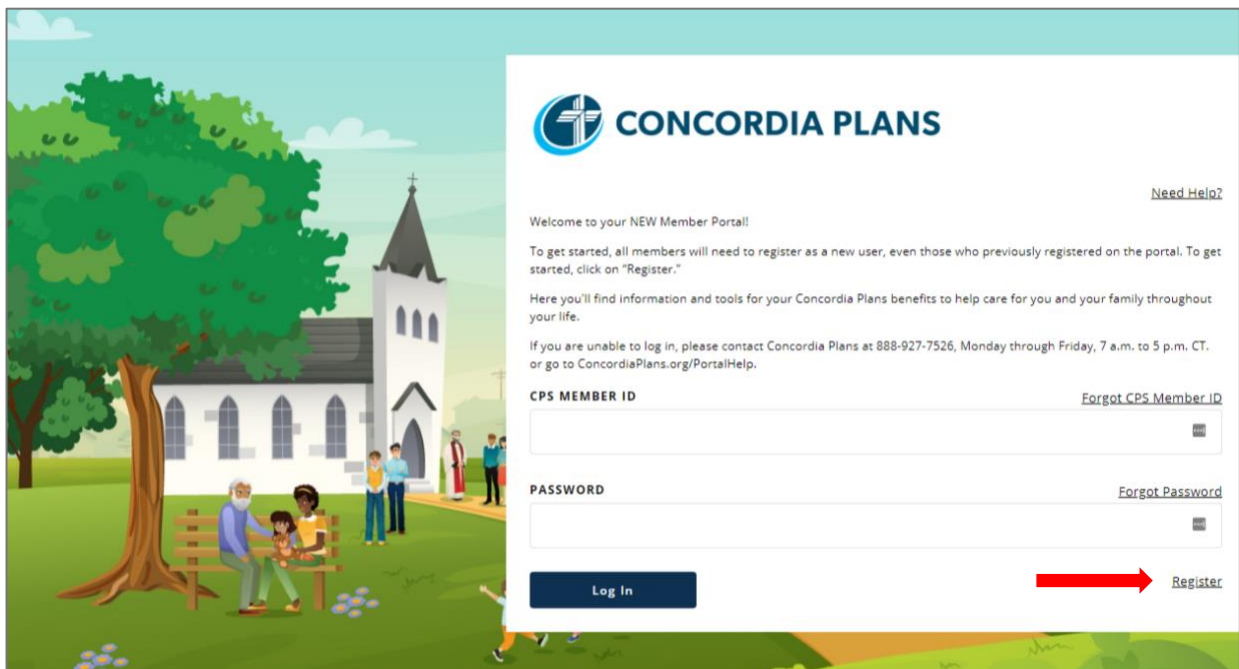



Getting Started

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.



 **CONCORDIA PLANS**

[Need Help?](#)

Welcome to your NEW Member Portal!

To get started, all members will need to register as a new user, even those who previously registered on the portal. To get started, click on "Register."

Here you'll find information and tools for your Concordia Plans benefits to help care for you and your family throughout your life.

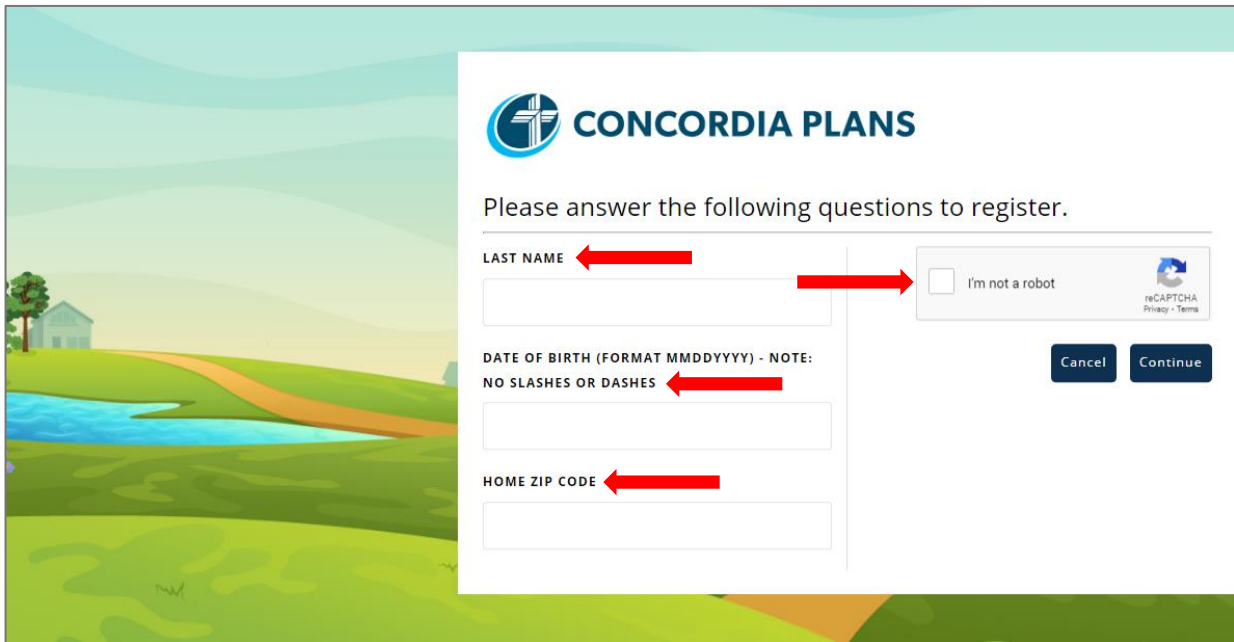
If you are unable to log in, please contact Concordia Plans at 888-927-7526, Monday through Friday, 7 a.m. to 5 p.m. CT, or go to ConcordiaPlans.org/PortalHelp.

CPS MEMBER ID [Forgot CPS Member ID](#)

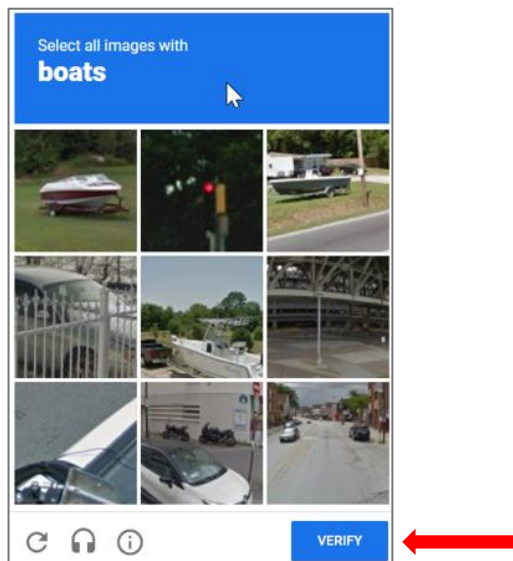
PASSWORD [Forgot Password](#)

[Log In](#) [Register](#)

Complete the specified fields, all of which are required.

The image shows a registration form for Concordia Plans. The form is titled "CONCORDIA PLANS" and asks the user to "Please answer the following questions to register." There are three input fields: "LAST NAME", "DATE OF BIRTH (FORMAT MMDDYYYY) - NOTE: NO SLASHES OR DASHES", and "HOME ZIP CODE". A red arrow points to the "LAST NAME" field, another red arrow points to the "DATE OF BIRTH" field, and a third red arrow points to the "HOME ZIP CODE" field. To the right of the input fields is a checkbox labeled "I'm not a robot" with a reCAPTCHA logo. Below the checkbox are "Cancel" and "Continue" buttons. The background of the form is a stylized illustration of a landscape with a house, a river, and hills.

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.

CONCORDIA PLANS

Please create a password to complete your registration.

Create a password using the password requirements provided below.

Password Requirements

- Must contain a minimum of 8 and a maximum of 12 alphanumeric characters.
- Cannot contain your CPS Member ID.
- Cannot contain your first or last name.
- Must contain at least one lowercase letter.
- Must contain at least one uppercase letter.
- Must contain at least one number.
- Must contain a special character, such as, but not limited to "!", "@", "\$", "#", "&".
- Cannot be one of your previous 6 passwords.
- Cannot be repeated within the past 365 days.

PASSWORD

.....

CONFIRM PASSWORD

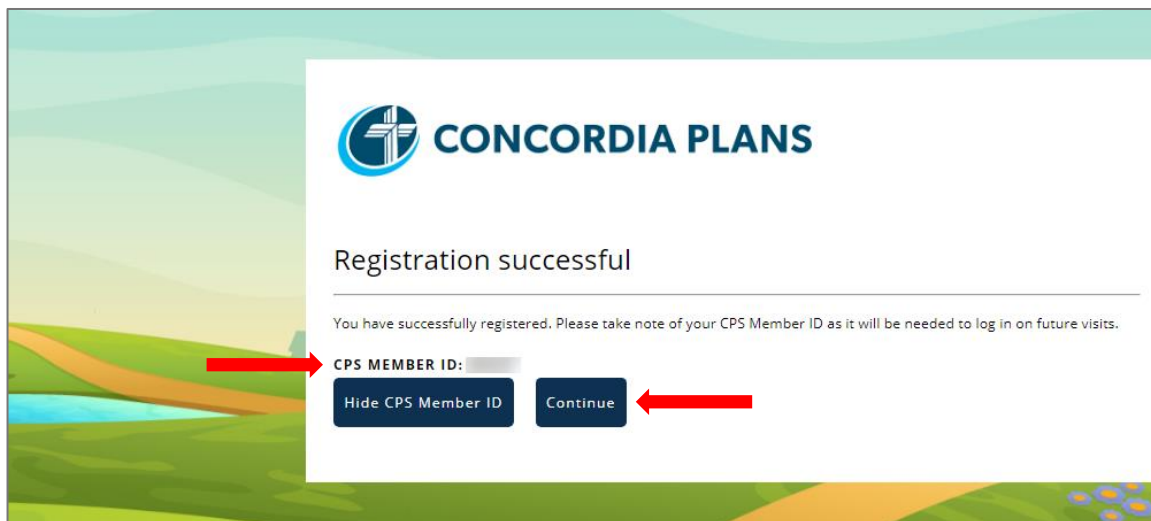
.....

Cancel **Continue**

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.

A screenshot of the Concordia Plans challenge questions selection screen. The background is a stylized landscape with green hills, a red schoolhouse, and a church. The Concordia Plans logo is at the top. Below it, the text "Select Your Challenge Questions" is displayed. A message states: "You will use your Challenge questions to reset your password if you happen to forget it. To set your Challenge questions select 3 different questions from the drop-down lists and enter your answers. Your answers are case sensitive, so take note of your use of capital and lowercase letters." Below this message, there are three sections labeled "QUESTION 1", "QUESTION 2", and "QUESTION 3". Each section has a drop-down menu and a text input field. At the bottom, there are "Cancel" and "Continue" buttons.

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

Select Your Challenge Questions

You will use your Challenge questions to reset your password if you happen to forget it. To set your Challenge questions select 3 different questions from the drop-down lists and enter your answers. Your answers are case sensitive, so take note of your use of capital and lowercase letters.

QUESTION 1

What is your mother's maiden name?

What was the name of your first pet?

Who was your childhood hero?

Who is your favorite celebrity?

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

QUESTION 1

What is your mother's maiden name?

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.

Select Your Challenge Questions

You will use your Challenge questions to reset your password if you happen to forget it. To set your Challenge questions select 3 different questions from the drop-down lists and enter your answers. Your answers are case sensitive, so take note of your use of capital and lowercase letters.

QUESTION 1

What is your mother's maiden name?

QUESTION 2

What is your spouse's middle name?

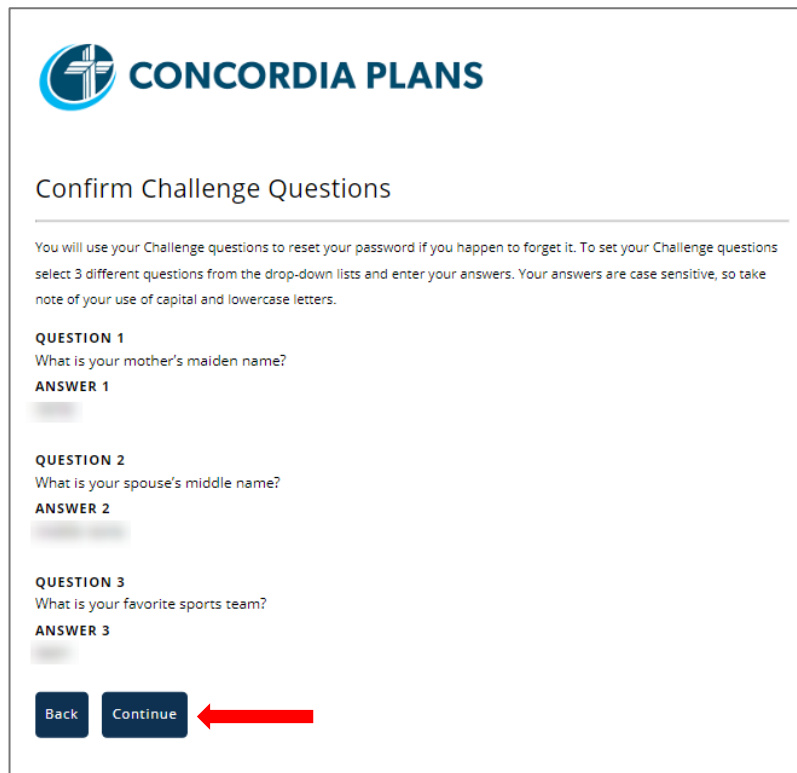
QUESTION 3


What is your favorite sports team?

Cancel Continue

16. Once you have established your challenge questions, click the **Continue** button.

The system will confirm your questions and answers.



 **CONCORDIA PLANS**


Confirm Challenge Questions

You will use your Challenge questions to reset your password if you happen to forget it. To set your Challenge questions select 3 different questions from the drop-down lists and enter your answers. Your answers are case sensitive, so take note of your use of capital and lowercase letters.

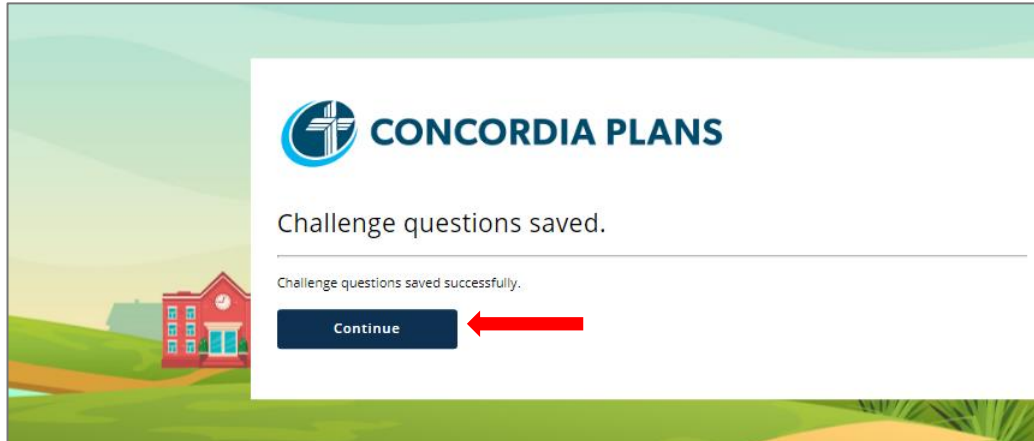
QUESTION 1
What is your mother's maiden name?
ANSWER 1

QUESTION 2
What is your spouse's middle name?
ANSWER 2

QUESTION 3
What is your favorite sports team?
ANSWER 3

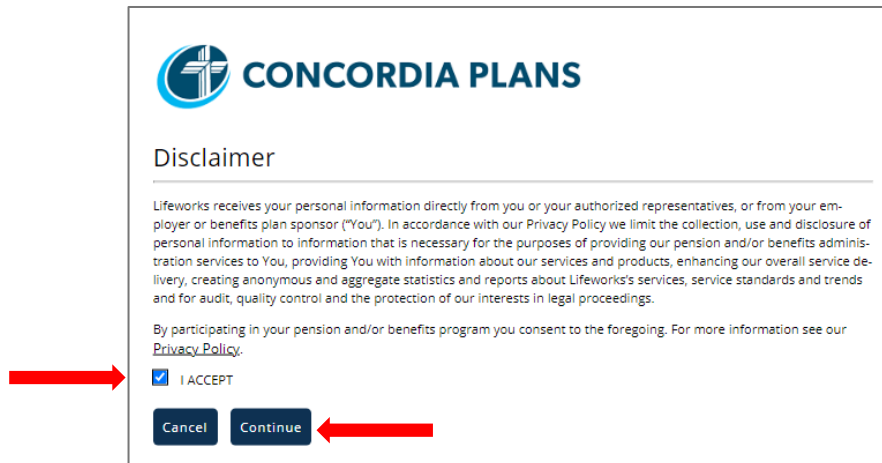


17. Click the **Continue** button.
Your challenge questions are saved successfully.



18. Click the **Continue** button.

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



CONCORDIA PLANS

Disclaimer

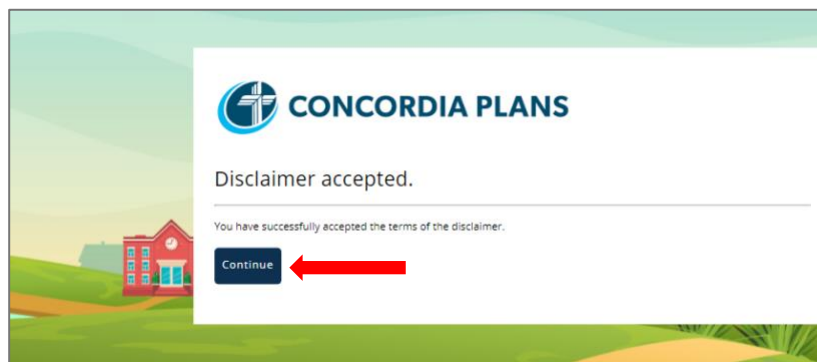
Lifeworks receives your personal information directly from you or your authorized representatives, or from your employer or benefits plan sponsor ("You"). In accordance with our Privacy Policy we limit the collection, use and disclosure of personal information to information that is necessary for the purposes of providing our pension and/or benefits administration services to You, providing You with information about our services and products, enhancing our overall service delivery, creating anonymous and aggregate statistics and reports about Lifeworks's services, service standards and trends and for audit, quality control and the protection of our interests in legal proceedings.

By participating in your pension and/or benefits program you consent to the foregoing. For more information see our [Privacy Policy](#).

☒ I ACCEPT

[Cancel](#) [Continue](#)

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.



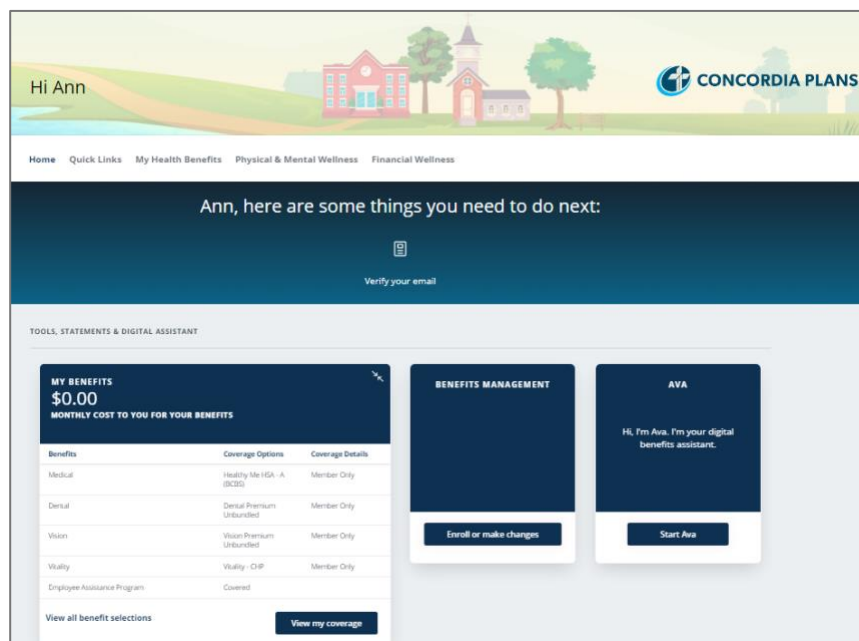
CONCORDIA PLANS

Disclaimer accepted.

You have successfully accepted the terms of the disclaimer.

[Continue](#)

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



Hi Ann

CONCORDIA PLANS

[Home](#) [Quick Links](#) [My Health Benefits](#) [Physical & Mental Wellness](#) [Financial Wellness](#)

Ann, here are some things you need to do next:

[Verify your email](#)

TOOLS, STATEMENTS & DIGITAL ASSISTANT

MY BENEFITS

\$0.00

MONTHLY COST TO YOU FOR YOUR BENEFITS

Benefits	Coverage Options	Coverage Details
Medical	Healthy Med USA - A (BCBS)	Member Only
Dental	Dental Premium Unbundled	Member Only
Vision	Vision Premium Unbundled	Member Only
Voluntary - CHIP	Voluntary - CHIP	Member Only
Employee Assistance Program	Covered	

View all benefit selections [View my coverage](#)

BENEFITS MANAGEMENT

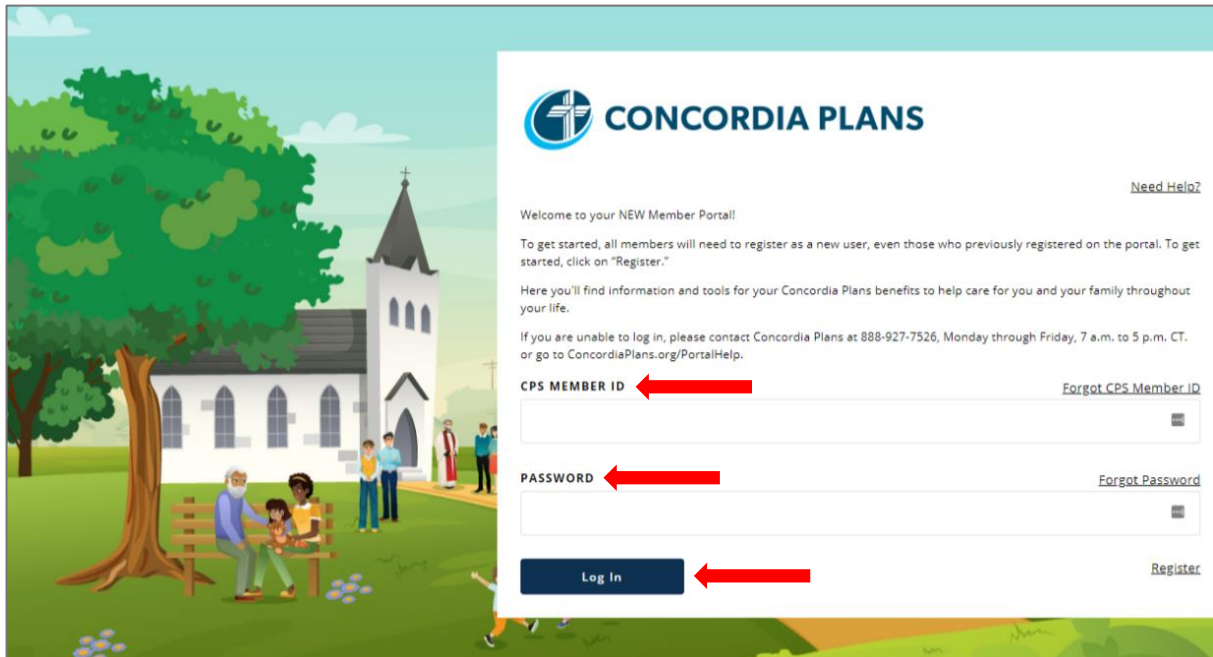
[Enroll or make changes](#)

AYA

Hi, I'm Ava. I'm your digital benefits assistant.

[Start Ava](#)

Member Login Screen



The login screen features a large illustration on the left showing a church, trees, and people. On the right, the Concordia Plans logo is at the top. Below it, a welcome message states: "Welcome to your NEW Member Portal! To get started, all members will need to register as a new user, even those who previously registered on the portal. To get started, click on 'Register.'" It then says: "Here you'll find information and tools for your Concordia Plans benefits to help care for you and your family throughout your life." Contact information follows: "If you are unable to log in, please contact Concordia Plans at 888-927-7526, Monday through Friday, 7 a.m. to 5 p.m. CT, or go to ConcordiaPlans.org/PortalHelp." The login fields are "CPS MEMBER ID" and "PASSWORD", both with "Forgot" links. A "Log In" button and a "Register" link are at the bottom. Red arrows point to the CPS MEMBER ID field, the PASSWORD field, and the Log In button.

CONCORDIA PLANS

[Need Help?](#)

Welcome to your NEW Member Portal!

To get started, all members will need to register as a new user, even those who previously registered on the portal. To get started, click on "Register."

Here you'll find information and tools for your Concordia Plans benefits to help care for you and your family throughout your life.

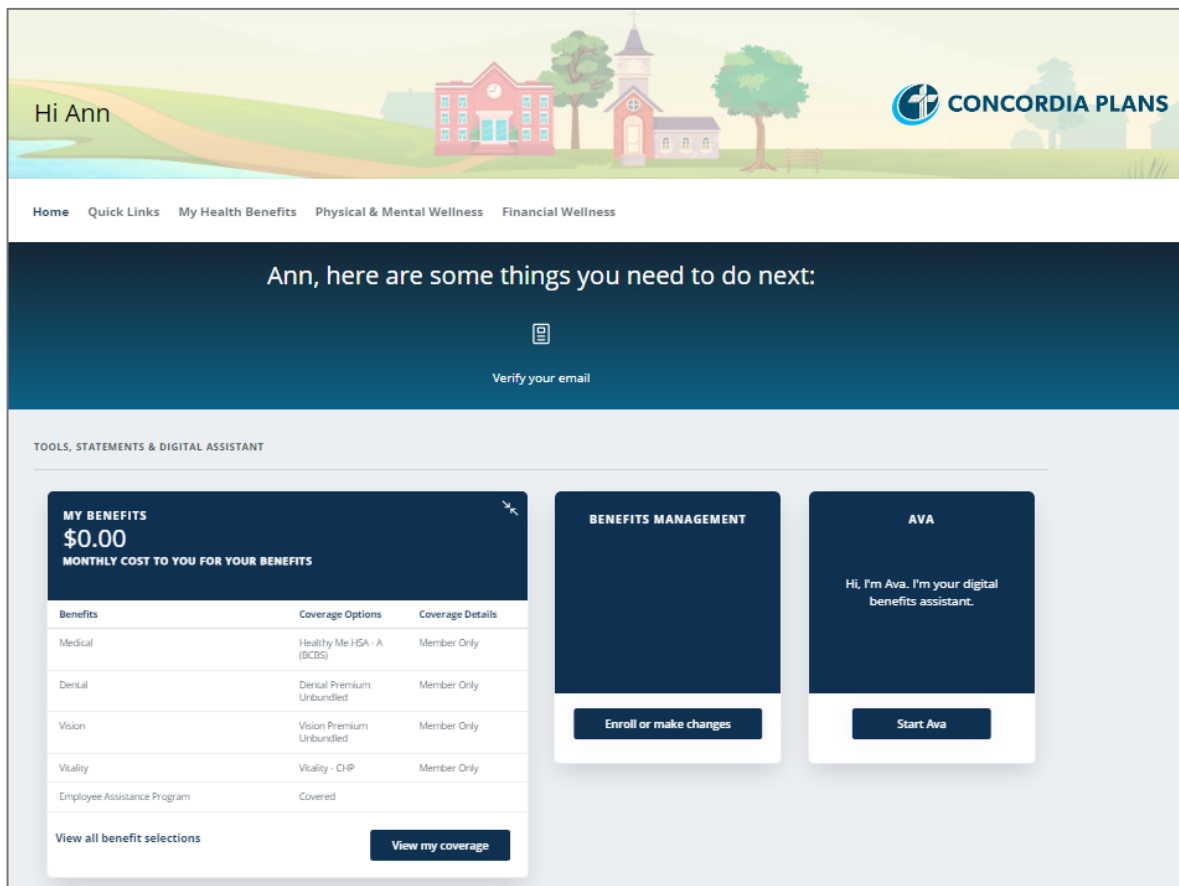
If you are unable to log in, please contact Concordia Plans at 888-927-7526, Monday through Friday, 7 a.m. to 5 p.m. CT, or go to ConcordiaPlans.org/PortalHelp.

CPS MEMBER ID [Forgot CPS Member ID](#)

PASSWORD [Forgot Password](#)

Log In [Register](#)

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.



The home screen shows a greeting "Hi Ann" and the Concordia Plans logo. A navigation bar includes links for Home, Quick Links, My Health Benefits, Physical & Mental Wellness, and Financial Wellness. A dark blue banner reads "Ann, here are some things you need to do next:" with a "Verify your email" button. Below this, a section titled "TOOLS, STATEMENTS & DIGITAL ASSISTANT" contains three main cards. The first card, "MY BENEFITS", shows a monthly cost of \$0.00 and a table of benefits. The second card, "BENEFITS MANAGEMENT", has an "Enroll or make changes" button. The third card, "AVA", has a "Start Ava" button.

Hi Ann

CONCORDIA PLANS

[Home](#) [Quick Links](#) [My Health Benefits](#) [Physical & Mental Wellness](#) [Financial Wellness](#)

Ann, here are some things you need to do next:

[Verify your email](#)

TOOLS, STATEMENTS & DIGITAL ASSISTANT

MY BENEFITS
\$0.00
MONTHLY COST TO YOU FOR YOUR BENEFITS

Benefits	Coverage Options	Coverage Details
Medical	Healthy Me HSA - A (BCBS)	Member Only
Dental	Dental Premium Unbundled	Member Only
Vision	Vision Premium Unbundled	Member Only
Vitality	Vitality - CHIP	Member Only
Employee Assistance Program	Covered	

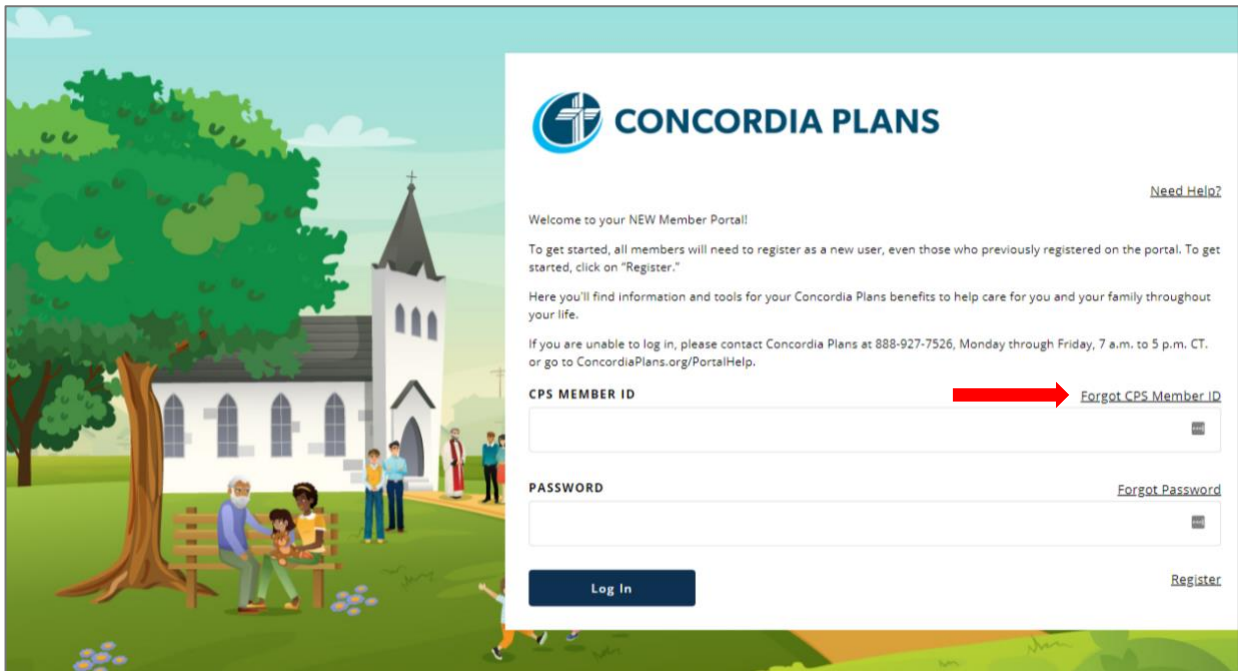
[View all benefit selections](#) [View my coverage](#)

BENEFITS MANAGEMENT
[Enroll or make changes](#)

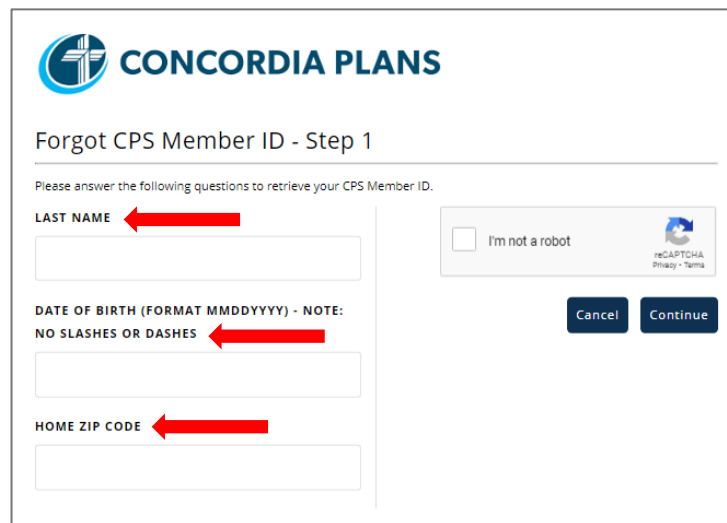
AVA
Hi, I'm Ava. I'm your digital benefits assistant.
[Start Ava](#)

Recover a Forgotten Member ID

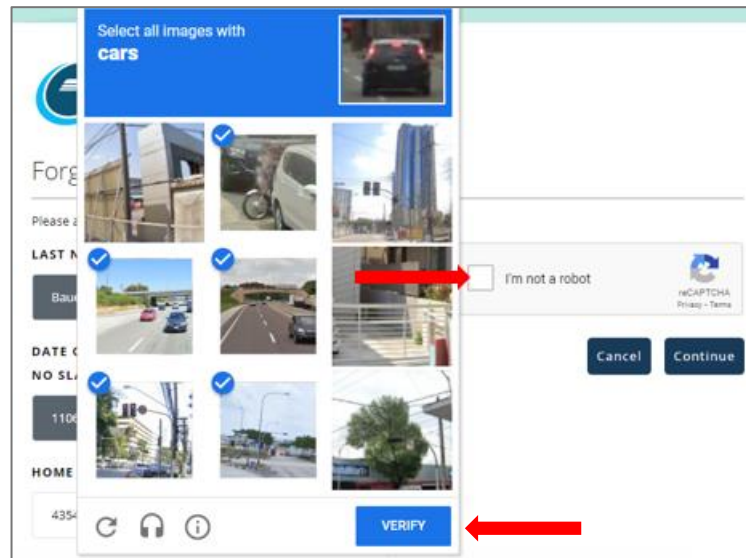
It happens. If you ever forget your CPS member ID number after registration, use the **Forgot CPS Member ID** link on the login screen to recover it.



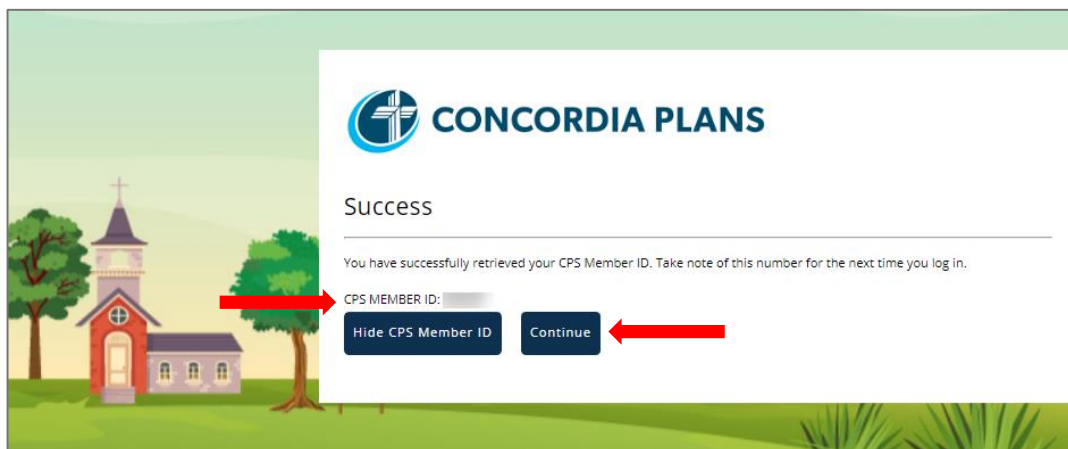
1. Click the **Forgot CPS Member ID** link at the right of the CPS Member ID field. The Forgot CPS Member ID – Step 1 window displays.



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.



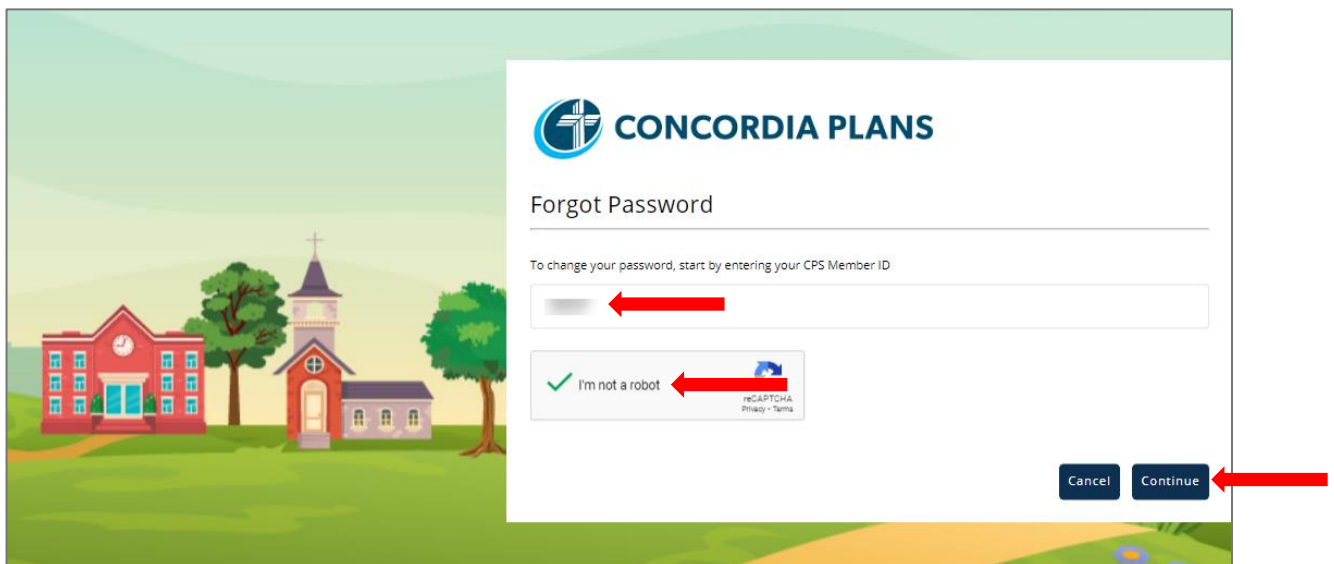
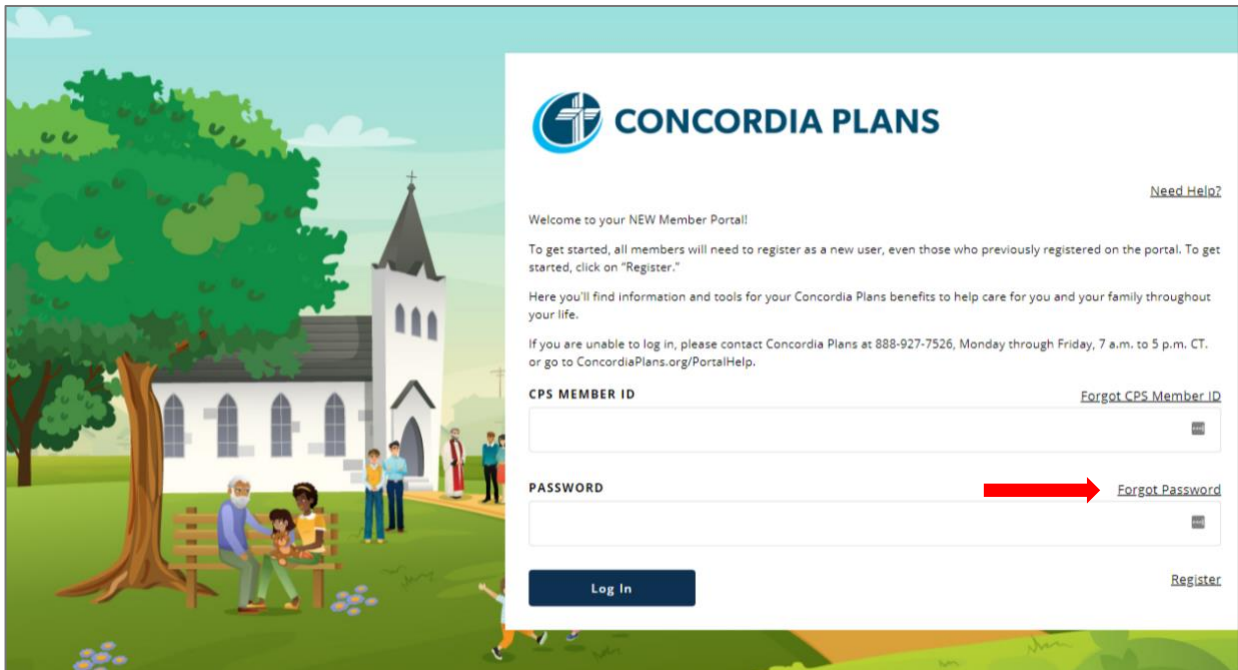
5. Click the **I'm not a robot** checkbox; select all appropriate images and click the **Verify** button, and then click the **Continue** button.
The Success window displays.
6. Click the **Show CPS Member ID** button.
The window displays the CPS Member ID number.



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

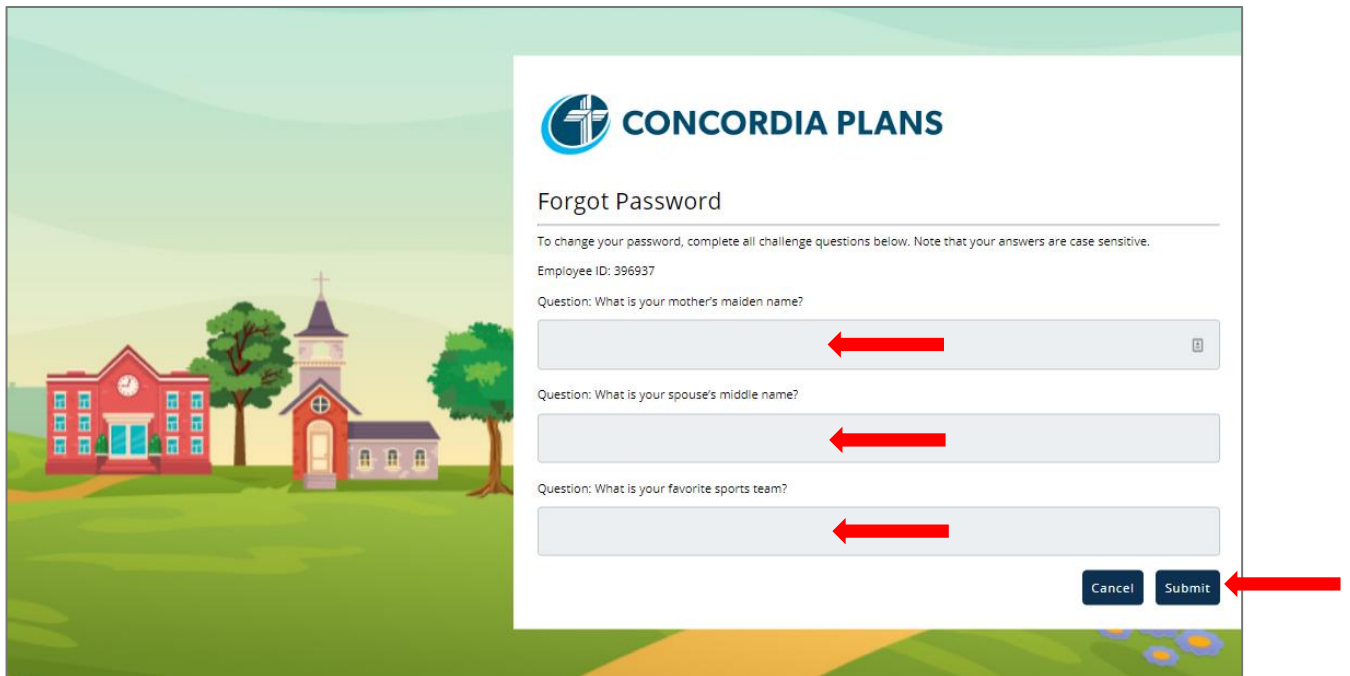
Reset a Forgotten Password

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.

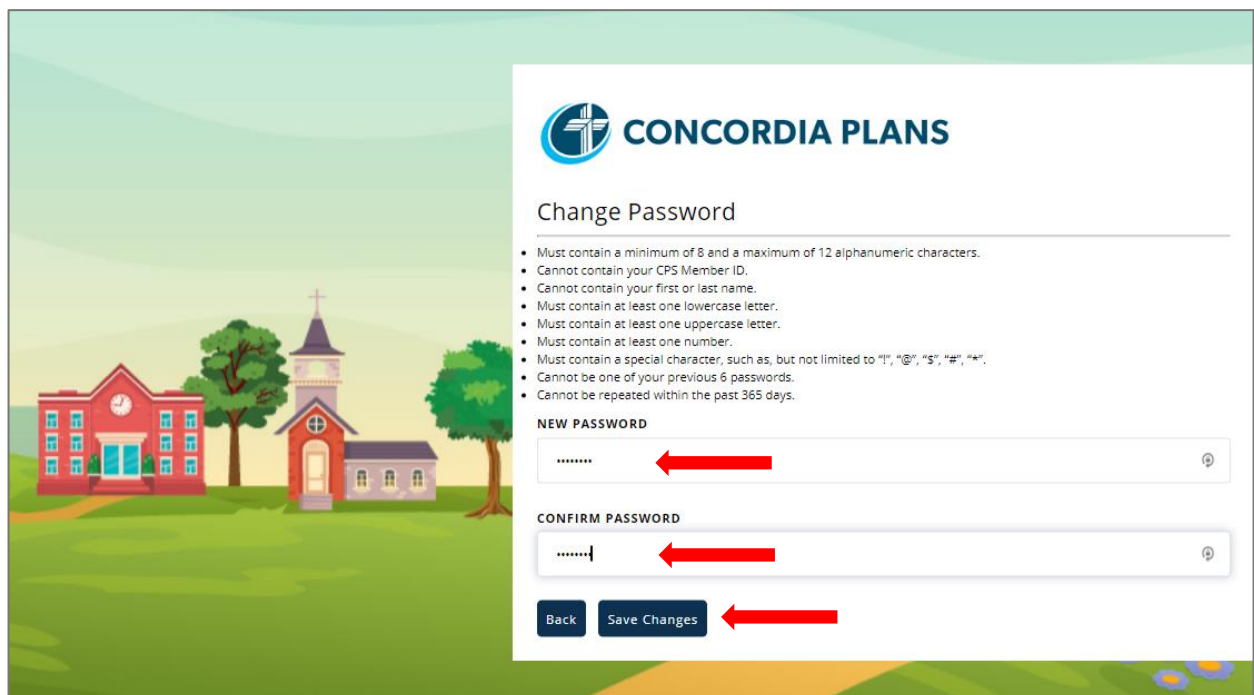


2. Type your CPS Member ID number in the **CPS Member ID** field.
3. Click the **I'm not a robot** checkbox; select all appropriate images and click the **Verify** button, and then click the **Continue** button.

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

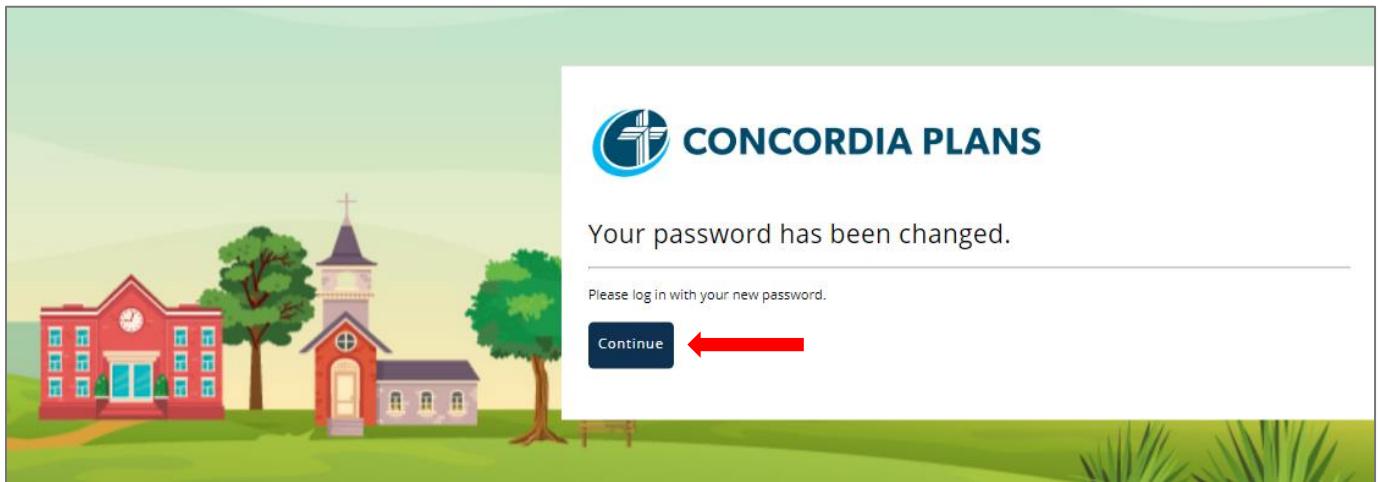


4. Type your answers into the appropriate fields, and then click the **Submit** button. The Change Password window displays.



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.