

Step by Step: Register for the Member Website

1

- Go to **HealthAdvocate.com/members**
- Type the name of your organization and select it from the drop-down box
- Click **Continue**

Welcome to your Health Advocate

To get started, please enter your organization:

Continue

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west

West is an insurance company. West's Health Advocate Solutions is not a direct healthcare provider, and is not affiliated with any insurance company or third party provider.

2

- Click **Register Now**

Welcome to Health Advocate

Not My Organization

Enter your username and password:

Username

Password

Remember Me?

Sign In

Forgot your username?
Forgot your password?

REGISTER NOW

Contact Us | Advocate

3

- Enter your personal information
- Then click **Save and Continue**

Register

Not My Organization

Personal Information > Account Information > Terms & Conditions

Enter your information exactly as it is documented with your organization or membership:

First Name

Last Name

Date of Birth: mm/dd/yyyy

ZIP Code

EXIT SAVE AND CONTINUE

4

- Create a unique username and password
- Provide an active email address
- Select security questions
- Then click **Save and Continue**

Personal Information > Account Information > Terms & Conditions

Username and Password

Create your username:

Create your password:

Confirm your password:

Password must be at least 6 characters in length.

Email

You'll need a valid email address to complete your registration.

Email

Confirm Email

Security Question 1

These questions and answers are used to recover or reset your password.

5

- Read Privacy Statement and Terms and Conditions
- Place a check mark in the box indicating the terms have been accepted
- Click **Register**

Personal Information > Account Information > Terms & Conditions

I have read and agree to the Privacy Statement and Terms and Conditions

EXIT REGISTER

6

- You will receive a message, congratulating you and advising you to sign in by clicking on **Continue**
- Verify your account through your email before logging in for the first time

New Member Registration

Congratulations,
the registration process is complete. You may now sign in.

CONTINUE

Having trouble accessing the website—we can help.



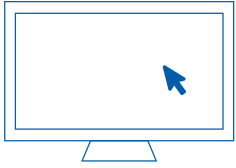
866.695.8622

Email: answers@HealthAdvocate.com
Web: HealthAdvocate.com/members

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HealthAdvocateSM



Step by Step: Two-Factor Authentication

7

- Log in using your username and password

8

- After logging in, you'll be asked to secure your account. Click **Request Code**

This important feature provides improved security and you will no longer be required to change your password every 90 days.

9

- Enter the verification code that is sent to you via email and click **Submit**
- You'll then be directed to the website

10

You will be asked to enable two-factor authentication each time you log in from a new device.

Once it is enabled on a device, you will not be asked to do so again on that device. You can manage your settings from the **Preferences** menu.

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