

Employer Portal Website Registration Instructions

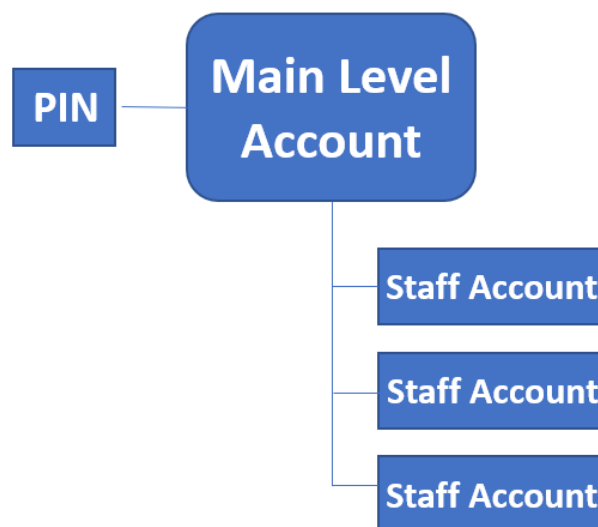
As an Employer, you have the ability to access Blue Cross & Blue Shield of Rhode Island's secure Employer Portal on **BCBSRI.com** and become the Administrator of your company's profile. As the Administrator of the Employer Portal, you will be granted a Main Level Account. Based on the access requested, the Main Level Account has the ability to perform the following actions:

- Create Staff Accounts.
- Delete Staff Accounts.
- Reset passwords for Staff Accounts.
- Enable staff accounts to perform any of the functions listed below (once registered, the main user will automatically receive access to all of these functions)
- Transfer administrative rights.

Individuals you designate for access to your company's profile within the BCBSRI Employer Portal should be assigned as Staff Accounts. When creating Staff Accounts, each account's access can be customized by the Main Level Account. Staff Accounts have the ability to perform the following actions:

Staff Accounts can:

- Access employer reports.
- Request ID cards.
- View payment status.
- Access electronic enrollment.
- Edit your logo.
- Change employees' addresses.
- Manage staff accounts.



A. Create a Main Level Account for administration.

You will need this PIN along with your 9-digit group ID number to complete your new client online registration. The PIN will expire in 60 days, so please register your account as soon as possible. If you are a fully insured client, you'll find your 9-digit group ID number in your Sales Agreement. If you are a self-funded client, you will receive this number from a member of your designated Client Implementation team.

How to register:

1. Visit www.bcbsri.org and navigate to the "Log In" box on the right-hand side of the page. A link to "Register Now" will be available. Click 'Register Now'.
2. Select 'Employer' from category options.
3. Once you have read the Terms and Conditions, click 'I agree' to indicate acceptance.
4. Enter your group ID number and PIN and click 'Continue' (Figure 1.0).
5. Create your username and password (Figure 1.1)
6. Registration is now complete.

Figure 1.0

The screenshot shows a web form titled "Enter Employer ID and PIN" in blue text. Below the title, there is a grey instruction box: "Please provide your 9-digit group ID number and Personal Identification Number (PIN) you received via email." Below this, another grey box provides contact information: "If you did not receive your PIN, please contact Employer Support at (800)-637-3718 or (401)-459-1000 at extension 6064, option 3." The form contains two input fields: "Employer ID" and "PIN". Below these fields are two buttons: "CANCEL" and "CONTINUE ►". At the bottom of the form, there is a grey footer area containing the text "Privacy Statement · Terms & Conditions", "©Copyright 2021 Blue Cross & Blue Shield of Rhode Island", and "All rights reserved. All trademarks and service marks are the property of Blue Cross & Blue Shield of Rhode Island or the Blue Cross of Rhode Island."

Enter Employer ID and PIN

Please provide your 9-digit group ID number and Personal Identification Number (PIN) you received via email.

If you did not receive your PIN, please contact Employer Support at (800)-637-3718 or (401)-459-1000 at extension 6064, option 3.

Employer ID

PIN

CANCEL **CONTINUE ►**

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Figure 1.1

The screenshot shows a web form titled "Create User Name and Password". Below the title, there is instructional text: "Please create a user name and password. We recommend you select user names and passwords that are easy to remember but not easy for others to guess. As an additional security measure, provide a security question and answer that Employer Support may use to verify your identity." This is followed by another instruction: "Complete all required fields below, then record the User Name and Password information and keep it in a safe place. Click Continue when you are finished." Below this is a section labeled "Required information (*)" which contains several input fields: "First Name", "Last Name", "User Name" (with a note "(6-12 characters, no spaces or tabs)"), "Password" (with a note "(6-12 characters, must contain at least two numbers and two letters, no spaces or tabs)"), "Confirm Password", "Security Question" (a dropdown menu showing "Please select one of the following security questions"), "Security Answer", and "E-mail Address". At the bottom of the form are two buttons: "CANCEL" and "CONTINUE".

1. Once you complete this form, please select “Continue.”
2. Your registration is complete, and you are logged into the Employers section of **BCBSRI.com**.

***Note:** As a security precaution, the system will lock your account after five failed sign-in attempts.

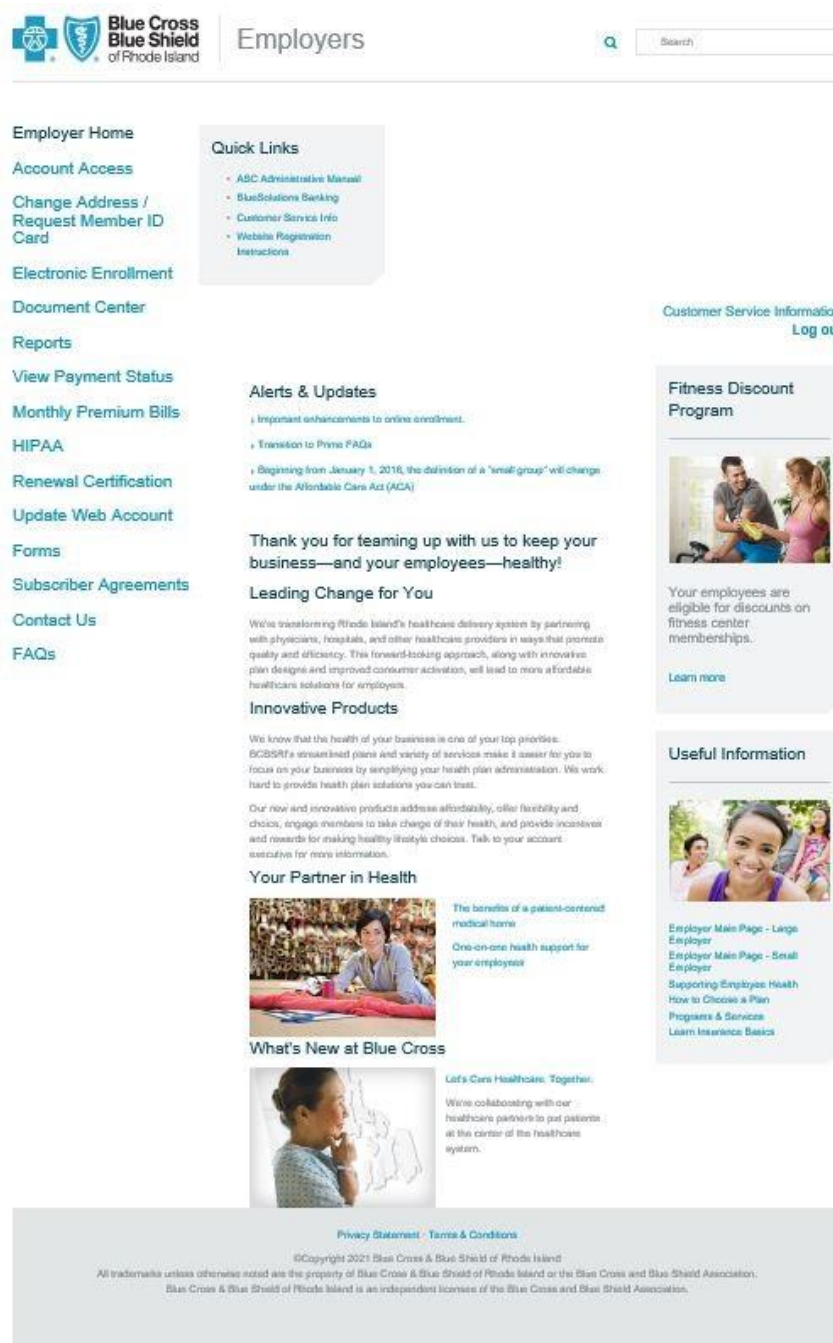
If you have any questions regarding the web or Electronic Enrollment registration processes, please contact BCBSRI’s Employer Support at (800)- 637-3718 or (401) 459-1000 at extension 6064, option 3.

B. Setting up Staff Accounts

When you log into the Employer's home page as a main level account user, you will see the option for "Account Access." To manage/create staff accounts, select "Account Access" on the left side of the screen (Figure 1.2).

Please note: Staff account users will not see this option unless they are given access to manage staff accounts.

Figure 1.2



You have various options on the “Account Access” screen (Figure 1.3):

- **View All** – Lists all staff members assigned to your account.
- **Create New** – Creates a new staff member.
- **Activity Report** – Captures all previous activity data that was performed on this account.
- **Select All** – Selects all boxes listed under the staff member section.
- **Clear All** – If all boxes are selected this function clears them.
- **Delete Selected** – Will permanently remove any staff member that is selected.
- **Transfer Administrative Rights** – Allows you to transfer administrative rights to any Staff Member listed.
- **Cancel** – If you are currently making a transaction, the cancel selection will take you back to the Account Access Page.

Figure 1.3

Staff Accounts

View All Staff Accounts

[View All](#) | [Create New](#) | [Activity Report](#)

Staff Member	User Name	Last Sign in	Reset Password
--------------	-----------	--------------	----------------

[Select All](#) | [Clear All](#)

[DELETE SELECTED](#) [TRANSFER ADMIN RIGHTS](#) [CANCEL](#)

Note: “Transfer Admin Rights” will grant admin rights to the selected staff account and revoke admin rights to your account. This will convert your account to a staff account.

C. Creating New Staff Accounts

1. Select “Create New”
2. Enter User’s first name
3. Enter User’s last name
4. Enter User’s unique User Name
5. Select “Submit”

Figure 1.4

Staff Accounts

Create New Staff Account

(* Required)

*First Name	<input type="text"/>
*Last Name	<input type="text"/>
*User Name	<input type="text"/>

[CANCEL](#) [SUBMIT](#)

Your Staff Account has been successfully created. The name, user name, and temporary password are displayed.

Write down the temporary password. This is the only time it will be displayed, or you can select “print this page” to provide your employee with this temporary password, so he or she can log into the Employers home page.

Select the [GO](#) link after “Continue to Set Permissions” to enable features for the new Staff Member.

Figure 1.5

Staff Accounts

Create New Staff Account

The staff account was successfully created.

Please [print this page](#) now, as it contains the sign in information for this staff account and will not be shown again.

Name	Test Staff
User Name	TestStaff2
Temporary Password	uk2a8c8z

Continue to Set Permissions [GO](#)

D. Staff Account Access

1. Enable features for the new Staff Member by selecting the appropriate boxes as shown in Figure 1.6. Select “Submit” when you have completed assigning their features. Repeat this process for each new Staff Account Member to enable access as appropriate.

Please note: to enable or disable the features for an existing Staff member, select their underlined name listed in the “View All Staff Accounts” section (Figure 1.7). Staff account access for that Member will be displayed (Figure 1.6) and can be updated.

Figure 1.6

The screenshot displays the 'Staff Accounts' management interface. At the top, the title 'Staff Accounts' is followed by the sub-header 'View All Staff Accounts'. Below this, there are three links: 'View All', 'Create New', and 'Activity Report'. The main content area is divided into three sections. The first section, titled 'TEST STAFF', displays account details: 'User Name: TESTSTAFF1', 'Last Sign In: ----', 'Account Created By:', and 'Account Created When: 04/23/13 10:35 AM'. The second section, titled 'Enable features:', contains a list of six features with checkboxes: 'Employer Reports', 'Request ID Card', 'Edit Logo', 'Electronic Enrollment', 'Employer Group Billing Payments', and 'Change Address'. Below this list are links for 'Select All' and 'Clear All'. The third section, titled 'Enable staff account management:', contains a single checkbox for 'Manage Staff Accounts'. At the bottom of the form are two buttons: 'SUBMIT' and 'CANCEL'.

Staff Accounts

View All Staff Accounts

[View All](#) | [Create New](#) | [Activity Report](#)

TEST STAFF

User Name: TESTSTAFF1
Last Sign In: ----
Account Created By:
Account Created When: 04/23/13 10:35 AM

Enable features:

- ☐ Employer Reports
- ☐ Request ID Card
- ☐ Edit Logo
- ☐ Electronic Enrollment
- ☐ Employer Group Billing Payments
- ☐ Change Address

[Select All](#) | [Clear All](#)

Enable staff account management:

- ☐ Manage Staff Accounts

[SUBMIT](#) [CANCEL](#)

E. Managing Staff Accounts

1. To enter the “Manage Staff Accounts” area from the Main Page:
 - Select “Account Access.” All staff accounts that currently exist will be listed on this page (Figure 1.7).
 - Select “Create New” to add a new staff account. The permissions access box will appear (Figure 1.6), please select “Manage Staff Accounts” (Figure 1.8).

Figure 1.7

Staff Accounts

View All Staff Accounts

[View All](#) | [Create New](#) | [Activity Report](#)

Staff Member	User Name	Last Sign in	Reset Password
<input type="checkbox"/> Staff, Test	TESTSTAFF2	----	Reset Password

[Select All](#) | [Clear All](#)

[DELETE SELECTED](#) [TRANSFER ADMIN RIGHTS](#) [CANCEL](#)

Note: “Transfer Admin Rights” will grant admin rights to the selected staff account and revoke admin rights to your account. This will convert your account to a staff account.

Figure 1.8

Enable staff account management:

☐ Manage Staff Accounts

[SUBMIT](#) [CANCEL](#)

2. Staff members who are given “Manage Staff Accounts access have the ability to perform the following functions:

A. Create Staff Account(s)

- Select “Create New.”
- Follow procedures in this guide regarding creating new accounts.

B. Delete Staff Account(s)

- Select one or more staff accounts.
 - Select the “Delete Selected” button.
- Note:** Use the “Select All” option to select all staff accounts listed.

C. Reset Passwords for Staff Account

- Select the “Reset Password” option next to the appropriate staff account.

F. Transfer Administrative Rights

This feature allows you to create a new account to become the Main Level User or swap administrative rights to an existing Staff Account.

1. Log onto the **BCBSRI.com** website as the existing Main Level User.
2. Enter the “Manage Staff Accounts” area from the main page.
3. Click on “Account Access.”
4. Click “Manage Staff Accounts.” All existing staff members should be viewable (Figure.1.9).

Figure 1.9



Staff Member	User Name	Last Sign in	Reset Password
<input type="checkbox"/> Test, Tom	TOMTEST	-----	Reset Password

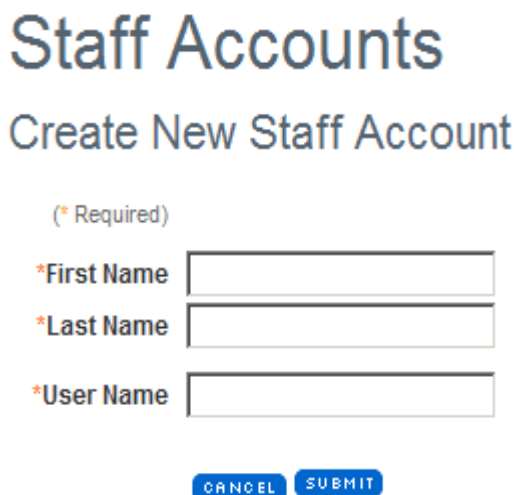
[Select All](#) | [Clear All](#)

[DELETE SELECTED](#) [TRANSFER ADMIN RIGHTS](#) [CANCEL](#)

Note: "Transfer Admin Rights" will grant admin rights to the selected staff account and revoke admin rights to your account. This will convert your account to a staff account.

5. If you would like to transfer administrative rights to a new staff account, click on “Create New.”
6. You will be brought to the “Create New Staff Account” page (Figure 2.0).

Figure 2.0



(* Required)

*First Name

*Last Name

*User Name

[CANCEL](#) [SUBMIT](#)

7. Create the new staff account, print the page with the temporary password, and set permissions for the new account.

8. You will be brought back to the Staff Account page. You should now see the new account you just created (Figure 2.1).

Figure 2.1

The screenshot shows the 'Staff Accounts' page. At the top, there's a header with 'Staff Accounts' in blue and 'View All Staff Accounts' in green. Below this are links for 'View All', 'Create New', and 'Activity Report'. A table lists staff members with columns: Staff Member, User Name, Last Sign in, and Reset Password. Two accounts are listed: 'Test, Main' (User Name: MAINTEST) and 'Test, Tom' (User Name: TOMTEST). Below the table are links for 'Select All' and 'Clear All', and buttons for 'DELETE SELECTED', 'TRANSFER ADMIN RIGHTS', and 'CANCEL'. A note at the bottom explains that 'Transfer Admin Rights' will grant admin rights to the selected staff account and revoke them from the user's account, converting it to a staff account. An arrow points to the 'TRANSFER ADMIN RIGHTS' button.

Staff Member	User Name	Last Sign in	Reset Password
<input type="checkbox"/> Test, Main	MAINTEST	----	Reset Password
<input type="checkbox"/> Test, Tom	TOMTEST	----	Reset Password

[Select All](#) | [Clear All](#)

[DELETE SELECTED](#) [TRANSFER ADMIN RIGHTS](#) [CANCEL](#)

Note: "Transfer Admin Rights" will grant admin rights to the selected staff account and revoke admin rights to your account. This will convert your account to a staff account.

9. Click on the "Transfer Admin Rights" button.
10. You will be presented with the following "Warning" page (Figure 2.2).

Figure 2.2

Staff Accounts

WARNING

Clicking submit will revoke administrator rights from your account TESTING and grant administrator rights to MAINTEST.

Additionally your account TESTING will be converted to a Staff Account with no account features enabled, and you will be Signed Out.

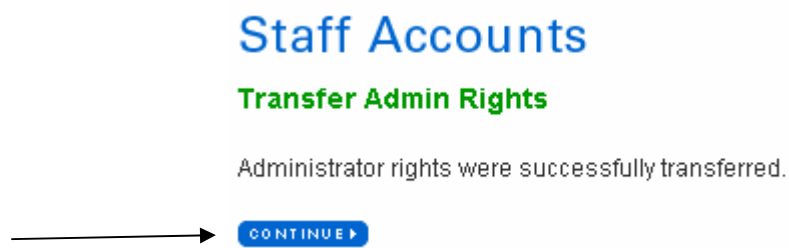
If you wish your account TESTING to be deleted, or, its features enabled, you must ask an Administrator to do this for you.

Are you sure you want to permanently transfer admin rights from TESTING to MAINTEST and be Signed Out?

[SUBMIT](#) [CANCEL](#)

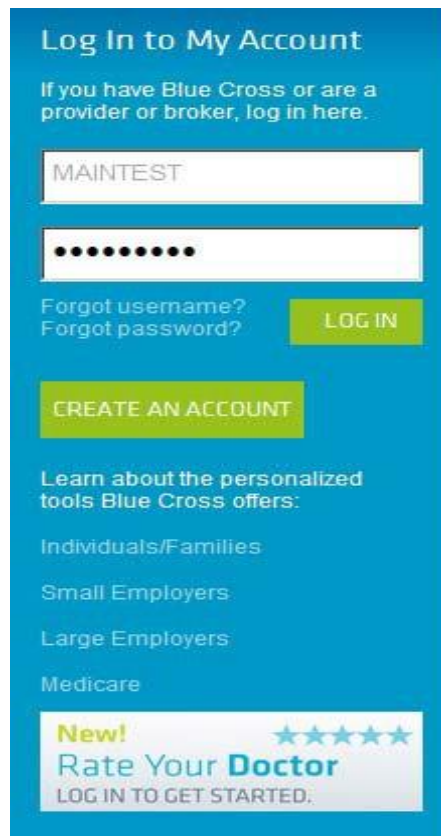
11. Click on "Submit" if you wish to continue, or "Cancel" if you do not want to change the administrative rights.
12. The "Staff Accounts – Transfer Admin Rights" screen will appear (Figure 2.3).

Figure 2.3



13. Click “Continue,” and you will be logged off the system.
14. Log onto the BCBSRI Web site with the new User ID you just created (Figure 2.4).

Figure 2.4



15. You will be prompted to create a new password (Figure 2.5).

Figure 2.5

Change Password

When choosing a new password, the password must:

- Be between 6 and 12 characters long
- Contain at least 2 letters and 2 numbers
- Not contain spaces or tabs

(*) Required

* Old Password

* New Password

* Retype Password

16. Agree to the Terms and Conditions and click on “Continue” (Figure 2.6).

Figure 2.6

Terms and Conditions

Please read the Terms and Conditions carefully before using this Site.

Terms & Conditions for use of www.BCBSRI.com

Legal and Privacy Notices

PLEASE READ THESE TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING THIS SITE.

Internet Terms & Conditions.

The following terms and conditions (Terms and

☒ I agree to the terms and conditions above.

17. You will be prompted to update the new account you just created (Figure 2.7).

Figure 2.7

Update Web Account

E-mail Address

Your e-mail address allows BCBSRI to contact you regarding your web account or to send you a forgotten password.

E-Mail Address

Retype E-Mail Address

E-Mail Subscriptions

☐ Special Announcements

Security Question

You will be asked to provide the answer to your security question in order to reset a forgotten password.

Security Question

Answer

Edit Your Name

You can edit your first and last name for your account here.

First Name

Last Name

[SUBMIT](#)

18. You will receive a message that your account has been updated (Figure 2.8).

Figure 2.8

[About BCBSRI](#) [In the Community](#) [Plans & Services](#) [Health & Wellness](#) [Members](#) [Employers](#) [Providers](#)

Update Web Account

Thank you! Your web account was successfully updated.

→ [<< Back to employer index page](#)

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19. Click “Back” to return to the employer index page.

20. You will now be logged on as the new Main Level Account.
21. Enter the “Manage Staff Accounts” area from the main page.
22. Click on “Account Access.”
23. Click “Manage Staff Accounts.”
24. You will now see the previous Main Level Account listed as a Staff Account (Figure 2.9).

Figure 2.9

Staff Accounts

[View All Staff Accounts](#)

[View All](#) | [Create New](#) | [Activity Report](#)

Staff Member	User Name	Last Sign in	Reset Password
<input type="checkbox"/> TESTING	TESTING	05/22/06 01:22 PM	Reset Password
<input type="checkbox"/> Test Tom	TOMTEST	----	Reset Password

[Select All](#) | [Clear All](#)

[DELETE SELECTED](#) [TRANSFER ADMIN RIGHTS](#) [CANCEL](#)

Note: "Transfer Admin Rights" will grant admin rights to the selected staff account and revoke admin rights to your account. This will convert your account to a staff account.

25. At this point, you may either delete the previous Main Level Account or assign user permissions.

G. Transferring Administrative Rights to an Existing Staff Member

1. Enter the “Manage Staff Accounts” area from the main page.
2. Click on “Account Access.”
3. Click on “Manage Staff Accounts.” All of the Staff Accounts that currently exist will be viewable (Figure 3.0).

Figure 3.0

Staff Accounts
[View All Staff Accounts](#)

[View All](#) | [Create New](#) | [Activity Report](#)

Staff Member	User Name	Last Sign in	Reset Password
<input checked="" type="checkbox"/> BCTEST, BCTEST	BCBSTEST	05/23/06 10:36 AM	Reset Password
<input type="checkbox"/> Test, Main	MAINTTEST	05/22/06 02:57 PM	Reset Password
<input type="checkbox"/> Test, Tom	TOMTEST	----	Reset Password

[Select All](#) | [Clear All](#)

[DELETE SELECTED](#) [TRANSFER ADMIN RIGHTS](#) [CANCEL](#)

Note: "Transfer Admin Rights" will grant admin rights to the selected staff account and revoke admin rights to your account. This will convert your account to a staff account.

4. Select the Staff Account that you would like to be the new Main Level User.
5. Click on the “Transfer Admin Rights” button.
6. Follow steps 10 – 25 from Section F – “Transfer Administrative Rights”.