

Recovering User Names & Resetting Passwords in the Retail Producer Portal

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

You should bookmark this page or save it to your favorites.

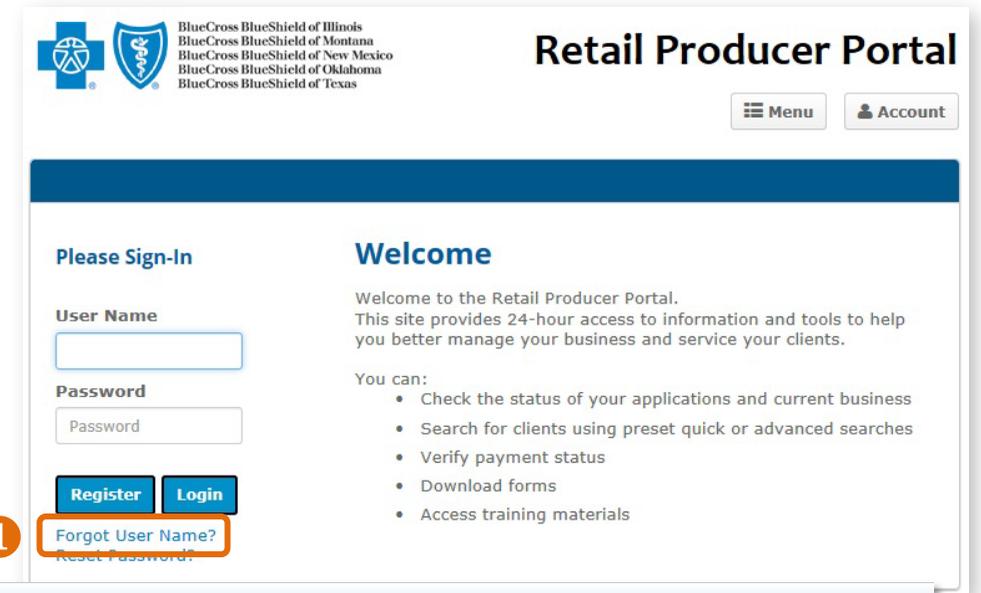
Login

1. Enter the User Name you created during the registration process.
2. Enter the Password you created during the registration process.
3. Click the "Login" button.

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.



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Hello! We recently received a request to provide your User Name for Retail Producer Portal – if you did not request, please call us at the number below.

Important: please close your web browser and clear your history and cache before you re-attempt to log in!

User Name(s) linked to your email address: jessicacamp. You can [return to RPP](#) now and enter your User Name and password on the Login page.

If you have any questions regarding this notification, please contact Producer Services toll free at any of the following numbers:
 IL: (888) 313-5526
 MT: (855) 454-7109

State Farm agents - please call 1-844-250-8201 for assistance.

NOTE: Any replies to this mail will not be received.

Thank you,
 Retail Producer Portal Customer Service

Forgot User Name ?

Please enter the Agent Unique ID AND Email Address linked to your account.

Agent Unique ID *

E-mail Address *

* Denotes a required field.

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 (Legacy)	(800) 538-0382 prior to May 1, 2019	(888) 222-0572 prior to May 1, 2019	(800) 522-9266 prior to May 1, 2019	(800) 366-4236 prior to Jan 1, 2020	(855) 258-8475
Medicare Supplement (New Business)	(877) 587-6638 on or after May 1, 2019	(877) 587-6679 on or after May 1, 2019	(877) 587-6645 on or after May 1, 2019	(877) 587-6641 on or after Jan 1, 2020	(855) 258-8475
Medicare Advantage (MAPD)	(877) 774-8592				
Prescription Drug (PDP)	(888) 285-2249				
State Farm Agents Only	(844) 250-8201				

Request Submitted

Your User Name has been sent to the email on your account, XXXXXXXXCamp@hscil.com. Select OK then close your browser.

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 OR the Agent Unique ID 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.

Reset Password ?

Please enter the User Name AND one of these: 1) Email Address OR 2) Agent Unique ID linked to your account.

User Name *

Enter Email Address OR Agent Unique ID *

E-mail Address Agent Unique ID

* Denotes a required field.

If you need assistance, please contact Producer Services at:

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Medicare Advantage (MAPD)	(877) 774-8592				
Prescription Drug (PDP)					
State Farm Agents Only					

Request Submitted

A temporary password has been sent to the email on your account, XXXXXXCamp@hscil.com. Select OK then close your browser.

Reset Password (continued)

6. We send you an email with the subject line of "Retail Producer Portal Password Reset." The email includes a case-sensitive temporary password.
7. Return to the Retail Producer Portal and enter your user name
8. Enter the temporary password from the email.
9. After logging back into the Retail Producer Portal with the temporary password, select a state, then select "Edit Profile" from the dropdown Account menu. The Account menu is located at the top right section of the portal.

Hello! We recently received a request to reset your password for Retail Producer Portal – if you did not request, please call us at the number below.

Important: please close your web browser and clear your history and cache before you begin these steps!

Your temporary password is: gKm5cd. You can now [return to RPP](#) and:

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1. Enter your User Name and the temporary password above on the Login page.
2. Click Account button in upper right corner, then Edit Profile
3. Scroll to bottom of the page to Change Password.
4. Use the temporary password as the "Current Password"
5. Enter a New Password – use a combination of 6-9 letters and numbers.
6. Confirm New Password by entering a second time.
7. Click Update Password to finish.

If you have any questions regarding this notification, please contact Producer Services toll free at any of the following numbers:

IL: (888) 313-5526

MT: (855) 454-7109

State Farm agents - please call 1-844-250-8201 for assistance.

NOTE: Any replies to this email will not be received.

BlueCross BlueShield of Illinois
BlueCross BlueShield of Montana
BlueCross BlueShield of New Mexico
BlueCross BlueShield of Oklahoma
BlueCross BlueShield of Texas

Retail Producer Portal

Menu Account

Please Sign-In

User Name

Password

Register Login

[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

Retail Producer Portal

Menu Account

Your Account

Edit Profile

Logout

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Reset Password (continued)

1. 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.
2. Select the "Update Password" button.
3. A confirmation message appears. Select the "Back to Profile Page" button.

The screenshot shows a 'Change Password' form with the following elements:

- Change Password** (Section Header)
- Click "Update Password" to save the new password.
- Once the password has been changed you will be required to login using your new password.
- Current Password *** (Text label)
- (Text input field)
- New Password * ?** (Text label)
- (Text input field)
- Confirm New Password *** (Text label)
- (Text input field)
- Update Password** (Green button)

Annotations:

- A circled '1' with three arrows pointing to the 'Current Password', 'New Password', and 'Confirm New Password' fields.
- A circled '2' with an arrow pointing to the 'Update Password' button.

The screenshot shows a 'Password Update' confirmation message with the following elements:

- Password Update** (Section Header)
- Your password has been updated.
- Back to Profile Page** (Blue button)

Annotation:

- A circled '3' with an arrow pointing to the 'Back to Profile Page' button.

Resolve Account Lock Outs

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, an error message appears that your user name and password don’t match.

After the third attempt, you’ll see the message at right.

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. Please see those sections for details. Once you have retrieved your user name and reset your password, close your web browser application. Clear the web browser application’s history and cache before attempting to log in again.

• We’re sorry, this Username/Password combination does not match your account information – please try again. After three attempts, your account will be temporarily locked for your protection. Please click [Forgot Username](#) and/or [Reset Password](#) for help.

• We’re sorry, your account is now temporarily locked as a security precaution due to three unsuccessful login attempts. Please click [Forgot Username](#) and/or [Reset Password](#) for help.

