# GEHA Member Sign In Resource Document

Sign In or Create Account

For help, contact Customer Care at **877.927.1112** between 7 a.m. – 7 p.m. Central time, Monday – Friday.


Section 1: Member Create an Account Guide

Section 2: Member Update Multifactor Authentication Preferences

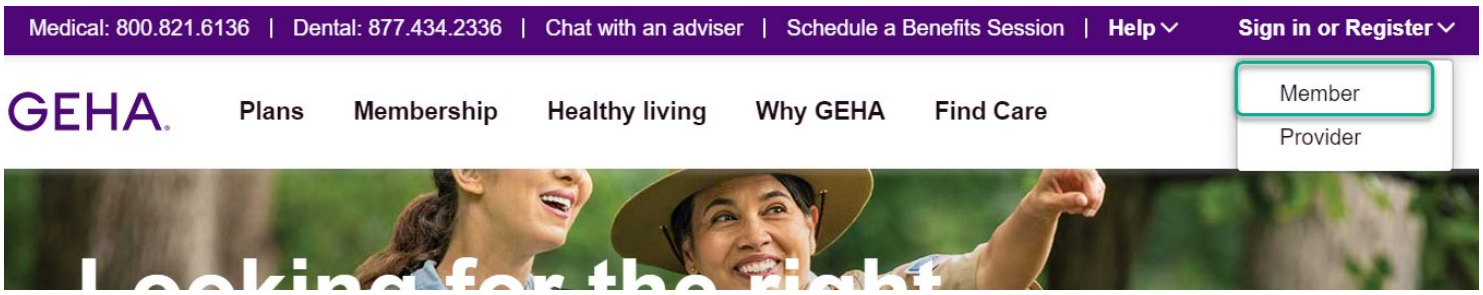
Section 3: Member Sign In Guide

Section 4: Member Update Password before Sign In

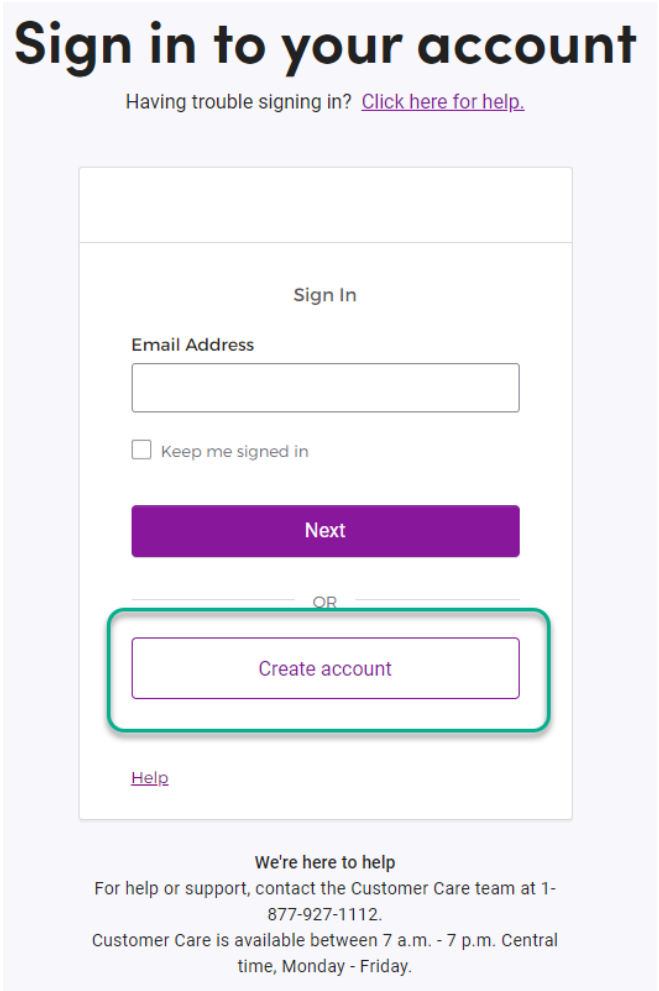
# Section 1: Member Create an Account Guide

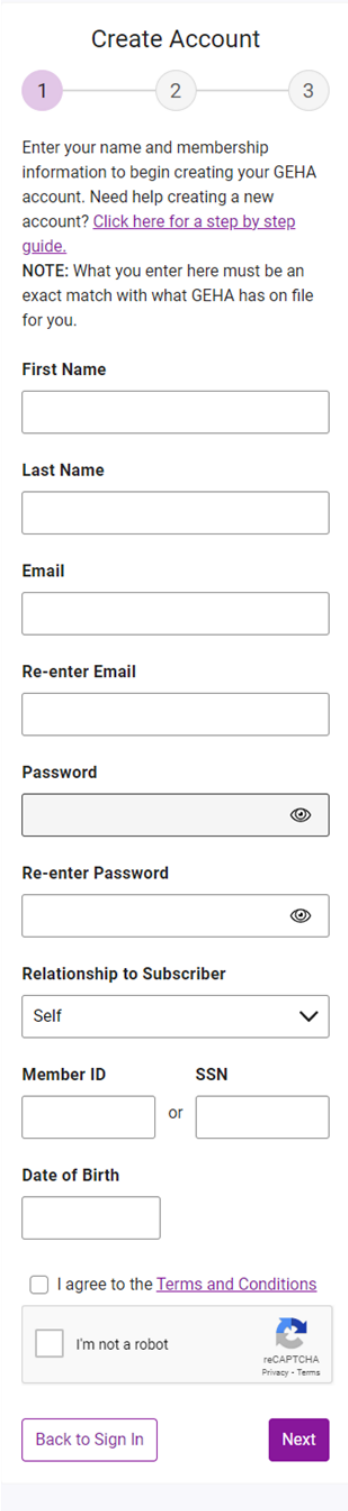
1. Select ‘Sign in or Register’ from the utility nav of geha.com. Then, select ‘Member’ from the dropdown menu that appears. After selecting ‘Member,’ you will be directed to a sign in screen.

   NOTE: If you already created an account, sign in with your new credentials (see ‘Member Sign In Guide’)




2. Click the ‘Create account’ button, and you will be directed to the Create Account screen.



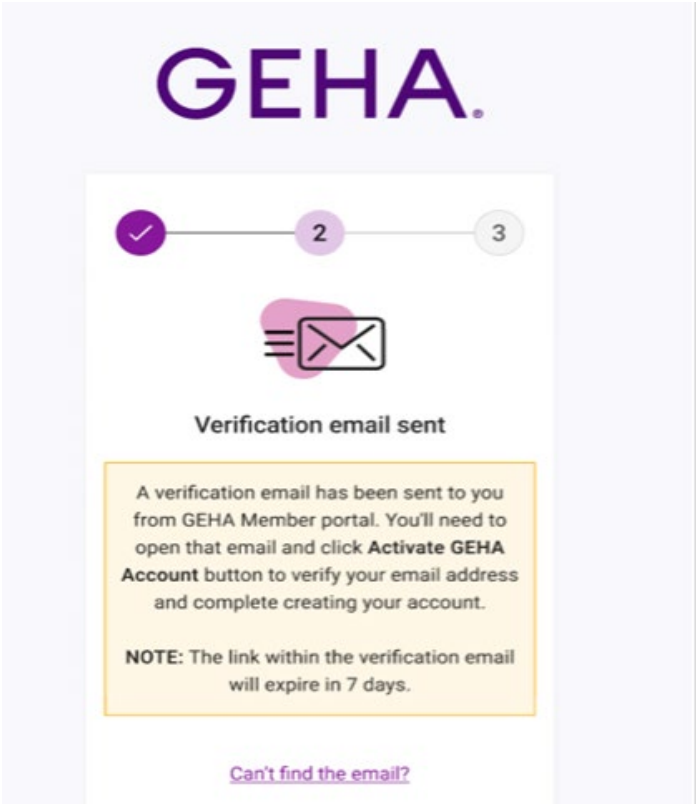



3. Complete the Create Account form using the following information:

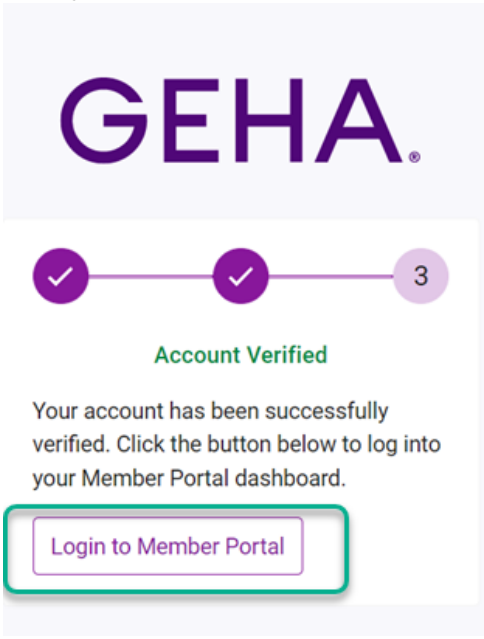
- First name and last name exactly as they appear on on your GEHA ID card.
- Email address (NOTE: your email address will be your username).
- Password (password requirements will appear when you start entering your password into the form).
- Your relationship to the GEHA subscriber.
- Member ID or social security number
- Date of birth

4. After completing the form, click the ‘Next’ button and you will be directed to the email verification screen.

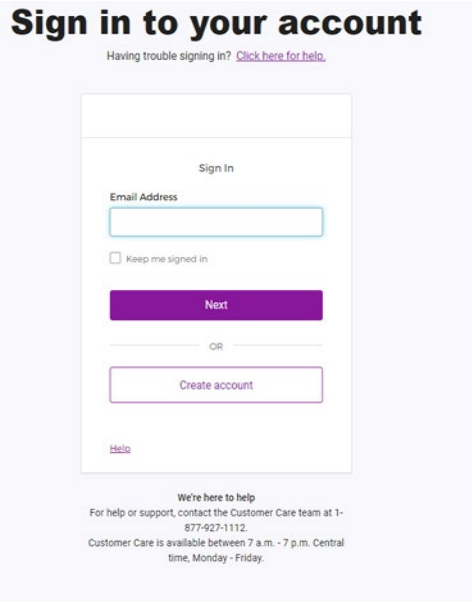
5. This screen will inform you that an email has been sent to the email address you provided on the previous Account Creation form. You will need to check your email inbox for the email that was sent and click the ‘Activate account’ link on the inside of the email. A new screen will then appear, telling you your email account has been verified. (Note: If you can’t find the email in your inbox, click the ‘Can’t find the email?’ link.)

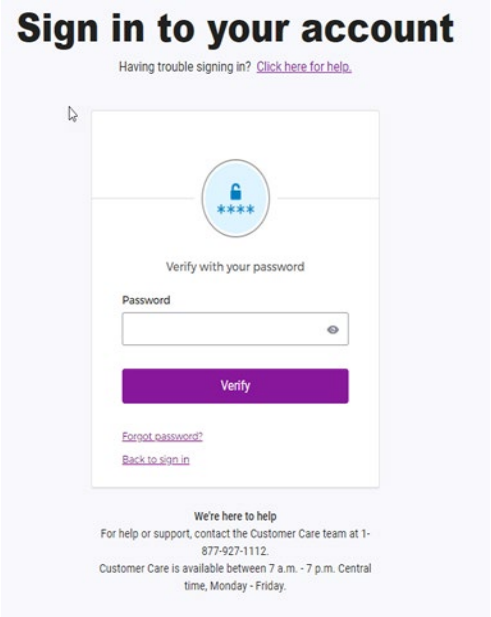



6. On the screen that tells you your email account has been verified, click the ‘Login to Member Portal’ button and you will be directed to a web account sign in screen.

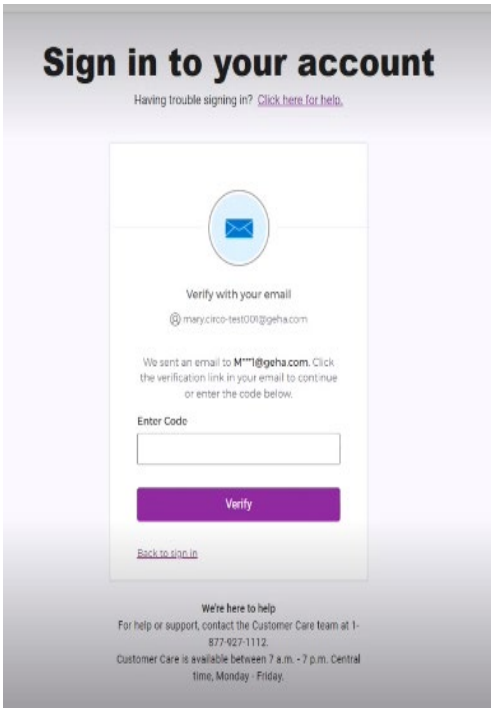


7. On the web account sign in screen, enter the email address, click ‘Next.’ Enter the password you submitted on the account creation screen, then select ‘Verify.’




8. After you click ‘Verify,’ you’ll receive another email with a verification code. Copy the code from that email and enter it in the ‘Enter Code’ field, then click ‘Verify.’

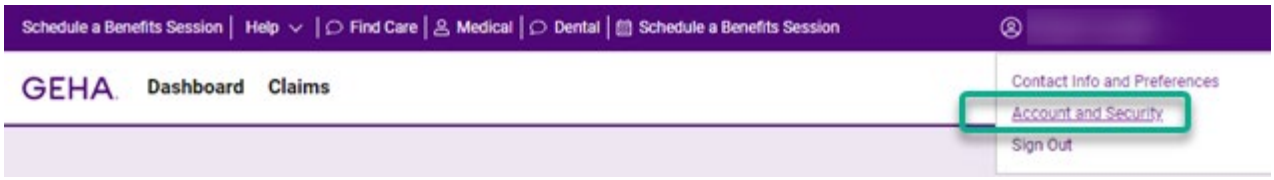



9. After entering the information, click the ‘Sign In’ button and you will be signed in to your member portal.

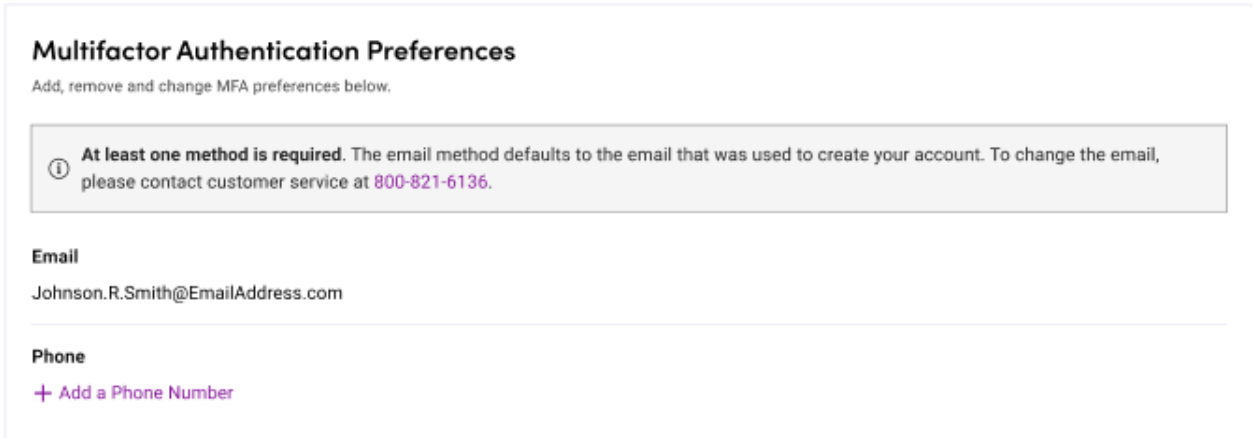
You will automatically be set up with email as your default multifactor authentication format. You will have the option to verify with SMS Text or Voice Call Authentication.

# Section 2: Member Update
# Multifactor Authentication Preferences

1. While email will be your default form of multifactor authentication during initial account sign in, you may add new forms of multifactor authentication to your account by navigating to the ‘Account and Security’ section of the member portal after signing in. Click the ‘Account and Security’ item in the right-hand utility navigation dropdown menu to get there.

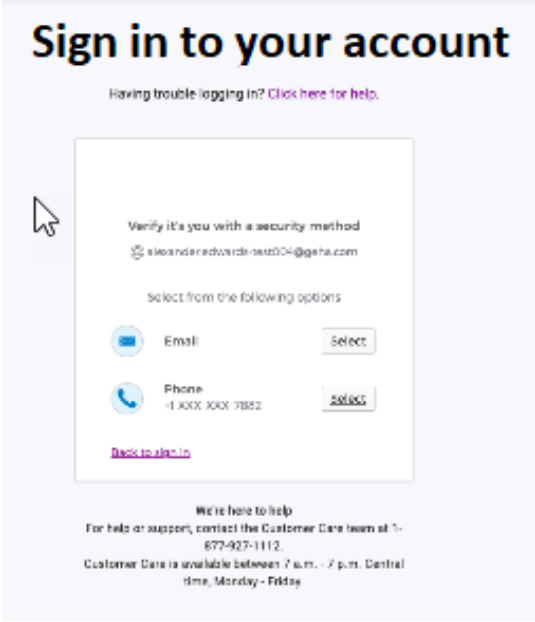



2. Scroll to the bottom of the Account and Security page to locate the Multifactor Authentication Preferences section. From there, you can manage the multifactor authentication settings for your account.



# Section 3: Member Sign In Guide

1. After account creation and your initial sign in to the member portal that is part of the account creation process, you will be asked to follow the multifactor authentication process for your next sign in to your member portal.
2. As the multifactor authentication process is triggered during this next sign in attempt, you will be presented with the multifactor authentication option(s) you set up during the account creation process or any updates you may have made to your multifactor authentication settings after initially signing in to the portal.



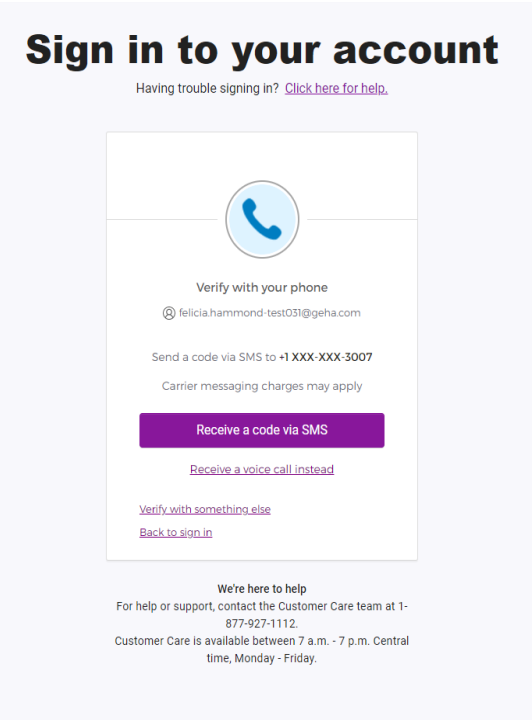
# Section 3 (continued): Instruction for each multifactor authentication workflow for when multifactor authentication is triggered during sign in

## SMS text or Voice Call Authentication

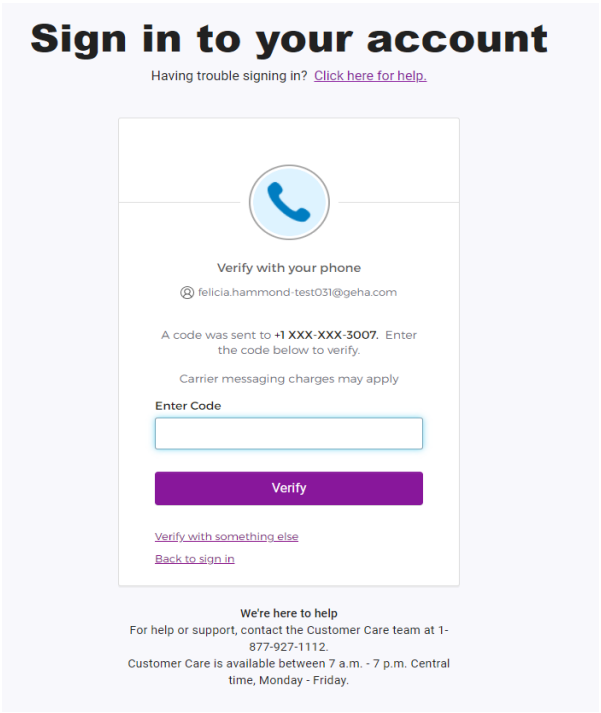
1. If the SMS text or Voice Call authentication option is available to you (i.e., you have set it up for your account) and you select it during sign in, you should be reminded of the mobile number for which you configured the option. Click the 'Receive a code via SMS' button to have a code sent to you as a text message to your mobile number. Or click "Receive a voice call instead" to receive a phone call with the code.

   Once the code is received, enter that code into the 'Enter Code' field and click the 'Verify' button. Assuming the code was entered successfully, you will be directed member portal dashboard page.

**Step No. 1**




**Step No. 2**

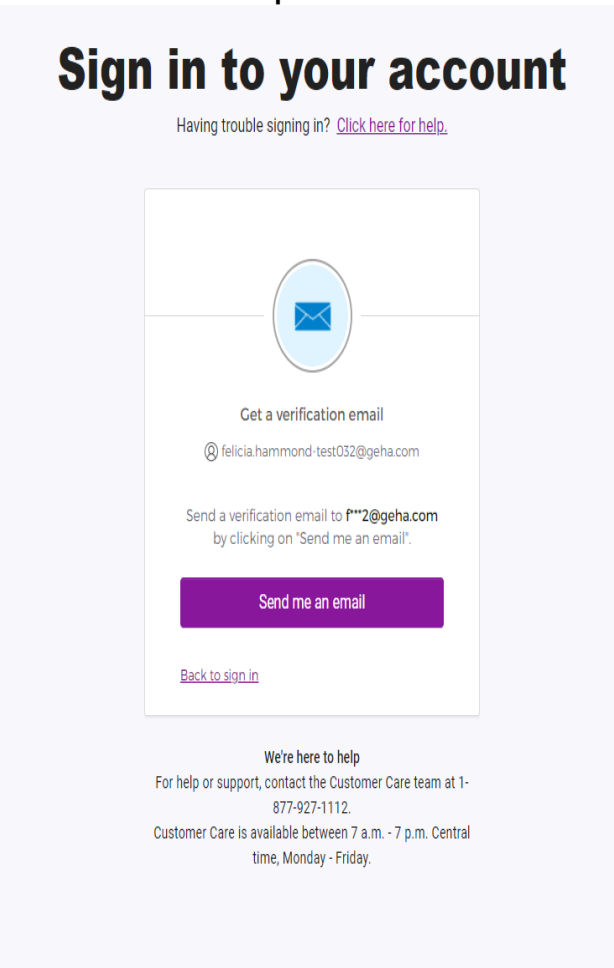


# Email Authentication

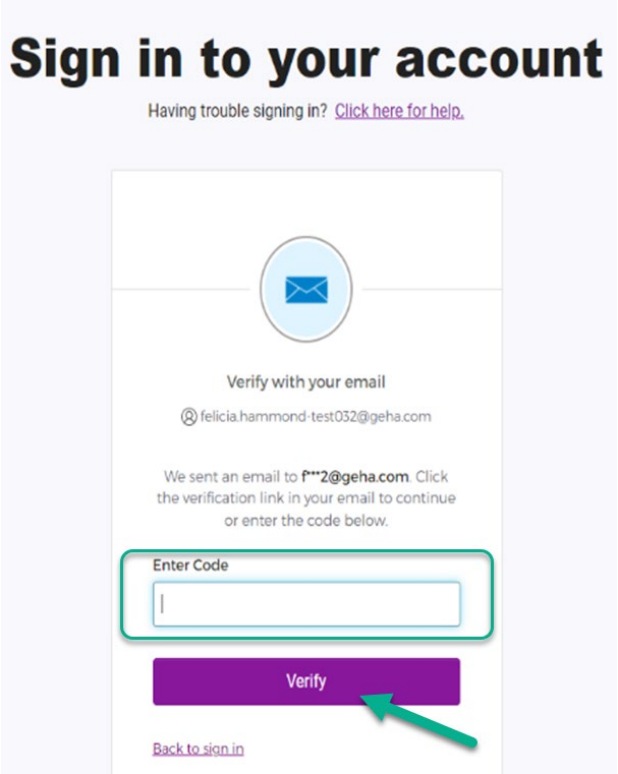
1. To use Email Authentication, click the ‘Send me an email’ button to have a code provided to you in an email. The email will be sent to the same email address you used to register your geha.com member portal account.

   After clicking the button, you should be directed to a new screen where you can enter the code you received in an email. Enter the code into the ‘Verification code’ field and click the ‘Verify’ button that appears below the field. Assuming the code was entered successfully, you will be directed member portal dashboard page.

**Step No. 1**




**Step No. 2**



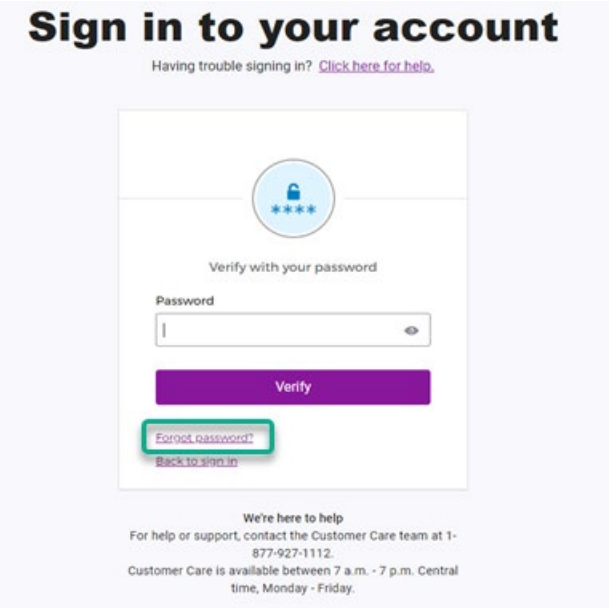
## Section 4: Member Update Password Before Sign In

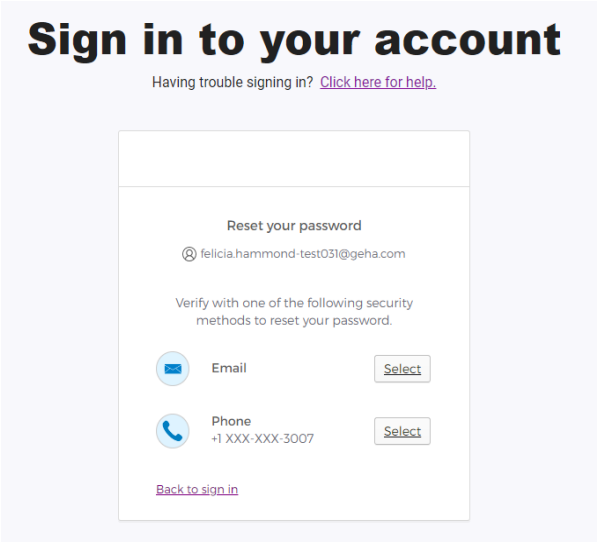
## Resetting Password

1. If you've forgotten your password and need to reset it before signing in to your account, the first step is to enter your email address on the account Sign In page. Then on the next screen, click the 'Forgot password?' link to reset your password.

2. After clicking the 'Forgot password?' link, you can choose to reset your password through email (default) or phone (voice call or SMS/text message).

   **IMPORTANT**: The voice call and SMS/text message options will only work if you've configured those as multifactor authentication options for your account. If you have not configured those options for your account, you must proceed with the default email option, which uses the email address you entered for account registration.



# Email Option for Password Reset

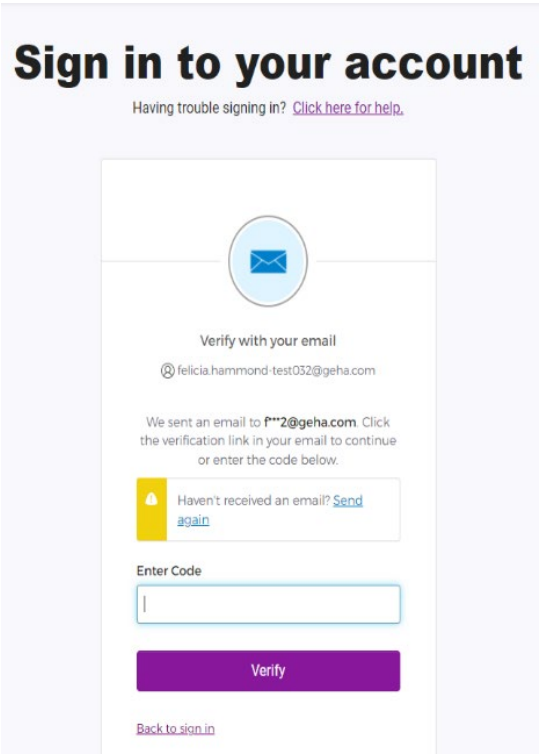
1. If you want to use the email option for resetting your password, click the ‘Email’ option after clicking ‘Forgot password?’ and an email will be sent to the email address used for registering your account.

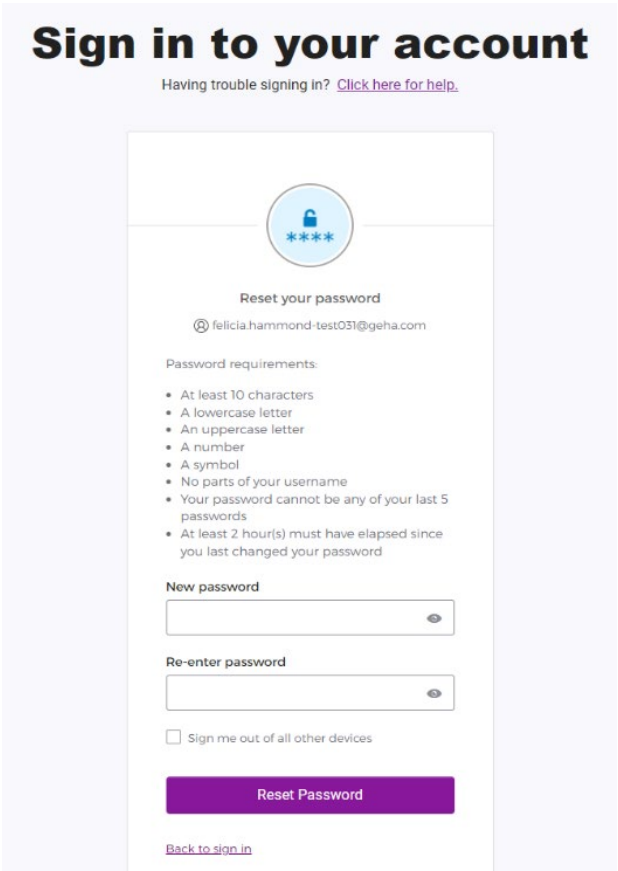
2. Copy the verification code from the ‘Complete your account password reset’ email that was sent to you.

3. Back on the website, enter the code from the email in the “Enter Code” field and click ‘Verify.”

4. Create a new password, then click ‘Reset Password.’

**IMPORTANT**: You can only reset your password one time every two hours so please make careful note of your new password.



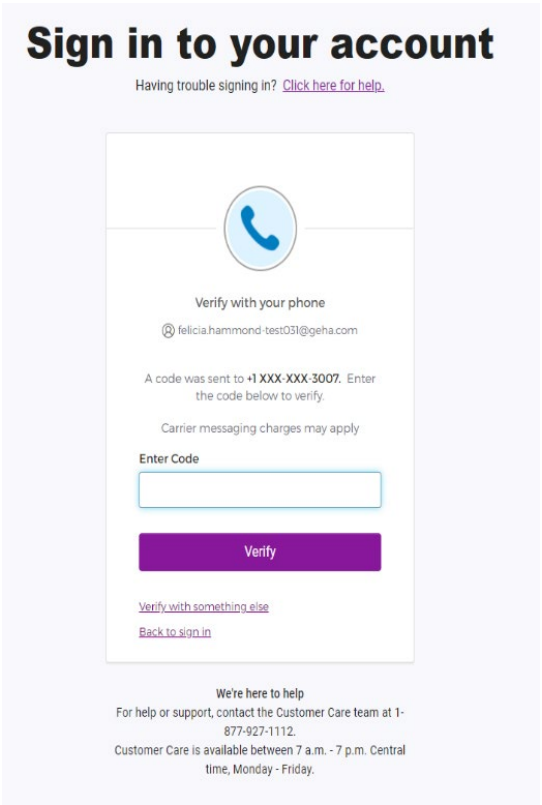
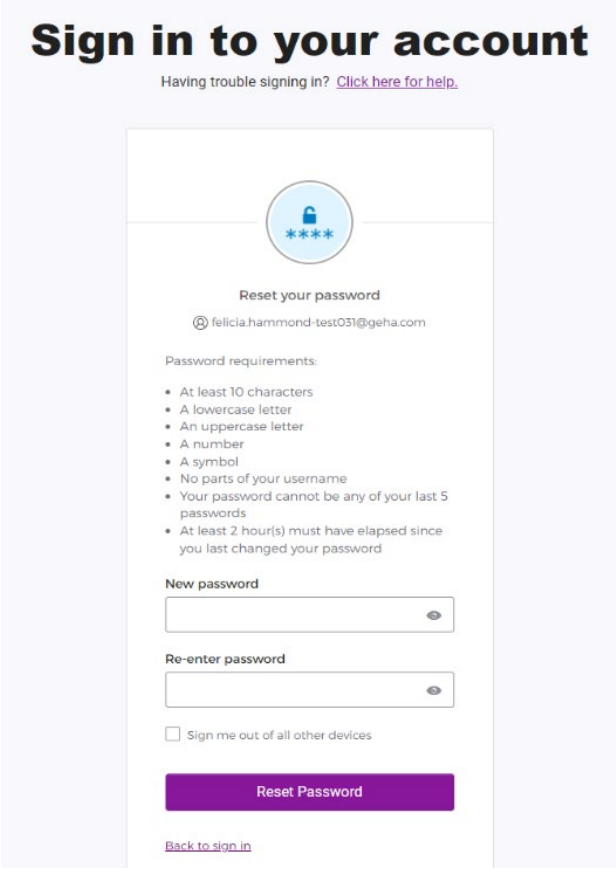



# Vocie Call or SMS/Text Option for Password Reset

1. If you want to use the voice call or SMS/text option for resetting your password, click the ‘Phone’ option after clicking ‘Forgot password?’ and voice call or text will be sent to the phone number associated with your your account.

   The Phone option will only work if you’ve configured that as a multifactor authentication option for your account.

2. Back on the website, enter the code from the voice call or text message in the “Enter Code” field and click ‘Verify.”

3. Create a new password, then click ‘Reset Password.’

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