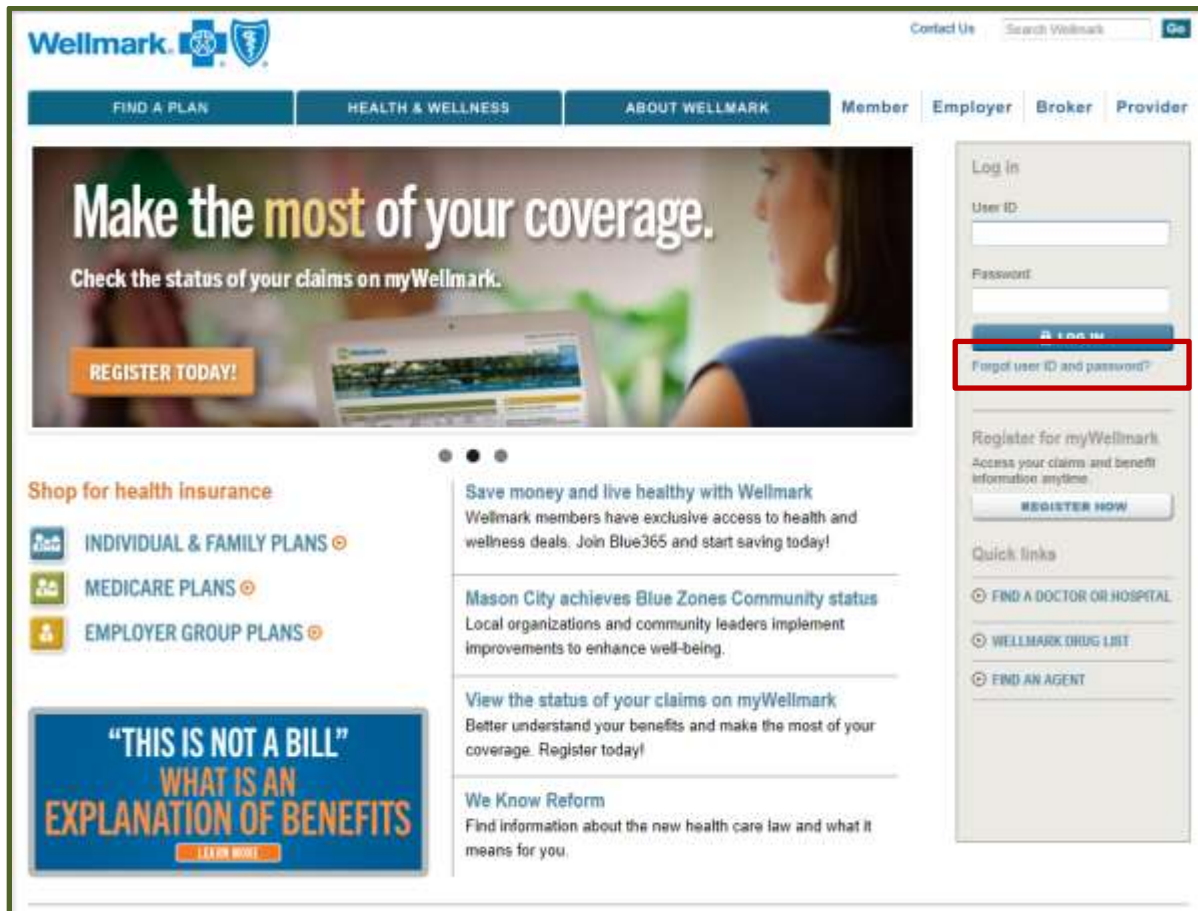


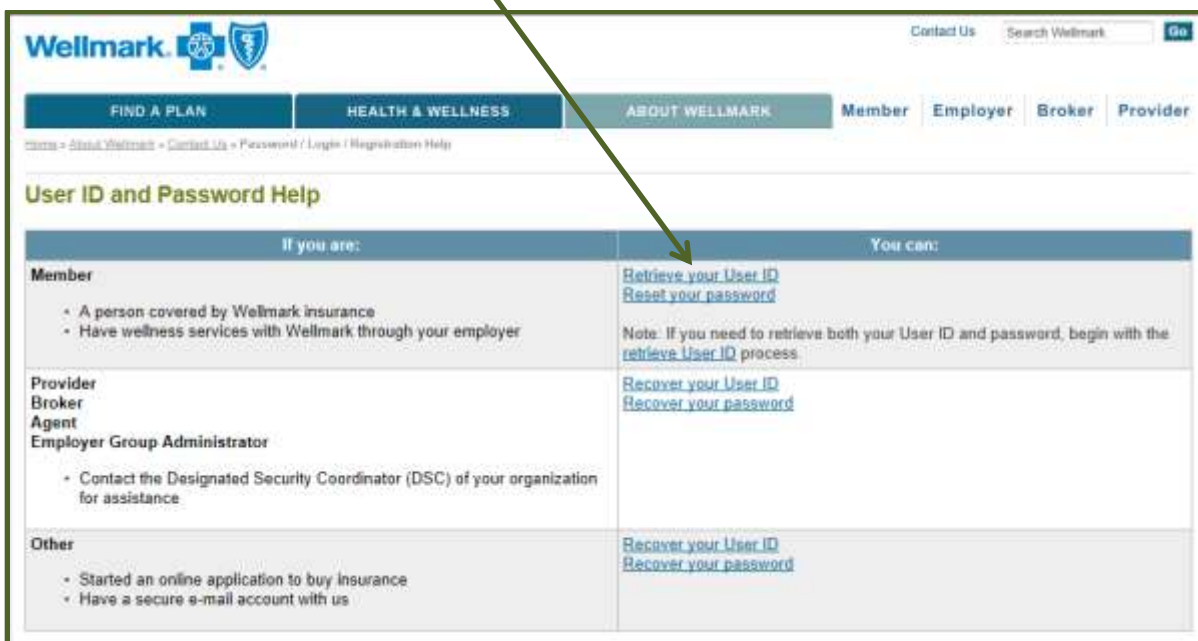
# Registering at Wellmark – Forgot your user ID and/or password

It's easy to retrieve your Wellmark user ID and password.

1. Go to Wellmark's website (<http://www.wellmark.com/>). Click on *Forgot user ID and password?* link.



2. Retrieve Your User ID: Click on the *Retrieve your User ID* link.



**Technical Assistance:** If you need further assistance, call Wellmark's technical support team (EC Solutions) toll-free at 800.407.0267, Monday through Friday 7:00 am – 5:30 pm.

3. Complete the information requested and click *Next*.

The screenshot shows the Wellmark website's 'Retrieve Your User ID' page. At the top, there are navigation buttons for 'FIND A PLAN', 'HEALTH & WELLNESS', and 'ABOUT WELLMARK', along with 'Member' and 'Emp' links. The main heading is 'Retrieve Your User ID'. Below this is a progress indicator with three steps: '1 PERSONAL INFORMATION', '2 SECURITY QUESTION', and '3 FINISH'. The current step is '1 PERSONAL INFORMATION'. The instructions state: 'Enter your information below to retrieve your user ID for myWellmark.' and '\* Required.' The form includes the following fields: 'Wellmark ID Number \*' (a text input field), 'Date of Birth \*' (a dropdown menu for the month, currently set to 'January', and a dropdown for the day, currently set to '1', followed by a text input for the year '(yyyy)'), and 'Last 4 Digits of Your Social Security Number \*' (a text input field). A 'Next' button is located at the bottom of the form. An inset image shows a sample Wellmark ID card with the ID number '123AB4567' highlighted in a red box.

4. Answer the two security questions and click *Next*.

The screenshot shows the Wellmark website's 'Retrieve Your User ID' page, now at Step 2: 'SECURITY QUESTION'. The progress indicator shows '1 PERSONAL INFORMATION', '2 SECURITY QUESTION', and '3 FINISH'. The instructions state: 'Answer your security question below to retrieve your user ID for myWellmark.' and '\* Required.' The form includes the following fields: 'Your Security Question' (text: 'What is your mother's birth name?') and 'Your Answer \*' (a text input field). A 'Next' button is located at the bottom of the form.

**Technical Assistance:** If you need further assistance, call Wellmark's technical support team (EC Solutions) toll-free at 800.407.0267, Monday through Friday 7:00 am – 5:30 pm.

5. **Reset Your Password:** Click on the [Reset your password](#) link.

The screenshot shows the Wellmark website's 'User ID and Password Help' page. The page is divided into two columns: 'If you are:' and 'You can:'. The 'If you are:' column lists three categories: Member, Provider/Broker/Agent/Employer Group Administrator, and Other. The 'You can:' column lists the actions available for each category: 'Retrieve your User ID' and 'Reset your password' for Members; 'Recover your User ID' and 'Recover your password' for Providers/Brokers/Agents/Employer Group Administrators; and 'Recover your User ID' and 'Recover your password' for Others. A green arrow points from the 'Reset your password' link in the Member row to the 'Reset your password' link in the 'You can:' column.

If you are:	You can:
<b>Member</b> <ul style="list-style-type: none"><li>A person covered by Wellmark insurance</li><li>Have wellness services with Wellmark through your employer</li></ul>	<a href="#">Retrieve your User ID</a> <a href="#">Reset your password</a>  Note: If you need to retrieve both your User ID and password, begin with the <a href="#">retrieve User ID</a> process.
<b>Provider Broker Agent Employer Group Administrator</b> <ul style="list-style-type: none"><li>Contact the Designated Security Coordinator (DSC) of your organization for assistance</li></ul>	<a href="#">Recover your User ID</a> <a href="#">Recover your password</a>
<b>Other</b> <ul style="list-style-type: none"><li>Started an online application to buy insurance</li><li>Have a secure e-mail account with us</li></ul>	<a href="#">Recover your User ID</a> <a href="#">Recover your password</a>

6. Complete the information requested and click *Next*.

The screenshot shows the Wellmark website's 'Reset Your Password' form. The form is titled 'Reset Your Password' and has three steps: 1. PERSONAL INFORMATION, 2. SECURITY QUESTION, and 3. FINISH. The first step is active. The form asks for User ID, Wellmark ID Number, and Date of Birth. A sample Wellmark ID card is shown with the ID number 123AB4567 highlighted in red.

1 PERSONAL INFORMATION 2 SECURITY QUESTION 3 FINISH

Enter your information below to reset your password for myWellmark.

\* Required.

User ID \*

Wellmark ID Number \*


Date of Birth \*

January 1 (yyyy)

Next

7. Answer the two security questions and click *Next*.

**Technical Assistance:** If you need further assistance, call Wellmark's technical support team (EC Solutions) toll-free at 800.407.0267, Monday through Friday 7:00 am – 5:30 pm.



FIND A PLAN HEALTH & WELLNESS ABOUT WELLMARK Member

## Reset Your Password

1 PERSONAL INFORMATION 2 SECURITY QUESTION 3 FINISH

Answer your security question below to reset your password for myWellmark.


\* Required.

**Your Security Question**  
What is your mother's birth name?

**Your Answer \***

Next

8. Create a new password.



FIND A PLAN HEALTH & WELLNESS ABOUT WELLMARK Member

## Reset Your Password

1 PERSONAL INFORMATION 2 SECURITY QUESTION 3 FINISH

You've successfully answered your security question. Please enter a new password below.

\* Required.

**New Password\***

 Must be at least 7 characters.

**Confirm Password\***

Submit