
Control Who Can Access Your Information  Carrent Email Address  JANEDOE@ABC.COM  New Email Address: JANEDOE@ABC.COM  Please choose a Password that meats the following requirement  J. 16 6 - 12 characters in length.  J. 16 - 12 characters in length.  J. 16 - 12 characters in the following requirement  D. Does not start with a number.  D. Does not start with a number.  Secret Question:  My Answer  (face Sensitive)  My Answer  (face Sensitive)  My Answer (face Sensitive)  My Answer (face Sensitive)  My Answer (face Sensitive)	Birth Date: 01/01/1900	Phone Number:	123-456-7890		
Image: Second	Control Who Can Acces	s Your Information			
By default any you have access to your information on MemberAccess. You can allow other members on your policy to vie your information by selecting the checkbox.         My Email Address         Current Email Address:         JANEDOE @ADC.COM         New Email Address:         JANEDOE@YZCOM         Confirm Email Address:         JANEDOE@YZCOM         My Password         My Password:         Current Password:         New Password:         Confirm Password:         Confirm Password:         Confirm Password:         Confirm Password:         In Case You Forget Your Password         Please not start with a number:         Ables not contain 3 or more consecutive characters (http://doi.org/list.bf/).         In Case You Forget Your Password         Please note tart with a number:         Secret Question:         *         Yh Answen         *         *         *         *         *         *         *         *         *         *         *         *         *         *         *         * <td>Allow others</td> <td>to view my information</td> <td></td>	Allow others	to view my information			
My Email Address Current Email Address: JANEDOE@ABC.COM New Email Address: JANEDOE@ABC.COM Confirm Email Address: JANEDOE@ABC.COM Confirm Email Address: JANEDOE@ABC.COM My Password Please choose a Password that meets the following requirement 1. is 6 - 12 characters in length. 2. Includes both letters and number. 3. Does not contain 5 or more consecutive characters from User ID. 4. Does not contain spaces or special characters (I\$%.L#). 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 y last selected, please choose a different secret question and enter your easy-to-remember answer. Secret Question:  What is your pat's name? Y Answer: Y you forget your password or User ID, you will be asked to enter the answer to your secret question. Make sure your ans easy for you to remember, but difficult for others to guess.	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.				
Current Email Address: JANEDOE @ADC.COM New Email Address: JANEDOE @ADC.COM Confirm Email Address: JANEDOE @AVZ.COM My Password Current Password: Please choose a Password that meets the following requirement 1. Is 6 - 12 characters in length. 2. Includes both letters and numbers. 3. Does not start with a number. 4. Does not start with a number. 5. Does not start with a number. 5. Does not start with a number. 5. Does not start with a number. 6. Does not contain spaces or special characters (1§%Lbt). 5. Does not contain spaces o	My Email Address				
New Email Address:       JAREDOE ggYZ COM         Confirm Email Address:       JAREDOE ggYZ COM         My Password       Please choose a Password that meets the following requirement         1. Is 6 - 12 characters in length.       1. Is 6 - 12 characters and numbers.         New Password:	Current Email Address:	JANEDOE@ABC.COM			
My Password         Current Password:         New Password:         Confirm Password:         <	New Email Address:	JANEDOE 89472.COM			
My Password  Current Password:  New Password:  Confirm Password:  Conf	Communication Address.	JOANED DE (LIGATZ COM			
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 y last selected, please choose a different secret question and enter your easy-to-remember answer. Secret Question:  What is your pet's name?  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 ansees for you to remember, but difficult for others to guess.	My Password Current Password: New Password: Confirm Password:		<ul> <li>Please choose a Password that meets the following requirements:</li> <li>1. Is 6 - 12 characters in length.</li> <li>2. Includes both letters and numbers.</li> <li>3. Does not start with a number.</li> <li>4. Does not sonsecutively repeat a character or number more than twice (eg. AAA12345 would not be allowed).</li> <li>5. Does not contain 3 or more consecutive characters from your User ID.</li> <li>6. Does not contain spaces or special characters (1\$%.L#).</li> </ul>		
Ast selected, please choose a different secret question and enter your easy-to-remember answer.  Secret Question:   What is your pat's name?  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 anseesy for you to remember, but difficult for others to guess.	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				
Secret Question: * What is your pat's name?  My Answer:  (Case Sensitive) * ZOE (face Sensitive) (f you forget your password or User ID, you will be asked to enter the answer to your secret question. Make sure your ansees for you to remember, but difficult for others to guess.	last selected, please choose	a different secret question an	d enter your easy-to-remember answer.		
My Answer: (Case Sensitive) * ZOE (f you forget your password or User ID, you will be asked to enter the answer to your secret question. Make sure your ans easy for you to remember, but difficult for others to guess.	Secret Question:	What is your pet's nam	ne?		
If you forget your password or User ID, you will be asked to enter the answer to your secret question. Make sure your ans easy for you to remember, but difficult for others to guess.	My Answer: (Case Sensitive)	* ZOE			
Indicates a Required Field	Indicates a Required Field	r			
Save Changes Reset Cancel	Save Changes Reset	Cancel			



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**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).
- 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:

Is 6 - 20 characters.
Includes both letters and numbers.
Does not start with a number.
Does not contain spaces.

Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed).
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.

urrent Email Address	ianedoe@abc.com	
iew Email Address:	[anecice@bod.com	
onfirm Email Address:	(anesize gabed.com	
dicrosoft Internet Explorer		
A London a Freed Selder	ss is incomplete. Each field [New Email Address and Conf	(in time) Address] is required
updaking Linai woore		

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)

Please contact Dustomer Servi	ce to change this informatio	n		
Nember ID: 12345678A00	Address:	123 PINE ST ANYTOWN IL 62000-0000		
Birth Date; 01/01/1900	Phone Number:	123-456-7890		
Control Who Can Access	Your Information			
Allow others t	to view my information			
By default only you have acce your information by selecting t	ss to your information on M he checkbox.	emberAccess. You can allow other members on your policy to view		
My Email Address				
Current Email Address: New Email Address:	INTEDOL GARGEON			
New Email Address:	JANEDOE CONT. COM			
communication from each	for the origination of			
My Password Current Password: New Password: Confirm Password:		<ul> <li>Please choose a Password that meets the following requirements:</li> <li>1. Is 6 - 12 characters in length.</li> <li>2. Jouldes both letters and numbers.</li> <li>3. Does not start with a number.</li> <li>4. Does not consolutively repeat a character or number more than twice (og. AAA12945 would not be allowed).</li> <li>5. Does not contain 3 or more consecutive characters from you user ID.</li> <li>6. Does not contain spaces or special characters (1%%8#).</li> </ul>		
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:	Terracio pour para man			
(Case Sensitive) *	Icos			
If you forget your password or easy for you to remember, bu	r User ID, you will be asked t difficult for others to guess	to enter the answer to your secret question. Make sure your answer s.		
<ul> <li>Indicates a Required Field</li> </ul>				
Statement of the second s				



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Table 4. Euli IVIY FIUIIIE FIElus	Table 4.	Edit	Μv	Profile	Fields
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Section	Field	Descriptions
Membership	Member ID	This is the identification code found on your State of Illinois ID card.
Info	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	Allow others to	Check this box if you are willing to allow other members on your
Can Access	view my	policy to view your information.
Your	information	
Information		<b>Note:</b> Members under 18 will not have this option. By default, this have 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	Current Email	To change the email address where Member Access sends
Address	Address	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	Re-type the new email address.
	Address	
My	Current Password	To change your Password, type your current Password.
Password	New Password	Your Password should be unique and not easily guessed. Your
		A b la 6.20 eberaeters
		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	Secret Question	To ensure added security within HealthLink Member Access, this
Forget Your		drop-down menu records your chosen security question in the event
Password		you need to retrieve your Password or if HealthLink Member Access
		needs to validate your identity. Please select a secret question.
	Your Answer:	HealthLink Member Access records your answer to the chosen
		secret question, to be asked in the event you need to retrieve your
		Password or if HealthLink Member Access needs to validate your
		lidentity.

# 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 <u>HealthLink Member Access</u> and enter your User ID and Password in the Provider Login window. After you have successfully logged in, click the link <u>Edit</u> <u>My Profile</u> (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 <u>Save Changes</u> 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 (**!\$%&#**).

# 

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.

