



Member Portal Account Creation and Recovery Reference Guide

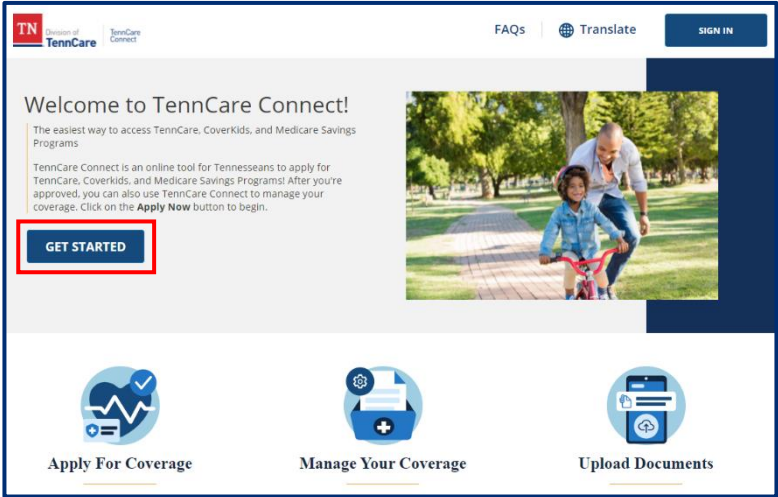
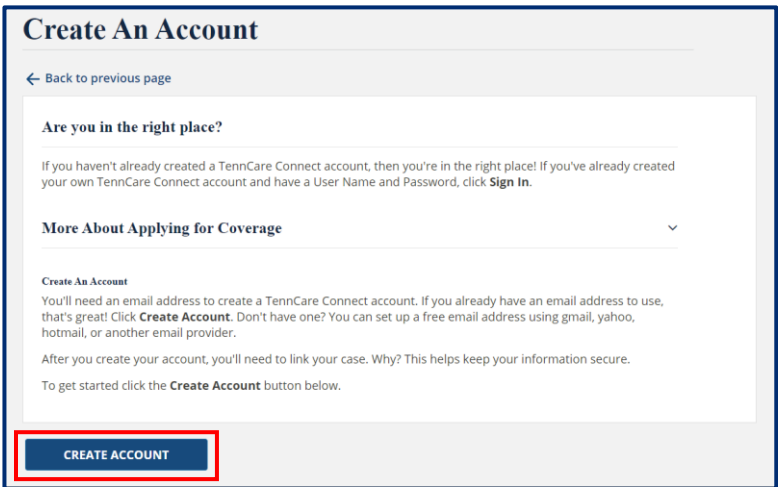
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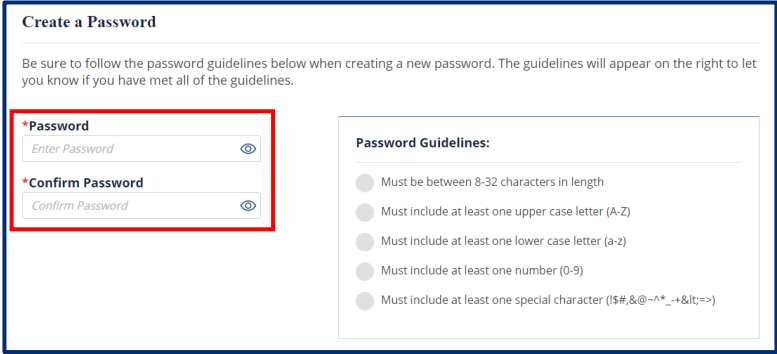
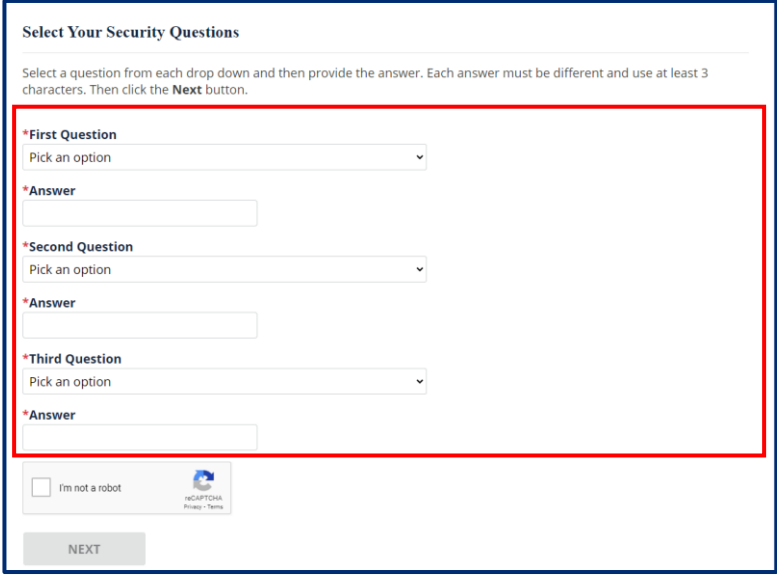
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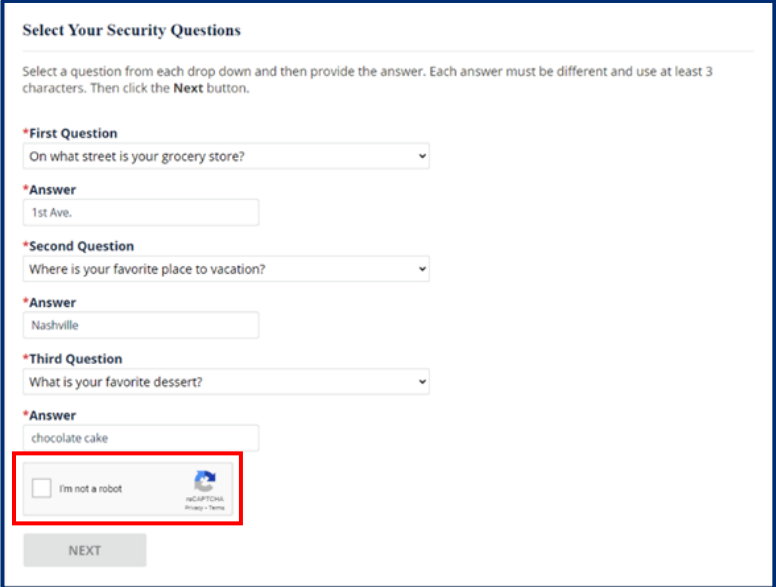
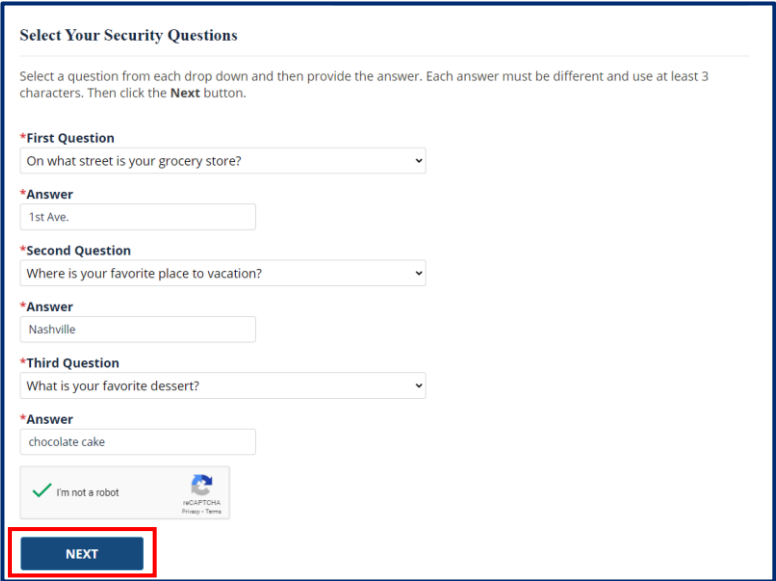
Purpose

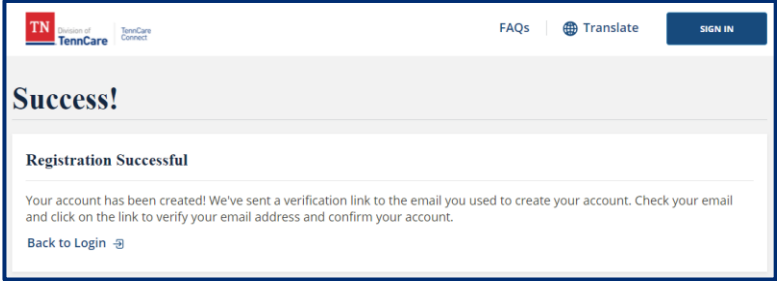
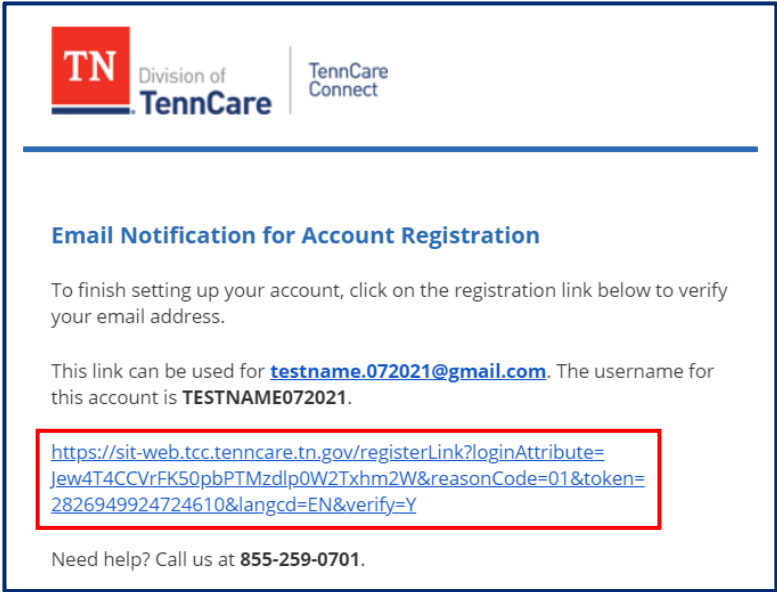
The *Member Portal Account Creation and Recovery Guide* is a reference document intended for staff and partners assisting members looking to apply for benefits or check their existing benefits within the Tennessee Eligibility Determination System (TEDS) Member Portal, or TennCare Connect. This guide details, step by step, how to create an account or recover an existing account by either retrieving the username, or by resetting the password.

Processing Steps – Create Account

#	Step	Screenshot
1	<p>Go to https://tenncareconnect.tn.gov.</p> <p>On the Welcome to TennCare Connect Homepage, click Get Started.</p>	 <p>The screenshot shows the TennCare Connect homepage. At the top, there is a navigation bar with the TN logo, 'Division of TennCare', 'TennCare Connect', 'FAQs', 'Translate', and a 'SIGN IN' button. The main heading is 'Welcome to TennCare Connect!' followed by a sub-heading 'The easiest way to access TennCare, CoverKids, and Medicare Savings Programs'. Below this is a paragraph explaining that TennCare Connect is an online tool for applying for and managing coverage. A blue 'GET STARTED' button is highlighted with a red box. At the bottom, there are three icons: 'Apply For Coverage', 'Manage Your Coverage', and 'Upload Documents'.</p>
2	<p>On the Create An Account page, review the information.</p> <p>Click Create Account.</p>	 <p>The screenshot shows the 'Create An Account' page. It has a 'Back to previous page' link at the top left. The main heading is 'Create An Account'. Below the heading is a section titled 'Are you in the right place?' with a paragraph explaining that users should be in the right place if they haven't already created an account. There is a 'Sign In' link for existing users. Below this is a section titled 'More About Applying for Coverage' with a dropdown arrow. Underneath is a section titled 'Create An Account' with a paragraph explaining the requirements for creating an account, including having an email address. It also mentions that users will need to link their case after creating the account. At the bottom, a blue 'CREATE ACCOUNT' button is highlighted with a red box.</p>

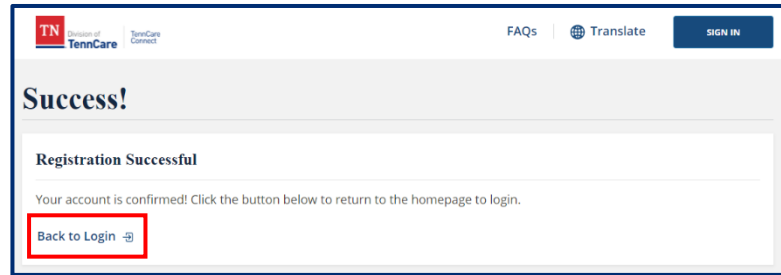
<p>3</p>	<p>On the Registration page, in the Create Your Account section, enter a Username, First Name, Last Name, Email Address, and Confirm Email Address.</p>	 <p>The screenshot shows the 'Registration' page with a 'Create Your Account' section highlighted in red. The form includes fields for Username, First Name, Last Name, Email Address (with a help icon), and Confirm Email Address. Below the form, a note states: 'We will send a verification link to the email address above. You must click the verification link before your account will be created. Click the "Web Policies" link in the footer to read about our privacy policies.'</p>
<p>4</p>	<p>In the Create a Password section, enter your Password and Confirm Password, following the password requirements until they are all met.</p>	 <p>The screenshot shows the 'Create a Password' section with two input fields for Password and Confirm Password highlighted in red. To the right, a 'Password Guidelines' box lists requirements: Must be between 8-32 characters in length, Must include at least one upper case letter (A-Z), Must include at least one lower case letter (a-z), Must include at least one number (0-9), and Must include at least one special character (!\$#,&@-^*_+&lt;=>).</p>
<p>5</p>	<p>In the Select Your Security Questions section, select a Question from the drop-down menu and enter a different Answer three times.</p> <p>Note: Answers must be at least three characters, can include numbers and special characters, and cannot be similar.</p>	 <p>The screenshot shows the 'Select Your Security Questions' section with three question-answer pairs highlighted in red. Each pair consists of a question dropdown menu and an answer text input field. At the bottom, there is a CAPTCHA checkbox, a 'NEXT' button, and a small logo for 'ncaptsolutions'.</p>

<p>6</p>	<p>Click the box next to I'm not a robot. If you are asked to select pictures, respond to the request.</p>	
<p>7</p>	<p>Click Next.</p>	

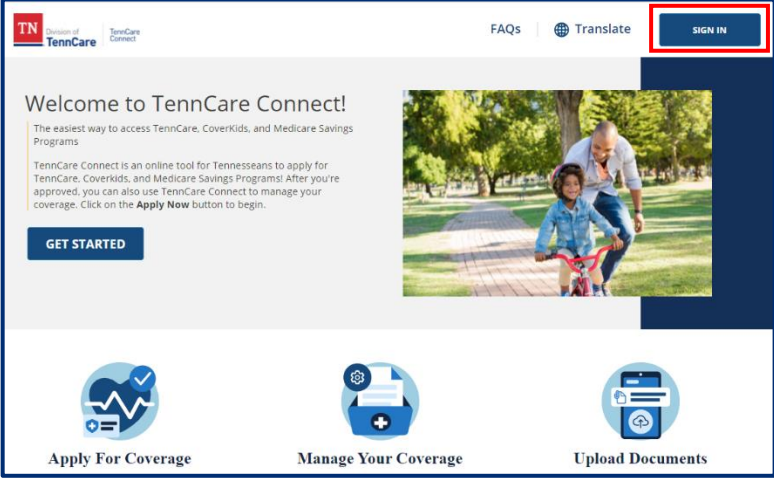
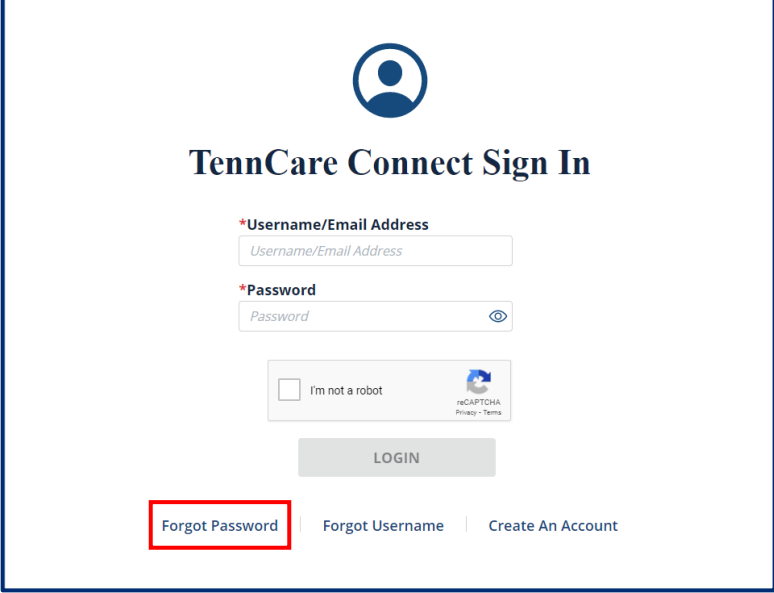
<p>8 On the Success! page, note that an email was sent to the email address used to register. Although the user can return to the login page, they cannot log into their account until validating the email address.</p> <p>Note: If the user did not receive the email, check the junk mail folder. If it's not there, the user can trigger a new email and link by clicking Back to login and signing in to return to this page.</p>	 <p>The screenshot shows the 'Success!' page with the following content:</p> <ul style="list-style-type: none"> Header: TN Division of TennCare, TennCare Connect, FAQs, Translate, SIGN IN Section: Success! Section: Registration Successful Text: Your account has been created! We've sent a verification link to the email you used to create your account. Check your email and click on the link to verify your email address and confirm your account. Link: Back to Login
<p>9 Once the user locates the email in their inbox, click the verification link to complete the registration.</p>	 <p>The screenshot shows an email notification with the following content:</p> <ul style="list-style-type: none"> Header: TN Division of TennCare, TennCare Connect Section: Email Notification for Account Registration Text: To finish setting up your account, click on the registration link below to verify your email address. Text: This link can be used for testname.072021@gmail.com. The username for this account is TESTNAME072021. Link (highlighted in red): https://sit-web.tcc.tennCare.tn.gov/registerLink?loginAttribute=Jew4T4CCVrFK50pbPTMzdlp0W2Txhm2W&reasonCode=01&token=2826949924724610&langcd=EN&verify=Y Text: Need help? Call us at 855-259-0701.

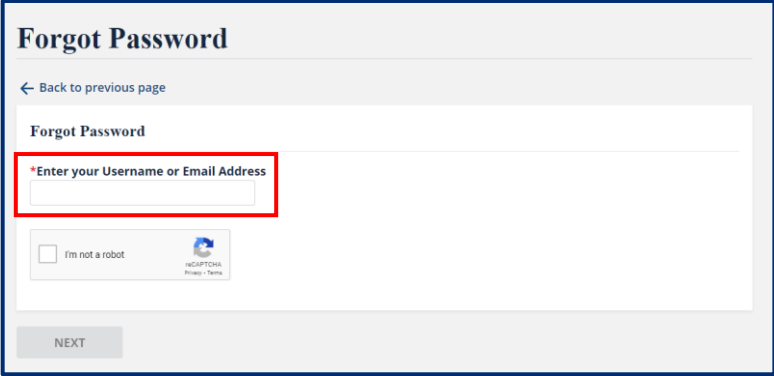
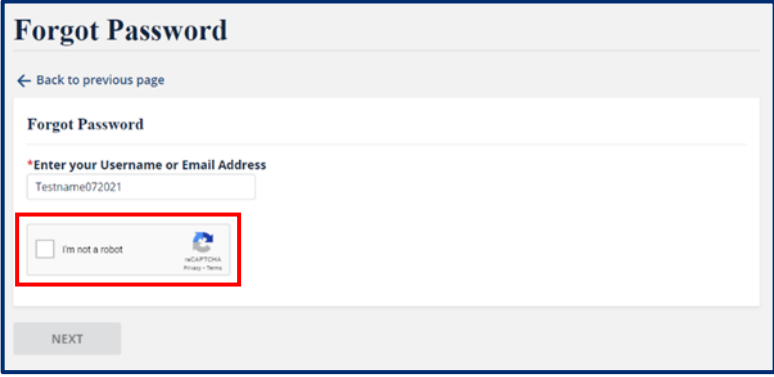
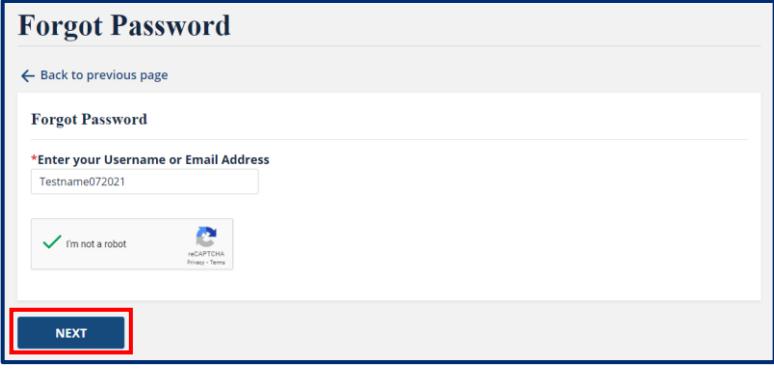
10 When the **Success!** page is displayed, the user's account is successfully created.

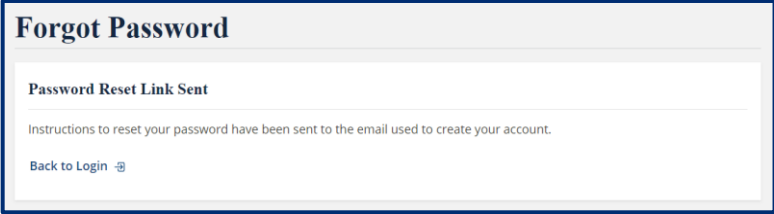
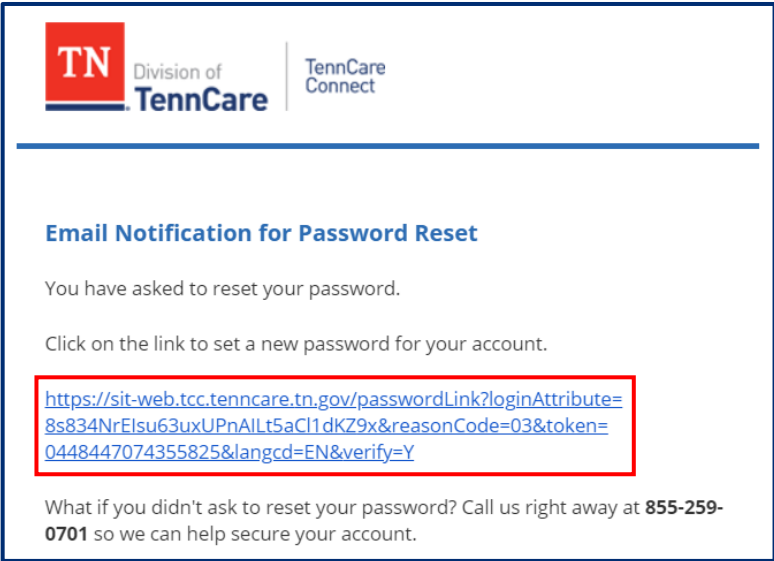
Click **Back to Login** to login and apply for or view benefits.

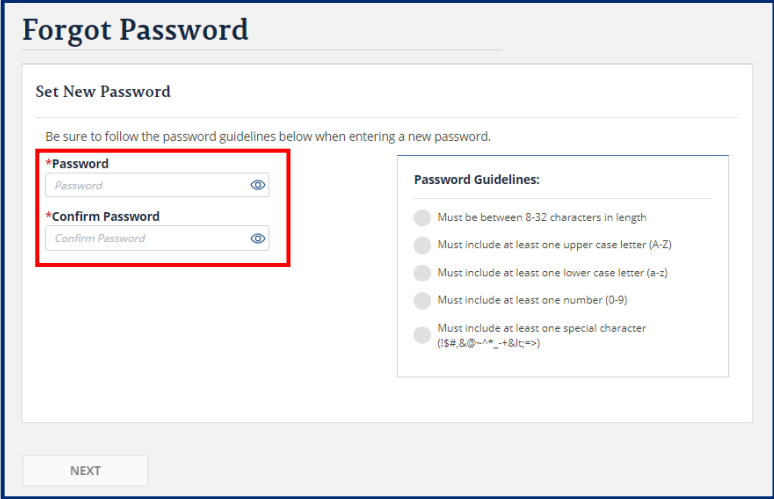
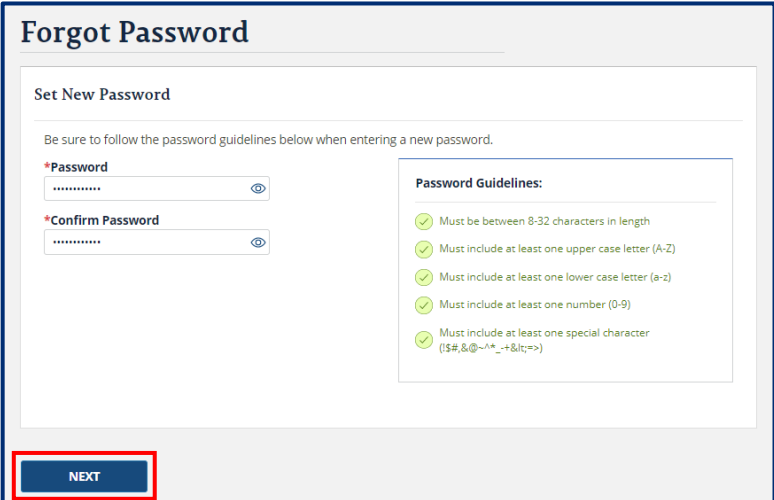
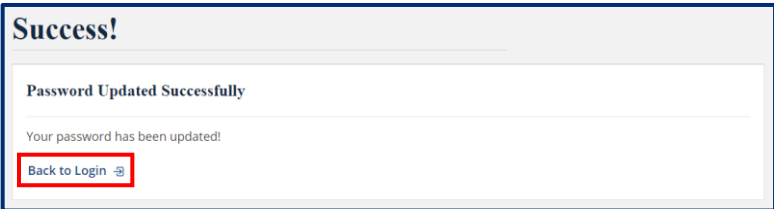


Processing Steps – Reset Password

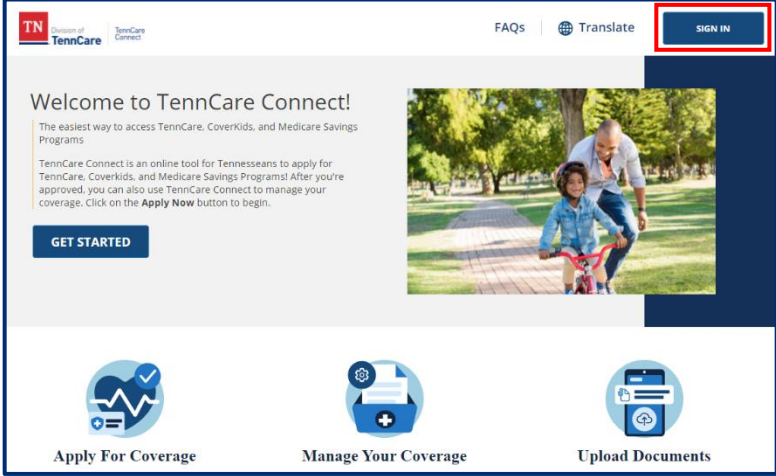
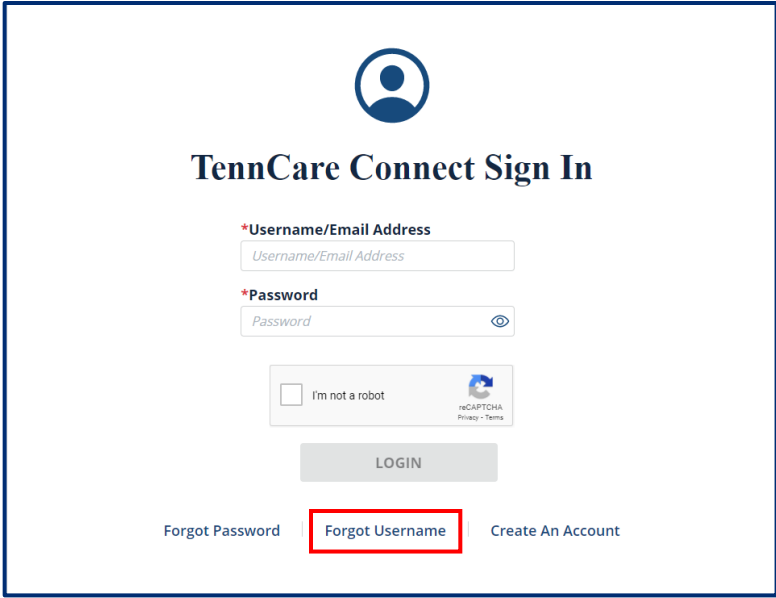
#	Step	Screenshot
1	<p>Go to https://tenncareconnect.tn.gov.</p> <p>On the Welcome to TennCare Connect Homepage, click Sign In.</p>	 <p>The screenshot shows the TennCare Connect homepage. At the top right, there are links for 'FAQs', 'Translate', and a 'SIGN IN' button which is highlighted with a red rectangular box. Below the navigation is a 'Welcome to TennCare Connect!' message with a 'GET STARTED' button. A photograph of a family is shown on the right. At the bottom, there are three main service icons: 'Apply For Coverage', 'Manage Your Coverage', and 'Upload Documents'.</p>
2	<p>On the TennCare Connect Sign In page, click Forgot Password.</p>	 <p>The screenshot shows the 'TennCare Connect Sign In' page. It features a user icon at the top, followed by the title 'TennCare Connect Sign In'. There are two input fields: '*Username/Email Address' and '*Password'. Below these is a reCAPTCHA verification box with the text 'I'm not a robot'. A 'LOGIN' button is centered below the reCAPTCHA. At the bottom of the page, there are three links: 'Forgot Password' (highlighted with a red box), 'Forgot Username', and 'Create An Account'.</p>

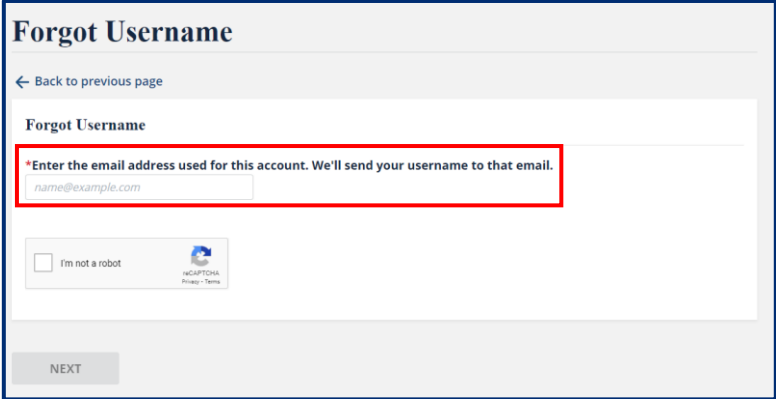
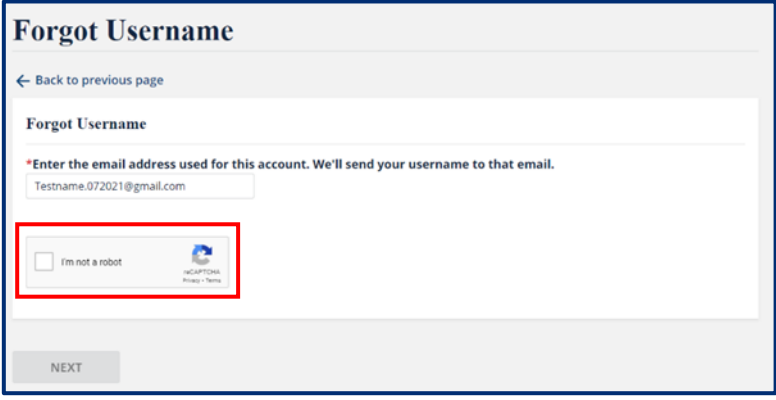
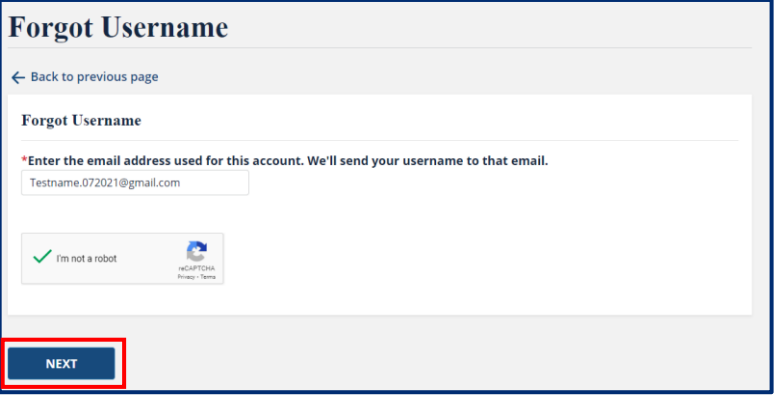
<p>3 On the Forgot Password page, enter the Username or Email Address used to create the account.</p>	
<p>4 Click the box next to I'm not a robot. If you are asked to select pictures, respond to the request.</p>	
<p>5 Click Next.</p>	

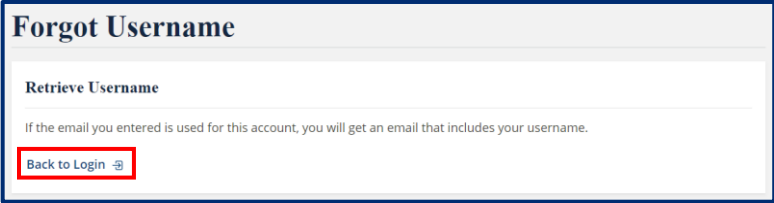
<p>6 On the Forgot Password page, note that an email was sent to the email address used to register with instructions to reset the password.</p> <p>Note: If the user did not receive the email, check the junk mail folder. If it is not there, repeat steps 1-5 to send a new email.</p>	
<p>7 Once the user locates the email in their inbox, click the link to set a new password.</p>	

<p>8</p>	<p>On the Set New Password page, enter a new Password and Confirm Password, following the password requirements until they are all met.</p>	
<p>9</p>	<p>Click Next.</p>	
<p>10</p>	<p>When the Success! page is displayed, the user's password has been changed.</p> <p>Click Back to Login to login with the new password.</p>	

Processing Steps – Forgot Username

#	Step	Screenshot
1	<p>Go to https://tenncareconnect.tn.gov.</p> <p>On the Welcome to TennCare Connect Homepage, click Sign In.</p>	
2	<p>On the TennCare Connect Sign In page, click Forgot Username.</p>	

<p>3 On the Forgot Username page, enter the Email Address used to create the account.</p>	
<p>4 Click the box next to I'm not a robot. If you are asked to select pictures, respond to the request.</p>	
<p>5 Click Next.</p>	

<p>6 On the Forgot Username page, note that an email was sent to the email address used to register that includes the username.</p> <p>Click Back to Login to login with the username.</p> <p>Note: If the user did not receive the email, check the junk mail folder. If it is not there, repeat steps 1-5 to send a new email.</p>	
<p>7 Once the user locates the email in their inbox, the username is displayed.</p>	