



**READY
TO HELP**



Agent Portal

User Registration Guide

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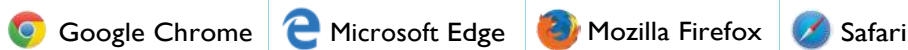
System Requirements and Registration Email

System Requirements

Below are the recommended browsers for the Agent Portal System settings. Some applications accessed from the Agent Portal may have different browser requirements.

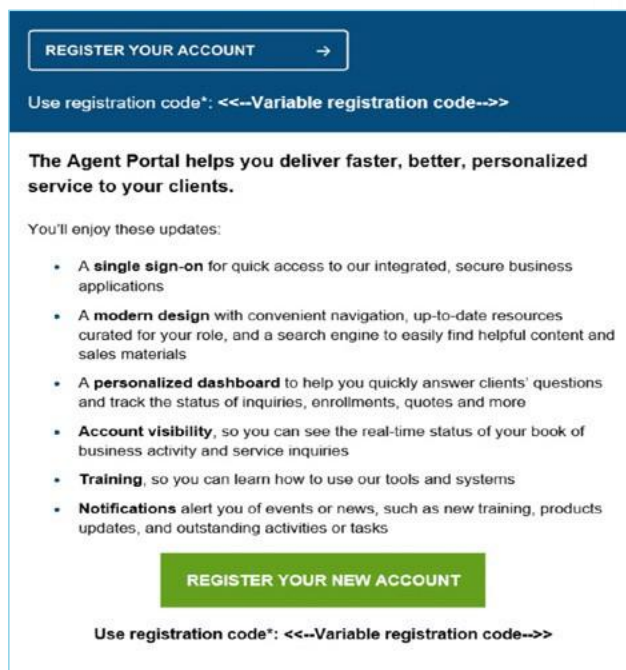
Please use this as a reference for your device.

Supported Browsers



Agent Portal Registration Email

- You have received an email for registering for the Agent Portal.
- Click the **Register for the Agent Portal** button in the email.
- This email contains your registration code.



REGISTER YOUR ACCOUNT →

Use registration code*: <<--Variable registration code-->>

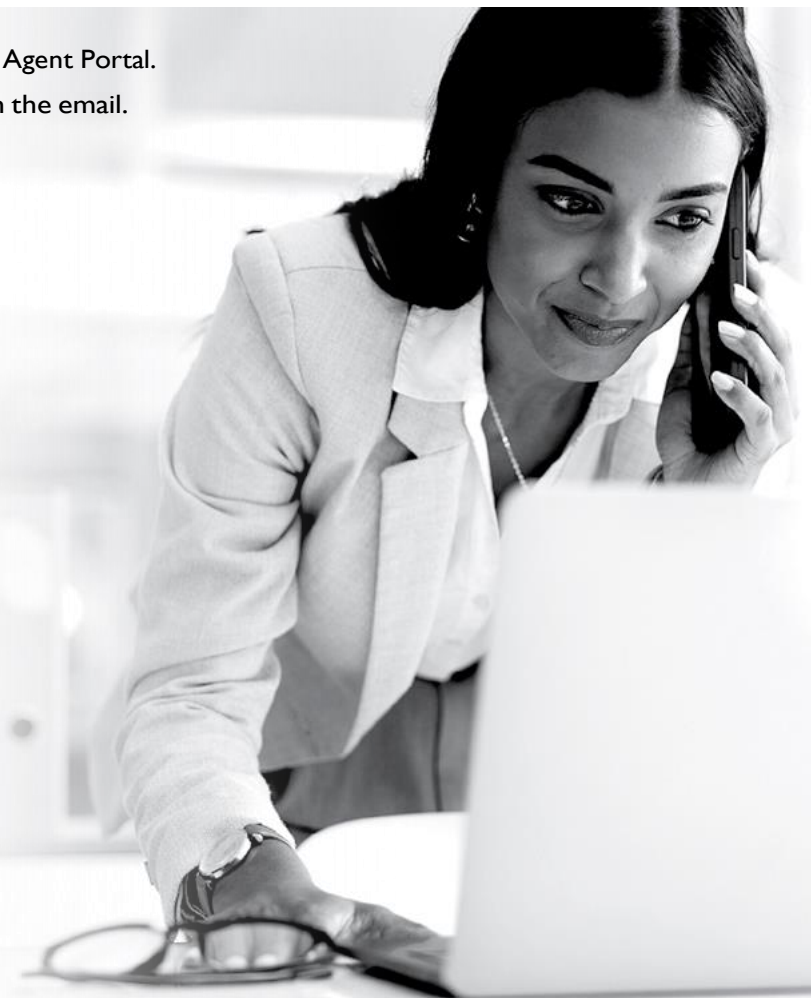
The Agent Portal helps you deliver faster, better, personalized service to your clients.

You'll enjoy these updates:

- A **single sign-on** for quick access to our integrated, secure business applications
- A **modern design** with convenient navigation, up-to-date resources curated for your role, and a search engine to easily find helpful content and sales materials
- A **personalized dashboard** to help you quickly answer clients' questions and track the status of inquiries, enrollments, quotes and more
- **Account visibility**, so you can see the real-time status of your book of business activity and service inquiries
- **Training**, so you can learn how to use our tools and systems
- **Notifications** alert you of events or news, such as new training, products updates, and outstanding activities or tasks

REGISTER YOUR NEW ACCOUNT

Use registration code*: <<--Variable registration code-->>



Registration Reminder Email (After 21 days)

You will receive a reminder email if you have not registered after 21 days. To obtain a new registration code after the initial code expires, reach out to Web Help Desk at **877-258-3932**. Hours of operation are Monday through Friday 8am to 8pm ET.

Register

Click *Register Now*.

We noticed that you haven't registered your account for the redesigned Agent Portal. As a friendly reminder, your registration code will expire in seven days. Use the link and code below to register. It will only take a couple minutes to complete.

REGISTER YOUR ACCOUNT →

Use registration code: <<--Variable registration code-->>

If you have any issues registering, contact the Web Support Help Desk at 1-877-258-3932, Monday through Friday from 8 a.m. to 8 p.m. Eastern time.

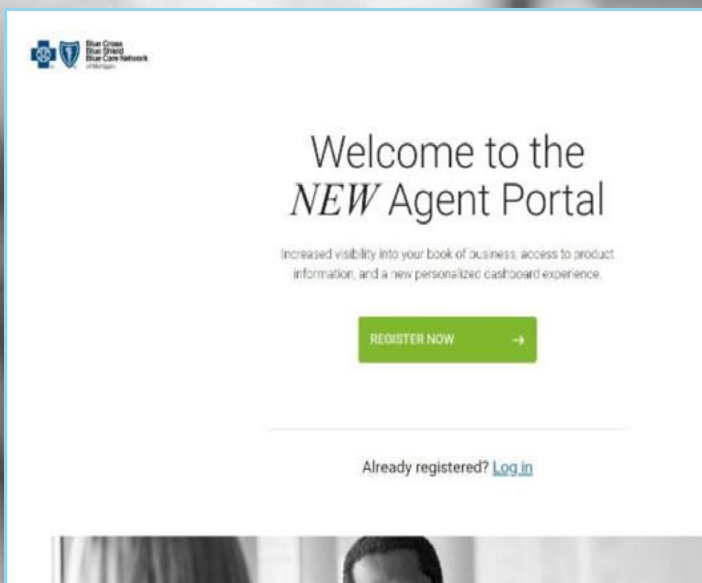
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REGISTER YOUR NEW ACCOUNT

Use registration code: <<--Variable registration code-->>



Terms and Conditions

Review the Terms and Conditions

Acknowledge you have reviewed and accept the Terms and Conditions by checking the box.

- Click **Continue**.

ii. Immediately change User's password to prevent improper or illegal access to the Website if User thinks his or her password has been improperly used or disclosed.

iii. Immediately notify BCBSM/BCN's Corporate Anti-Fraud Hotline: (800) 482-3787 or Fraud, Waste and Abuse Hotline (Medicare): (888) 650-8136 if User believes anyone has attempted to use username or password or has improperly obtained any personal or medical data from the Website.

iv. Shall hold all personal and medical information confidential, using the same care as a reasonable person in similar circumstances would use to protect his or her own personal and medical information and comply with all applicable laws and regulations, including the Health Insurance and Portability Act of 1996, as amended.

I acknowledge that I have read and agree to the terms and conditions above.

[CONTINUE](#) →

User Verification

- Enter your last name.
- Enter the last 4 digits of the phone number that is registered with Blue Cross.
- Enter your registration code.
This code can be found in the registration email you received.
- If you don't have this information, call Web Support at **1-877-258-3932** from 8 a.m. to 8 p.m. Eastern Monday through Friday.

Verify It's You

Verify it's you by providing the information below, including the Registration Code that was shared in your invitation to register.

Password and Security Questions

Enter and confirm your password. Your password must contain:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name

Password*

Confirm Password*

CONTINUE →

Set Password

- Enter a unique password that meets the requirements outlined on the page.
- Click **Continue**.

Choose security questions that only you know the answer to, and that cannot be easily guessed or researched by others.

Security Question 1*
What city were you born in?

Answer*

Security Question 2*
What is your favorite food?

Answer*

CONTINUE →

Set Security Questions

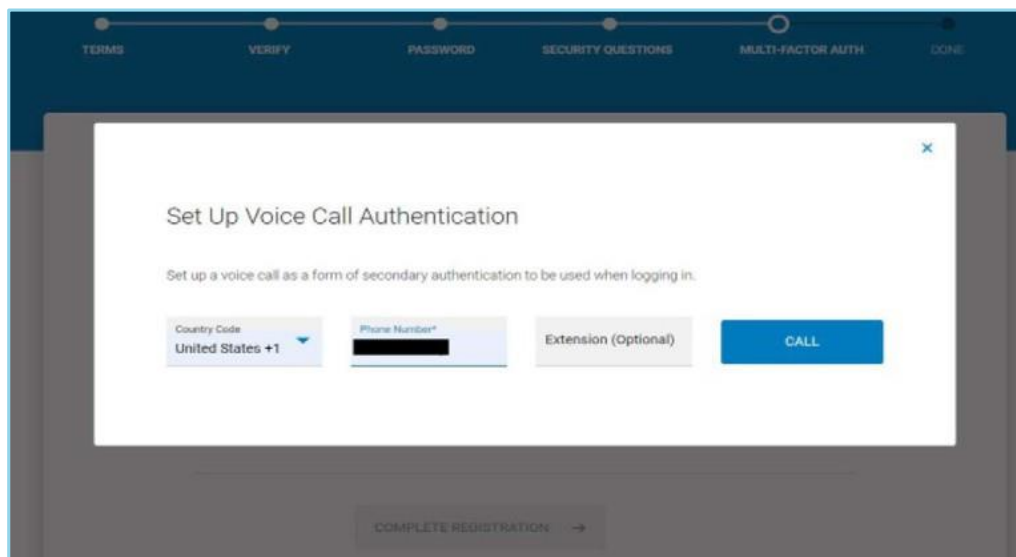
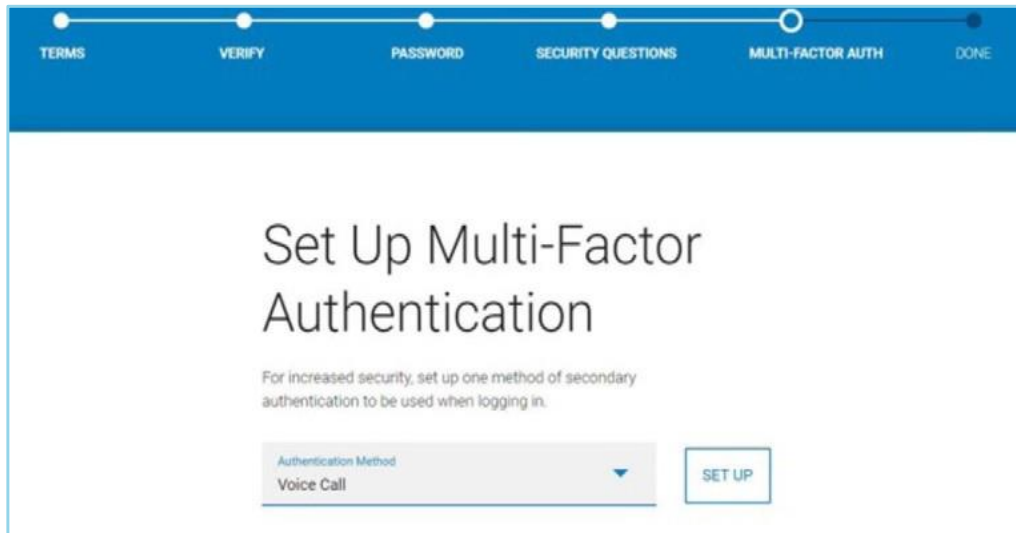
- Select security questions and provide answers.
- Note that security question answers are case-sensitive.
- Click **Continue**.

Multifactor Authentication

SMS Authentication

- Select **SMS Message** from the drop-down.
- Click **Set Up**.
- Enter the phone number to be used for authentication.

- Click **Send Code**.
- An SMS containing a unique code will be sent to your phone.
- Enter the code from the SMS and click **Continue**.

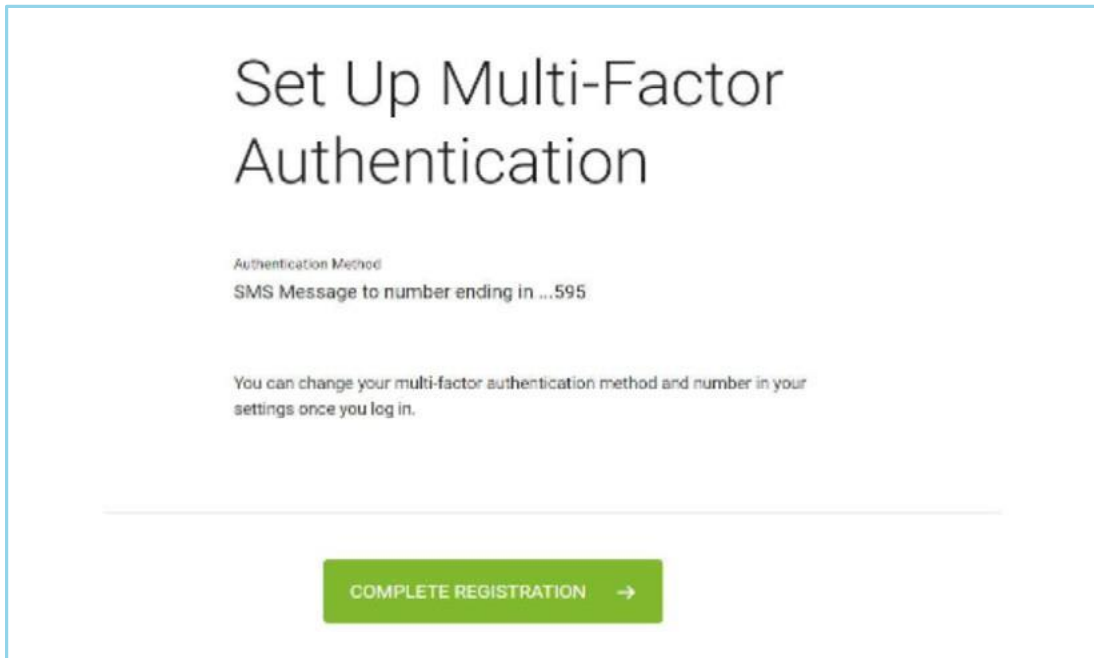


Voice Call Authentication

- If you would prefer a phone call rather than a text, select the voice call authentication option.
- Click **Set Up**.
- Enter the phone number to be used for authentication.
- Click **Call**.
- You will immediately receive an automated phone call providing the code.
- Enter the code from the phone call and click **Continue**.

Complete Registration

Click **Complete Registration**.



Set Up Multi-Factor Authentication

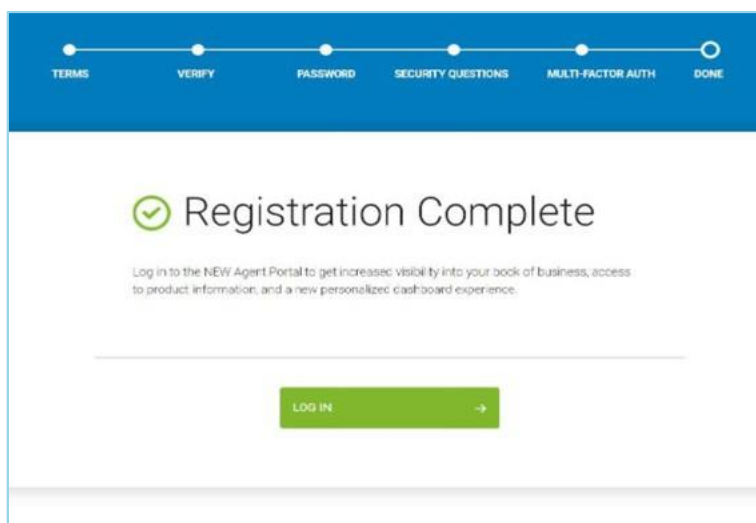
Authentication Method
SMS Message to number ending in ...595

You can change your multi-factor authentication method and number in your settings once you log in.

COMPLETE REGISTRATION →

Registration is complete!

- Click *Log In*.



TERMS VERIFY PASSWORD SECURITY QUESTIONS MULTI-FACTOR AUTH DONE

Registration Complete

Log in to the NEW Agent Portal to get increased visibility into your book of business, access to product information, and a new personalized dashboard experience.

LOG IN →


Forgot password'." data-bbox="500 647 971 894"/>

Log in to the
NEW Agent Portal

Increased visibility into your book of business, access to product information, and a new personalized dashboard experience.

Log In

Email*
|

Password* 

LOG IN →

Trouble logging in? [Forgot password](#)



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