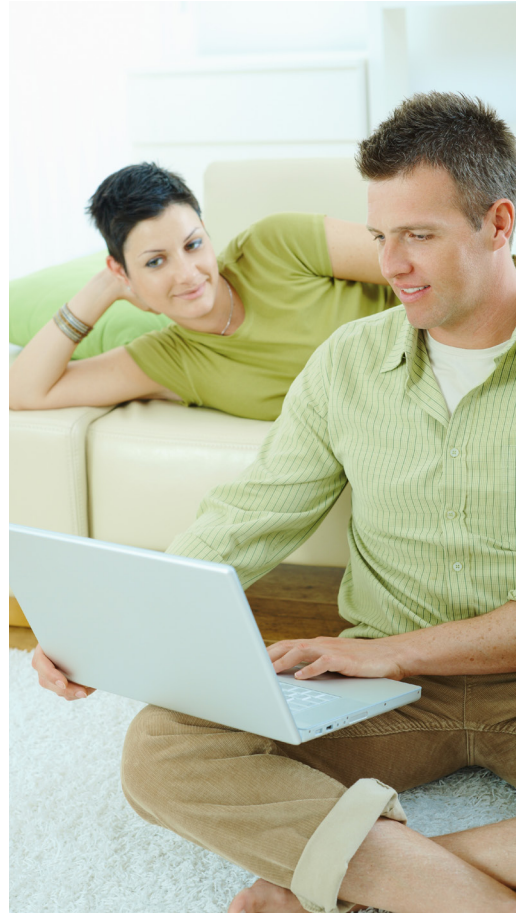


# Why do I have to register again?

**We need your help.** You asked us to make the Alberta Blue Cross member site sign in process more user-friendly. To do this, we'll need you to go through a short registration process again.

While the site content won't change much, you'll notice these two differences.

- 1 After registering again, you'll no longer need to enter your group or policy and ID number to sign in. You'll be able to choose your own password and login ID to sign in to the Alberta Blue Cross member site (as long as no one else has chosen it). You can even use an email address as your login ID if that's what you prefer.
- 2 If you have more than one Alberta Blue Cross benefit plan you'll be able to use one login ID and password to view them all without signing in and out of multiple accounts. To view additional plans, you'll go to **Your profile**, select **Manage multiple plans** from the drop-down menu and then enter the other plan's information.



## Frequently asked questions

### ***Will I have to re-enter any information inside the site?***

After you register again you'll be able to access the same information as before. This includes your banking information for direct deposit, your claim history and how much of your benefit maximum you've already used.

### ***Can I use the same password that I used before?***

Yes, as long as your old password meets our security requirements. It must contain between eight and 50 characters and include at least one number and one letter. Passwords are also case sensitive and cannot be the same as your login ID.

Our site works best with the most recent version of Internet Explorer, Firefox and Chrome. Thank you for your patience as we work to improve our member site. This site update will enable us to provide you with even more self-serve and security enhancements in the future.

## Need help?

As always, our Customer Services team is here to help answer any of your questions. Our offices are open Monday to Friday, 8:30 a.m. to 5 p.m. Mountain Time. You can reach us by phone toll free at 1-800-661-6995.