



UPHP Member Portal Registration Guide

Contents

REGISTRATION 2

FORGOT USER ID 4

FORGOT PASSWORD..... 5

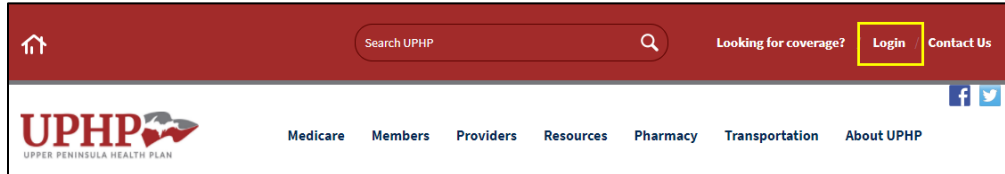
LOCKED ACCOUNT 6

Registration

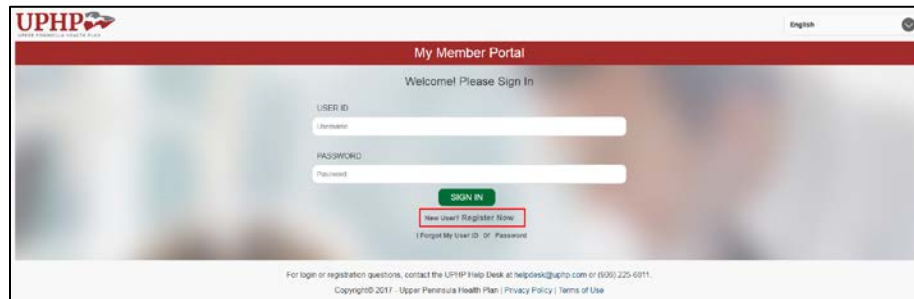
The UPHP Member Portal is available to all members that are currently active with UPHP. To register for the portal, please follow the steps below.

For any login or registration questions, please contact the UPHP Help Desk at helpdesk@uphp.com or call (906) 225-6811.

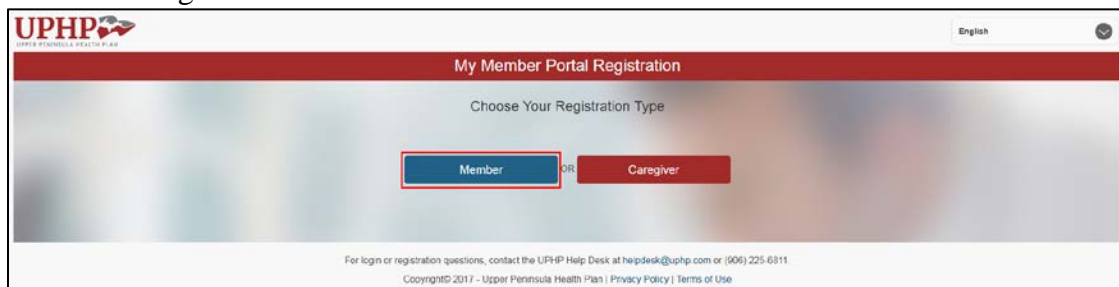
1. Go to **www.uphp.com**
2. Click **Login** on the top of the page, then select **Member Login**



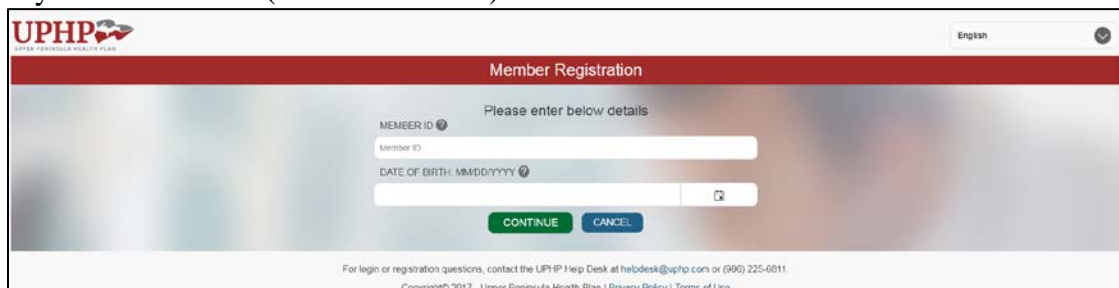
3. The My Member Portal page will appear:
Click **Register Now**



Select **Member** to register



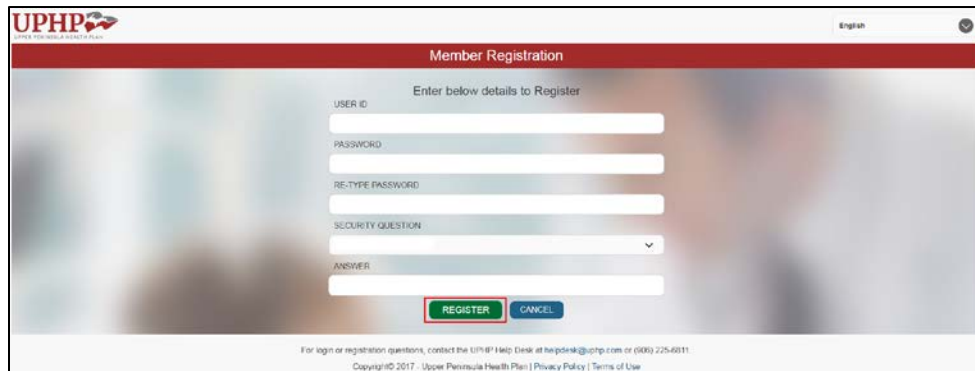
4. Enter the required details on the Member Registration Page and click **Continue**:
 - Enter your UPHP Member ID (Found on your UPHP ID Card)
 - Enter your date of birth (MM/DD/YYYY)



5. Create a User ID, Password, and Security Question/Answer. Click **REGISTER**:

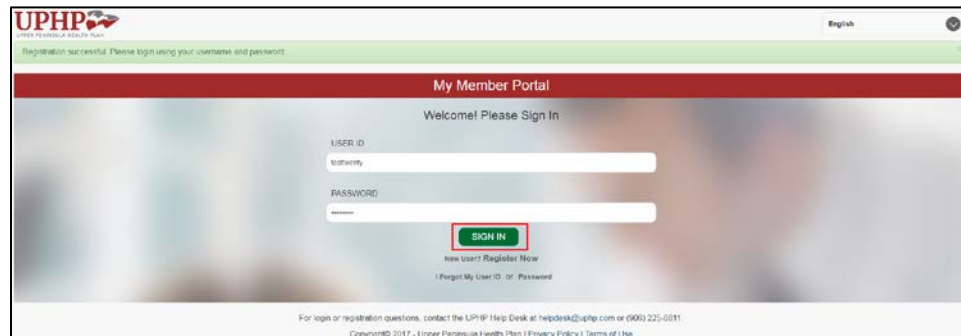
- Suggested User ID: First initial and Last Name (i.e. JSmith)
- Password Requirements:
 - Seven (7) characters
 - One uppercase letter
 - One lowercase letter
 - One number
 - One punctuation symbol

Please keep track of your User ID and Password for future logins



The screenshot shows the UPHP Member Registration page. At the top left is the UPHP logo and the text "UPPER PENINSULA HEALTH PLAN". At the top right is a language selector set to "English". The main heading is "Member Registration". Below this is the instruction "Enter below details to Register". The form contains the following fields: "USER ID", "PASSWORD", "RE-TYPE PASSWORD", "SECURITY QUESTION" (with a dropdown arrow), and "ANSWER". At the bottom of the form are two buttons: "REGISTER" (highlighted with a red box) and "CANCEL". At the very bottom, there is a footer with contact information: "For sign or registration questions, contact the UPHIP Help Desk at helpdesk@uphp.com or (909) 225-6011" and "Copyright © 2017 - Upper Peninsula Health Plan | Privacy Policy | Terms of Use".

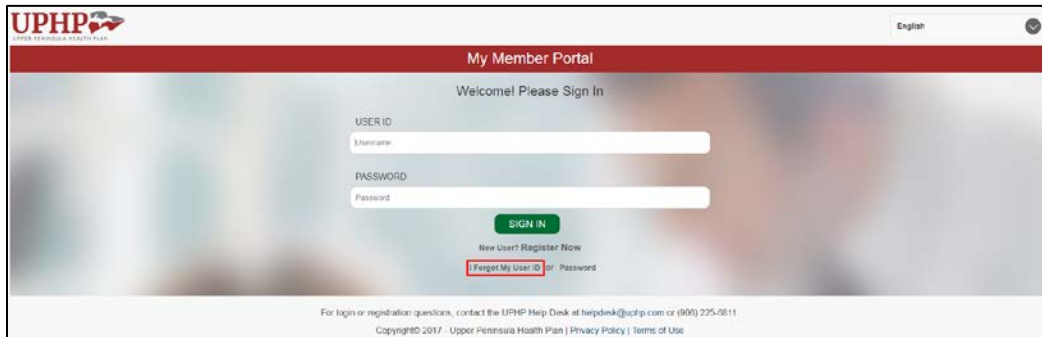
6. After registering a green confirmation message will appear. Enter the User ID and Password created in Step 5 above and click **SIGN IN**:



The screenshot shows the UPHP My Member Portal sign-in page. At the top left is the UPHP logo and the text "UPPER PENINSULA HEALTH PLAN". At the top right is a language selector set to "English". A green banner at the top contains the message "Registration successful! Please sign using your username and password!". The main heading is "My Member Portal". Below this is the instruction "Welcome! Please Sign In". The form contains two fields: "USER ID" (with the text "username" inside) and "PASSWORD" (with a masked password "*****" inside). At the bottom of the form is a "SIGN IN" button (highlighted with a red box). Below the button are two links: "New User? Register Now" and "Forgot My User ID or Password". At the very bottom, there is a footer with contact information: "For sign or registration questions, contact the UPHIP Help Desk at helpdesk@uphp.com or (909) 225-6011" and "Copyright © 2017 - Upper Peninsula Health Plan | Privacy Policy | Terms of Use".

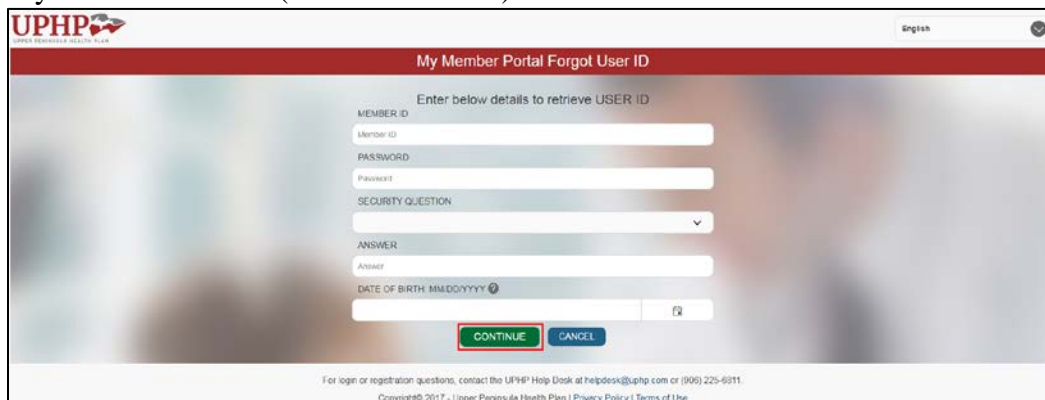
Forgot User ID

If at any time you forget your Member Portal User ID click on **Forgot My User ID** on the Member Portal sign in page:



1. Enter the information for each field:

- Enter UPHP Member ID (Found on your UPHP ID Card)
- Enter Member Portal password
- Select the Security Question used when you created your account
- Enter the Answer to the Security Question
- Enter your Date of Birth (MM/DD/YYYY)

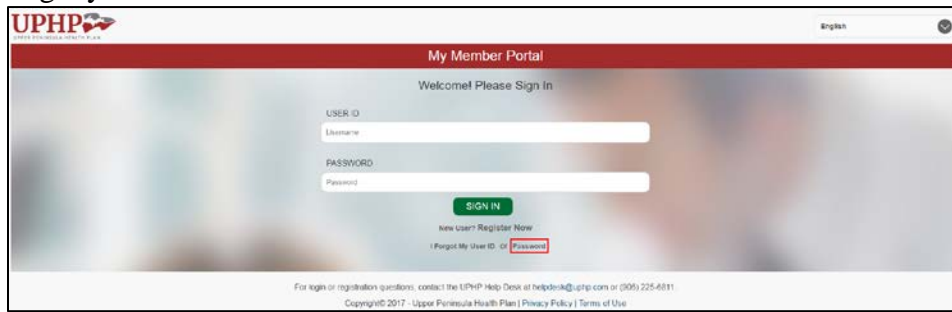


2. Click **Continue** to see your User ID:



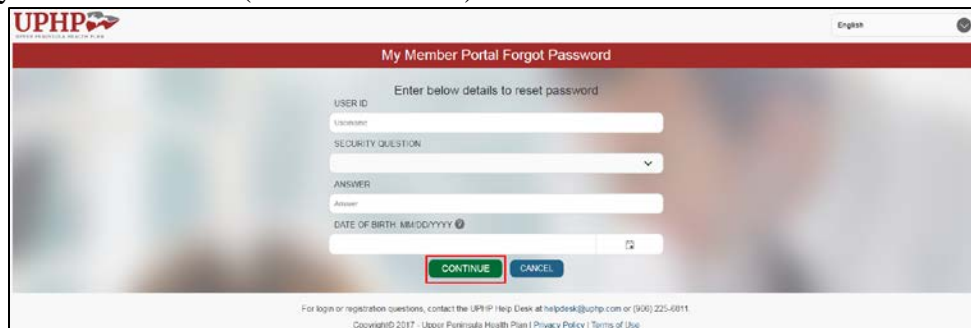
Forgot Password

If at any time you forget your Member Portal Password click on **Password** on the Member Portal sign in page:



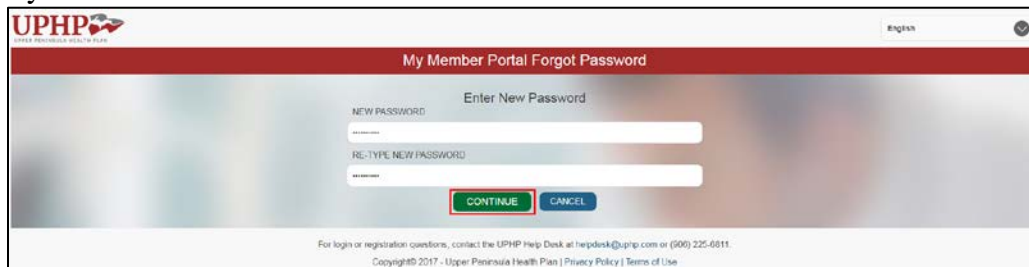
1. Enter the information for each field:

- Enter Member Portal User ID
- Select the Security Question used when you created your account
- Enter the Answer to the correct Security Question
- Enter your Date of Birth (MM/DD/YYYY)

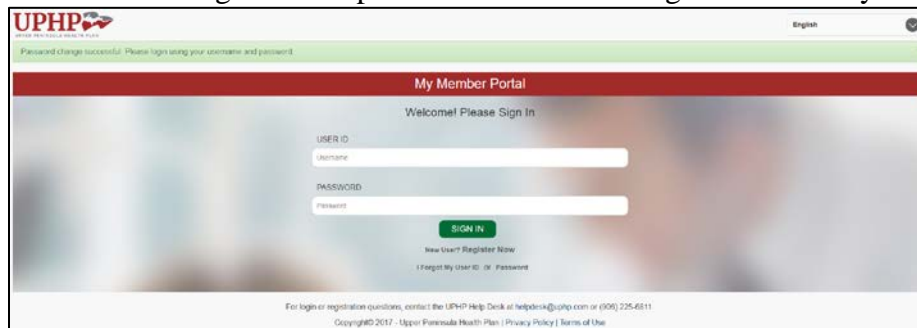


2. Click **Continue** to create a new password:

- Enter your new Password twice to validate it.

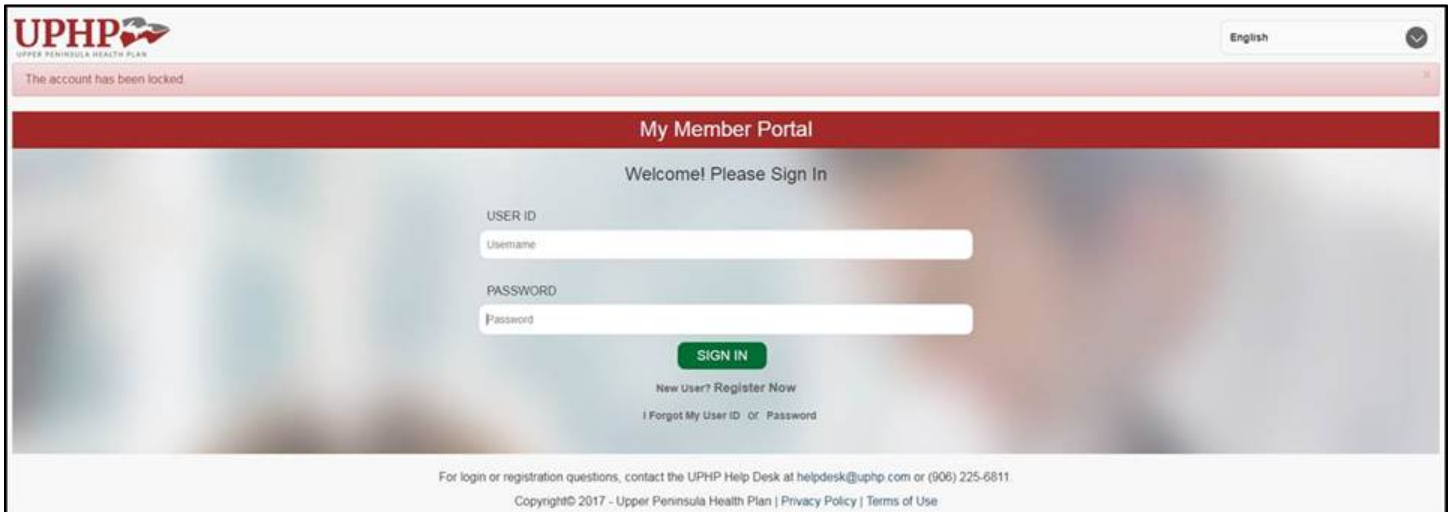


- You will receive a message that the password has been changed successfully



Locked Account

After three (3) wrong attempts to log into the Member Portal your account will be locked for 15 minutes. After 15 minutes you can try logging in again or follow the Forgot User ID and/or Forgot Password steps to verify your User ID or change your password.



The screenshot shows the UPHP Member Portal login page. At the top left is the UPHP logo with the text "UPPER PENINSULA HEALTH PLAN". At the top right is a language dropdown menu set to "English". A red banner at the top contains the message "The account has been locked." Below this is a dark red header with the text "My Member Portal". The main content area has a light blue background with the text "Welcome! Please Sign In". There are two input fields: "USER ID" with a placeholder "Username" and "PASSWORD" with a placeholder "Password". Below the fields is a green "SIGN IN" button. Underneath the button are links for "New User? Register Now" and "I Forgot My User ID or Password". At the bottom, there is a footer with contact information: "For login or registration questions, contact the UPHP Help Desk at helpdesk@uphp.com or (906) 225-6811." and "Copyright © 2017 - Upper Peninsula Health Plan | Privacy Policy | Terms of Use".