

# **An Introduction to the WealthCare Portal**

**Online Employee Benefit Management**  
**Registration and Setup Instructions**



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## Introduction

Welcome to Medcom's WealthCare Portal. This guide provides step by step instructions for logging into the WealthCare system and accessing your benefit account information.

The URL for Medcom's WealthCare Portal is: [www.mywealthcareonline.com/medcom](http://www.mywealthcareonline.com/medcom)

If you have correctly entered the URL, you should see this page:



The screenshot shows the Medcom WealthCare Portal homepage. At the top is the Medcom logo and navigation links for 'My Accounts' and 'Enrollment'. Below the logo is a 'Welcome to Medcom' message. The main content area is divided into three columns. The left column contains a 'Navigation' menu with links to 'Contact Us' and 'About Us', a 'Login' section with a 'User Name' field and a 'Continue' button, and a 'Contact Info' section with phone and email details. The middle column features a 'Register' button and a message: 'If you have not registered for the site (created a username and password), please do so now.' The right column features a 'Log in' button and a message: 'If you have registered and you would like to access your account, please log in by clicking the button above.' Below these are three images: a man and a woman smiling, a man looking at a computer screen, and a man and a woman in a discussion. At the bottom of the page is a footer with links to 'Privacy Statement', 'Terms Of Use', and 'About Us', and a copyright notice for 2012 Medcom.

## Important Note for Users who have a Benefits Payment System (BPS) Account

If you currently have a BPS account, please click the "login" button. When prompted, enter your BPS username and password (if using an unregistered computer, you may be challenged to answer your security questions). You may skip the instructions on page 5 and proceed directly to page 5.

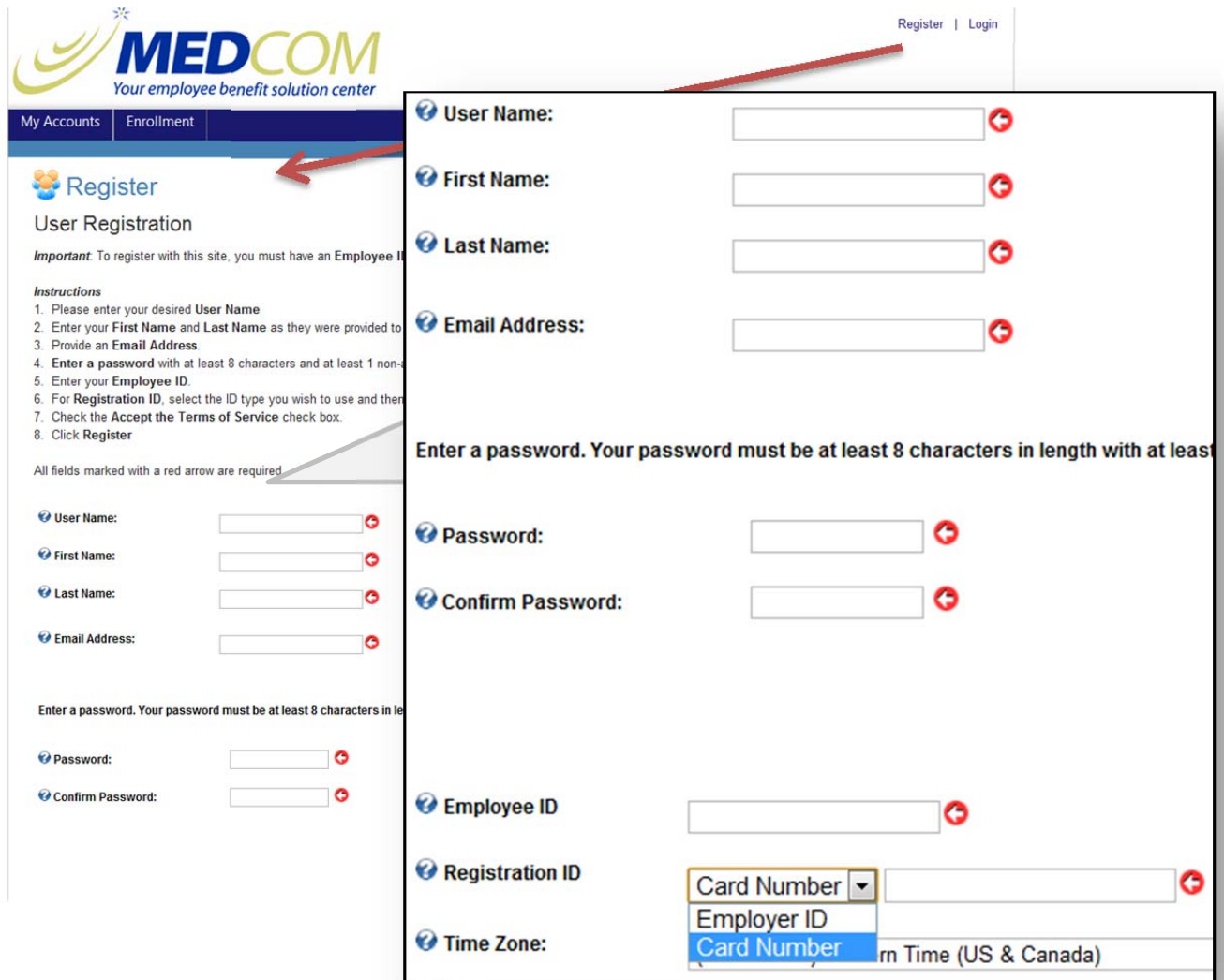
## Important Note for Users who do not have a Benefits Payment System (BPS) Account

If you do not currently have a BPS account, please proceed with the instructions found on page 4.

## WealthCare Portal Registration Process

To begin the registration process, click "Register" in the upper right hand corner of the site (there is also a registration link in the center left of the front page). You will need to complete all required fields on the registration page as show in the callout. The **password must be at least eight characters with at least one non-alpha character.**

**IMPORTANT:** Registration ID = Card Number (if using Medcom Debit card) and Participant ID = your social security number (without dashes).



The screenshot shows the MEDCOM website with a callout box highlighting the registration process. The callout box contains the following fields:

- User Name:**
- First Name:**
- Last Name:**
- Email Address:**
- Password:**
- Confirm Password:**
- Employee ID:**
- Registration ID:**  (Dropdown menu: Card Number, Employer ID, Card Number)
- Time Zone:**  (Dropdown menu: Time (US & Canada))

The callout box also includes instructions for password creation: "Enter a password. Your password must be at least 8 characters in length with at least one non-alpha character." and a note: "All fields marked with a red arrow are required."

## Step 1. Selection of a Picture and Passphrase

After you have submitted the registration information or logged in using your BPS username and password, you will see the screen below. Click "Begin Setup Now" to go to the next step in the Registration process.

NOTE: you must enter a personal phrase and select a picture. This picture and passphrase provides confirmation that you are on the WealthCare portal site the next time you log in.

### Setup Steps and Instructions Sample:

**Medcom Sign In**

Secure Authentication Setup
[FAQs](#)

To protect your privacy, Medcom implements Secure Authentication. Setup is easy and only takes a few minutes. Here is what to expect:

- **Step 1 – Select a picture and personal phrase.** These visual cues are displayed when you sign on and are your assurance that it is safe to enter your access information.
- **Step 2 – Provide answers to challenge questions.** These questions may be asked during the sign on process to confirm that an authorized individual can access account information online.
- **Step 3 – Register your computer (or not).** We allow you to register computers you commonly use to access your account information online. This authorization helps us ensure that only recognized locations are accessing your information.
- **Step 4 – Verify Email Address.** We ask you to verify your name and email address.

Click "Begin Setup Now" to start. This process takes only a few minutes to complete and is vital in our efforts to prevent fraudulent activity.

### Step1 Example

**Secure Authentication Setup**


[FAQs](#)

**Step 1 – Select a picture and personal phrase**

Please select a picture and passphrase. These visual cues are displayed when you sign on and are your assurance that it is safe to enter your access information. You can use the default picture next to your personal phrase, or choose a different picture. Please be sure to enter a personal phrase before clicking "Continue Setup".

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Enter a personal phrase:



Your personal phrase will always appear alongside your picture when you sign on. A phrase can be up to 40 characters long.

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You may select a different picture by clicking on the picture you wish to use.

You can browse through additional pictures by category. Simply select the category and click "Browse".

Category:

Select a Category ▼

## Step 2. Security Questions and Answers

You will be asked to select four (4) security questions and their respective answers in order to proceed.

Secure Authentication Setup

FAQs

**Step 2 – Provide answers to challenge questions.**

Please use the following drop-down lists to choose four questions which are relevant to you, and then enter answers to those questions. These questions may be asked during the sign on process to confirm that an authorized individual can access account information online. When you are done, click "Continue Setup".

Note: We recommend you provide answers which you can easily remember. For best results, do not enter made-up or fake answers, and avoid answers with tricky spelling or punctuation.

Question:

In what year were you married? (YYYY)

▼

Answer:

Question:

In what month is your father's birthday? (spell out)

▼

Answer:

Question:

In what year did you graduate from high school? (YYYY)

▼

Answer:

Question:

What is your mother's middle name?

▼

Answer:

Continue Setup

## Step 3. Option to Register Your Computer

You have the option of registering your computer. Doing so will eliminate the need to be challenged with the security questions on your next login. If you do not register your computer, you will be challenged with security questions prior to entering your password. This option is provided each time you login, so you may choose to register your computer at a later time if desired.

Secure Authentication Setup

FAQs

**Step 3 – Register your computer (or not).**

With your permission, we can automatically register this computer as a location that is authorized to access your account information. When we recognize a computer that is registered to you, you'll be able to sign on quickly without having to answer challenge questions. *Please remember: You can register more than one computer, but we don't recommend registering public computers.*

☒ **Register this computer.** Check this option if you wish to register this computer as a location that is authorized to access your account information. A registered computer allows for faster sign on.

☐ **Do Not Register This Computer.** Check this option if you do not want to have this computer identified as a registered location for accessing your information. Instead, challenge questions will be asked when you sign on to protect your personal information.

Continue Setup



#### Step 4. Providing Information

After selecting an option regarding the registration of your computer, you will be asked to confirm your first name, last name and email address.

Secure Authentication Setup

FAQs

**Step 4 – Verify Email Address.**  
Please verify your name and email address below. You may change your email address directly on this page. When you are done, click "Continue Setup".

The email address entered is used for security encryption only. It is not used for solicitation purposes.

First Name:

John

Last Name:

Smith

Email:

Continue Setup

#### Confirmation Page

You will receive a summary of your registration and may change the information as needed. After reviewing, click the "Submit Setup Information" button to confirm that all of the information is correct.

#### Setup Complete

After you have submitted the setup information, you will have the option to go to the Home page or sign off from the system.

Set Up Secure Authentication

FAQs

**Setup is complete and successful**  
You are now set up for Strong Authentication. The next time you sign on to Portfolio Online.

- You will be asked for your username.
- You will be shown your picture and personal phase(so you know it's us).
- You will be asked for your PIN.

If you sign on from a computer that is not registered, you will also be asked challenge questions.  
Thanks for helping us make a Portfolio Online more secure.

Go to Home

Sign Off

Need To Cancel ? We encourage you to complete the SA setup now. If you want to continue later, you'll need to start from the beginning.

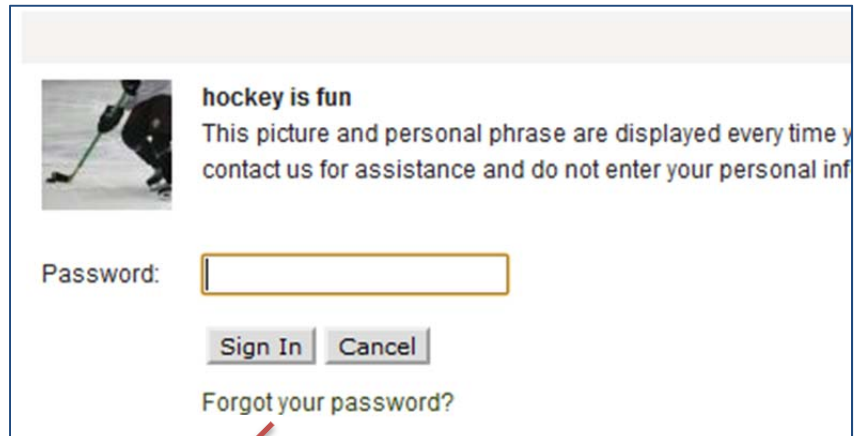
#### Future Login Procedure

Once you have set up your Medcom WealthCare portal account, you can log in to the system by clicking the "Login" button at the upper right corner of the screen and entering your username and password. If you did not register your computer, you will be challenged with the security questions you selected.

## Resetting Your Password

Did you forget your password? No problem. Simply follow the instructions below to regain access to your Medcom WealthCare account.

1. In the event that your password is forgotten, you may reset your password by entering your User ID, answering the security questions (if applicable) and then clicking "Forgot your password?" as shown to the right.

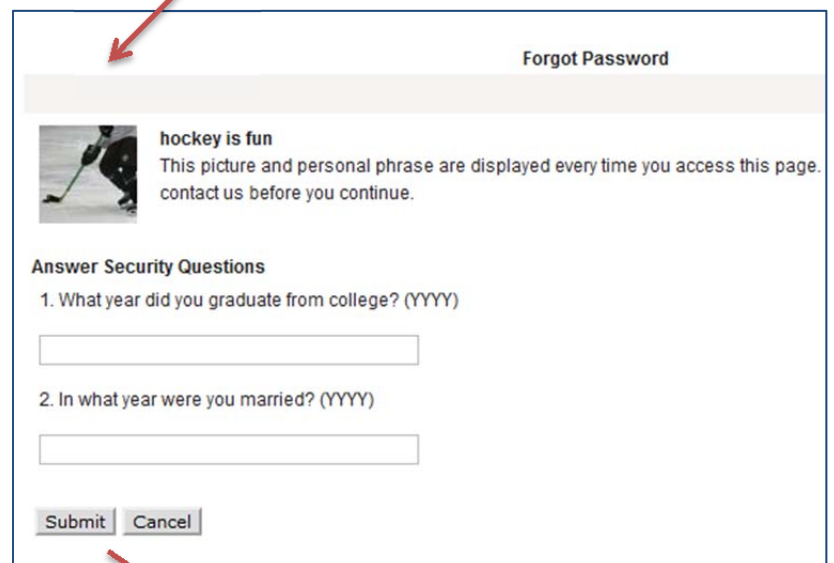


hockey is fun  
This picture and personal phrase are displayed every time you contact us for assistance and do not enter your personal information

Password:

[Forgot your password?](#)

2. You will be challenged with your Security Questions. Upon answering successfully, you will be prompted to set a new password.



**Forgot Password**

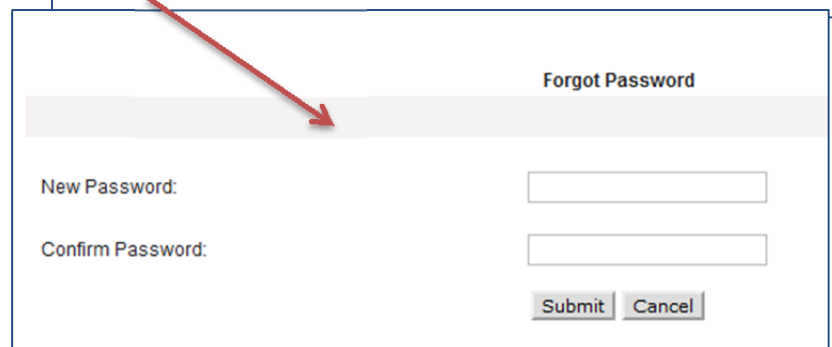
hockey is fun  
This picture and personal phrase are displayed every time you access this page. contact us before you continue.

**Answer Security Questions**

1. What year did you graduate from college? (YYYY)

2. In what year were you married? (YYYY)

3. Your new password should be entered into both the "New Password" field and the "Confirm Password" field.



**Forgot Password**

New Password:

Confirm Password: