# A Client's Guide To Registering on mypromisehealthplan.com

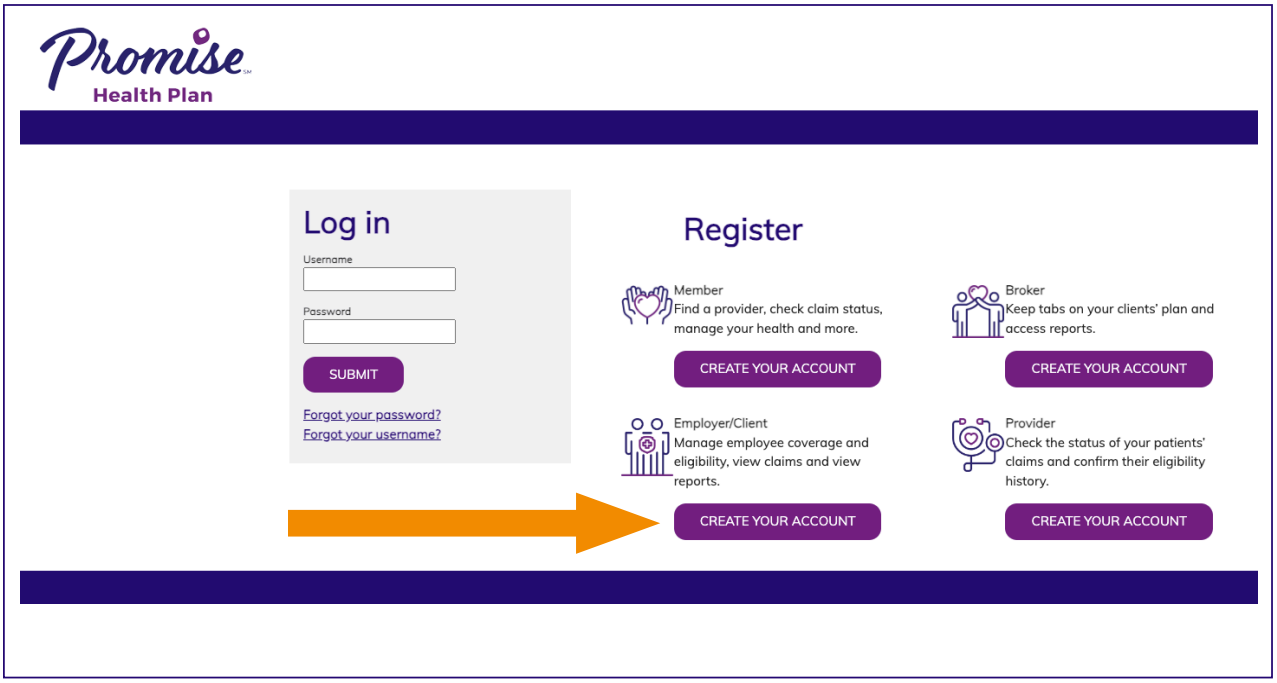
Promise℠ Health Plan

## To register as a client on mypromisehealthplan.com for the first time, you will need to follow these steps:

### Step One: Create an Account

Go to **mypromisehealthplan.com** and select the **Create Your Account** button.

Each client administrator will need to create their own account.

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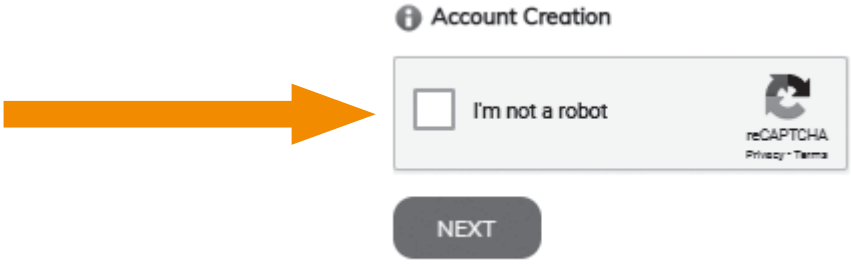
### Step Two: Account Creation

Check the box before "I'm not a robot."

Click the **Next** button.



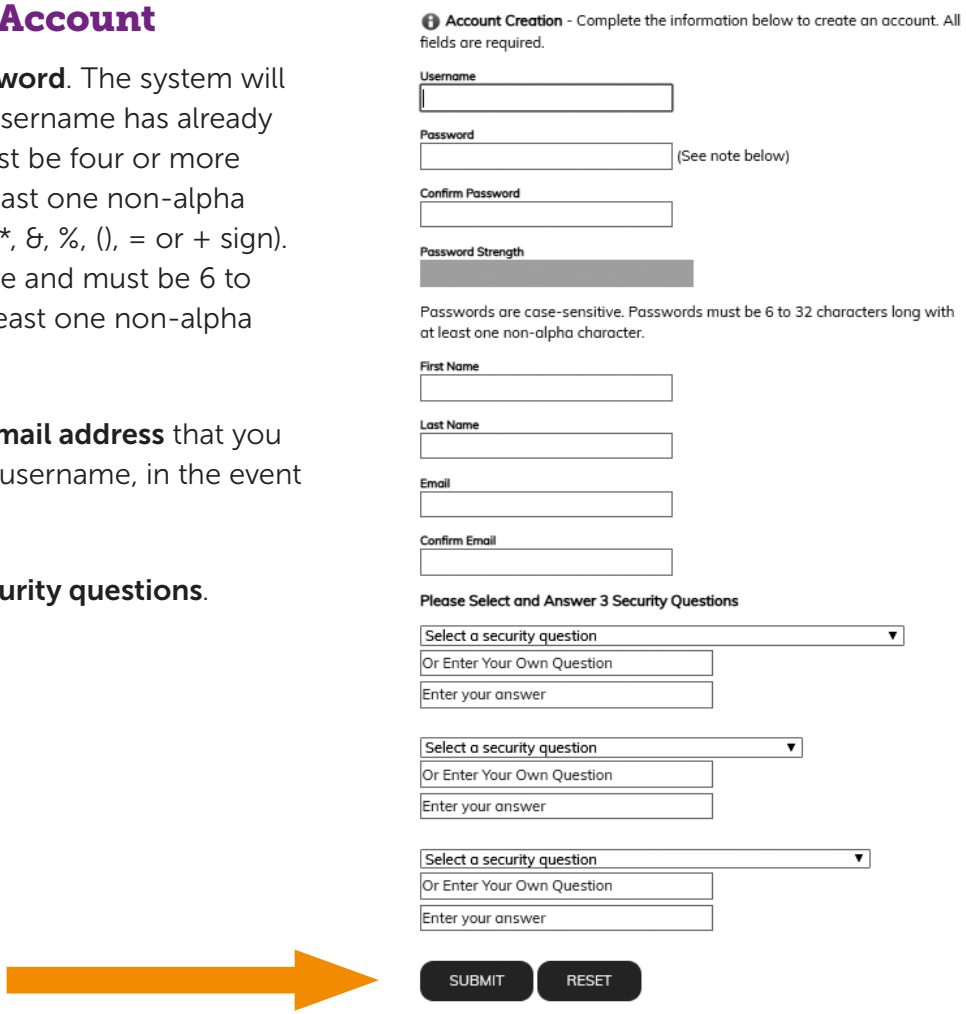
## Step Three: Create an Account

a. Enter a **username** and **password**. The system will tell you immediately if the username has already been taken. Usernames must be four or more characters and contain at least one non-alpha character (not including an *, &, %, (), = or + sign). Passwords are case-sensitive and must be 6 to 32 characters long with at least one non-alpha character.

b. Enter your **name** and the **e-mail address** that you want to use to recover your username, in the event you forget it.

c. Select and answer three **security questions**.

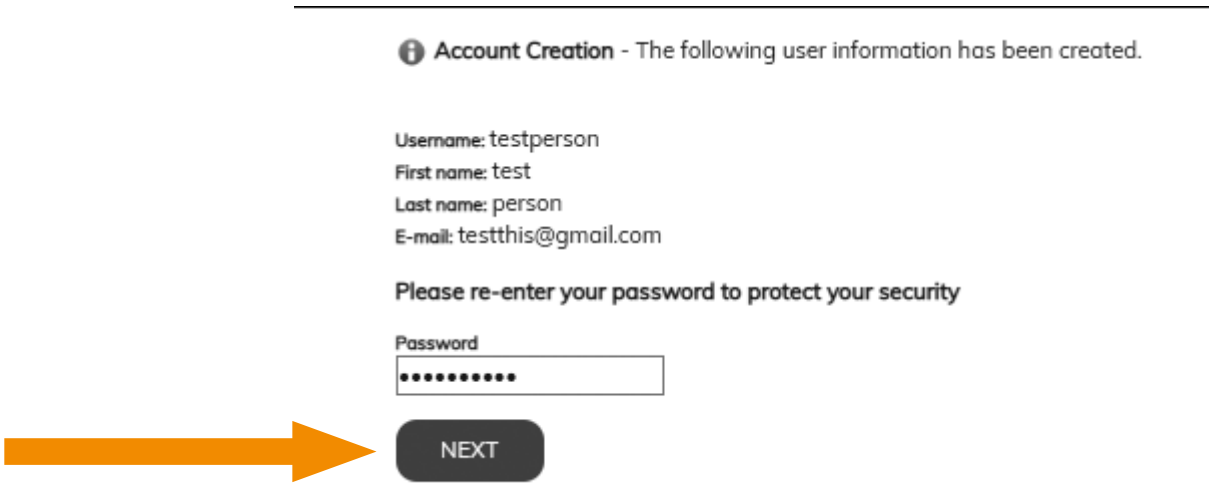
d. Select the **Submit** button.




**Note:** If at any time, you forget your username or password, you can select the appropriate link under the login button on the home page, and then follow the prompts.

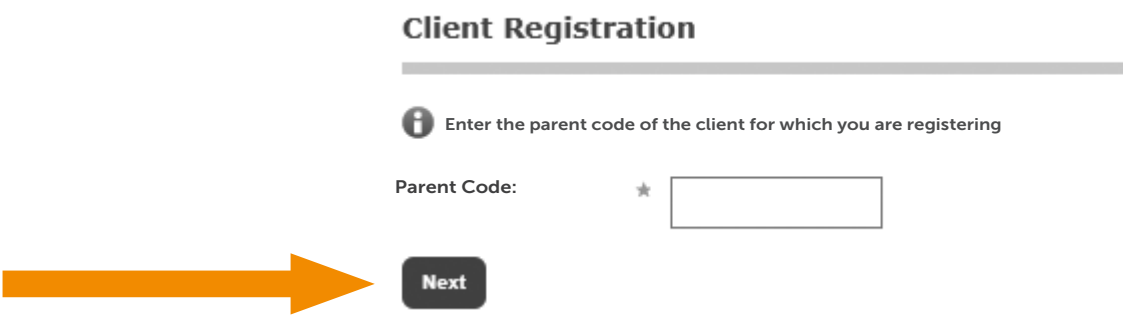
## Step Four: Confirm Account Creation

Re-enter the password you created to confirm your account creation. Select the **Next** button.



## Step Five: Enter Parent Code

Enter the password you've just created and click **Next**.

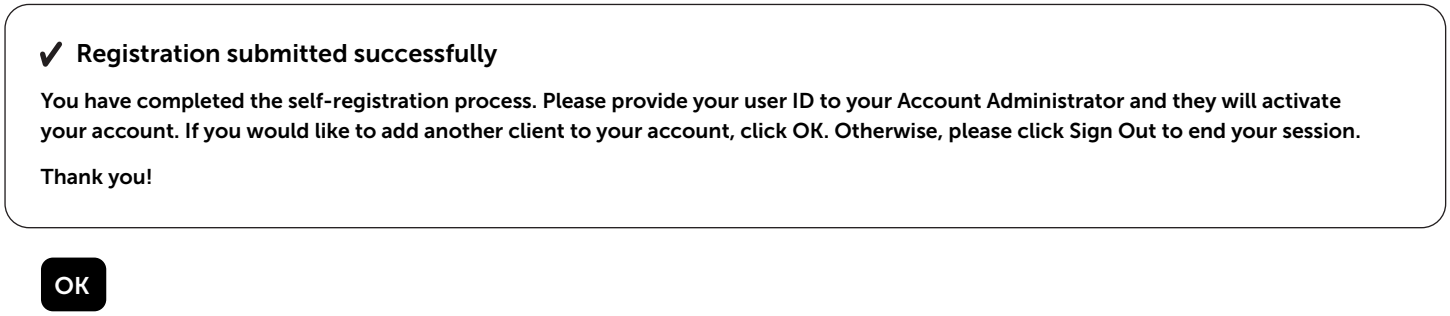



Enter the 2-character client code and 3-character library code provided to you by your Client Manager. This step connects your username to your client account (example: XY-ZZZ).

## Step Six: Complete Registration

With a valid code, you will see a message instructing you to provide your user id to your account administrator to complete the registration process, and how to request additional client codes for your account.

Your account administrator or client manager will then assign permissions, activate the account and let you know when you can start using the portal.




**Once you're registered on this site, please be sure to bookmark it as a favorite, and return directly to mypromisehealthplan.com for all future visits.**

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