How to register, update passwords
and security questions on umr.com

New and re-registration

Member

- Visit umr.com and click on the **Login/Register** button.
- Click on **Register**.
- Select **Member** from the list of UMR user types and click **Next**.
- Fill out the **we want to get to know you** section and click **Verify my account**. (Note: Have your member ID card handy).
- Enter account details.
- Create a username and password for the account.
- Create security questions and answers.
- Select family member coverage, if applicable.
- Select security settings for access to information.
- Begin using the umr.com portal.

Provider

- Visit umr.com and click on the **Login/Register** button.
- Click on **Register**.
- Select **Provider** from the list of UMR user types and click **Next**.
- Create profile and click **Continue**.
- Verify profile by entering the Tax ID Number (TIN) and Provider Name.
- Verify Tax ID Number is correct and select continue.
- Begin using the umr.com portal.

Employer, Producer and Partner

To gain access as one of these user types, an authorized plan representative from the customer for whom you are seeking access must complete an online access form. Each company has designated a specific individual who can authorize access to PHI and/or online services. Please contact the customer's designated representative to submit the online form. These user accounts are then set up via the UMR Internet Services Group.

Re-enable a disabled account

Scenario 1: User tries to log in to a disabled account

Member

- When they get the We Can't Let you Login Just Yet screen, click on **Send email to verify account**.
- Follow instructions in the email to re-enable the account.

Provider

- If a provider user is disabled, they must re-register on umr.com following the User Registration process.

Employer, Producer and Partner

- If this user type becomes disabled, the UMR Internet Services Group will need to determine why. Internet Services will need to unlock the account. Contact their account manager or the Internet Services Group (UMR-InternetServices@umr.com) for assistance.

Scenario 2: User tries to log in to a disabled account due to multiple invalid password attempts

Member

- When they get the Forgot Username or Password page:
- If they forgot their username, complete details in the Forgot Username section and click **Send email**.
  - Follow instructions to retrieve the username.
- If they forgot the password, click **Reset password**.
  - Enter username and click **Next**.
  - Enter security question answers and click **Next**.
  - Enter new password and click **Submit**.

Provider

- If a provider user becomes disabled, they must re-register on umr.com following the User Registration process.

Employer, Producer and Partner

- If this user type becomes disabled, the UMR Internet Services Group will need to determine why. Internet Services will need to unlock the account. Contact the account manager or the Internet Services Group (UMR-InternetServices@umr.com) for assistance.

Scenario 3: User tries to log in to a disabled account due to multiple invalid security question attempts

Member

- When they get the We Can't Let You Sign In Just Yet page, select **Send email**.
- Follow instructions to re-enable the account.

Provider

- If a provider becomes disabled, they must re-register on umr.com following the User Registration process.

Employer, Producer and Partner

- If this user type becomes disabled, the UMR Internet Services Group will need to determine why. Internet Services will need to unlock the account. Contact the account manager or the Internet Services Group (UMR-InternetServices@umr.com) for assistance.

Forgot username or password

Member

- Select **Forgot username or password**.
- Select correct user type from the list and click next.
- If they forgot the username, complete details in the Forgot Username section and click **Send email**.
  - Follow instructions to retrieve your username.
- If they forgot the password, click **Reset password**.
  - Select user type from list.
  - Enter username and click **Next**.
  - Enter security question answers and click **Next**.
  - Enter new password and click **Submit**.

Provider

- If a provider forgets their password, select the **Forgot username or password** link.
  - Select user type from list.
  - Enter username and click **Submit**.
  - Answer security questions and click **Submit**.
  - Enter new password and click **Submit**.
- If a provider becomes disabled, or can't remember their username, they must re-register on umr.com following the User Registration process.

Employer, Producer and Partner

- If this user type forgets their password, select the **Forgot username or password** link.
  - Select user type from list.
  - Enter username and click **Submit**.
  - Answer security questions and click **Submit**.
  - Enter new password and click **Submit**.
- If this user type becomes disabled, or can't remember their username, the UMR Internet Services Group will need to determine why. Internet Services will need to unlock the account. Contact the account manager or the Internet Services Group (UMR-InternetServices@umr.com) for assistance.

Frequently asked questions

- **How do I update my email address so I receive emails to update login details?**
  - Log in to your UMR portal account and select **Account Settings**. From there, you can update your personal details, including email address. If you are locked out of your account, contact the customer service number on the back of your ID card to update your email address. Or, re-register on the portal and create a new account (this will disable your existing account).

- **What if I have trouble logging in?**
  - **Members**: Click **I forgot my username or password** on umr.com, or click on the **Contact us** link on the registration drop-down.
  - **Employers/producers/partners/providers**: Contact your account manager or Internet Services Group (UMR-InternetServices@umr.com) for assistance.

- **What are the new security steps?**
  - All users who log in to umr.com will need to establish two security questions. Once these are established, they will answer them the first time they log in, or when logging in from a different device.

- **How do I skip answering my security questions each time I log in?**
  - Users can check a box to **Remember this device**, and will be able to skip the step of answering security questions upon future logins.

- **I checked Remember my device but still have to answer security questions every time I log in.**
  - In order for umr.com to remember your device, you must allow cookies from umr.com. You can usually update the cookie settings in the privacy section of your Internet browser.

- **What happens if I don't remember my password or username?**
  - **Member**: You can now retrieve usernames via email. Click on **Forgot my username or password** in the login/register drop-down. Select **Member** from the list of user types. Fill out the Retrieve Username section to retrieve username via email. Check email to retrieve username reset link. To reset password, select the **Reset password** button.
  - **Providers**: You can retrieve your password by selecting Forgot Username or Password. Select correct user type from the list of user types. Enter your username and click **Submit**. Fill out new password. If you have forgotten your username, or your account becomes disabled, you will need to re-register following the User Registration process.
  - **Employers/producers/partners**: You can retrieve your password by selecting **Forgot username or Password**. Select correct user type from the list of user types. Enter your username and click **Submit**. Fill out new password. If you have forgotten your username, or your account becomes disabled, please contact your UMR account manager or the UMR Internet Services (UMR-InternetServices@umr.com).

- **How many times can a security question be tried before being locked out?**
  - You can attempt your security questions five (5) times before your account becomes disabled.

- **How many times can a password be tried before being locked out?**
  - You can attempt your password five (5) times before your account becomes disabled.

- **What happens when I get locked out from too many attempts at security questions or password?**

  - **Members**: You can re-enable your disabled account via email.

  - **Providers**: If your account becomes disabled, you will need to re-register following the User Registration process.

  - **Employers/producers/partners**: If your account becomes disabled, please contact your UMR account manager or the UMR Internet Services (UMR-InternetServices@umr.com).

- **When as a member should I just re-register?**

  - If you have an existing account but do not remember your login details, you can choose to re-register (this will disable your existing account).

- **What if I have previously registered on umr.com and don't remember my login credentials?**

  - **Member**: You can choose to retrieve your existing username and password following the **Forgot username or password** link, or you can re-register on the site following the User Registration process. Re-registering will disable your existing account.

  - **Providers**: If you remember your username but have forgotten your password, you can select **Forgot username and password** to retrieve your password. If you have forgotten your username, or your account is disabled, you will need to re-register following the User Registration process.

  - **Employers/producers/partners**: Contact your Account Manager or the UMR Internet Services Group (UMR-InternetServices@umr.com).

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