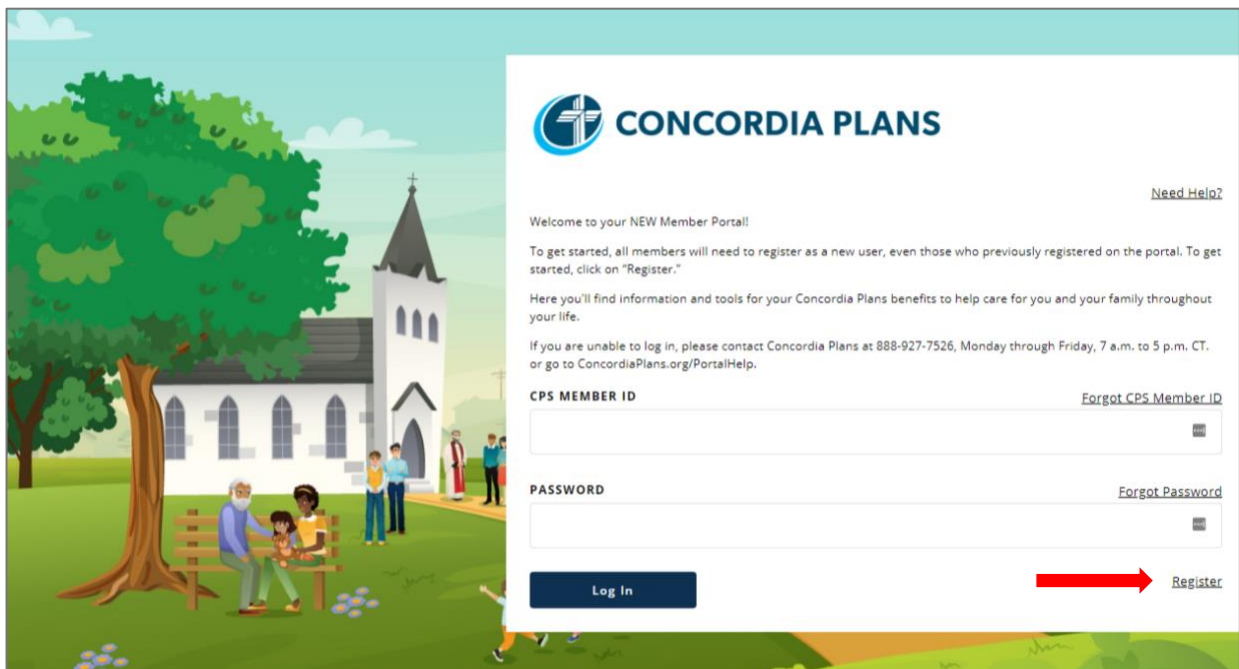# Getting Started

First Time Registration

You will perform the registration process once. All steps are required.

1. Click the **Register** link in the bottom right corner of the Concordia Plans Welcome screen. You will be prompted to answer questions to continue the registration.
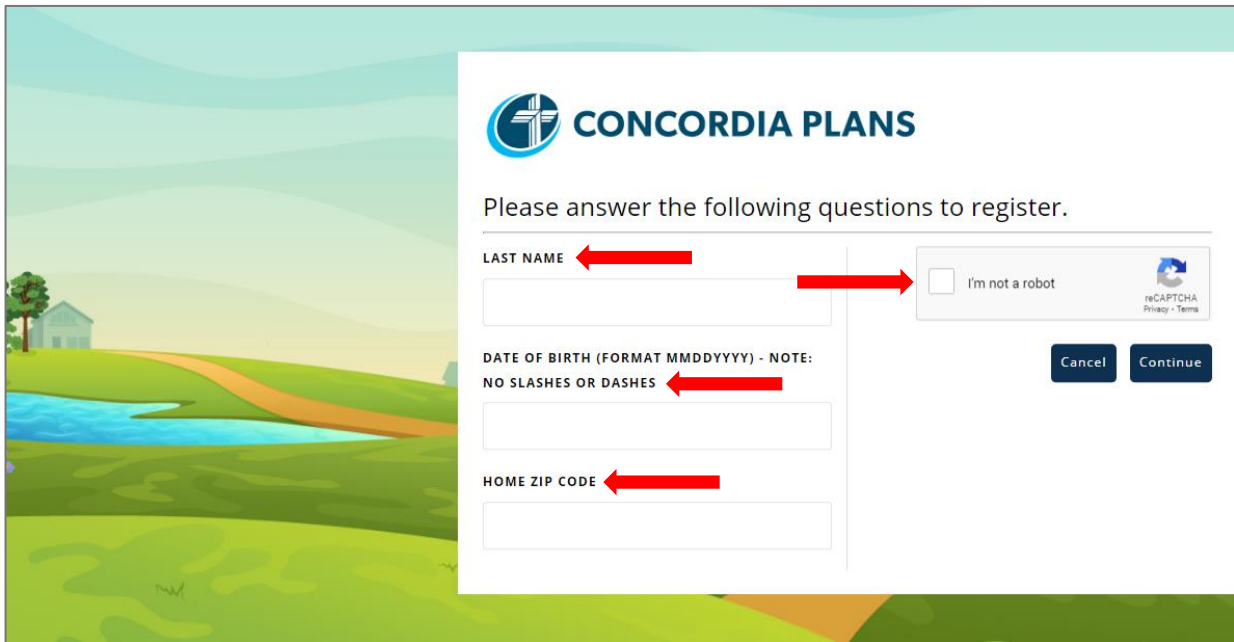
Complete the specified fields, all of which are required.

2. Type your last name in the **Last Name** field.

3. Type your date of birth in the **Date of Birth** field.
   Format MMDDYYYY is required. ***Please do not include dashes or slashes***.

4. Type your home zip code in the **Home Zip Code** field.
   Use five digits only.

5. Click the **I'm not a robot** checkbox.
   This step may require a picture recognition challenge.
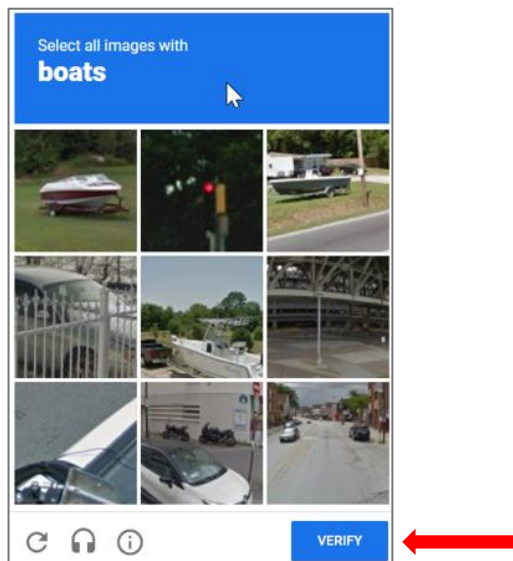
6. Make the appropriate selections, and then click the **Verify** button.

7. Click the **Continue** button.
   You will be prompted to create a password.

8. Type your secure password into the **Password** field.
    Be sure to follow the indicated requirements. This will serve as your password credential for future logins.

9. Repeat the typed password in the **Confirm Password** field.

10. Click the **Continue** button.
    The system confirms your successful registration.

You will be required to and prompted to change your password every 365 days.

11. Click the **Show CPS Member ID** button.
    Your Member ID number displays.
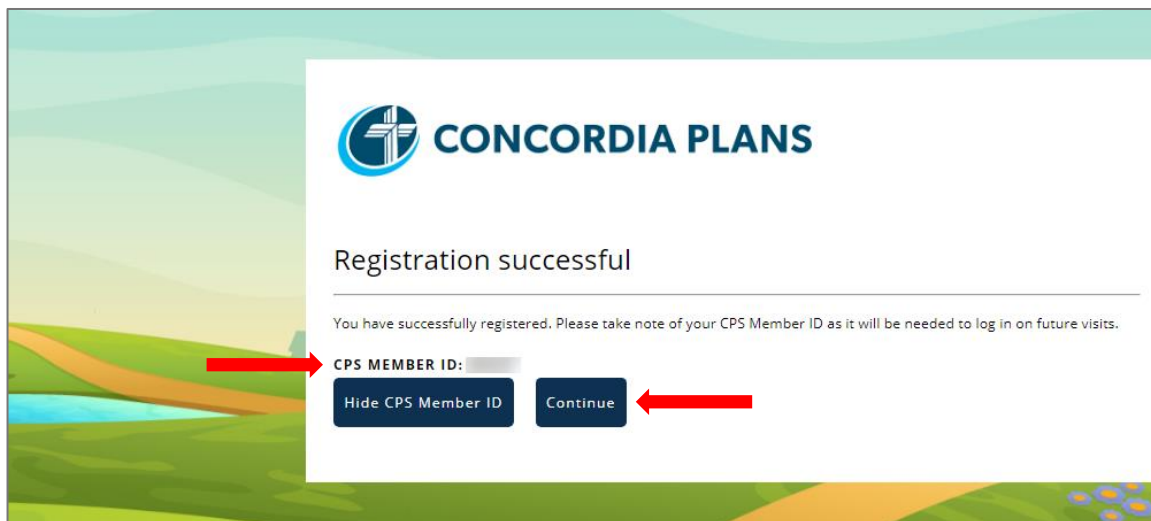
12. Make a note of your CPS Member ID number, and then click the **Continue** button.
    The system prompts you to select three challenge questions.

Note: If you forget your CPS Member ID, you will have the ability to retrieve it at any time on the Member Login screen.

13. Click the drop-down arrow in the **Question 1** field and select a question to use for security verification.

14. Click into the space below Question 1 and type your answer.

15. Repeat the two previous steps for **Question 2** and **Question 3**, using a different answer from the one used in Question 1.

Note: ***Answers to challenge questions are case sensitive***.
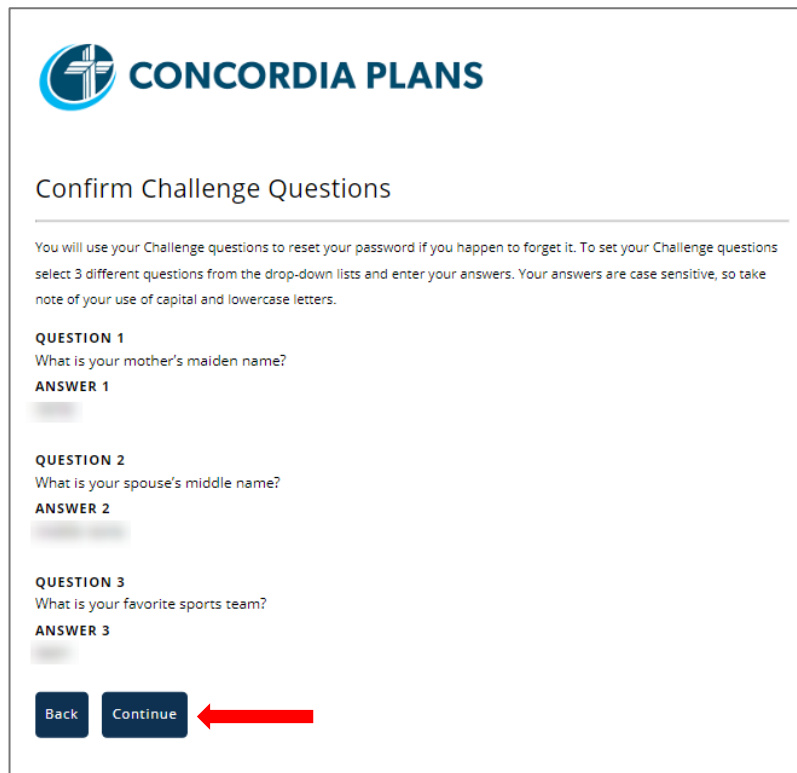
16. Once you have established your challenge questions, click the **Continue** button.

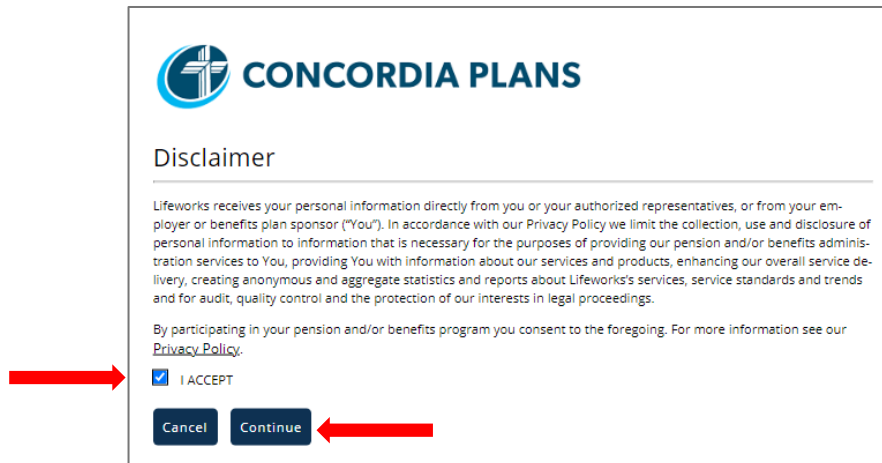The system will confirm your questions and answers.

17. Click the **Continue** button.
    Your challenge questions are saved successfully.
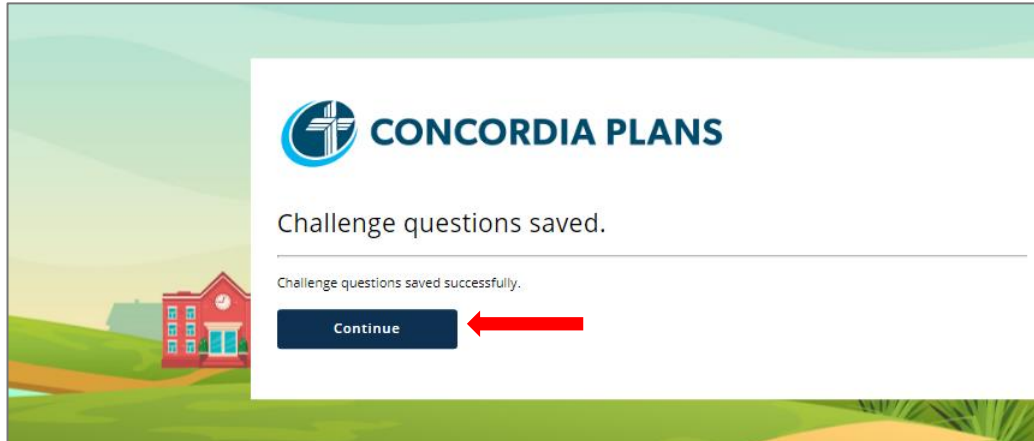
18. Click the **Continue** button.

The system displays a disclaimer for LifeWorks, the vendor with whom Concordia Plans works to provide your Member Portal.
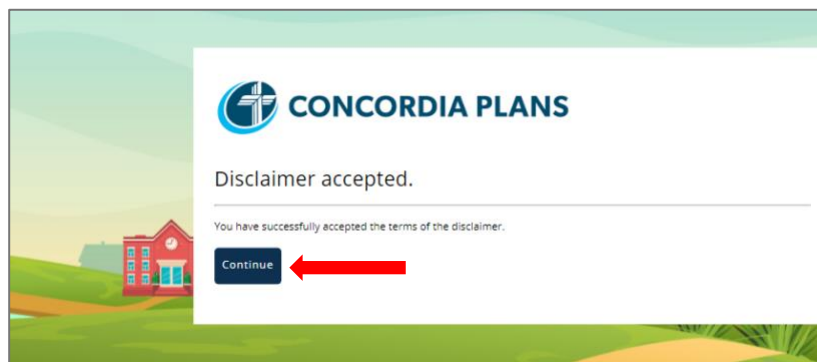

19. After reading the disclaimer, click the **I Accept** checkbox, and then click the **Continue** button.
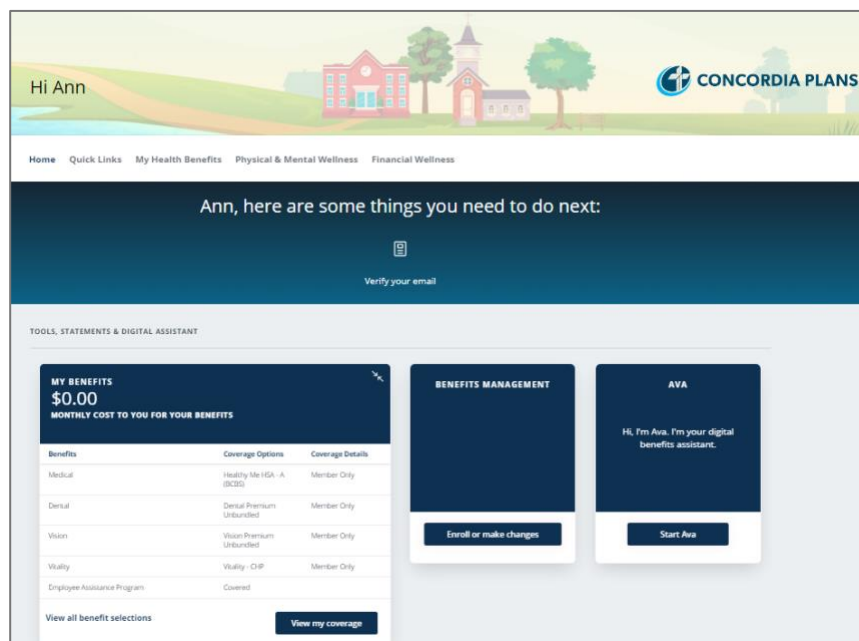   The system confirms acceptance of the terms of the disclaimer.

20. Click the **Continue** button.
    The Concordia Plans Home screen displays.

Member Login Screen

1. Type your member ID number in the **CPS Member ID** field.

2. Type your password in the **Password** field.

3. Click the **Login** button.
   Your Member Portal Home screen displays.

Recover a Forgotten Member ID

It happens. If you ever forget your CPS member ID number after registration, use the **Forgot CPS Member ID** link on the login screen to recover it.

1. Click the **Forgot CPS Member ID** link at the right of the CPS Member ID field.
   The Forgot CPS Member ID – Step 1 window displays.

2. Type your last name in the **Last Name** field.

3. Type your date of birth in the **Date of Birth** field.
   Use the format as indicated, all numeric digits with no dashes or slashes.

4. Type your home zip code in the **Home Zip Code** field.
   Use the first five digits only.
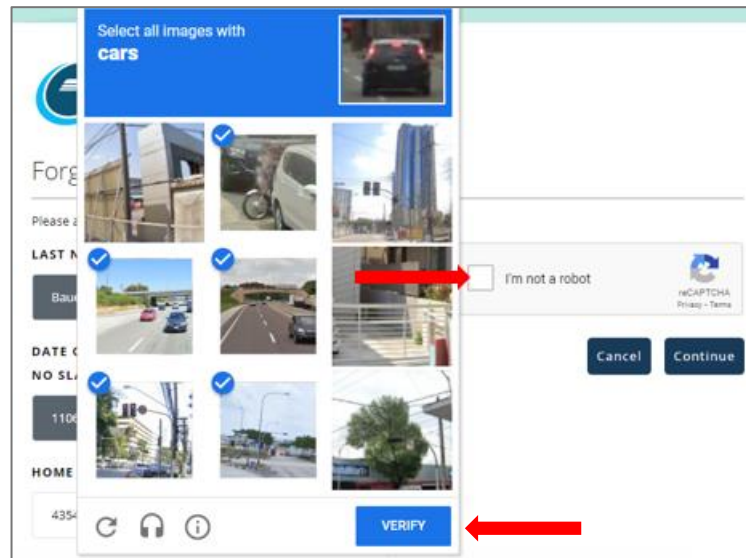
5. Click the **I'm not a robot** checkbox; select all appropriate images and click the **Verify** button, and then click the **Continue** button.
    The Success window displays.

6. Click the **Show CPS Member ID** button.
    The window displays the CPS Member ID number.
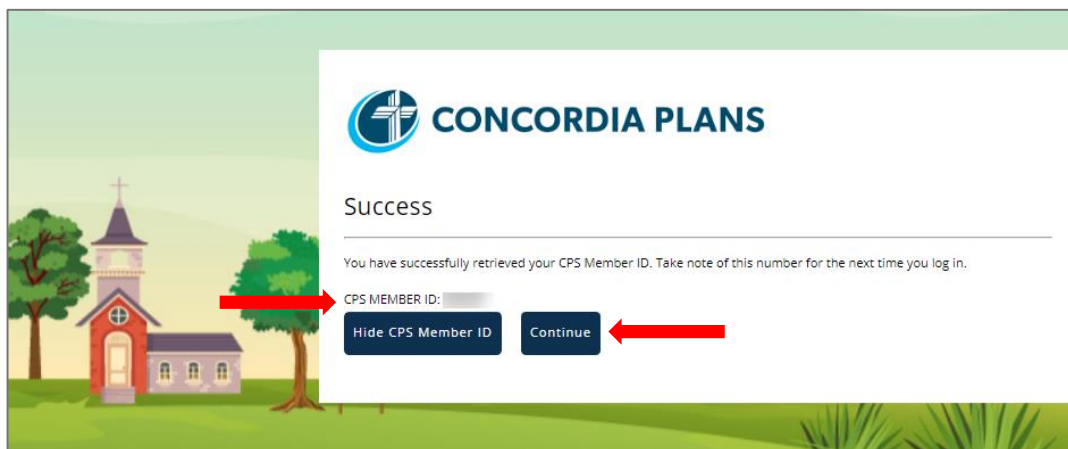
7. Make a note of your CPS Member ID number and click the **Continue** button.
    The system returns to the login screen.

Reset a Forgotten Password

1. Should you forget your password after registration, click the **Forgot Password** link at the right of the Password field.
   The Forgot Password window displays.

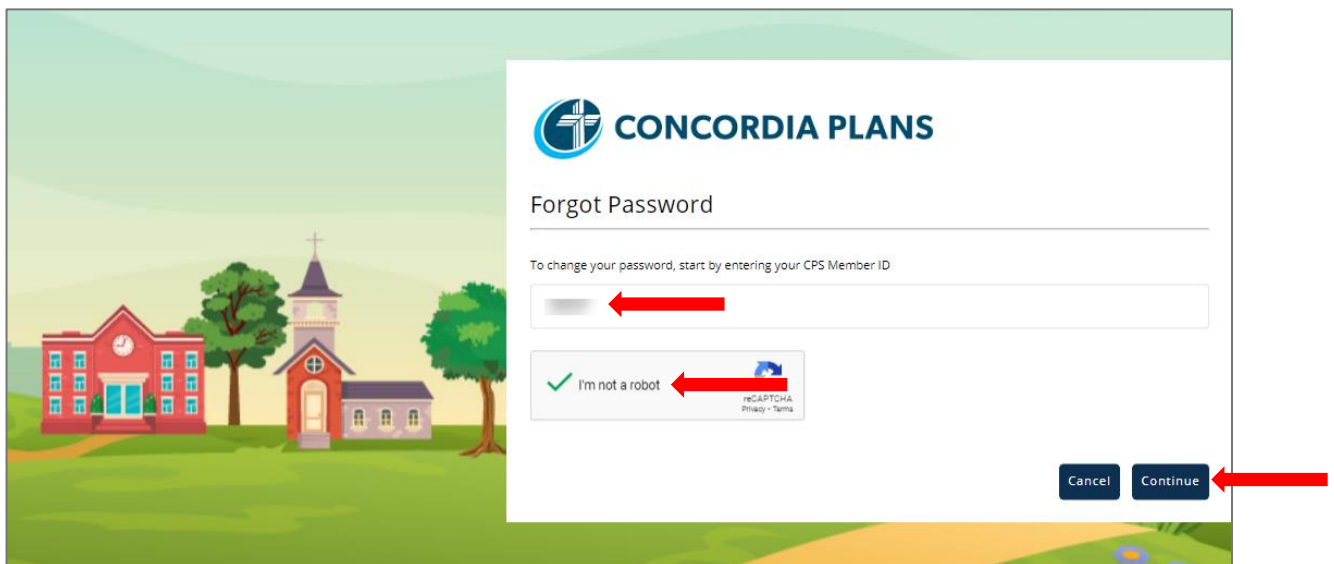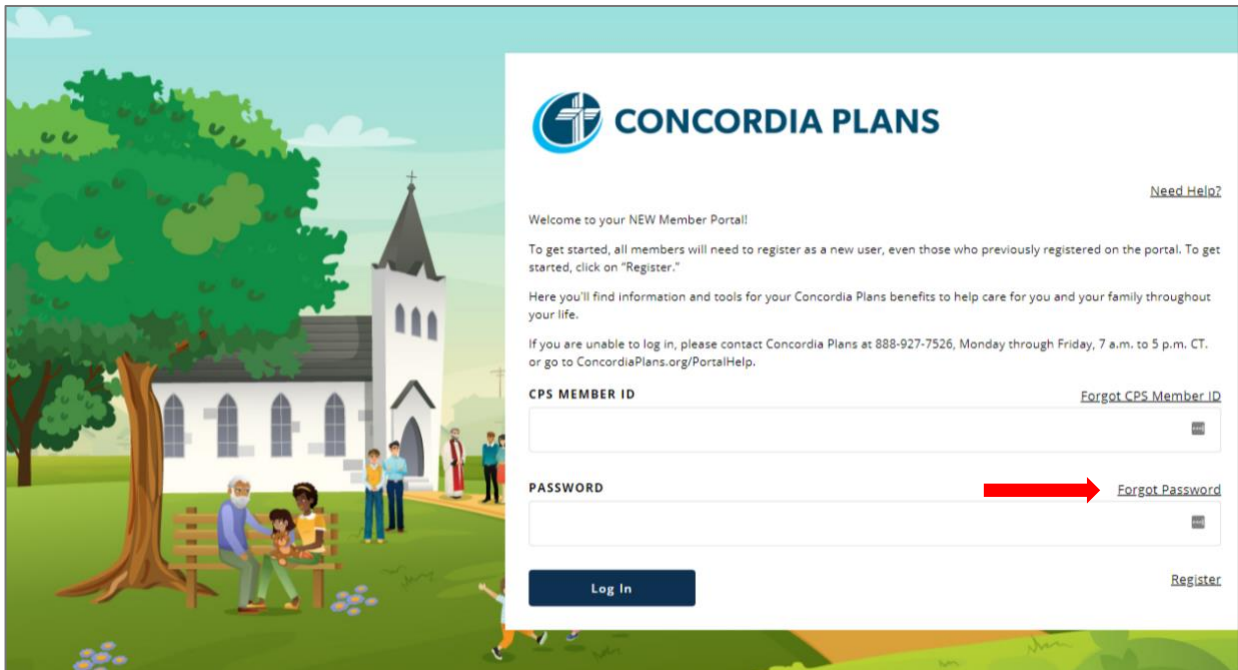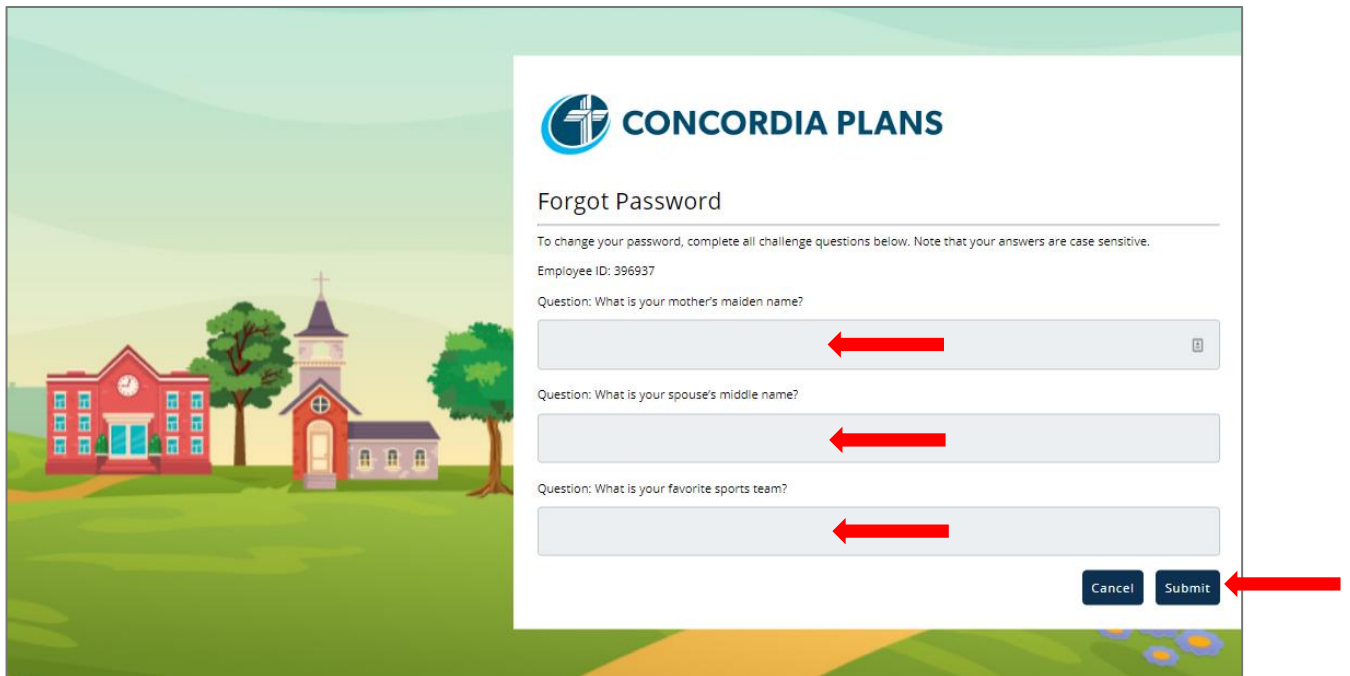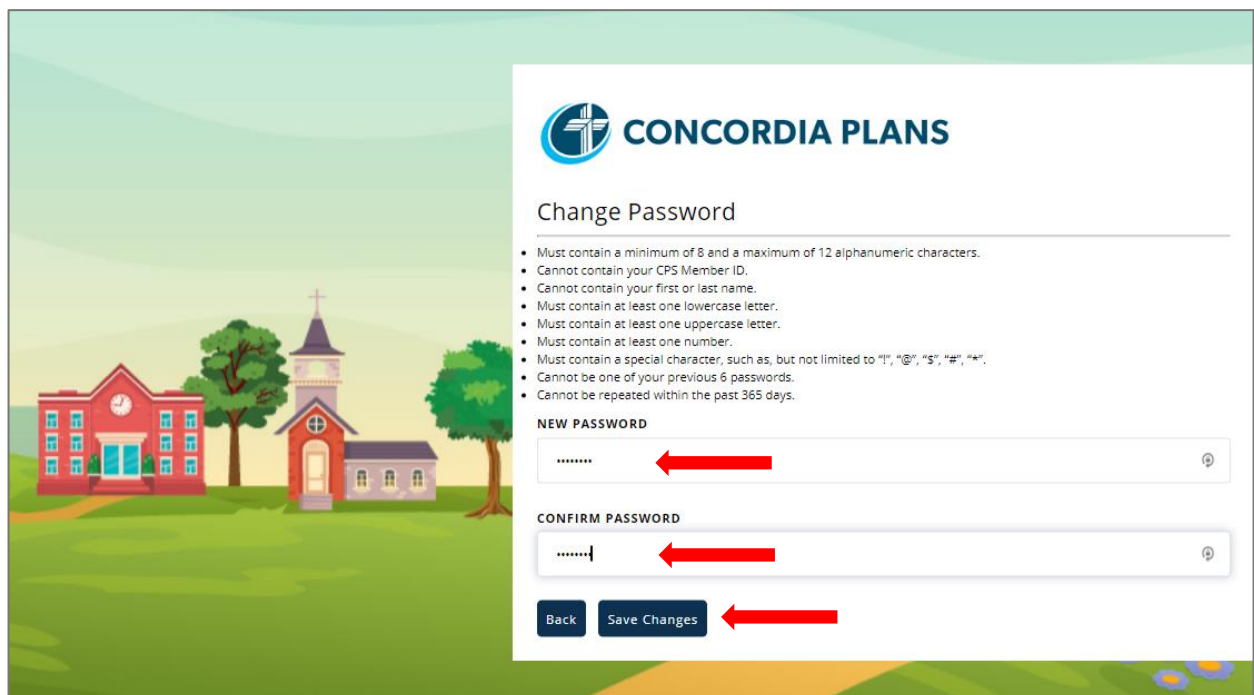2. Type your CPS Member ID number in the **CPS Member ID** field.

3. Click the **I'm not a robot** checkbox; select all appropriate images and click the **Verify** button, and then click the **Continue** button.

The Forgot Password window prompts you for the challenge question responses you provided during registration.
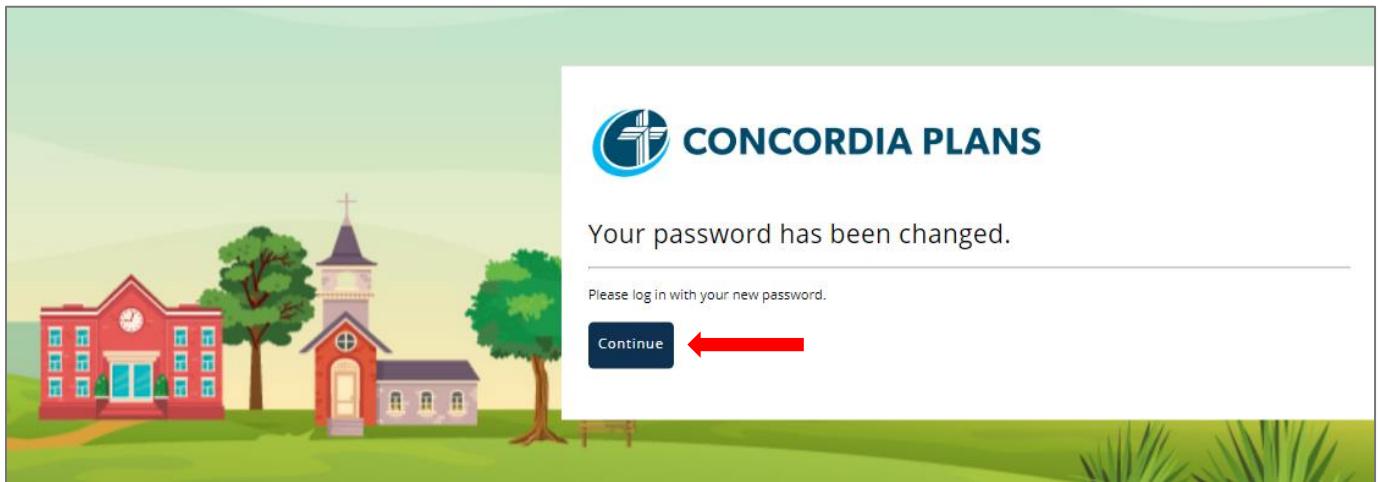

4. Type your answers into the appropriate fields, and then click the **Submit** button.
The Change Password window displays.

5. Enter your new password into the **New Password** and **Confirm Password** fields, and then click the **Save Changes** button.

The system confirms your change.

6. Click the **Continue** button to return to the login screen and log in with your new password.