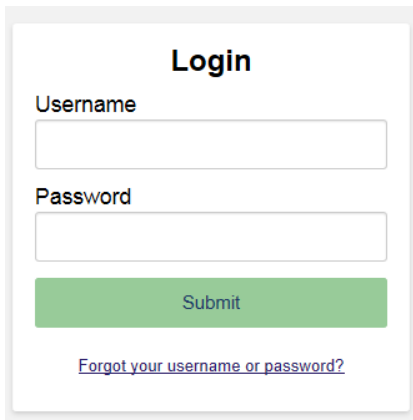


## Logging On/Self Registration Instructions

If you are already a registered member on the website, go to the Login Page.

1. Enter your Username and Password.
2. Click "Submit."



The screenshot shows a login form with the following elements:

- Login** (Section Header)
- Username:
- Password:
- Submit:
- [Forgot your username or password?](#)

If you do not know your username and/or password, click on the "Forgot your username or password?" link. See page 4 for additional instructions on how to reset your password.

If you have not previously registered on the website, you will need to create an account.

To register for the first time, click on "Register Account."



The screenshot shows the website header and a sidebar with the following content:

- CHESTERFIELD RESOURCES, INC.** (Header)
- Login** (Section Header)
- Username:
- Password:
- Submit:
- [Forgot your username or password?](#)
- What's Here?** (Section Header)
- Login or create an account to view and maintain your Salvation Army Health Plan account.
- From this site you'll be able to:
  - View your health plan eligibility and out-of-pocket balances
  - Print a temporary ID card
  - Find a network healthcare provider
  - View your healthcare claims
- If you are registering a new account, in order to complete registration you'll need information from your health coverage ID card.
- [Register Account](#) (Button, with an arrow pointing to it)

**Step 1: License Agreement**

1. Read the License Agreement and Click “I Agree” to continue or “I Disagree” to go back to the Login page.

**Step 2: Validation**

1. For the person registering the account, enter the Member ID number (as listed on the medical ID card), First Name (as listed on the Medical ID card), and Date of Birth.

**Important notes:**

**Member ID:** If you have a medical ID card that shows Anthem Blue Cross/Blue Shield as your PPO network, you must enter your full ID number as listed on your card in the “Member ID” field, **including the 3-digit alpha prefix**. For Southern Active Officers and Cadets, this prefix is QSI (the letter “i”, not the number 1). For retired officers age 65 and over, your medical ID number is 7 digits long and starts with at least one zero.

**First Name:** For your first name, enter your **first** name only, EXACTLY as it appears on your medical ID card, including punctuation. If the card shows a middle initial, enter that in the “First Name” field. For example:

STEVEN K JONES would enter “STEVEN K” in the “First Name” field.

M. HENRY SMITH would enter “M. HENRY” in the “First Name” field.

**Date of Birth:** Enter your date of birth in the following format: mm/dd/yyyy

The image shows a registration form with three input fields: "Member ID (as listed on your Medical ID card)", "First Name (as listed on your Medical ID card)", and "Date of Birth". Below the date field, it specifies the format "Format mm/dd/yyyy". At the bottom of the form are three buttons: "Cancel" (dark blue), "Previous" (green), and "Next" (green).

2. Click on “Next.”

**Step 3: Create User ID (Username) and Password**

1. Create a username
2. Enter an email address.
3. Confirm the email address.
4. Enter a password
5. Confirm the password
6. For all 3 Security Questions, select a question and provide an answer.
7. Click on “next.”

The image shows a registration form with the following fields and controls:

- Username:** A text input field.
- Email Address:** A text input field.
- Confirm Email Address:** A text input field.
- Password:** A text input field.
- Confirm Password:** A text input field.
- Security Question 1:** A dropdown menu with "-- Select Question --" and a text input field for the answer.
- Security Question 2:** A dropdown menu with "-- Select Question --" and a text input field for the answer.
- Security Question 3:** A dropdown menu with "-- Select Question --" and a text input field for the answer.

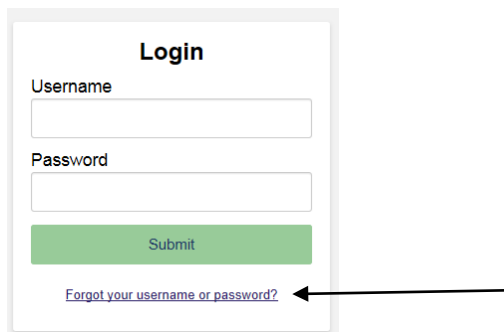
At the bottom of the form, there are three buttons: "Cancel" (dark blue), "Previous" (green), and "Next" (green).

**Step 4: Verify**

1. Verify that the Username, First Name, Last Name, and Email Address, are accurate.
  - a. If these are all accurate, click on “Finish.”
  - b. If the Username, First Name, Last Name or Email Address need corrected, click on “Previous” and make the necessary corrections.
2. Once “finish,” is clicked, you will be logged into your account and brought to the home page.

## Password Reset Instructions

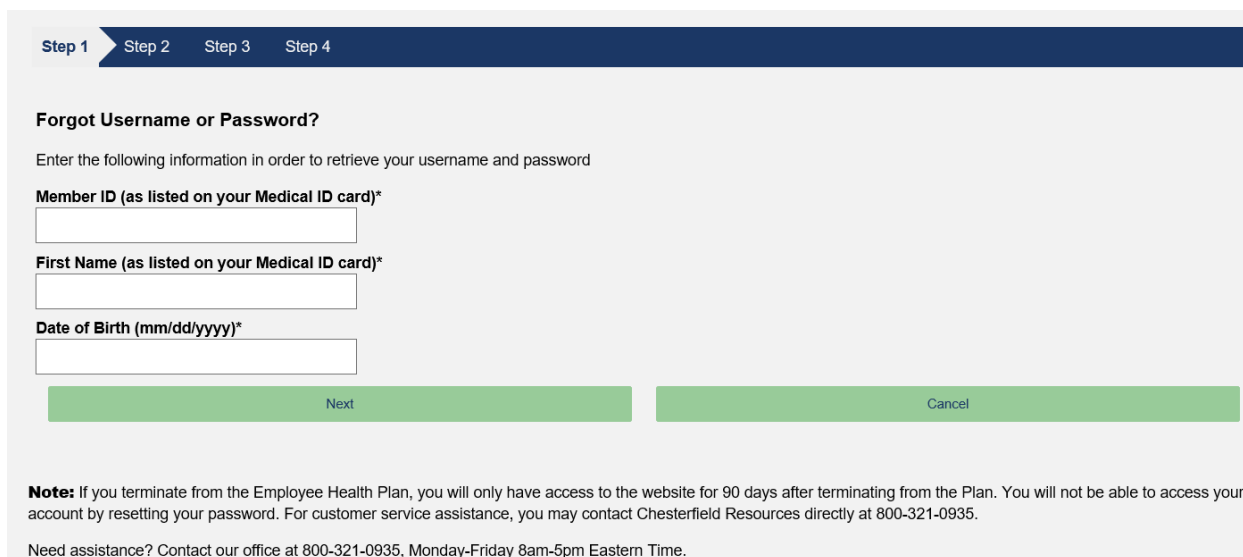
To reset your password, click on the “Forgot your username or password?” link on the Login page.



The screenshot shows a 'Login' form with two input fields: 'Username' and 'Password'. Below the fields is a green 'Submit' button. At the bottom of the form is a blue link labeled 'Forgot your username or password?'. A black arrow points from the right side of the page towards this link.

Next, enter the information requested in steps 1-4.

### Step 1 - Enter Personal Information



The screenshot shows a multi-step process with a progress bar at the top indicating 'Step 1' is active. The main heading is 'Forgot Username or Password?'. Below it, the instruction reads: 'Enter the following information in order to retrieve your username and password'. There are three input fields: 'Member ID (as listed on your Medical ID card)\*', 'First Name (as listed on your Medical ID card)\*', and 'Date of Birth (mm/dd/yyyy)\*'. At the bottom are two green buttons: 'Next' and 'Cancel'. A 'Note' at the bottom states: 'If you terminate from the Employee Health Plan, you will only have access to the website for 90 days after terminating from the Plan. You will not be able to access your account by resetting your password. For customer service assistance, you may contact Chesterfield Resources directly at 800-321-0935. Need assistance? Contact our office at 800-321-0935, Monday-Friday 8am-5pm Eastern Time.'

### Important notes:

**Member ID:** If you have a medical ID card that shows Anthem Blue Cross/Blue Shield as your PPO network, you must enter your full ID number as listed on your card in the “Member ID” field, **including the 3-digit alpha prefix**. For Southern Active Officers and Cadets, this prefix is QSI (the letter “i”, not the number 1). For retired officers age 65 and over, your medical ID number is 7 digits long and starts with at least one zero.

**First Name:** For your first name, enter your **first** name only, EXACTLY as it appears on your medical ID card, including punctuation. If the card shows a middle initial, enter that in the “First Name” field. For example:

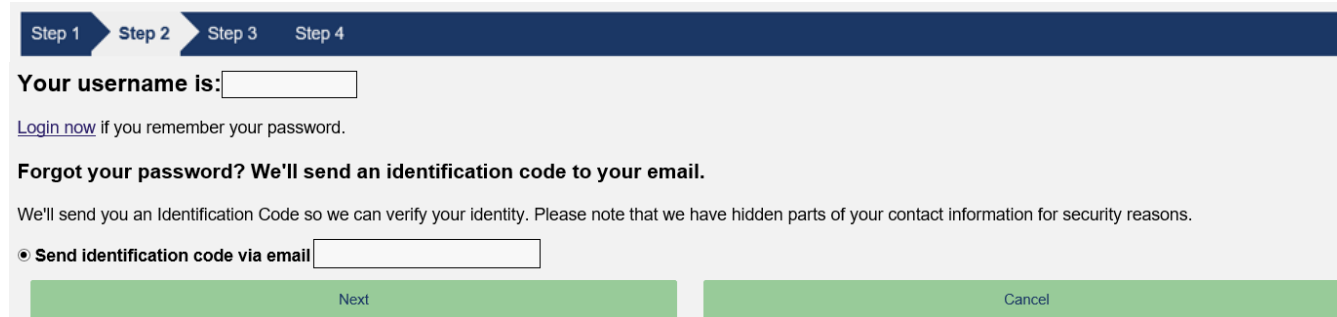
STEVEN K JONES would enter “STEVEN K” in the “First Name” field.

M. HENRY SMITH would enter “M. HENRY” in the “First Name” field.

**Date of Birth:** Enter your date of birth in the following format: mm/dd/yyyy

Once you have entered your information correctly, click “Next”.

### Step 2 - Request Identification Code via Email



The screenshot shows a registration progress bar at the top with four steps: Step 1, Step 2 (highlighted), Step 3, and Step 4. Below the progress bar, the text reads: "Your username is:" followed by an empty text input field. Below that is a link: "Login now if you remember your password." The next line says: "Forgot your password? We'll send an identification code to your email." This is followed by a paragraph: "We'll send you an Identification Code so we can verify your identity. Please note that we have hidden parts of your contact information for security reasons." Below this is a radio button selected to "Send identification code via email" followed by another empty text input field. At the bottom are two green buttons: "Next" and "Cancel".

You will be shown your username on the screen.

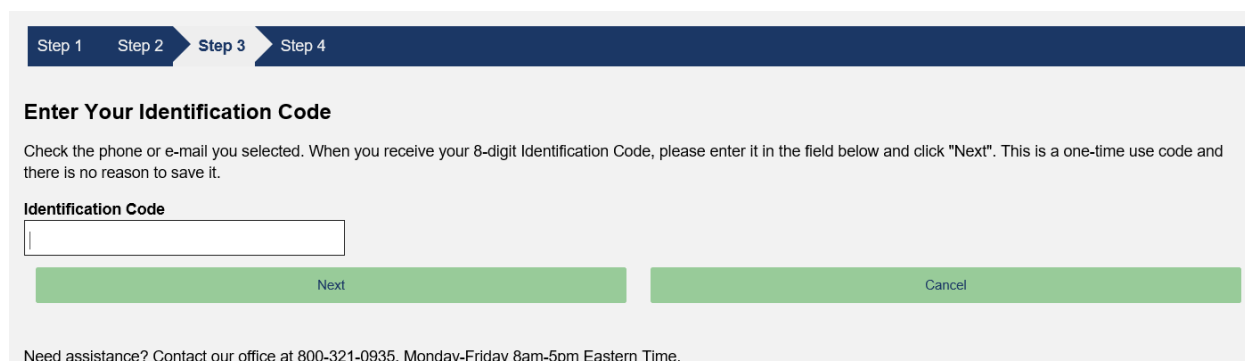
If you remember your password, you can click on the “Login now” link to go back to the Home Page and enter your username and password.

If you do not know your password, click on “Next” to have an identification code will be sent to your email.

Once the emailed code is received, you will enter that code into Step 3.

**Note:** If your email is no longer valid or is incorrect, you will need to call our office (800-321-0935) to have your email corrected so that you can receive the identification code email.

### Step 3 - Enter your Identification Code



The screenshot shows a registration progress bar at the top with four steps: Step 1, Step 2, Step 3 (highlighted), and Step 4. Below the progress bar, the text reads: "Enter Your Identification Code". This is followed by a paragraph: "Check the phone or e-mail you selected. When you receive your 8-digit Identification Code, please enter it in the field below and click "Next". This is a one-time use code and there is no reason to save it." Below this is a text input field labeled "Identification Code". At the bottom are two green buttons: "Next" and "Cancel".

Enter identification code and click “Next”.

## Step 4 - Reset your Password

Step 1 Step 2 Step 3 **Step 4**

### Reset Your Password

**New Password**

**Re-enter New Password**

We have the following email address on file. Please update it now if it has changed.

**Email Address**

**Confirm Email**

Need assistance? Contact our office at 800-321-0935, Monday-Friday 8am-5pm Eastern Time.

Enter your new password and confirm the new password by entering it again in the “Re-enter New Password” field.

If you would like to update the email address that is on file for your account, you may do so on this page (this is optional).

Click “Reset and Log In” to reset your password.