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 Illinois • Montana • New Mexico  
 Oklahoma • Texas

JANUARY 24, 2024

# Retail Producer Portal Guide: Managing Your Portal Account

The Retail Producer Portal is a comprehensive sales and service tool for the Under 65 individual market and the Medicare markets. The portal enables you to design and deliver quotes, enroll members in Blue plans, manage prospects and serve and support active clients with a host of features. [This section covers how to manage your account.](#)

## Managing Your Portal Account

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# Managing Your Portal Account

## Register for the Portal

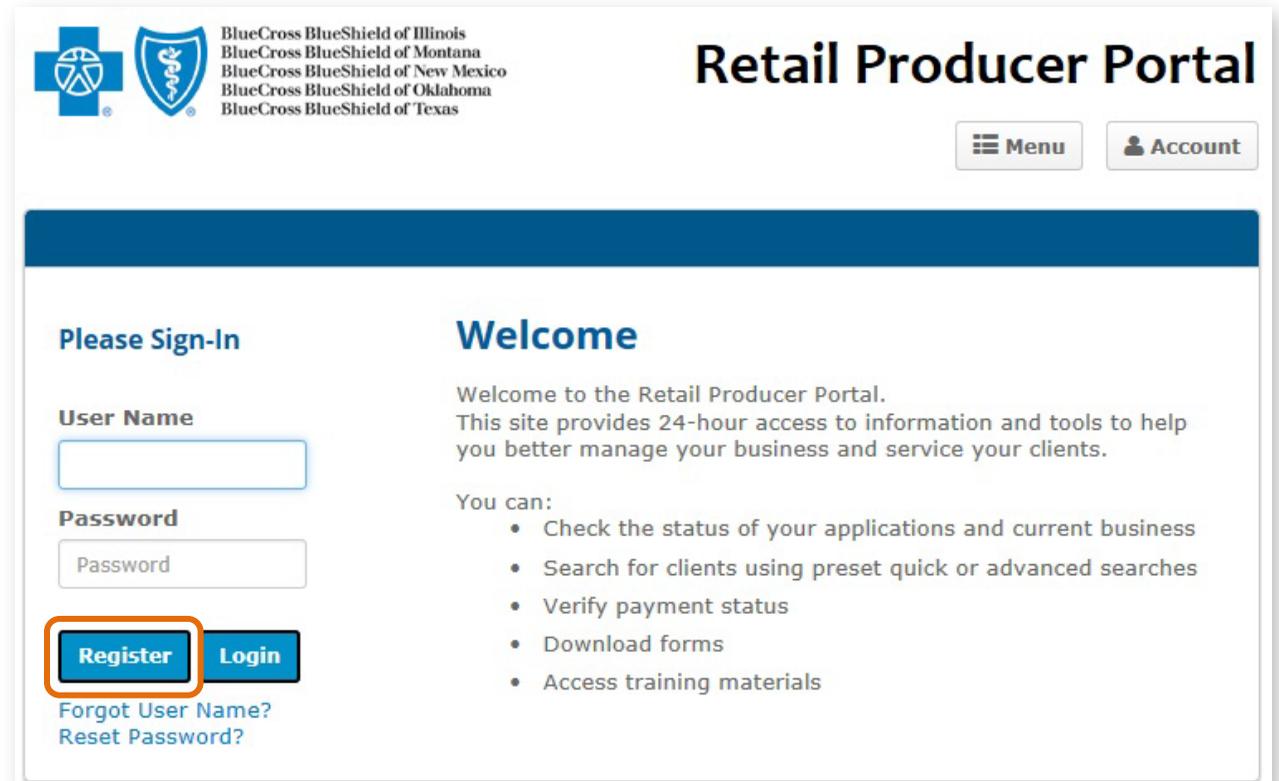
Only those that have completed our onboarding/contracting process can register with the Retail Producer Portal. That process includes completing important contact and license information via the online Producer Express onboarding system.

After the onboarding/contracting process is complete, you will receive a “Welcome” email with your personal nine-digit producer identification number.

At that point, you are ready to register with the Retail Producer Portal.

Go to the Retail Producer Portal

If you have completed the onboarding process, click the “Register” button.



## Select a User Name and Password

Complete all required fields to register for the Retail Producer Portal.

1. Enter your First and Last Name
2. Enter a User Name
3. Create a Password and confirm it.
  - 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.

**Registration**

The Retail Producer Portal allows Producers to access information about their Retail Market and Medicare Supplemental individual business.

To apply for this service, please complete the form below. Please select at least one Blue Cross and Blue Shield (BCBS) state you would like to register for and then submit your request.

**NOTE:** Once your request is submitted, it can take up to 24 HOURS on a regular business day, and longer on the weekend, before you receive a confirmation e-mail letting you know your activation is completed. (Example: If you register on Monday at 3:00 PM, you should receive access by 3:00 PM on Tuesday. If you register Friday, Saturday or Sunday, it could be Monday or Tuesday before you receive an e-mail confirmation.) Please do NOT register more than one time. If you do not receive a confirmation e-mail within the time frames specified above, please select the 'Contact Us' link at the top of this page and call the telephone number associated with your BCBS state.

1 First Name \* Last Name \*

2 User Name \* ? Password \* ? 3

Confirm Password \*

Note: User Name and Password are case sensitive.

## Register for Your State

4. Select all the states in which you are authorized to sell.
5. Complete all required fields for each state. Required fields have a red asterisk.
6. In the Agent Unique ID box, enter the nine-digit identification number included in your "Welcome" email when you completed contracting (producers and agencies) or onboarding (subproducers) with our Producer Administration teams.

**NOTE: If you contracted or onboarded to sell in multiple states, you have a unique ID number for each state.**

7. Click the "Continue" button.

The screenshot shows a registration form for Illinois. At the top, there is a checkbox labeled '4 Register for Illinois' which is checked. Below this are several input fields: 'Company Name', 'Address 1 \*' (with an orange arrow and '5' pointing to it), 'Address 2', 'City \*', 'State \*' (with a dropdown menu showing 'IL'), and 'Zip Code \*'. Below these is the 'Agent Unique ID \*' field with a blue tooltip that says 'Please enter the 9 digit identification number you were provided at the time of licensing by Producer Administration.' and an orange '6' next to it. Below that are 'Phone \*' and 'E-mail Address \*' fields. At the bottom of the form, there are four unchecked checkboxes for 'Register for Montana', 'Register for New Mexico', 'Register for Oklahoma', and 'Register for Texas'. A legend at the bottom left states '\* Denotes a required field.' At the bottom right, there is a blue 'Continue' button with an orange border and an orange '7' next to it.

## Register for Your State (continued)

8. After you click the "Continue" button, a confirmation message appears. Either select "Edit" to change the information you entered or click on the "Submit Registration" button.
9. Once you submit your information, a note pops up that you can have full use of the site once you receive a confirmation email. It can take up to 24 hours on a regular business day – and longer on the weekend – before you receive the confirmation email. For example, if you register at 3:00 p.m. on Monday, you should receive access by 3:00 p.m. on Tuesday. If you register Friday, Saturday or Sunday, it could be Monday or Tuesday before you receive an email confirmation. Click the "Back to Login Page" button. Note that it takes another day or two to activate your registration.

Please do not register more than one time.

Print this page for your records.

User Name:	jessicacamp
First Name:	Jessica
Last Name:	Camp

**Confirm Texas Registration Information**

Company Name:	Producer Name Company
Address 1:	123 Test St
Address 2:	
City:	Testville
State:	TX
Zip Code:	99999
Agent Unique ID:	999999999
Phone:	8155551212

E-mail Address:

[Edit](#) [Submit Registration](#)

Retail Producer Portal Registration Activation

This notice is to alert you that your registration request has been activated.

If you have any questions regarding this notification, please contact Producer Services toll free at (888) 313-5526.

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

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

Thank you,  
Retail Producer Portal Customer Service

**Registration Information Submitted**

Thank you, your registration information has been submitted. You will receive an e-mail confirming your activation within 1 business day.

[9](#) [Back to Profile Page](#)

### Registration Confirmation Email

Once you receive your activation email (example at left), you can return to the Retail Producer Portal and log in with the User Name and Password that you created during the registration process. If you do not receive this email within two business days, please contact us. Contact information can be found under the Menu in the login page.

## Log In to the 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.

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BlueCross BlueShield of New Mexico  
BlueCross BlueShield of Oklahoma  
BlueCross BlueShield of Texas

# Retail Producer Portal

Menu Account

### Please Sign-In

User Name 1

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.

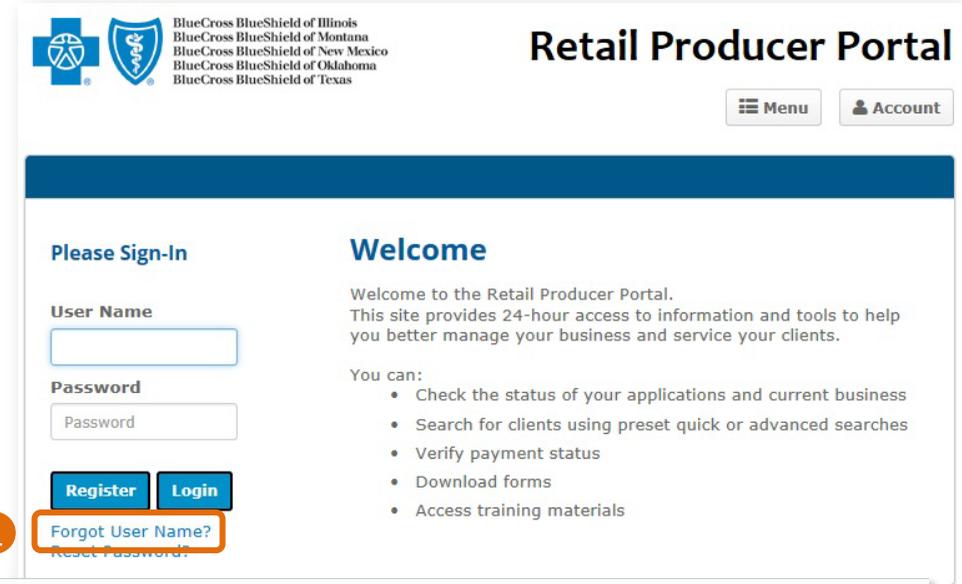
You can:

- 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

## 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.



**Forgot User Name ?**

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

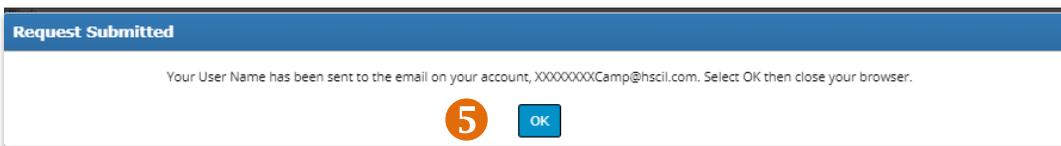
Agent Unique ID \*

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				



**6** 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.

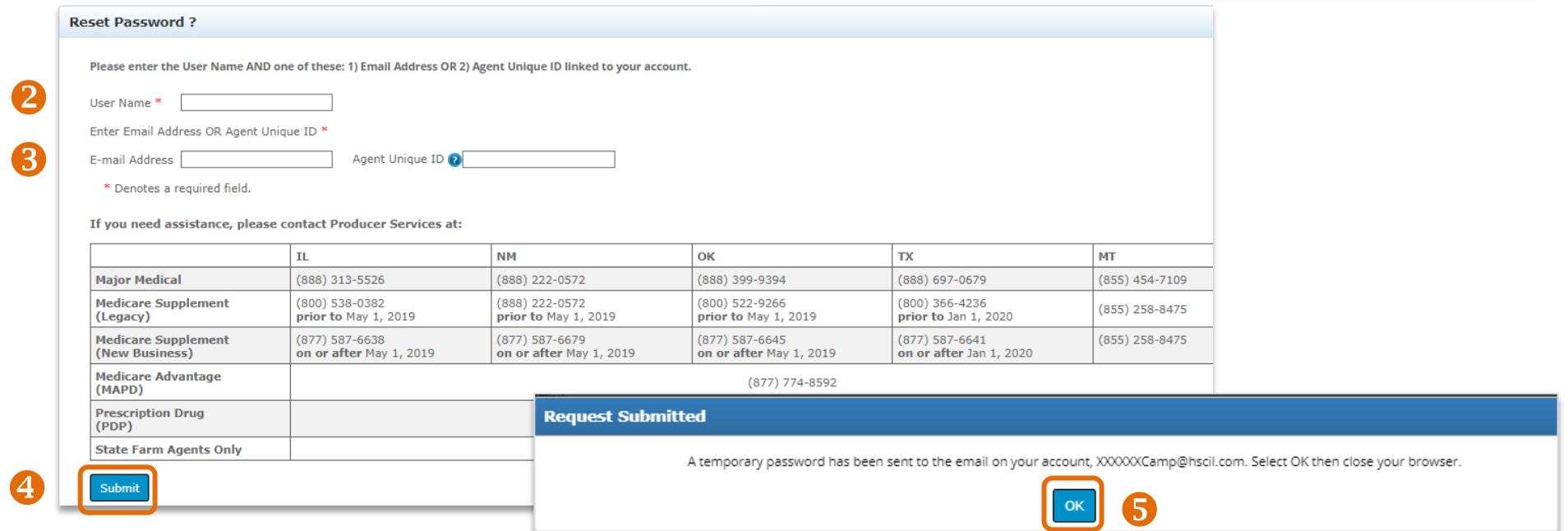
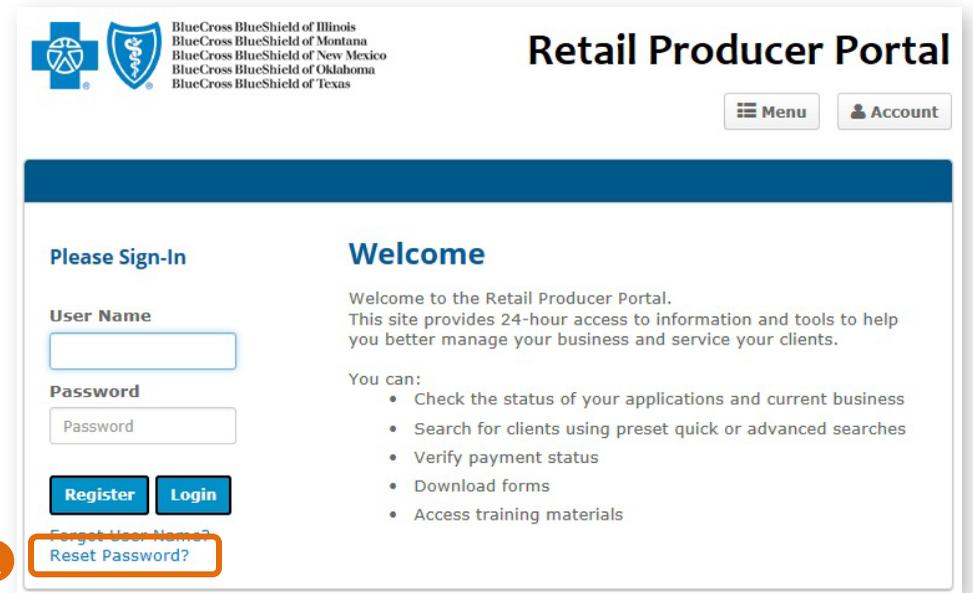
Thank you,

Retail Producer Portal Customer Service

## 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 (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:

6

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

## 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: a title bar, two instructional lines, three input fields, and a button. The 'Current Password' field is annotated with a circled '1' and an arrow. The 'New Password' field is also annotated with a circled '1' and an arrow. The 'Update Password' button is annotated with a circled '2' and a box around it. The 'Confirm New Password' field is empty.

The screenshot shows a 'Password Update' confirmation message. It features a blue header with the text 'Password Update', a white body with the message 'Your password has been updated.', and a blue button labeled 'Back to Profile Page'. The button is annotated with a circled '3' and a box around it.

# Resolve Account Lock Outs

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

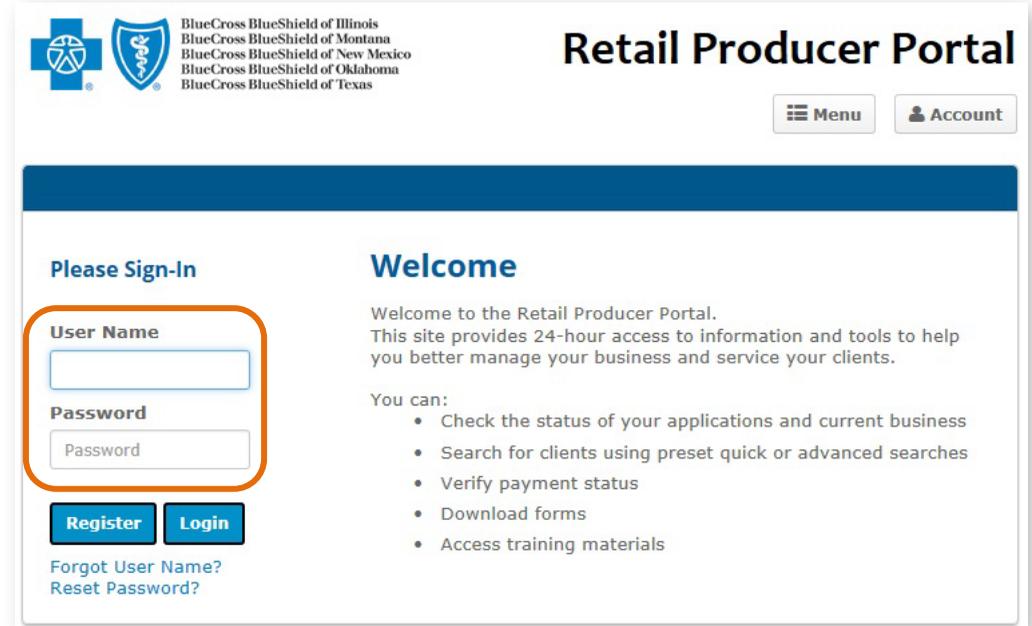
If you enter the incorrect combination of “User Name” and “Password” on your first and second attempts, an error message appears that your user name and password don’t match.

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.



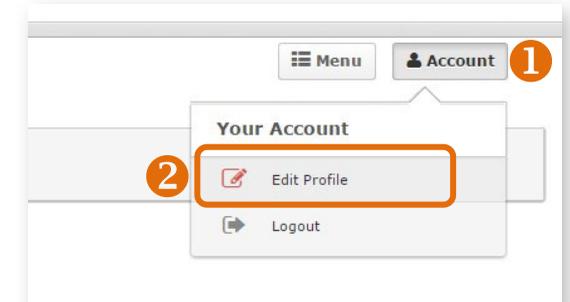
## Edit Your Profile

The Edit Profile feature enables you to change your agency listing information or account password. If you accidentally set up your profile with incorrect information, or need to change it for any reason, follow these steps.

1. Click on "Account," located in the top right area of the Retail Producer Portal application window.
2. Select the "Edit Profile" option menu item from the dropdown list.
3. Update any of the following information:
  - Company Name
  - Address
  - Phone
  - Email Address

You **cannot** edit your Name or nine-digit producer ID number.

4. Once complete, click on the "Update Profile" button. A message appears that your profile has been updated. Click the "Back to Profile Page" button.
5. From the "Edit Profile" page, you can register for **another** state if you did not register for that state initially. Click on "Register for Another State" button.



## Register for Another State

1. Select all the states in which you are authorized to sell.
2. Complete all required fields for each state. Required fields have a red asterisk.
3. In the Agent Unique ID box, enter the nine-digit identification number included in your "Welcome" email when you completed contracting (producers and agencies) or onboarding (subproducers) with our Producer Administration teams.

**NOTE: If you contracted or onboarded to sell in multiple states, you have a unique ID number for each state.**

4. Click the "Continue" button.
5. After you click the "Continue" button, a confirmation message appears. Either select "Edit" to change the information you entered or click on the "Submit Registration" button.
6. Once you submit your information, a window pops up that says you will receive an email confirming your activation within 1 business day. (It can take up to 24 hours on a regular business day – and longer on the weekend – before you receive the confirmation email.) For example, if you register at 3:00 p.m. on Monday, you should receive access by 3:00 p.m. on Tuesday. If you register Friday, Saturday, or Sunday, it could be Monday or Tuesday before you receive an email confirmation. Click the "Back to Login Page" button. Note that it takes another day or two to activate your registration.

**Please do not register more than one time.**

**Register for Another State**

Please select the state you wish to register and provide the required information.

First Name: Jessica  
Last Name: Camp

Register for New Mexico

Register for Texas

Company Name

Address 2

Address 1 \*

Address 2

City \*

State \*

TX

Zip Code \*

Agent Unique ID \* ?

Phone \*

E-mail Address \*

\* Denotes a required field.

4 Continue

**Registration Information Submitted**

Thank you, your registration information has been submitted. You will receive an e-mail confirming your activation within 1 business day.

6 Back to Profile Page

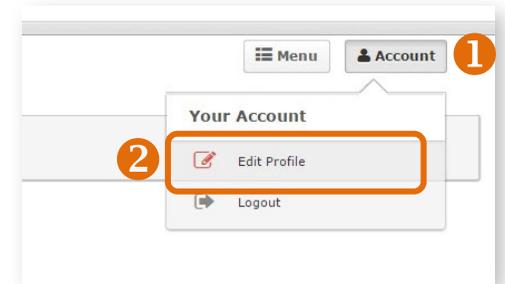
Print this page for your records.

User Name:	jessicacamp
First Name:	Jessica
Last Name:	Camp
<b>Confirm Texas Registration Information</b>	
Company Name:	Producer Name Company
Address 1:	123 Test St
Address 2:	
City:	Testville
State:	TX
Zip Code:	99999
Agent Unique ID:	999999999
Phone:	8155551212
E-mail Address:	testproducer@gmail.com

5 Submit Registration

# Change Your Password

7. Click on "Account," located in the top right area of the Retail Producer Portal application window.
8. Select the "Edit Profile" option menu item from the dropdown list.
9. Enter your current password.
10. Enter your new password.
  - The password must be six to nine characters.
  - The password can only contain letters and/or numbers; no special characters.
  - If you select letters, the letters can be lower case, upper case or a mix of both.
11. Confirm your new password.
12. Click on the "Update Password" button.
13. After updating your password, a message appears that your profile has been updated. Click the "Back to Profile Page" button.



**Change Password**

Click "Update Password" to save the new password.  
Once the password has been changed you will be required to login using your new password.

3 **Current Password \***

4 **New Password \* ?**

5 **Confirm New Password \***

6 [Update Password](#)

