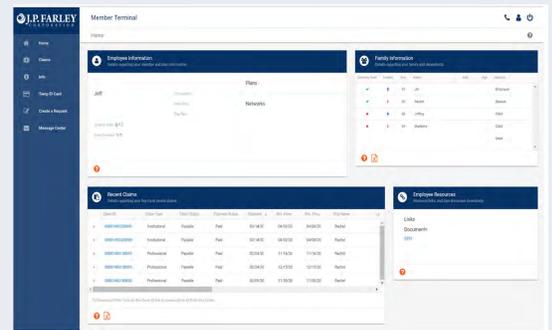# ONLINE ACCESS
WEBSITE REGISTRATION INSTRUCTIONS

☑ **Streamlined navigation**

☑ **Easy-access log-in website portals & app**

☑ **Real-time administrative processing**

☑ **Communication with your service team**

☑ **Intuitive and user-friendly design**

☑ **Seamless integration between web portal, app & claims system**

☑ **24/7 self-service tools**

Member Registration at www.jpfarley.com

First time website portal users will need to register to obtain access to J.P. Farley's secure website portal using their unique registration code. To register employees and their family members over the age of 18 will need to follow the following steps.

1. **Visit www.jpfarley.com**. Click "Login" at the top right-hand corner of the web page.

2. **Register using your unique registration code.** Select the "Click here to register and/or enroll" option on the Gateway Welcome page. Select the *"Member"* portal type and complete your personally known information (Last 4 digits of Social Security Number and Date of Birth). Next enter your unique **registration code.** Registration codes are available by contacting J.P. Farley's service team and verifying your identity. Create a Username that you will remember, enter your *Email Address* and set your *Password* before pressing Submit. You will receive an onscreen confirmation that your Username has been created.

3. **Check your email** for your Registration Confirmation. (Check your junk folder if you do not receive it.) Click the link in the email and proceed to login by following the onscreen prompts.

4. **Login:** Enter your *Username* and *Password* and then hit submit. You will receive a Login was successful message your screen as your personal Member Portal loads for your use. Your portal will display your available PODs, Menus and Help features, etc. *Please note the site works best in newer browsers.*

Download the J.P. Farley Mobile App **for added convenience.**

Available for both Android and Apple products.

Home

Employee Information (1) provides member and plan information detail. Additional details are available via hyperlinks under the plan name and networks. Family Information (2) provides details regarding your family and dependents. Note: Each family member over the age of 18 will register separately on the website and must grant other family members access to view their claim information.

Recent Claims (3) provides details regarding recent claims. The claim ID hyperlinks to the explanation of benefits for each claim.

Employee Resources (4) contains links and plan documents.

Claims

Accumulators (5) provides a record of total expenses that apply to the deductible and out-of-pocket maximum.

Claims (6) provides access to member detail regarding claims including the claim status and payment status. The claims ID for each claim hyperlinks to a downloadable explanation of benefits (7).

Info

Other Insurance gives details regarding coordination of benefits information (8). PCP Details and premium details provided, if applicable.

Temp ID Card

Open a temporary ID Card (9). Since the card will be accessed in a new browser window the popup blocker must be turned off to access ID card.

Create a Request

Choose from the options provide and follow the screen prompts to submit updates to your record (10).

Message Center

Messaging shows all communication between the member and plan administrator. Click "new thread" (11) to contact J.P. Farley's help desk for a response during business hours. Announcements (12) will be viewable, if applicable. Requests (13) provides members a record of their request history.

My Account

The person icon (14) provides member card information including the subscriber ID. Click "manage account" (15) to open the User Profile (16) in order to choose what family members can access your health information and update website password or email address.

Help

Access additional descriptions and information to assist in navigating the web portal.