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# Recovering User Names & Resetting Passwords in the Retail Producer Portal

After going through the registration process, and receiving your registration confirmation email, you can go to the [Retail Producer Portal](#), log in and use the site.

You should bookmark the login page or save it to your favorites.

1. Enter the User Name you created during the registration process. If you forgot your User Name, see the next page.
2. Enter the Password you created during the registration process. If you forgot your Password, see pages 2-3 to reset it.

**Retail Producer Portal**

Menu Account

**Please Sign-In**

User Name  
User Name 1

Password  
Password 2

Register Login 3

Forgot User Name?  
Reset Password?

**Welcome**

Welcome to the Retail Producer Portal.  
This site provides 24-hour access to information and tools to help you better manage your business and service your clients.

You can:

- Check the status of your applications and current business
- Search for clients using preset quick or advanced searches
- Verify payment status
- Download forms
- Access training materials

**Jeffery Welch**  
Divisional Vice President, Consumer Markets Sales

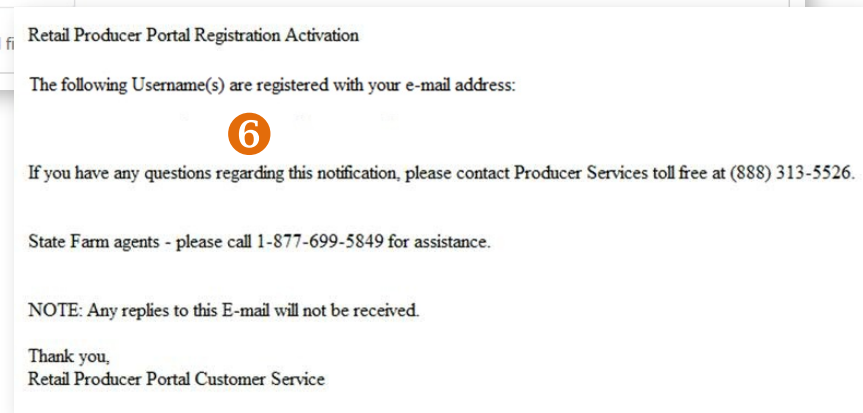
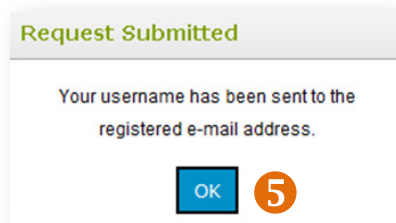
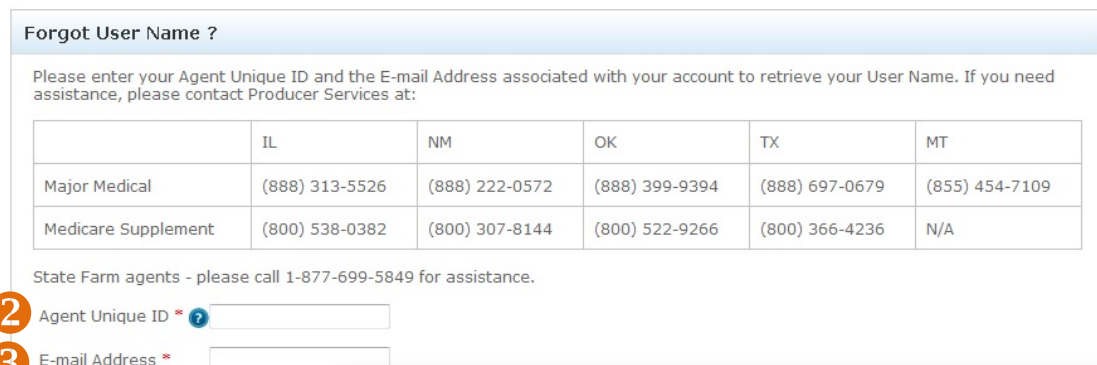
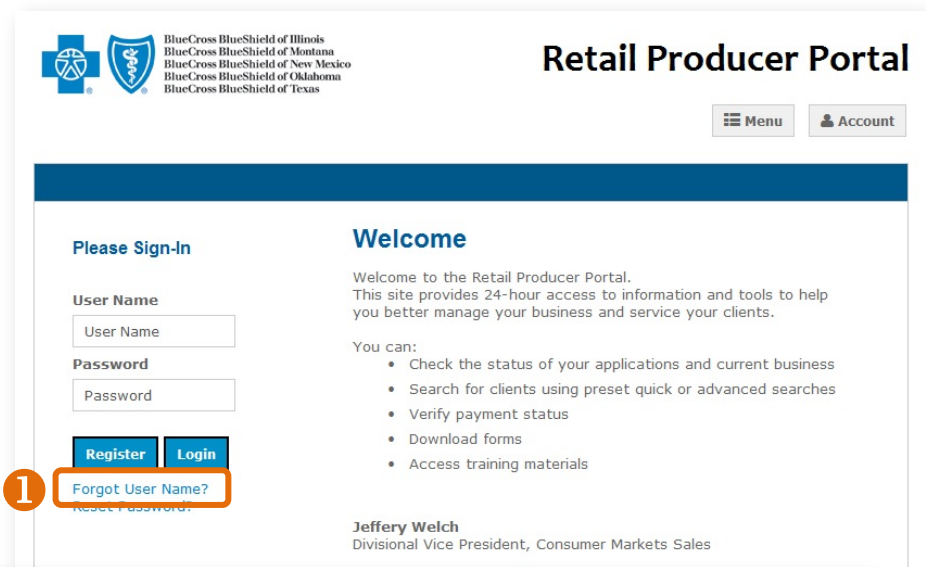
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# Recover Your User Name

If you forget your User Name at any time, follow these steps.

1. On the login page, click on the "Forgot User Name?" link.
2. In the "Forgot User Name?" area, enter the "Agent Unique ID" in the space provided. This is your nine-digit producer number that was included in your "Welcome" email after you completed our contracting/onboarding process.
3. Enter the email address associated with the account in the space provided.
4. Click the "Submit" button.
5. A confirmation message appears letting you know that we sent your user name in an email to your email address on file. Click the "OK" button.
6. You'll receive an email with your user name. If you don't see the email in your inbox, check your spam or junk folder. Return to the [Retail Producer Portal](#) and enter your user name and password.



# Reset Password

If you forget the password you originally used to set up your account, follow these steps to create a new password.

1. On the login page, select the "Reset Password?" link.
2. Enter the user name in the space provided.
3. Enter the email address associated with the account in the space provided.
4. Click the "Submit" button.
5. A confirmation message appears letting you know that we sent you a temporary password to your email address on file. Click the "OK" button. We send you an email with the subject line of "Retail Producer Portal Password Reset." The email includes a case-sensitive temporary password.
6. Return to the [Retail Producer Portal](#) and enter your user name
7. Enter the temporary password from the email and click on the "Login" button.

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## Retail Producer Portal

Menu Account

**Please Sign-In**

User Name

Password

Register Login

Forget User Name?  
**Reset Password?**

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### Reset Password?

Please enter your User Name and the E-mail Address associated with your account to reset your Password. If you need assistance, please contact Producer Services at:

	IL	NM	OK	TX	MT
Major Medical	(888) 313-5526	(888) 222-0572	(888) 399-9394	(888) 697-0679	(855) 454-7109
Medicare Supplement	(800) 538-0382	(800) 307-8144	(800) 522-9266	(800) 366-4236	N/A

State Farm agents - please call 1-877-699-5849 for assistance.

User Name\*

E-mail Address \*

**Submit** \* Denotes a required field.

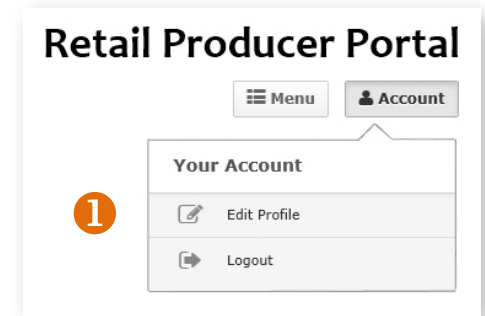
**Request Submitted**

Your password has been mailed to the registered e-mail address.

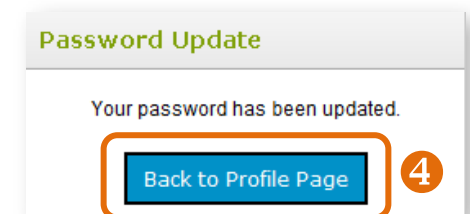
**OK**

## Reset Password (continued)

1. After logging back into the Retail Producer Portal with the temporary password, select "Edit Profile" from the dropdown Account menu. The Account menu is located in the top right section of the portal.
2. In the Change Password section, enter **the temporary password from the email** into the "Current Password" field. Enter a new password in the "New Password" field and confirm the new password.
  - ✓ The password must be six to nine characters.
  - ✓ The password can only contain letters and/or numbers; no special characters are allowed.
  - ✓ If you select letters, the letters can be lower case, upper case or a mix of both.
3. Select the "Update Password" button.
4. A confirmation message appears. Select the "Back to Profile Page" button.



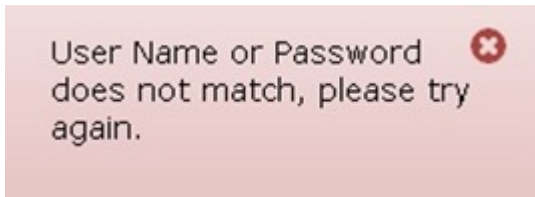
The screenshot shows the "Change Password" form. At the top, it says "Click 'Update Password' to save the new password." and "Once the password has been changed you will be required to login using your new password." Below this are three input fields: "Current Password \*", "New Password \* ?" (with a question mark icon), and "Confirm New Password \*". Three red arrows point from a red circle with the number "2" to each of these three input fields. At the bottom of the form is a blue "Update Password" button, which is highlighted with a red circle and the number "3".



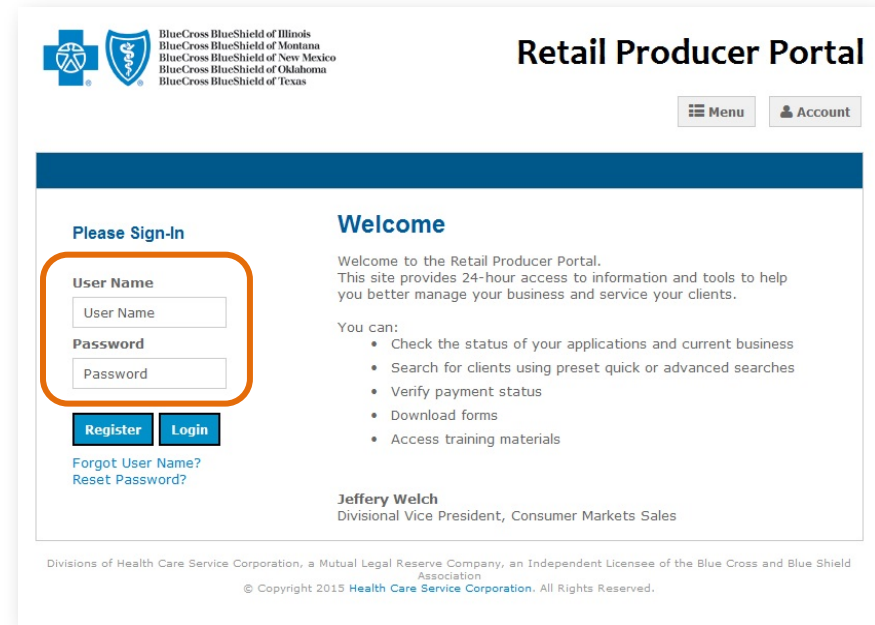
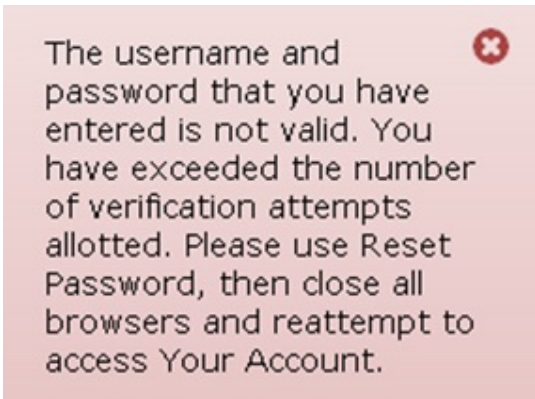
# Account Lock Out

Using the incorrect user name and/or password **three consecutive times** results in an account lock out.

If you enter the incorrect combination of “User Name” and “Password” on your first and second attempts, the following error message appears.



After the third attempt, you'll see the following message.



At this point, you should use the “Forgot User Name?” or “Reset Password?” features to retrieve your user name and reset your password before you attempt to log in again. Once you have retrieved your user name and reset your password, close your web browser application and clear the application’s history and cache before attempting to log in again.