

Instructions for First Time Users:

Look at the screen below. Pick a user name and password, click "continue".

Note: the instructions below state you may choose up to 20 characters to create a user ID and password. For best results, choose up to 10 characters, rather than 20.

CREATE A USER ID AND PASSWORD		
The User ID and Password you are about to create will be used for logging in to access you information.		
Enter User ID	<input type="text"/>	Your User ID should contain 5 to 20 characters, at least one letter (case sensitive) and contain no spaces or special characters (e.g. !@#%&)
Enter Password	<input type="password"/>	Your Password should contain 6 to 20 characters, at least one letter and one number (case sensitive) contain no spaces or special characters (e.g. @\$%&) and be different from your User ID
Verify Password	<input type="password"/>	
<input type="button" value="Back"/> <input type="button" value="Continue"/>		

The next screen below you will be asked for your social security number, alternate ID*, Date of Birth, your email address, and a security question that only you or your immediate family would know.

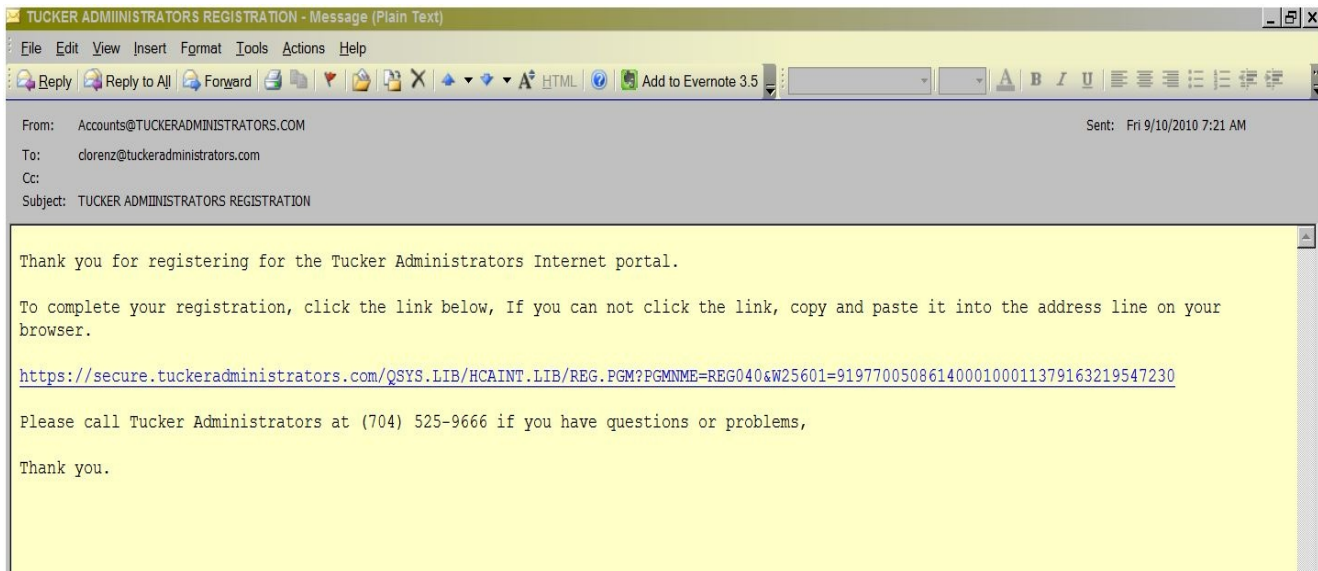
*Your alternate ID number is on your identification card, and is shown as "member ID".

*Note: If Tucker Administrators is providing FSA-only services (in other words, your group does not have the group health insurance with Tucker Administrators) please call Tucker Administrators at 704-525-9666 to request your FSA Alternate ID.

Once you click "continue" a confirmation message with a link is sent to you at the email address you provided.

SECURITY INFORMATION		
The Security information is used to identify you.		
Social Security Number of the Covered Employee	<input type="text" value="00000000"/>	Enter the social security number of the employee who is covered under the plan. If you are a covered dependent, do not enter your social security number. Instead enter the SSN of the covered employee
Alternate ID of the Covered Employee	<input type="text"/>	The alternate ID is the ID number found on your ID card
Date of Birth of the covered member	<input type="text"/>	Enter your date of birth
Your email address	<input type="text"/>	This email address will be used in case you forget your user id or password in the future.
Verify your email address	<input type="text"/>	
Select a security question	<input type="text" value="What is your mother's maiden name?"/>	If the event you forget your user id and/or password, the security question will be used to verify your identity.
Answer the security question	<input type="text"/>	
<input type="button" value="Back"/> <input type="button" value="Continue"/>		

Click on the link provided in the email as shown below. You will be directed back to the login page.



At the login screen, use your login and password you just created going through the registration. You will then access your personal information, as well as useful links regarding your plan.

If you have problems with your first-time login, please call Tucker Administrators for further assistance at 704-525-9666.