

# *Member Portal Account Creation and Recovery*

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## **Introduction**

The Member Portal Account Creation and Recovery Guide is a reference guide intended for partners assisting members looking to apply for benefits or check their existing benefits within TennCare Connect (Member Portal).

This document provides guidance for how to create an account or recover an existing account by either retrieving the username, or by resetting the password. If the member needs additional assistance, they can call TennCare Connect for free at 855-259-0701.

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### Create a TennCare Connect Account

Before you start, make sure the member has an email address. If they do not, help the member sign up for a free email account using Yahoo, Gmail, Outlook, or another provider.

From your web browser:

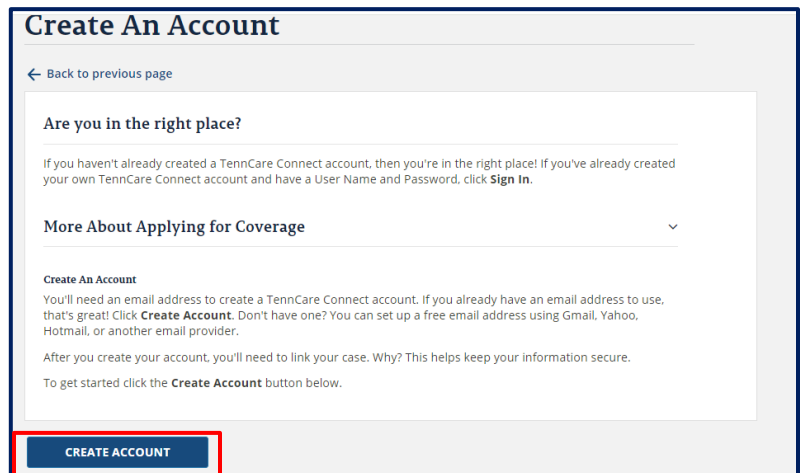
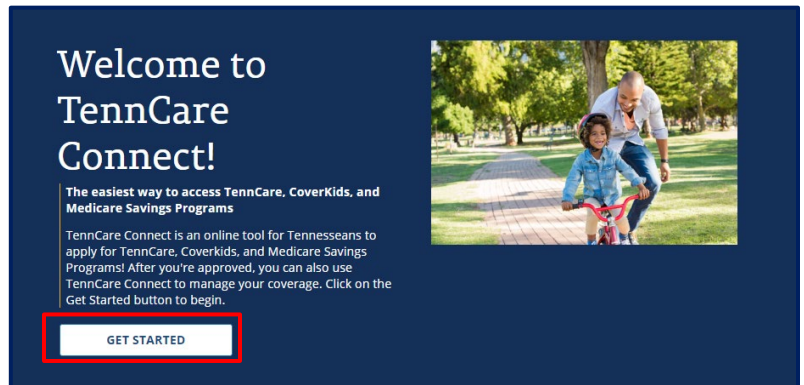
- 1 Go to <https://tenncareconnect.tn.gov>.

On the **Welcome to TennCare Connect** page:

- 2 Click **Get Started**.

On the **Create An Account** page:

- 3 Review the **Are You in The Right Place** and **More About Applying for Coverage** information.
- 4 Click **Create Account**.

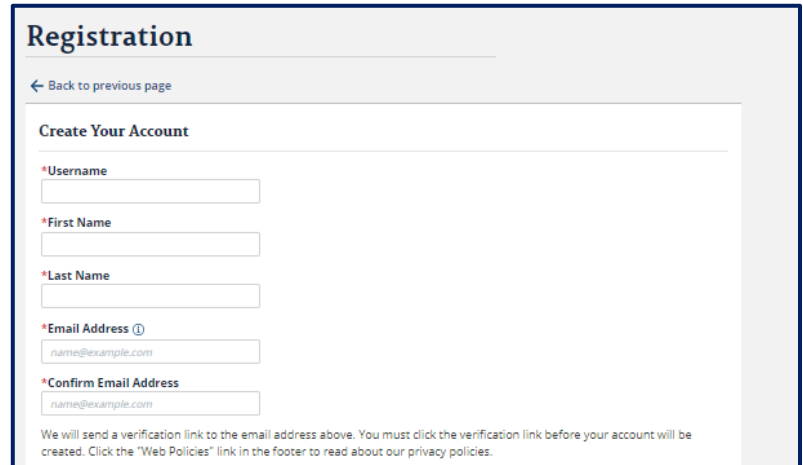


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On the **Registration** page:

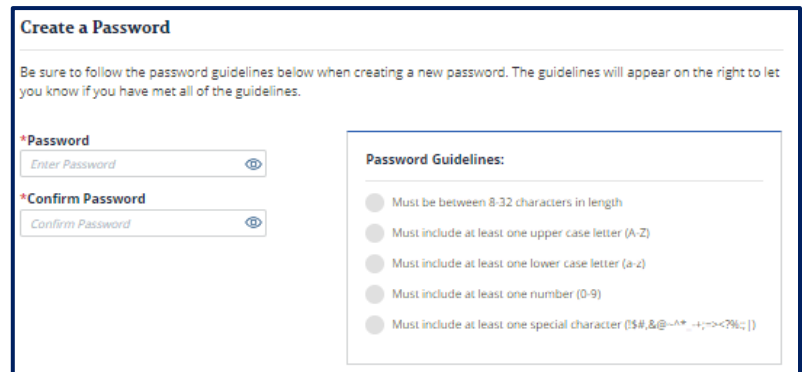
5 In the **Create Your Account** section:

- Complete the following fields using the **member's** information:
  - **Username**
  - **First Name**
  - **Last Name**
  - **Email Address**
  - **Confirm Email Address**



6 In the **Create a Password** section:

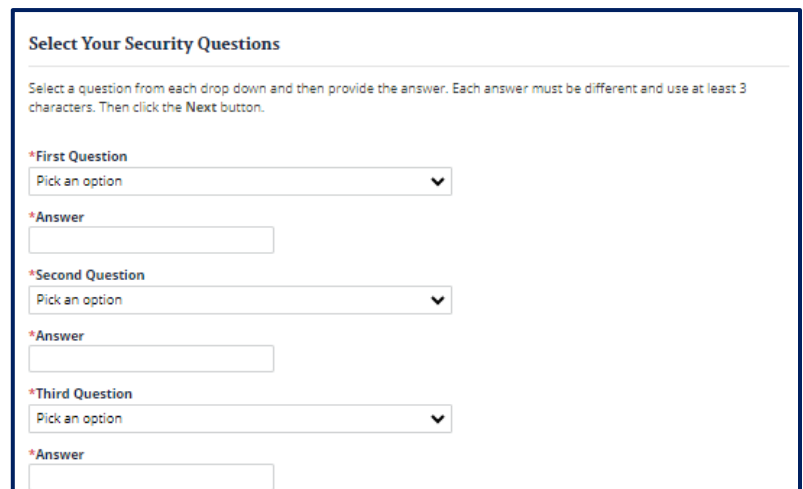
- Complete the following fields using the **Password Guidelines** until they are all met:
  - **Password**
  - **Confirm Password**



7 In the **Select Your Security Questions** section:

- Select a question from the **First Question** drop-down menu.
  - Enter the answer to the first question in the first **Answer** field.

**NOTE:** All answers must be at least three characters, can include numbers and special characters, and



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cannot be similar to each other.

- Select a question from the **Second Question** drop-down menu.
  - Enter the answer to the second question in the second **Answer** field.
- Select a question from the **Third Question** drop-down menu.
  - Enter the answer to the third question in the third **Answer** field.

8 Click the box next to **I'm not a robot**.

**NOTE:** If you are asked to select pictures, respond to the request.

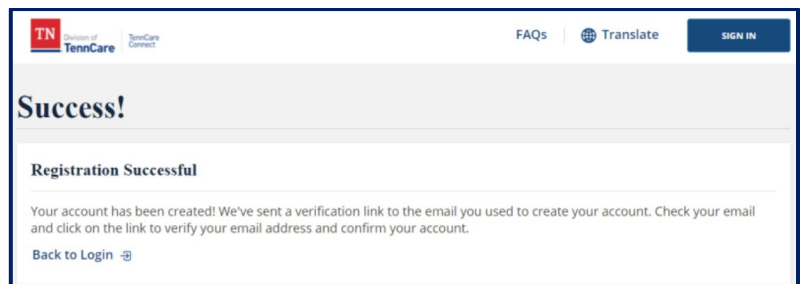
9 Click **Next**.



On the **Success!** page:

10 Review the information.

An email with a verification link was sent to the email address used to register. The user must validate their email address before they can login to their account.

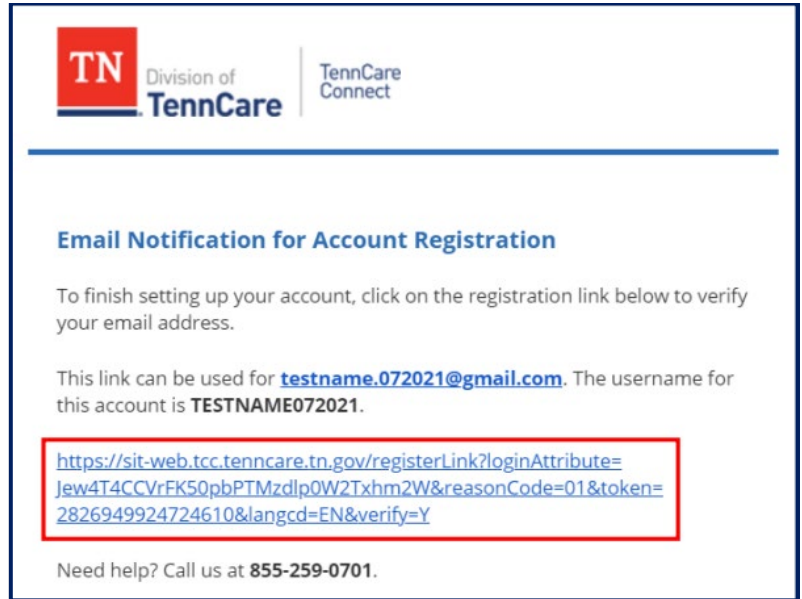


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11 Locate the verification email.

**NOTE:** If the user did not receive the email, check the junk mail folder. If it's not there, the user can trigger a verification email by clicking **Back to login** and signing in.

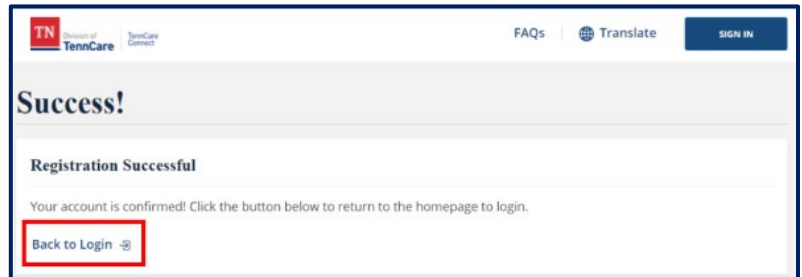
12 Click the verification link to complete the registration.



On the **Success!** page:

13 Review the message that the user's account is created.

14 Click **Back to Login**.



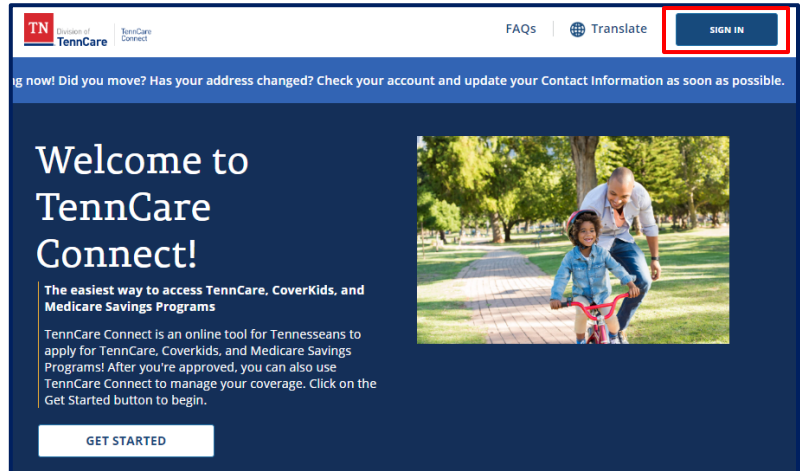
## Forgot Password

From your web browser:

- 1 Go to <https://tenncareconnect.tn.gov>.

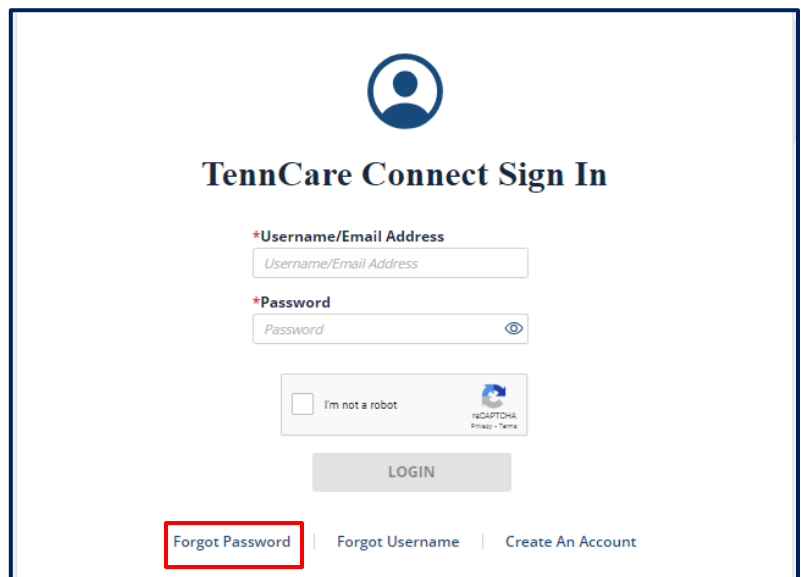
On the **Welcome to TennCare Connect** page:

- 2 Click **Sign In**.



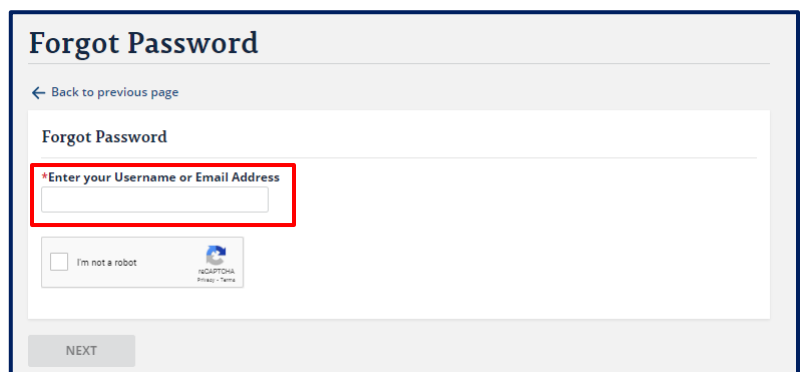
On the **TennCare Connect Sign In** page:

- 3 Click **Forgot Password**.



On the **Forgot Password** page:

- 4 In the **Forgot Password** section:
  - Complete the **Enter your Username or Email address** field.
    - If you know the username associated to the account, enter the username in the



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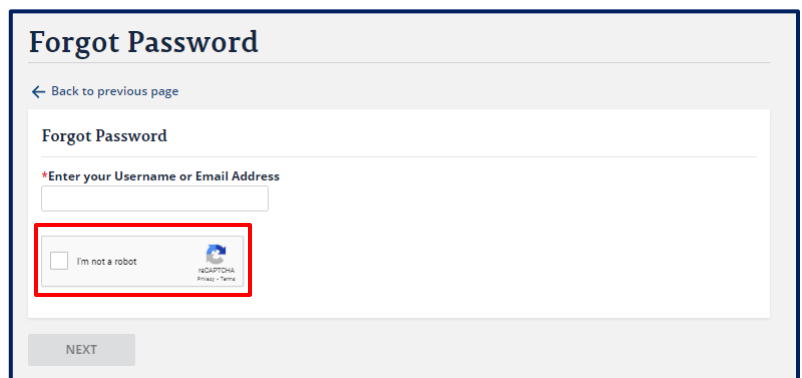
**Enter your Username or Email Address** field.

- If you know the email address used to the create the account, enter the email address in the **Enter your Username or Email Address** field.

5 Click the box next to **I'm not a robot**.

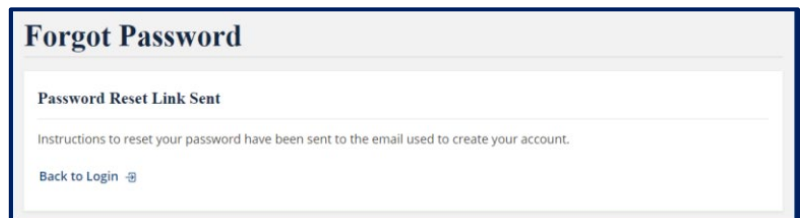
**NOTE:** If you are asked to select pictures, respond to the request.

6 Click **Next**.



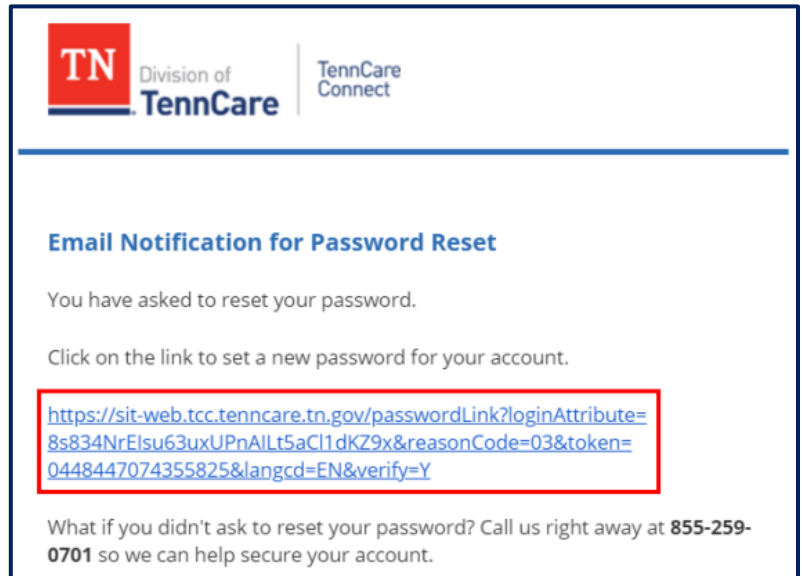
On the **Forgot Password** page:

- 7 Review the message on the page.
- An email, with instructions to reset the password, was sent to the email address used to register the account.



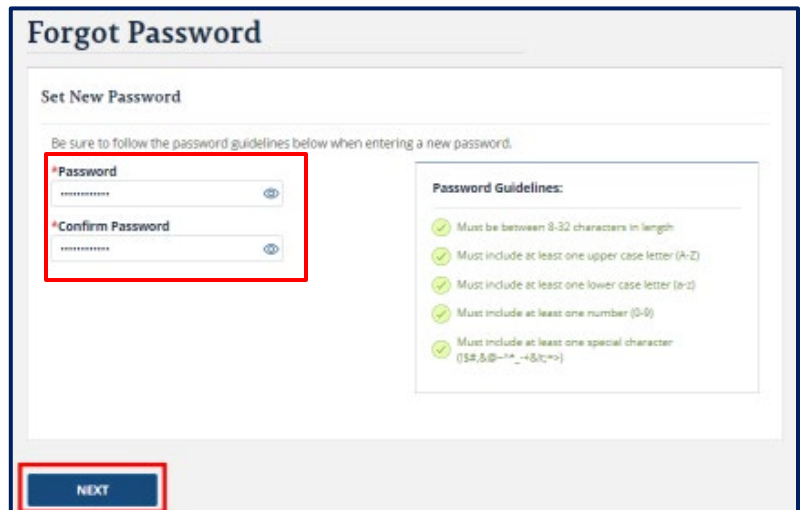
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- 8 Locate the email with the password reset instructions.  
**NOTE:** If the user did not receive the email, check the junk mail folder. If it is not there, repeat the **Forgot Password** steps to send a new email.
- 9 Click the link provided in the email.



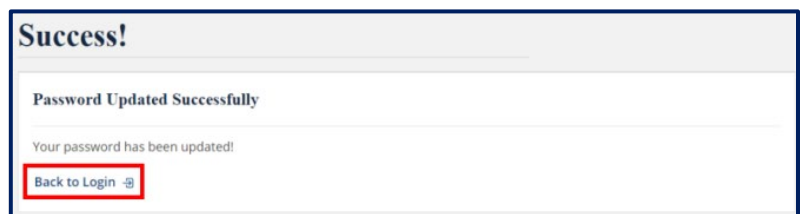
On the **Forgot Password** page:

- 10 In the **Set New Password** section:
  - Use the **Password Guidelines** to enter a new password in the **Password** field.
  - Enter the password again in the **Confirm Password** field.
- 11 Once all the **Password Guidelines** are green, click **Next**.



On the **Success!** page:

- 12 Review the message that the password was successfully updated.
- 13 Click **Back to Login** to login with the new password on the **Sign In** page.





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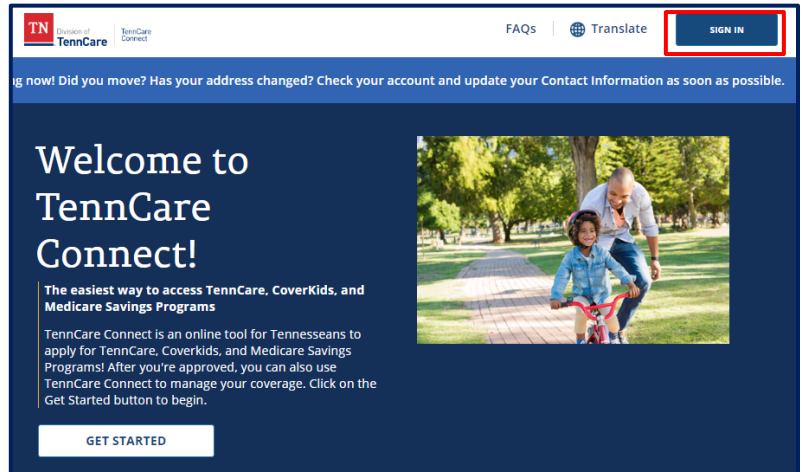
**Forgot Username**

From your web browser:

- 1 Go to <https://tenncareconnect.tn.gov>.

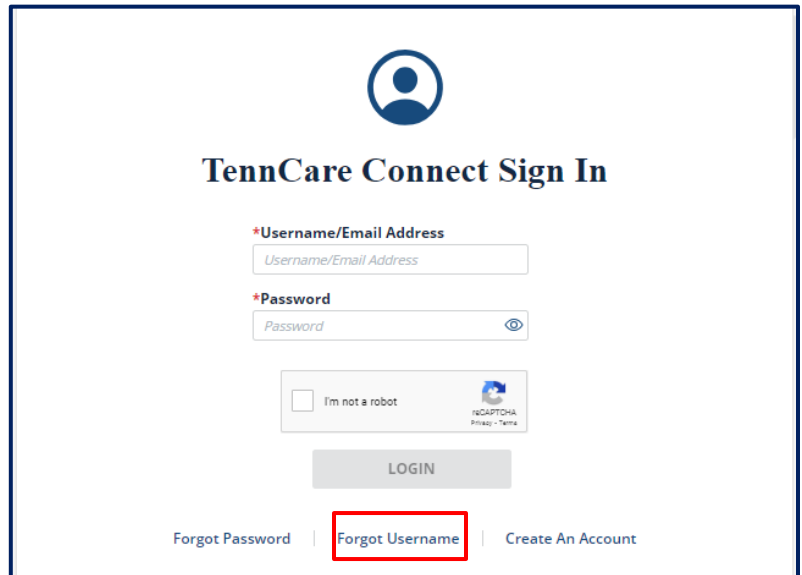
On the **Welcome to TennCare Connect** page:

- 2 Click **Sign In**.



On the **TennCare Connect Sign In** page:

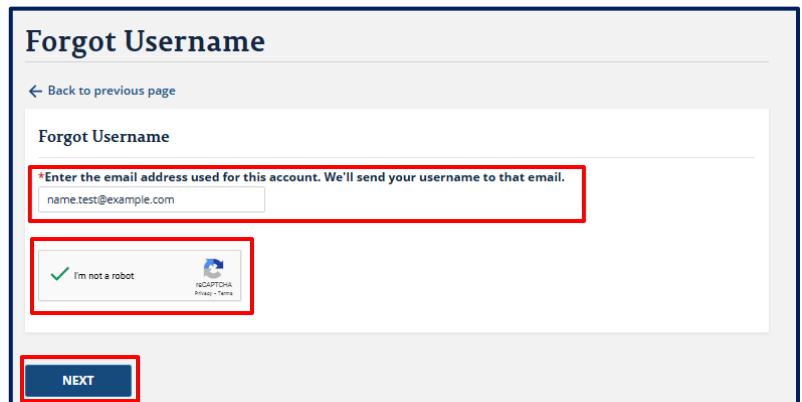
- 3 Click **Forgot Username**.



On the **Forgot Username** page:

- 4 In the **Forgot Username** section:
  - Enter the email address used to create the account.
  - Click the box next to **I'm not a robot**.

**NOTE:** If you are asked to select pictures, respond to the request.



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- Click **Next**.

On the **Forgot Username** page:

- 5 In the **Retrieve Username** section:
  - Review the message. An email, with the username, was sent to the email address used to register the account.
- 6 Click **Back to Login** to return to the login page.
- 7 Navigate to your email inbox to locate the email with the username.

**NOTE:** If the user did not receive the email, check the junk mail folder. If it is not there, repeat the [Forgot Username](#) steps to send a new email.

- 8 Return to the **TennCare Connect Sign In** page to sign in using the username provided.

