

## Registration for Online Access to Member Account Information

Your Plan Administration Office is pleased to provide you with a secure portal to access your personal health and pension plan information.

The **four steps** to register for this new portal are below.

[Click this link to access the portal](#)

**Step 1:** Once on the login page, [click on “Create Account”](#).



### Access your benefits.

Check your benefits 24/7, no need to call the fund office. Login with your email and password to continue.

<input type="text" value="someone@example.com"/>
<input type="password" value="Password"/> 
<input type="button" value="Log In"/>
<input type="button" value="Create Account"/>

**Step 2: Enter your information in the required fields.** The information from each of these fields **must match the personal information on our records exactly**. Please ensure that you include the space in the postal code of your home mailing address (the example below uses the postal code “A1A 1A1” to illustrate the correct format). Your account username will be the email address that you enter. Once you have entered your information in the required fields, click “Next.”

#### Registration: Create Your Account

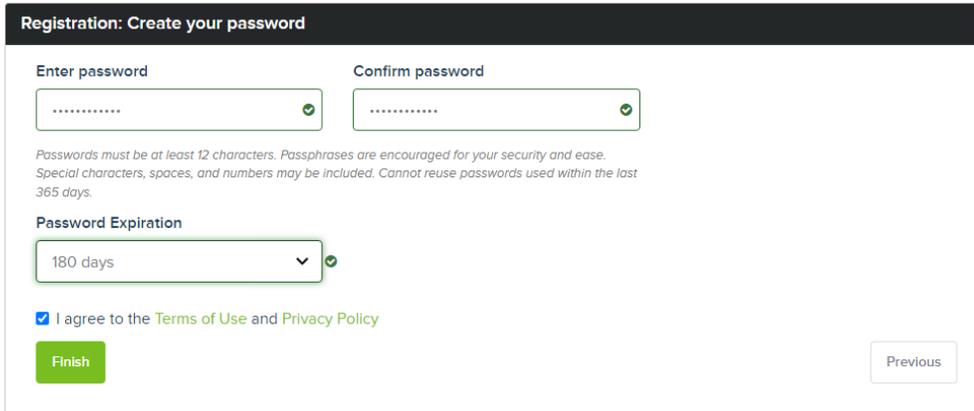
<b>Email</b> <input type="text" value="someone@example.com"/>	<b>Confirm Email</b> <input type="text" value="someone@example.com"/>	<p>Get access to your benefits information anytime. Membership is FREE for members.</p> <p>Need Help? Click <a href="#">here</a> to learn how to create your MemberXG account.</p>
<b>First Name</b> <input type="text"/>	<b>Last Name</b> <input type="text"/>	
<b>Plan Member ID</b> <input type="text" value="Plan Member ID"/>	<b>Date of Birth</b> <input type="text" value="MM/DD/YYYY"/> 	
<b>ZIP Code/Postal Code</b> <input type="text" value="ZIP/Postal Code"/>	<b>Mobile Phone (optional)</b> <input type="text" value="(123) 456-7890"/>	
<input type="button" value="Next"/>		

Your Plan Member ID can be found on your GreenShield benefit card



If you do not have one, contact the Plan Administration Office

**Step 3: Create and confirm your password.** Your password must contain a minimum of 12 characters. You can click the “eye” icon on the right side of the bar where you are typing in the password to view and verify what you entered. Choose a password expiration date, **agree to the Terms of Use and Privacy Policy**, and click the “Finish” button to continue.



Registration: Create your password

Enter password Confirm password

..... ✓

..... ✓

Passwords must be at least 12 characters. Passphrases are encouraged for your security and ease. Special characters, spaces, and numbers may be included. Cannot reuse passwords used within the last 365 days.

Password Expiration

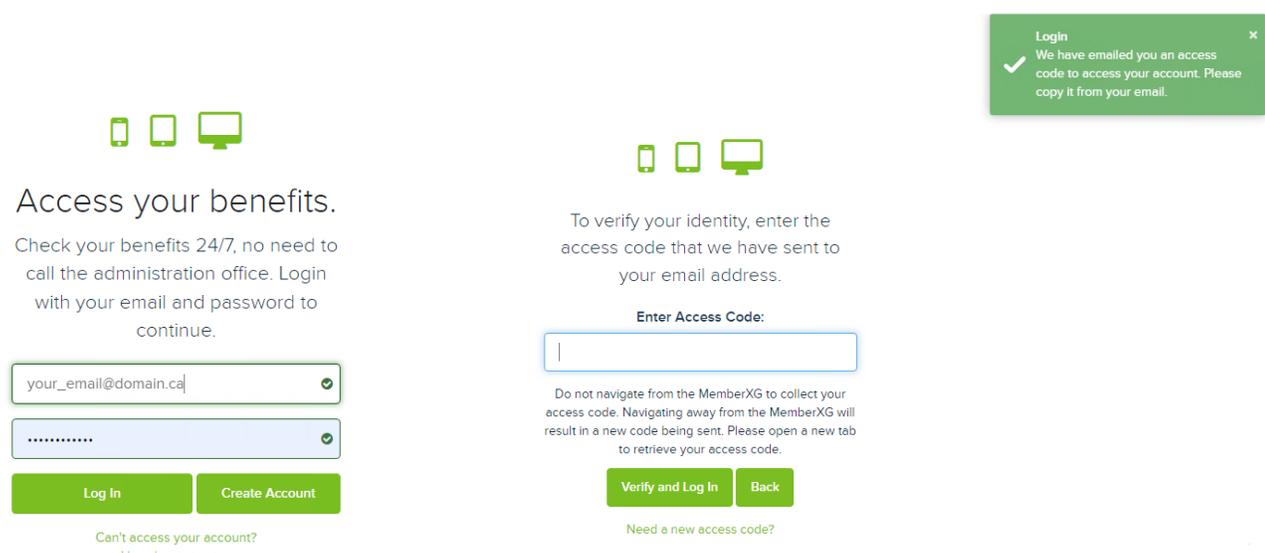
180 days ✓

I agree to the [Terms of Use and Privacy Policy](#)

Finish Previous

**Step 4:** After the registration is complete, your session will be returned to the login page. **Enter your email and password.**

**An access code will be sent to your email when you first log in.** Copy and paste or type this access code into the Member Portal window to gain access to your online account. **The access code will expire in 10 minutes.** You can request another code to be resent if you are unable to enter the code within the required time.



Access your benefits.

Check your benefits 24/7, no need to call the administration office. Login with your email and password to continue.

your\_email@domain.ca ✓

..... ✓

Log In Create Account

[Can't access your account?](#)

To verify your identity, enter the access code that we have sent to your email address.

Enter Access Code:

.....

Do not navigate from the MemberXG to collect your access code. Navigating away from the MemberXG will result in a new code being sent. Please open a new tab to retrieve your access code.

Verify and Log In Back

[Need a new access code?](#)

Login

✓ We have emailed you an access code to access your account. Please copy it from your email.

The access code is part of the web security practices in place to keep your information secure. You will receive an access code the first time you access the Member Portal for each device you use to log in or if you change your account.

**Once you enter your access code, your registration is complete!**