



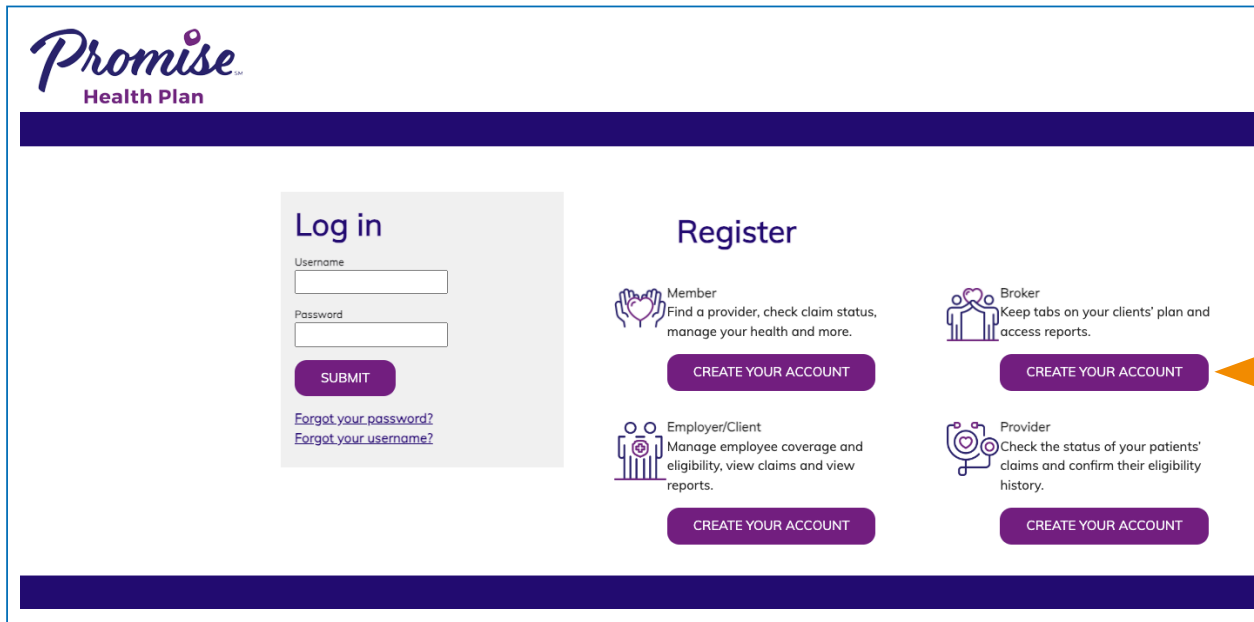
# A Broker's Guide To Registering on [mypromisehealthplan.com](https://mypromisehealthplan.com)

To register as a broker on [mypromisehealthplan.com](https://mypromisehealthplan.com) for the first time, you will need to follow these steps:

## Step One: Create an Account

Go to [mypromisehealthplan.com](https://mypromisehealthplan.com) and select the **Create Your Account** button.

Each broker administrator will need to create their own account.



**Promise Health Plan**

**Log in**

Username

Password

**SUBMIT**

[Forgot your password?](#)  
[Forgot your username?](#)

**Register**

**Member**  
Find a provider, check claim status, manage your health and more.  
**CREATE YOUR ACCOUNT**

**Broker**  
Keep tabs on your clients' plan and access reports.  
**CREATE YOUR ACCOUNT**

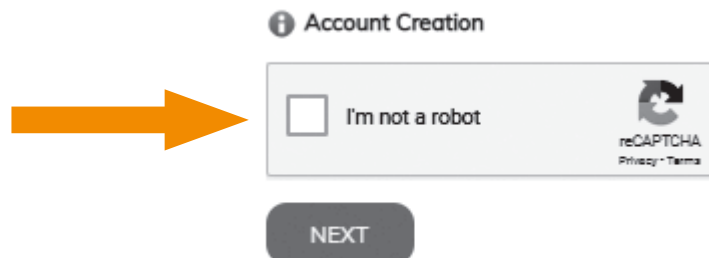
**Employer/Client**  
Manage employee coverage and eligibility, view claims and view reports.  
**CREATE YOUR ACCOUNT**

**Provider**  
Check the status of your patients' claims and confirm their eligibility history.  
**CREATE YOUR ACCOUNT**

## Step Two: Account Creation

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

Click the **Next** button.



**Account Creation**

☐ I'm not a robot

reCAPTCHA  
[Privacy](#) - [Terms](#)

**NEXT**

## Step Three: Create an Account

- 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.
- Enter your **name** and the **e-mail address** that you want to use to recover your username, in the event you forget it.
- Select and answer three **security questions**.
- Select the **Submit** button.

**Account Creation** - Complete the information below to create an account. All fields are required.

Username

Password  (See note below)

Confirm Password

Password Strength

Passwords are case-sensitive. Passwords must be 6 to 32 characters long with at least one non-alpha character.

First Name

Last Name

Email

Confirm Email

Please Select and Answer 3 Security Questions

Select a security question

Or Enter Your Own Question

Enter your answer

Select a security question

Or Enter Your Own Question

Enter your answer

Select a security question

Or Enter Your Own Question

Enter your answer

**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.

**Account Creation** - The following user information has been created.

Username: testperson  
First name: test  
Last name: person  
E-mail: testthis@gmail.com

Please re-enter your password to protect your security

Password

## Step Five: Enter Parent Code

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

**Client Registration**

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 Enter the parent code of the client for which you are registering

Parent Code: ★

 **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. You will also see instructions about 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.

### ✓ Registration submitted successfully

You have completed the self-registration process. Please provide your user ID to your Account Administrator and they will activate your account.

If you would like to add another client to your account, click OK. Otherwise, please click Sign Out to end your session.

Thank you!

**OK**

Once you're registered on this site, please be sure to bookmark it as a favorite, and return directly to [mypromisehealthplan.com](https://mypromisehealthplan.com) for all future visits.

