

GEHA Member Login Resource Document

geha.com/SignIn

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 Login Guide

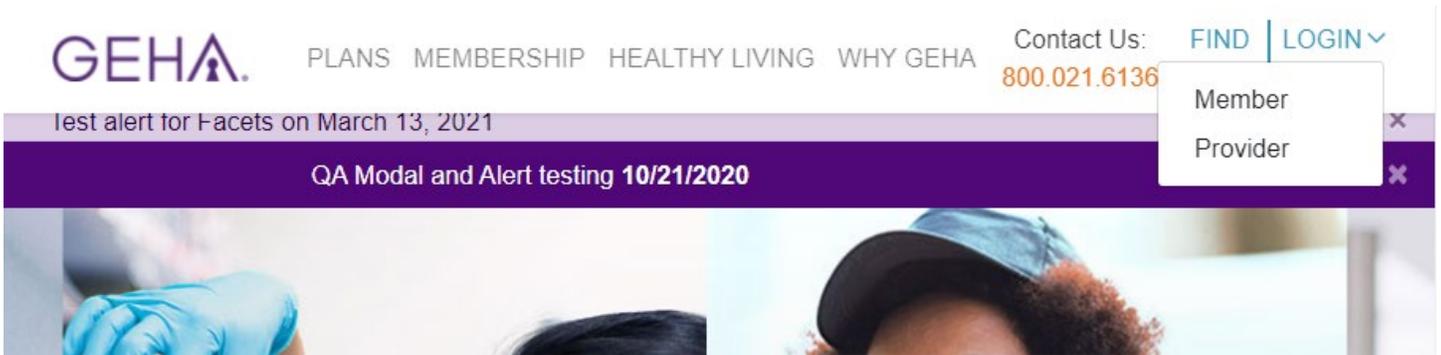
Section 3: Member Update Multifactor Authentication Preferences

Section 4: Member Update Password before Login

Section 5: Member Update Password through Dashboard

Section 1: Member Create an Account Guide

1. Select 'Login', then select 'Member'



2. The first time you sign in you must select 'Create an account'

If you have already started the process, sign in with your new credentials (see 'Member Login Guide')

A screenshot of the GEHA Sign In form. The GEHA logo is at the top. Below it is the text 'Sign In'. There is an 'Email Address' label above a text input field. Below the input field is a checkbox labeled 'Remember me'. At the bottom of the form is an orange 'Next' button. Below the button is a link that says 'Need help signing in?'. At the very bottom of the form is a link that says 'Don't have a GEHA account or need to update your registration? Create an account'.

3. Enter your email, password, first, and last name. Select 'Create Account'.

Note: Your email address will be your new username. Password requirements will appear when you start entering a password.

GEHA.

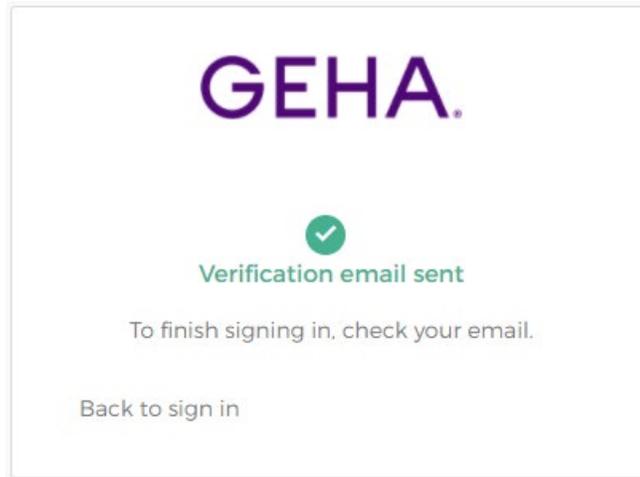
Create Account

- ✓ At least 10 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 symbol(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username

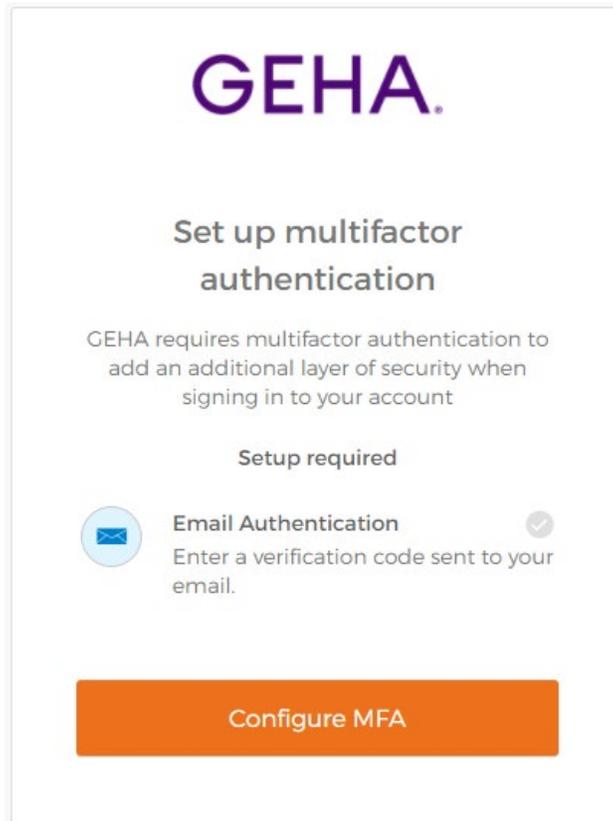
* indicates required field

[Back to sign in](#)

4. After clicking 'Create Account' you will see this message:

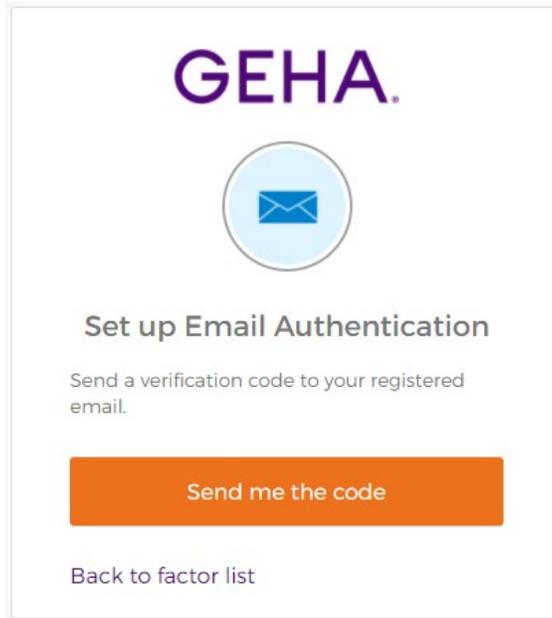


5. You will receive an email and should click the 'Activate Account' link inside. A new screen will appear, this is where you will set up your multifactor authentication:

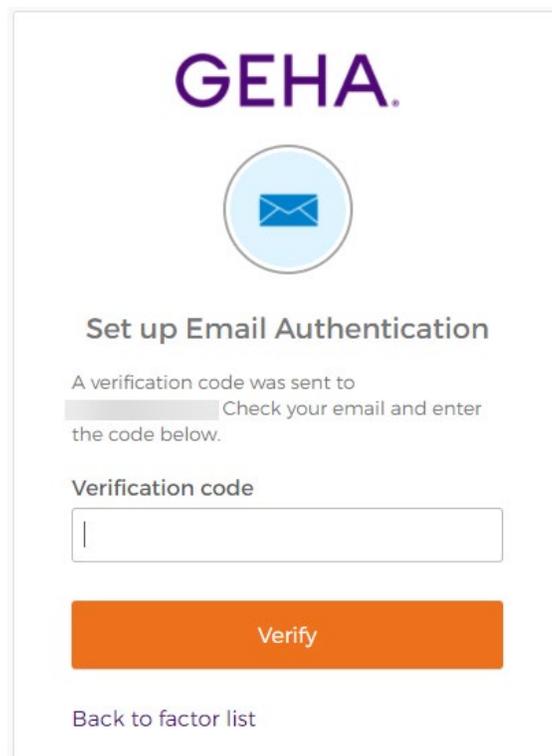


6. Select the 'Configure MFA' button.

Note: Email is already selected as default. The following screen will appear:

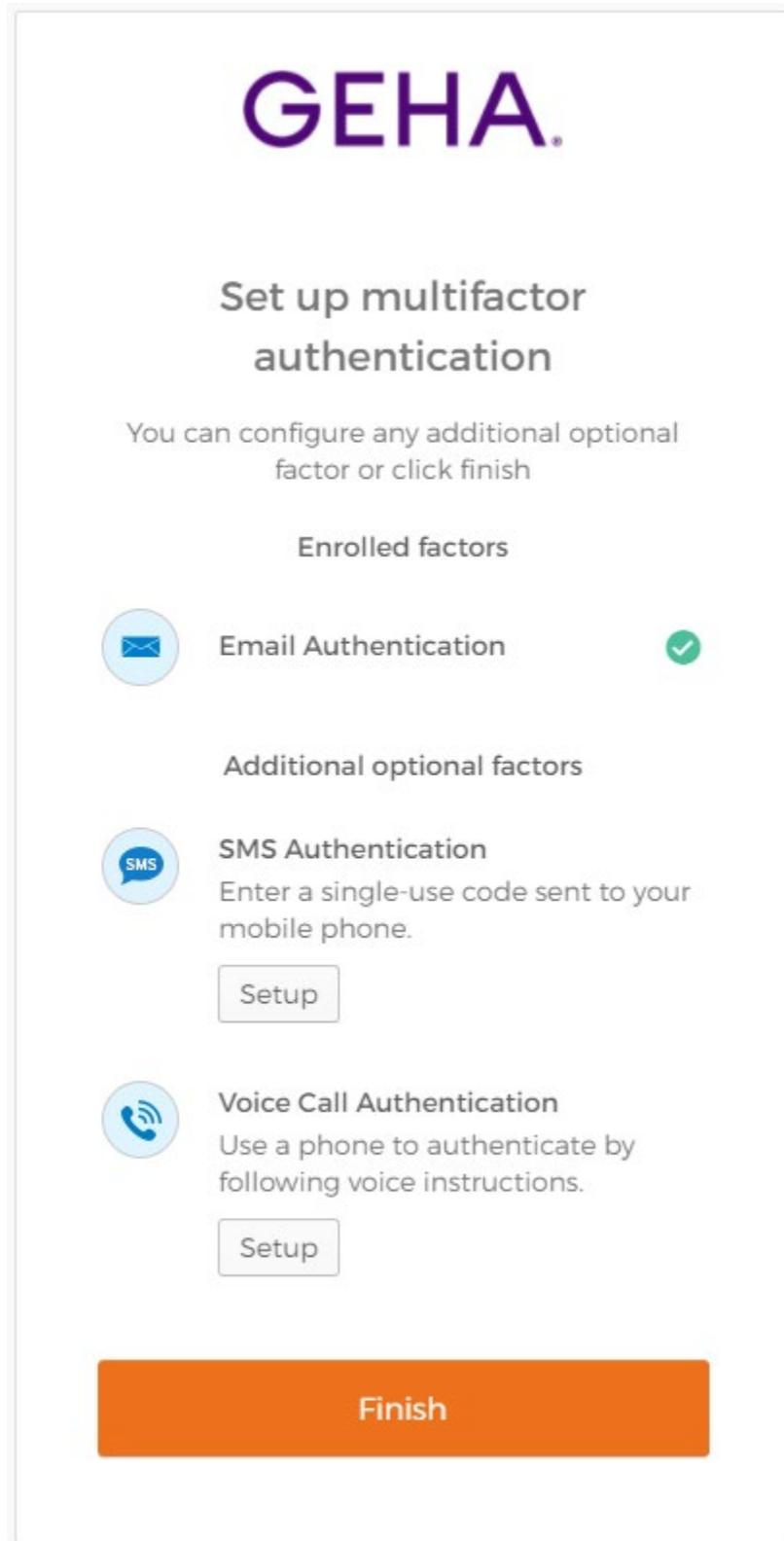


7. Select 'Send me the code' which will send an authentication code to your email address. You will now see the following screen:



8. Enter the code sent to your email address and select 'Verify'. From this screen you may select 'Finish' or set up multiple MFA Options (SMS Authentication and/or Voice Call Authentication).

If you only prefer Email Authentication, then skip to step 10. You may set up other forms of authentication after initial set up.



The screenshot shows the GEHA multifactor authentication setup interface. At the top is the GEHA logo in purple. Below it is the heading "Set up multifactor authentication" and a sub-heading "You can configure any additional optional factor or click finish". Under "Enrolled factors", "Email Authentication" is listed with a blue envelope icon and a green checkmark. Under "Additional optional factors", "SMS Authentication" is listed with a blue speech bubble icon containing "SMS", a description "Enter a single-use code sent to your mobile phone.", and a "Setup" button. "Voice Call Authentication" is listed with a blue phone icon, a description "Use a phone to authenticate by following voice instructions.", and a "Setup" button. At the bottom is a large orange "Finish" button.

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Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

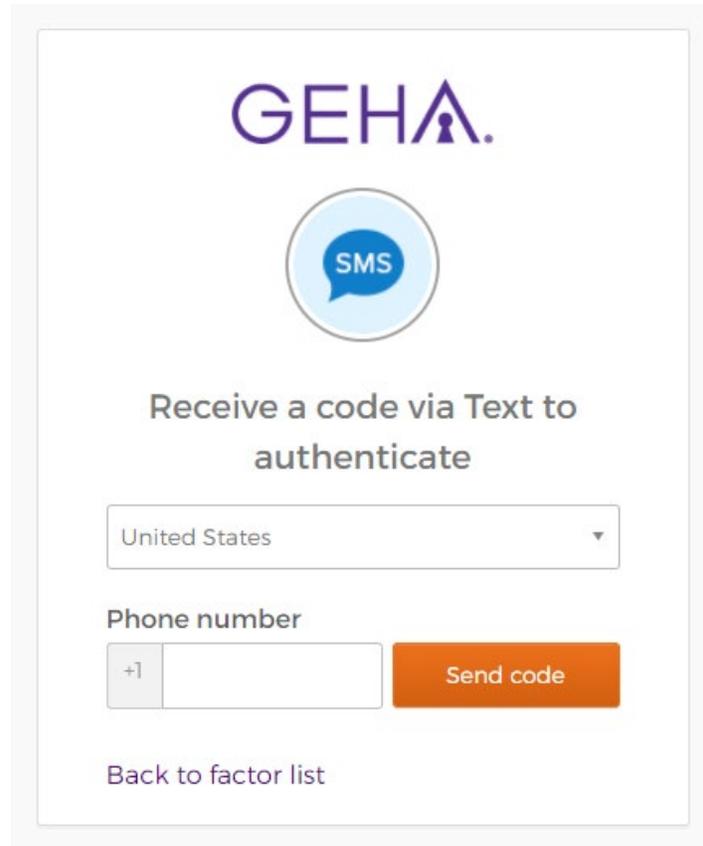
-  Email Authentication 

Additional optional factors

-  SMS Authentication
Enter a single-use code sent to your mobile phone.
-  Voice Call Authentication
Use a phone to authenticate by following voice instructions.

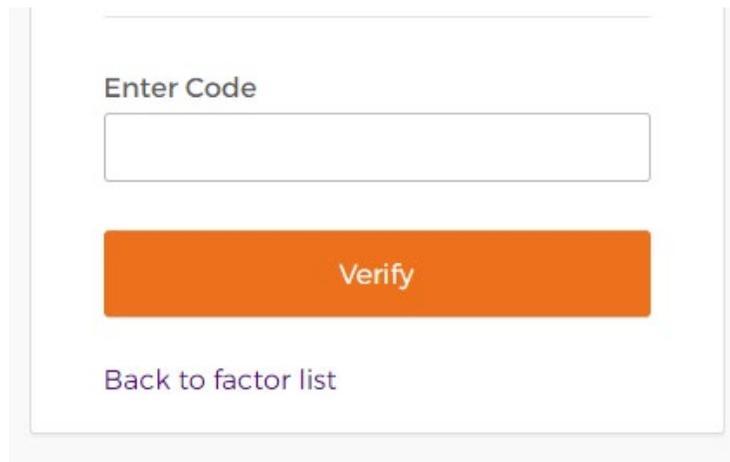
9. If you would like to set up SMS and/or Voice Call authentication — follow the steps below:

A. SMS Authentication setup screen:



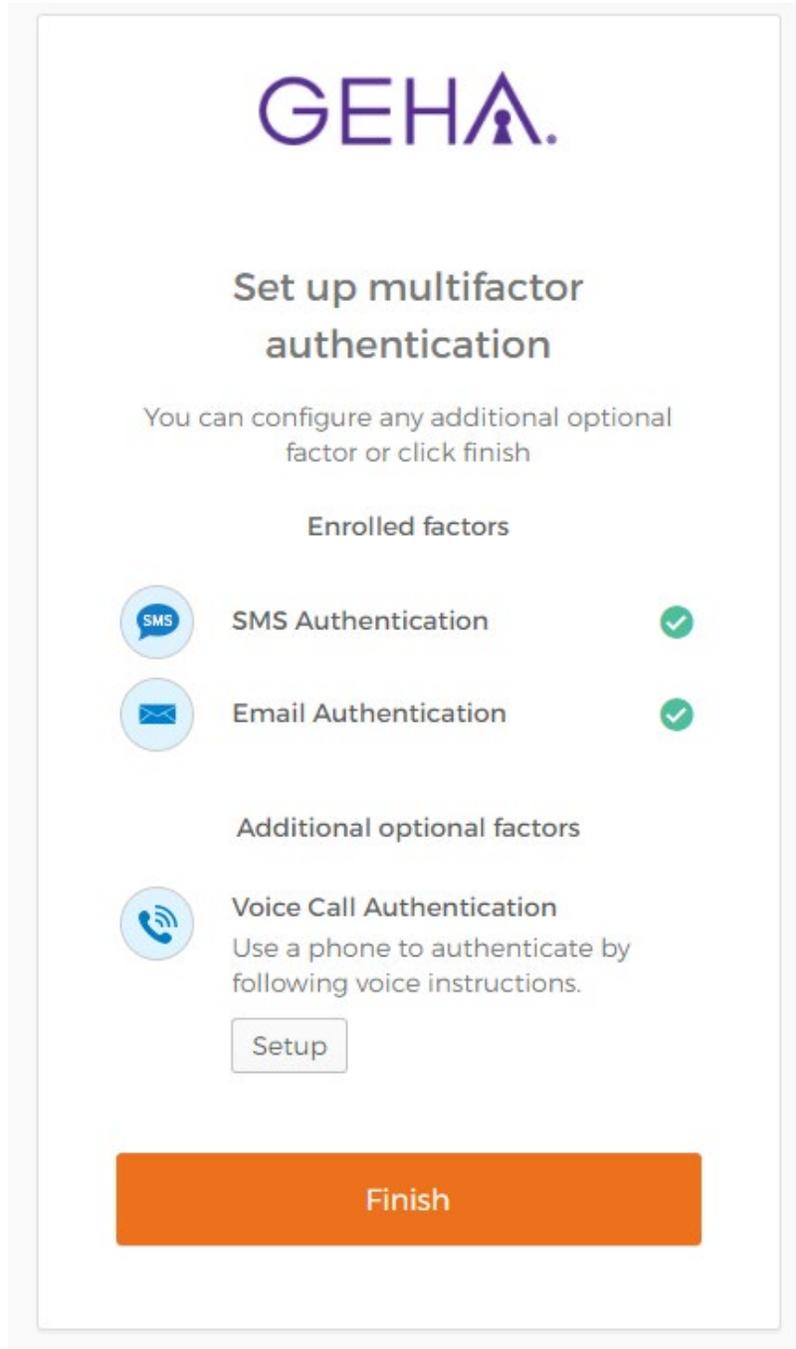
The screenshot shows the GEHA SMS Authentication setup screen. At the top is the GEHA logo. Below it is a blue circular icon with a white speech bubble containing the text 'SMS'. The main heading reads 'Receive a code via Text to authenticate'. There is a dropdown menu currently set to 'United States'. Below that is the label 'Phone number' followed by a small grey box containing '+1' and an empty input field. To the right of the input field is an orange button labeled 'Send code'. At the bottom left, there is a purple link that says 'Back to factor list'.

B. Enter phone number with area code and select 'Send code'. The code input field will appear. Enter code sent to your phone via SMS text and select 'Verify'.



The screenshot shows the code verification screen. It features a label 'Enter Code' above a large empty input field. Below the input field is a large orange button labeled 'Verify'. At the bottom left, there is a purple link that says 'Back to factor list'.

If successful, the set up multifactor authentication screen will appear. Note: SMS Authentication is also checked.



The screenshot shows a web interface for setting up multifactor authentication. At the top is the GEHA logo. Below it is the heading "Set up multifactor authentication" and a sub-heading "You can configure any additional optional factor or click finish". The "Enrolled factors" section lists "SMS Authentication" and "Email Authentication", both with green checkmarks. The "Additional optional factors" section lists "Voice Call Authentication" with a "Setup" button. At the bottom is a large orange "Finish" button.

GEHA.

Set up multifactor authentication

You can configure any additional optional factor or click finish

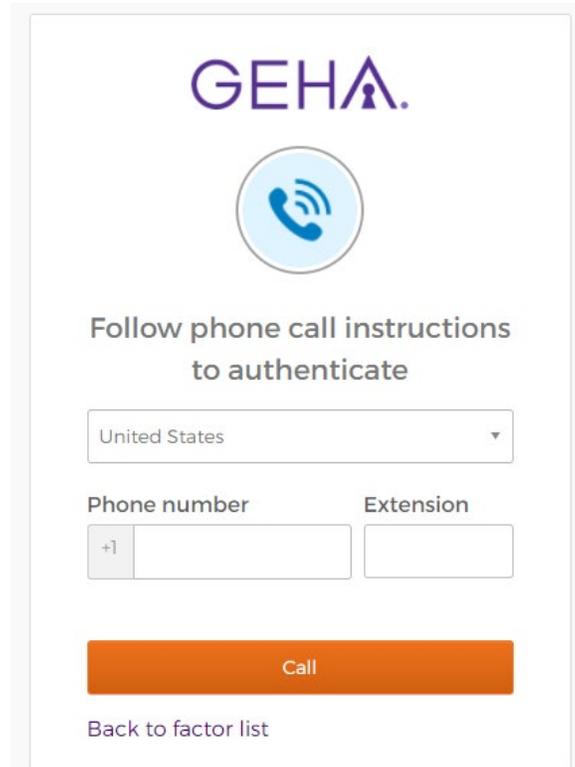
Enrolled factors

-  SMS Authentication 
-  Email Authentication 

Additional optional factors

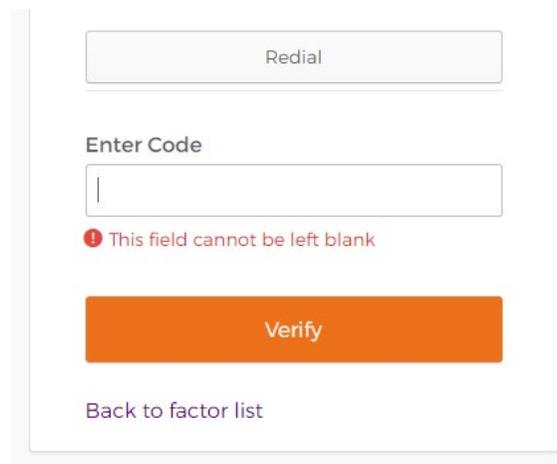
-  **Voice Call Authentication**
Use a phone to authenticate by following voice instructions.

C. To set up Voice Call Authentication select 'Setup' below that option and the following screen will appear:



The screenshot shows the GEHA Voice Call Authentication setup screen. At the top is the GEHA logo. Below it is a blue circular icon with a white telephone handset and signal waves. The text reads "Follow phone call instructions to authenticate". There is a dropdown menu for "United States". Below that are two input fields: "Phone number" with a "+1" prefix and "Extension". A large orange "Call" button is centered below the fields. At the bottom left is a link "Back to factor list".

D. Input your phone number with area code (and extension if needed) and select 'Call'. You will receive a call with a verification code and the following will appear below the phone number field:



The screenshot shows the verification code entry screen. At the top is a "Redial" button. Below it is the text "Enter Code" followed by an empty input field. A red error message "This field cannot be left blank" is displayed below the input field. A large orange "Verify" button is centered below the input field. At the bottom left is a link "Back to factor list".

E. Enter the code and select 'Verify'. If you miss the call or need the code again, you may select 'Redial'. Once verified the Setup MFA screen will appear. Note: Voice Call Authentication is now checked.

10. After selecting 'Finish' on the Setup MFA screen, the Validate your account screen will appear:

GEHA.

Validate your account

To create your unique member profile, we need to collect some personal information.

All fields are required unless marked as optional.

Relationship to subscriber

Choose... ▾

First Name

Last Name

Member ID OR Subscriber SSN

Please enter the 8 digit GEHA ID located on the front of your ID Card.

Date of Birth

mm/dd/yyyy

Terms and conditions

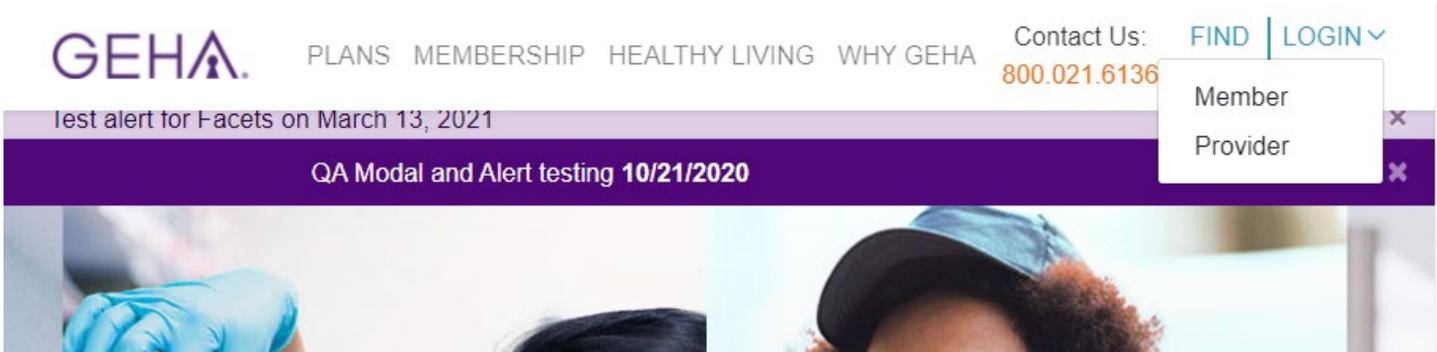
I agree to the [terms and conditions](#).

CONTINUE

11. Input the requested information making sure it matches exactly as it appears on your GEHA ID card. Read the terms and conditions and if you agree select the 'I agree to the terms and conditions' box and click continue. If the information is correct you will be taken to your member dashboard. If there is an error, you will see the error in a red font above the continue button.

Section 2: Member Login Guide

12. Select 'Login', then select 'Member'



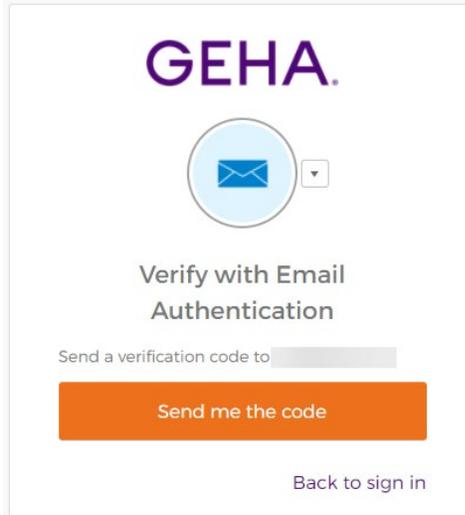
13. Enter your email address, select 'Next', then enter your password and select 'Sign in'. Note: If you have not yet registered see 'Member Create an Account Guide'

A screenshot of the GEHA Sign In page. The GEHA logo is at the top. Below it is the text 'Sign In'. There is an 'Email Address' label above a text input field. Below the input field is a checkbox labeled 'Remember me'. At the bottom of the form is an orange button labeled 'Next'. Below the button is a link that says 'Need help signing in?'. At the very bottom, there is a link that says 'Don't have a GEHA account or need to update your registration? Create an account'.A screenshot of the GEHA Sign In page. The GEHA logo is at the top. Below it is the text 'Sign In'. There is an 'Email Address' label above a text input field. Below the input field is a checkbox labeled 'Remember me'. At the bottom of the form is an orange button labeled 'Sign In'. Below the button is a link that says 'Need help signing in?'. At the very bottom, there is a link that says 'Don't have a GEHA account or need to update your registration? Create an account'.

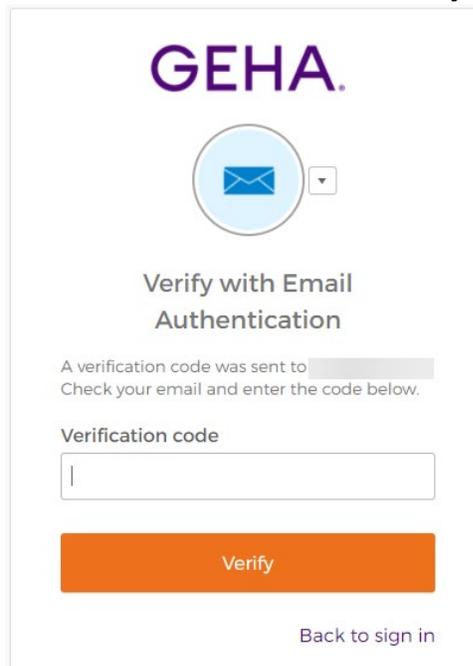
14. If you have entered the correct email address and password combination you will see a message based on your multifactor authentication preference (A. Email, B. SMS Text, C. Voice Call, D. Multiple)

A. Email Authentication:

If you have selected email (the default), you will see the following:



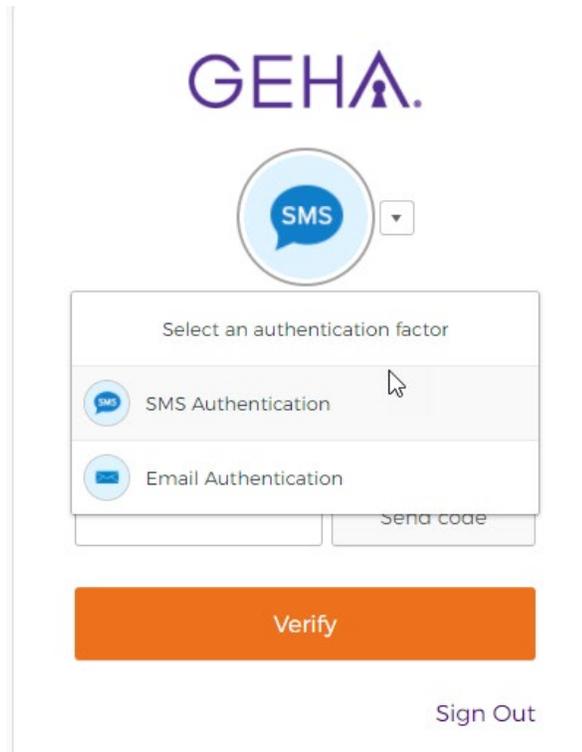
Select 'Send me the code' and a code will be sent to your email address.



Enter the code and select 'Verify'. If entered correctly, you will be directed to your member dashboard.

B. SMS Authentication:

If you have selected the SMS option, you will see the following message with a drop-down arrow to select how you would like to verify (by either Email or SMS):

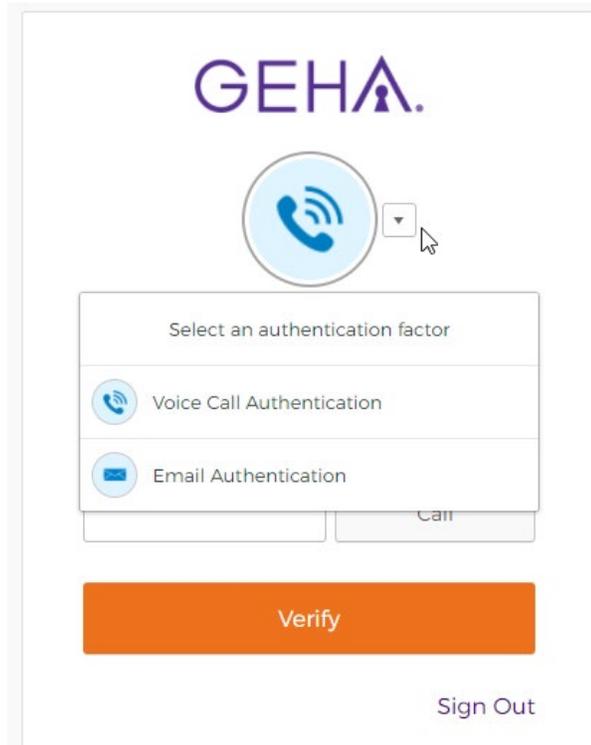


The screenshot displays the GEHA authentication interface. At the top is the GEHA logo. Below it is a circular icon with 'SMS' and a dropdown arrow. A dropdown menu is open, titled 'Select an authentication factor', with two options: 'SMS Authentication' (selected) and 'Email Authentication'. Below the menu is a 'Send code' button. At the bottom is a large orange 'Verify' button and a 'Sign Out' link.

Select 'SMS Authentication' and the 'Send Code' button. A code will be sent via text message. Enter the code and select 'Verify'. If entered correctly, you will be directed to your member dashboard.

C. Voice Call Authentication:

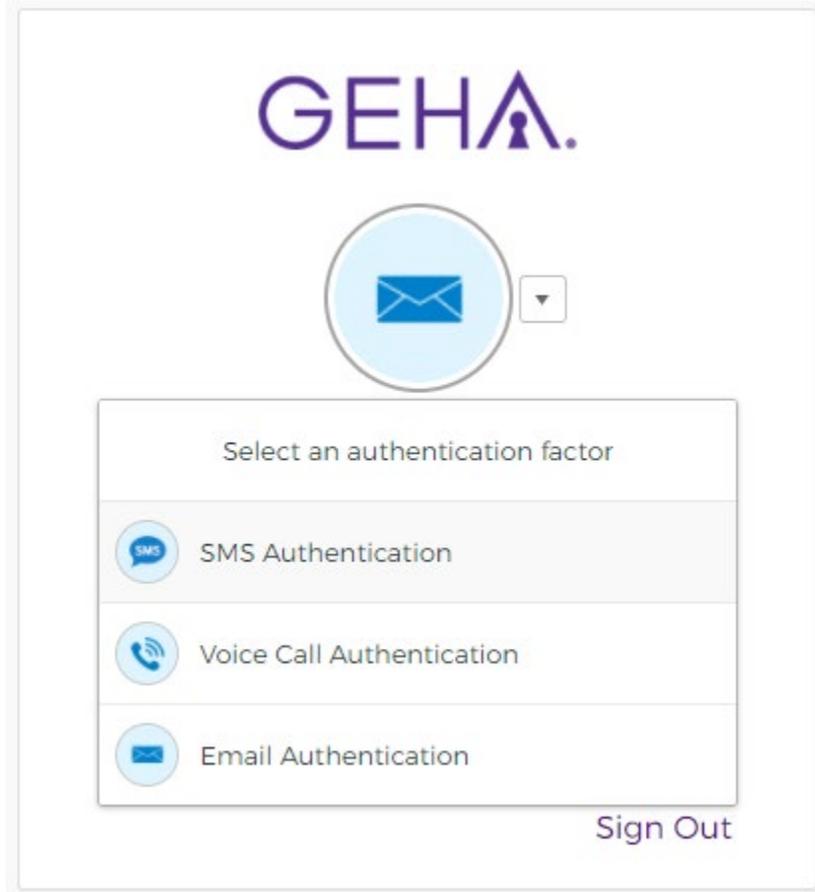
If you have selected the Voice Call option, you will see the following message with a drop-down arrow to select how you would like to verify (by either Email or Voice Call):



Select Voice Call Authentication and the 'Call' button. You will receive the authentication code via a phone call. Enter your code and select 'Verify'. If entered correctly, you will be directed to your member dashboard.

D. Enrolled in all:

If you have enrolled in all three options, 'Email' is selected as default. Use the drop-down arrow next to the email icon to select which authentication method you would like to use. See below:



See A, B, or C above for instructions on how to verify with each.

Section 3: Update Multifactor Authentication Preferences

1. After logging in, select 'Sign in & Security' which is located on the left of the member dashboard:

The screenshot displays the GEHA Member Dashboard. At the top, there is a navigation bar with links for Sign Out, Find Care, Contact Us, and Forms & Documents, along with a search bar. The GEHA logo is on the left. A main navigation menu includes Plans & Benefits, Prescriptions, Health & Wellness, FAQs & Resources, and About Us. The breadcrumb trail shows Home > Member Dashboard. A notification banner at the top of the dashboard area states: "Please update your [account information and preferences](#)." Below this is a promotional banner for Active&Fit Direct, offering a \$25/month membership for access to 10,000+ fitness centers. A "Welcome to your GEHA Member Dashboard." message is followed by a note: "Plan change? Divorced or legally separated? Please contact Customer Care at 877.927.1112 so that we can help secure your web account." The "Claims Search" section includes a "Patient" dropdown menu and a "Date of Service Range (mm/dd/yyyy)" field with date pickers. A "Search Claims" button is located below. On the left sidebar, the "Sign in & Security" menu item is highlighted with a mouse cursor. Other sidebar items include Account Logout, My Account, Personal Information (with a DOB field), and a list of links such as How to File a Claim, Find Care, Contact Information, 1095 Tax Forms, Annual Meeting 2020, Substitute W-9 Form, and MinuteClinic Physicals Voucher. On the right, the "Health Toolbox" contains links for Online Health Assessment, Personal Health Record, and My Health Rewards. A "MEMBER EXCLUSIVE" promotion for an "ELECTRIC TOOTHBRUSH" is featured, showing a GEHA electric toothbrush and offering a 70% discount, with a note that limited quantities are available.

2. Scroll to the 'Multifactor Authentication Preferences' section:

Multifactor Authentication Preferences

MFA Phone
Phone Number

Enrolled
To modify your MFA preferences, please select from the enrolled factors and click Remove. This will remove the selected MFA from your validation preferences.

Email

Available Options
To enroll in a new multifactor authentication method, please select from the available factors and click enroll.

SMS Text Message (Please note that your carrier's standard text-messaging rates will apply)
 Voice Call

Enroll

3. Enter your phone number in the 'Phone Number' Field. Note: Email is the default option and cannot be unselected. To update your email address please contact Customer Care.
4. Select the option you would like to enroll in.
5. Select 'Enroll'.

6. The page will refresh and you will see the following message:

Sign In & Security

Here's where you can manage the details of your GEHA account.

Please confirm or update any changes to your communication email, phone number and mailing address to ensure we have your most current information

GEHA will review your request for verification before implementing the change. Not all changes are immediate, some changes could take up to 24 hours to display on this page.

You have enrolled in a new Multifactor Authentication type. You will receive a one time passcode on your device. Please enter that validation code to complete the setup.

7. You will receive a code via SMS Text or Voice Call depending on which option you selected.
8. Scroll down to the Multifactor Authentication Preferences section and you will now see a new validation field under the 'Enroll' button:

Enroll

Validate
Please select the factor to validate.

SMS Text Message

Please enter the one time passcode sent to your device.

Resend Code

Validate

9. Enter your code in the field and select the 'Validate' button. Note: You can select the 'Resend Code' to have a new code sent to you.

Sign In & Security

Here's where you can manage the details of your GEHA account.

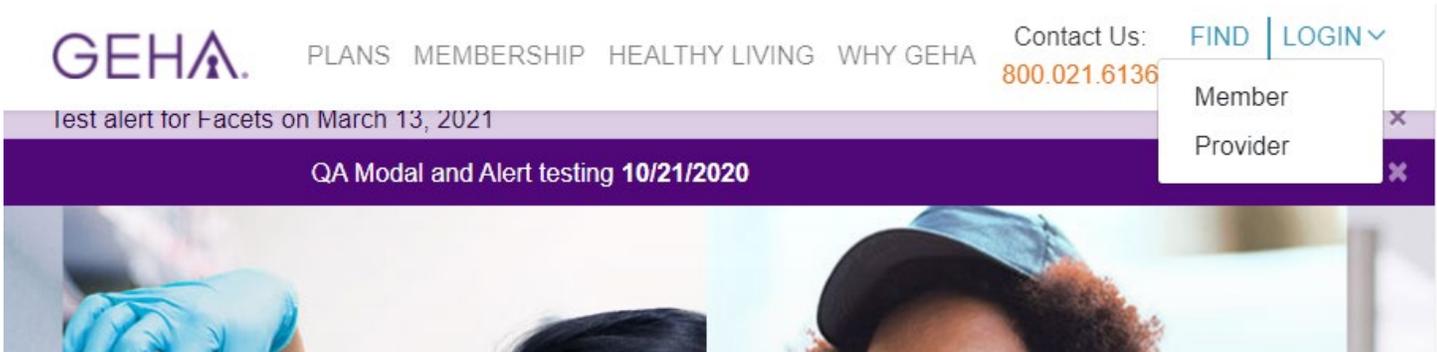
Please confirm or update any changes to your communication email, phone number and mailing address to ensure we have your most current information

GEHA will review your request for verification before implementing the change. Not all changes are immediate, some changes could take up to 24 hours to display on this page.

Your selection has been enrolled successfully.

Section 4: Update Password Before Log In

1. Click 'Login', then select 'Member'



2. Select 'Need help signing in?', then select 'Forgot password?'

This screenshot shows the GEHA Sign In page. At the top is the GEHA logo. Below it is the text 'Sign In'. There is an 'Email Address' label above a text input field. Below the input field is a checkbox labeled 'Remember me'. Below that is an orange button labeled 'Next'. At the bottom of the page, there is a link that says 'Need help signing in?'.

This screenshot shows the GEHA Sign In page after clicking 'Need help signing in?'. At the top is the GEHA logo. Below it is the text 'Sign In'. There is an 'Email Address' label above a text input field. Below the input field is a checkbox labeled 'Remember me'. Below that is an orange button labeled 'Next'. Below the 'Next' button are two links: 'Need help signing in?' and 'Forgot password?'. Below these links is a 'Help' link. At the bottom of the page, there is a link that says 'Don't have a GEHA account or need to update your registration? Create an account'.

3. Enter your email address and select the multifactor authentication option you would like to use. Note: Text and voice can only be used if a mobile phone number has been configured previously.

GEHA.

Reset Password

Email Address

Text or Voice can only be used if a mobile phone number has been configured.

Reset via Text

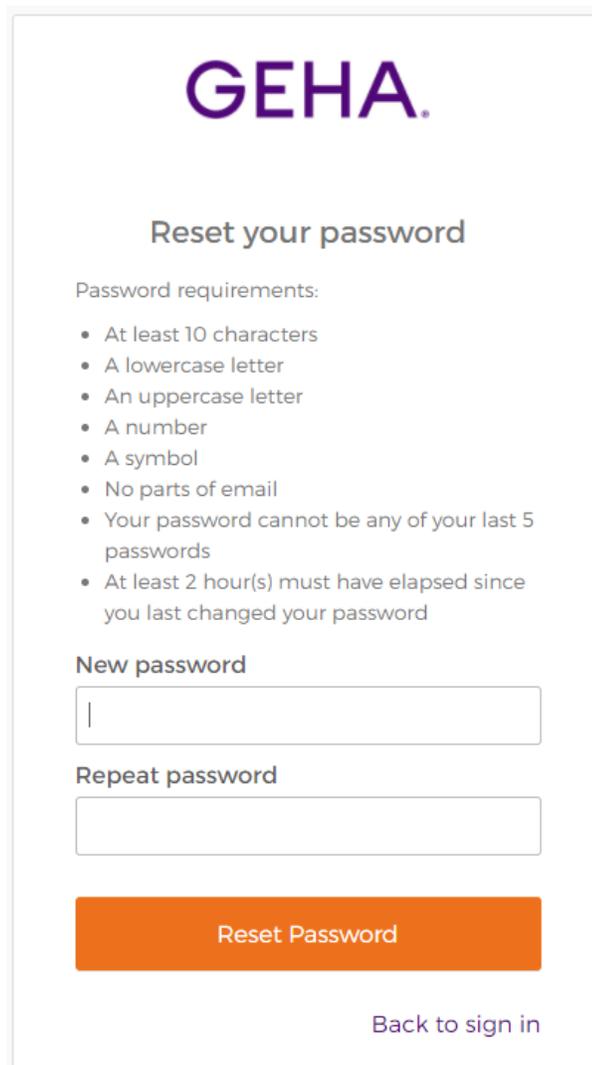
Reset via Voice Call

Reset via Email

[Back to sign in](#)

4. A link will be sent to you to reset your password.

5. Select the link, it will direct you to the following screen:



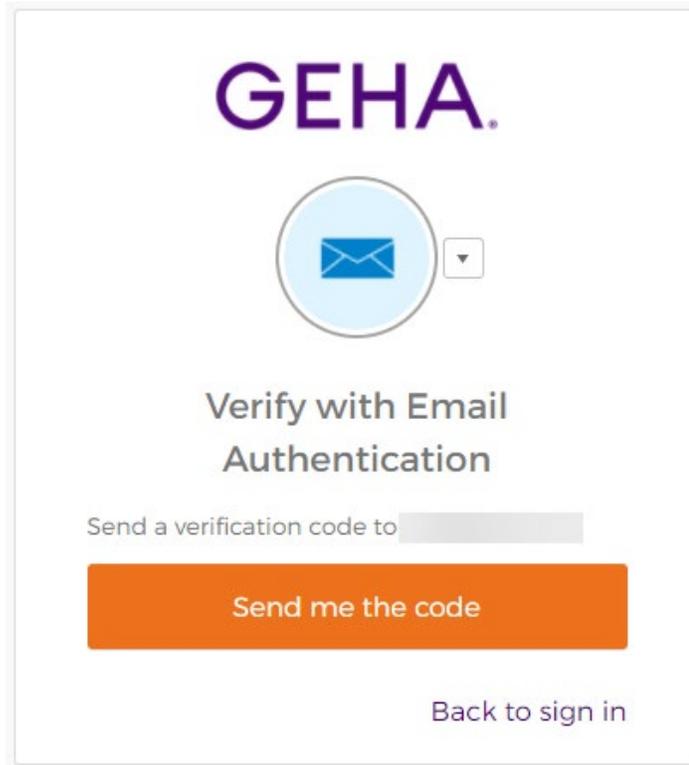
The screenshot shows a web page for GEHA with the following content:

- GEHA logo at the top center.
- Section header: "Reset your password".
- Section header: "Password requirements:" followed by a bulleted list:
 - At least 10 characters
 - A lowercase letter
 - An uppercase letter
 - A number
 - A symbol
 - No parts of email
 - Your password cannot be any of your last 5 passwords
 - At least 2 hour(s) must have elapsed since you last changed your password
- Section header: "New password" followed by a text input field.
- Section header: "Repeat password" followed by a text input field.
- A large orange button labeled "Reset Password".
- A link labeled "Back to sign in" at the bottom right.

6. Input a new password following the password requirements listed.

7. Repeat your new password in the field below and select 'Reset Password'

8. If the new password fits the password requirements you will be taken to the login verification screen. If you see the following screen you have successfully reset your password:



9. Follow the prompts to finish logging in.

Section 5: Member Update Password Through Portal

1. After logging in, select 'Sign in & Security' located on the left:

The screenshot shows the GEHA Member Dashboard. At the top, there is a navigation bar with links for Sign Out, Find Care, Contact Us, Forms & Documents, and a search bar. The GEHA logo is on the left. Below the logo is a navigation menu with options: Plans & Benefits, Prescriptions, Health & Wellness, FAQs & Resources, and About Us. The main content area is titled 'Member Dashboard' and includes a notification to update account information and preferences. Below this is a 'Claims Search' section with a search form. On the right, there is a 'Health Toolbox' with links to 'Online Health Assessment', 'Personal Health Record', and 'My Health Rewards'. A 'MEMBER EXCLUSIVE' banner for 'ELECTRIC TOOTHBRUSH' is also visible.

2. Scroll to the 'Update Password' section under 'Account Information'
3. Enter your current password in the 'Verify Current Password' field
4. Enter your new password in the 'New Password' and 'Confirm New Password' fields
5. Select the 'Update' button

The screenshot shows the 'Sign In & Security' page. The page has a navigation bar at the top with 'Home', 'Member Dashboard', and 'Sign In & Security'. The main content area is titled 'Sign In & Security' and includes a message: 'Here's where you can manage the details of your GEHA account. Please confirm or update any changes to your communication email, phone number and mailing address to ensure we have your most current information. GEHA will review your request for verification before implementing the change. Not all changes are immediate, some changes could take up to 24 hours to display on this page.' Below this is a form with two sections: 'Account Information' and 'Update Password'. The 'Account Information' section has a field for 'Account Email'. The 'Update Password' section has fields for 'Verify Current Password', 'New Password', and 'Confirm New Password', followed by an 'Update' button.