



# Member Portal Account Creation and Recovery Reference Guide

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## Purpose

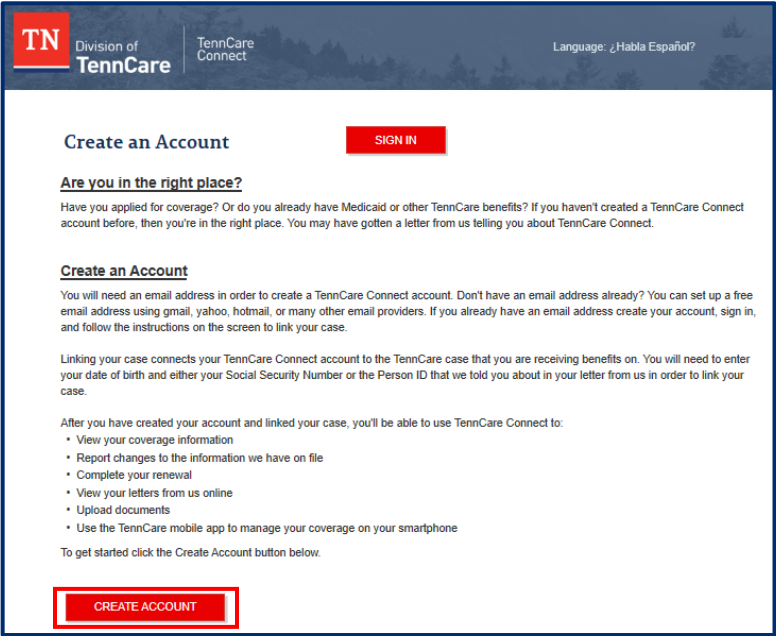
The *Member Portal Account Creation and Recovery Guide* is a reference document intended for members looking to apply for benefits or check their existing benefits within the Tennessee Eligibility Determination System (TEDS) Member Portal. This guide details step by step how to create an account, or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

## Processing Steps – Create Account

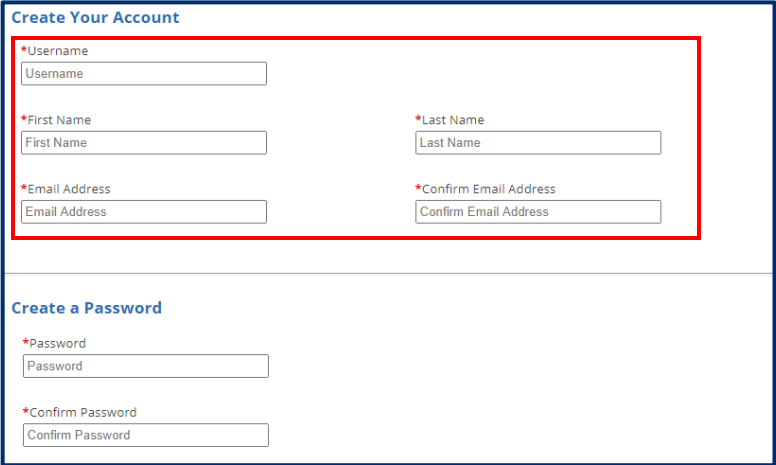
#	Step	Screenshot
1	<p>Go to <a href="https://tenncareconnect.tn.gov">https://tenncareconnect.tn.gov</a>.</p> <p>On the TennCare Connect Member Portal <b>Homepage</b>, click <b>Create Account</b>.</p>	

**2** On the **Create an Account** page, review the information.

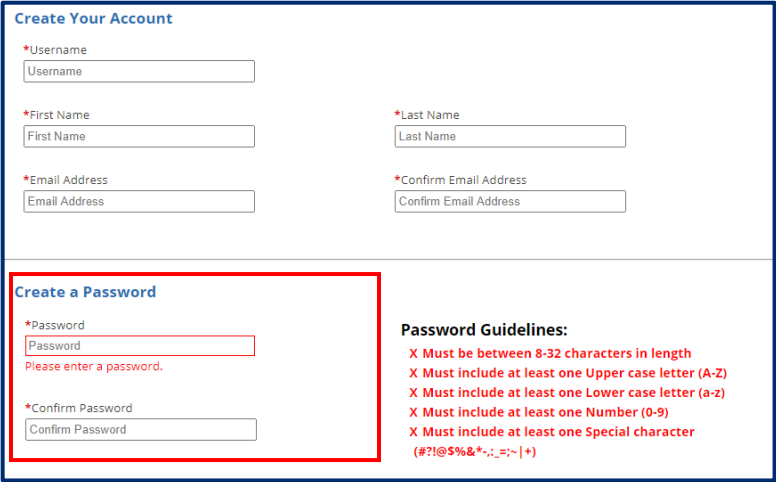
Click **Create Account**.



**3** On the **Create Your Account** page, enter a **Username, First Name, Last Name, Email Address, and Confirm Email Address**.



**4** In the **Create a Password** section enter your **Password** and **Confirm Password**, following the password requirements until they are all met.



**Create Your Account**

\*Username  
Username

\*First Name  
First Name

\*Email Address  
Email Address

\*Last Name  
Last Name

\*Confirm Email Address  
Confirm Email Address

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**Create a Password**

\*Password  
Password  
Please enter a password.

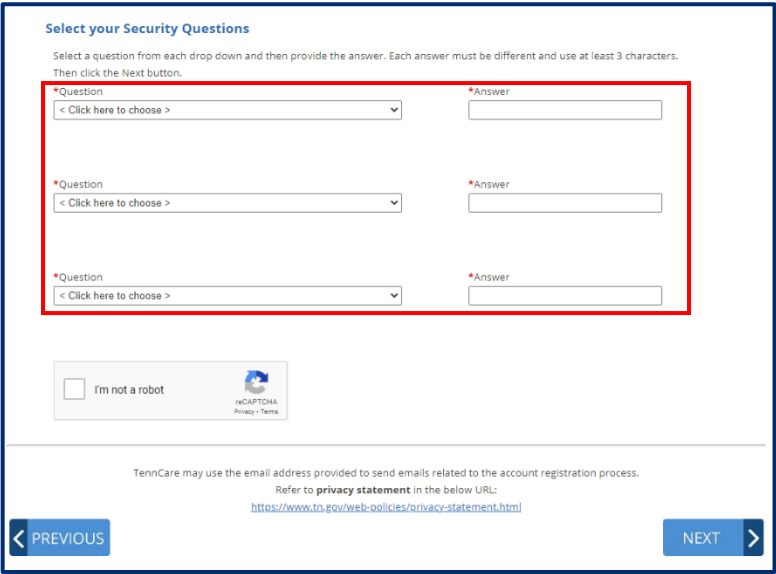
\*Confirm Password  
Confirm Password

**Password Guidelines:**

- X Must be between 8-32 characters in length
- X Must include at least one Upper case letter (A-Z)
- X Must include at least one Lower case letter (a-z)
- X Must include at least one Number (0-9)
- X Must include at least one Special character (#?!@\$\$%&\*~.-:=-|+)

**5** In the **Select your Security Questions** section, select a **Question** from the drop-down menu and enter a different **Answer** three times.

**Note:** Answers must be at least three characters, can include numbers and special characters, and cannot be similar.



**Select your Security Questions**

Select a question from each drop down and then provide the answer. Each answer must be different and use at least 3 characters. Then click the Next button.

\*Question  
< Click here to choose >

\*Answer

\*Question  
< Click here to choose >

\*Answer

\*Question  
< Click here to choose >

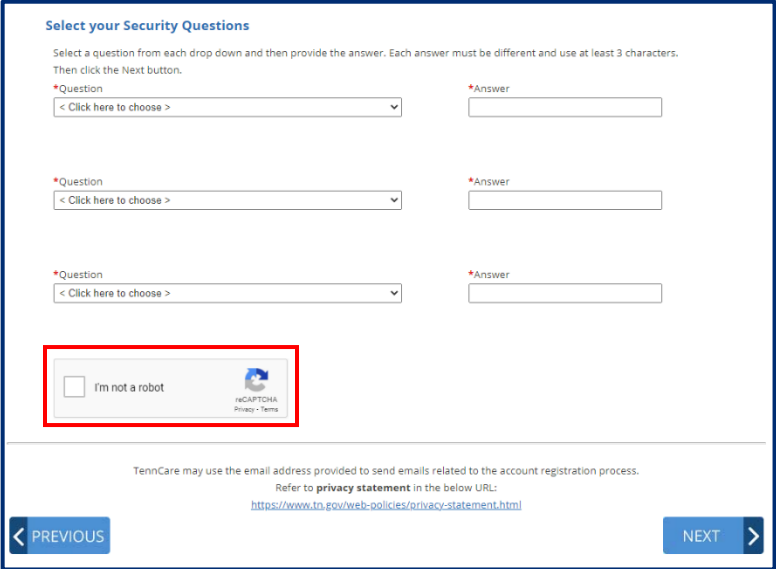

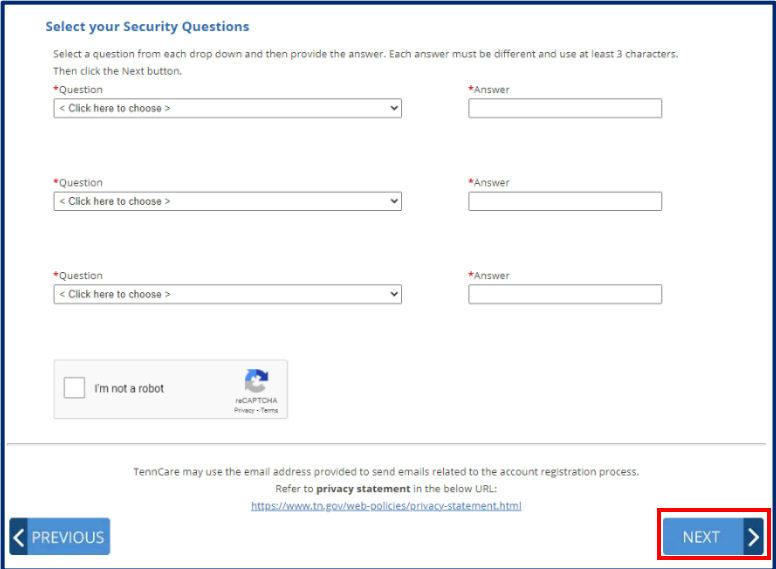

\*Answer

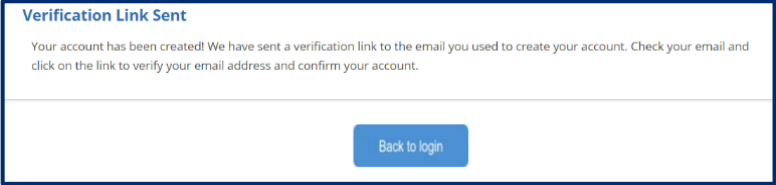
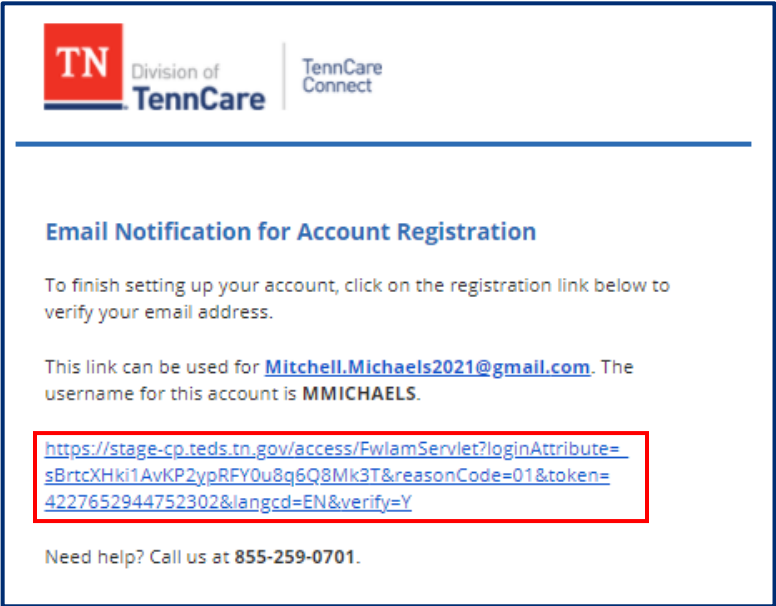
I'm not a robot

hCAPTCHA  
Privacy · Terms

TennCare may use the email address provided to send emails related to the account registration process. Refer to [privacy statement](https://www.tn.gov/web-policies/privacy-statement.html) in the below URL:  
<https://www.tn.gov/web-policies/privacy-statement.html>

**< PREVIOUS** **NEXT >**

<p><b>6</b></p>	<p>Click the box next to <b>I'm not a robot</b>. If you are asked to select pictures, respond to the request.</p>	 <p><b>Select your Security Questions</b></p> <p>Select a question from each drop down and then provide the answer. Each answer must be different and use at least 3 characters. Then click the Next button.</p> <p>*Question: &lt; Click here to choose &gt; *Answer: [text input]</p> <p>*Question: &lt; Click here to choose &gt; *Answer: [text input]</p> <p>*Question: &lt; Click here to choose &gt; *Answer: [text input]</p> <p><input type="checkbox"/> I'm not a robot  <a href="#">Privacy</a> <a href="#">Terms</a></p> <p>TennCare may use the email address provided to send emails related to the account registration process. Refer to <b>privacy statement</b> in the below URL: <a href="https://www.tn.gov/web-policies/privacy-statement.html">https://www.tn.gov/web-policies/privacy-statement.html</a></p> <p>&lt; PREVIOUS <span style="float: right;">NEXT &gt;</span></p>
<p><b>7</b></p>	<p>Click <b>Next</b>.</p>	 <p><b>Select your Security Questions</b></p> <p>Select a question from each drop down and then provide the answer. Each answer must be different and use at least 3 characters. Then click the Next button.</p> <p>*Question: &lt; Click here to choose &gt; *Answer: [text input]</p> <p>*Question: &lt; Click here to choose &gt; *Answer: [text input]</p> <p>*Question: &lt; Click here to choose &gt; *Answer: [text input]</p> <p><input type="checkbox"/> I'm not a robot  <a href="#">Privacy</a> <a href="#">Terms</a></p> <p>TennCare may use the email address provided to send emails related to the account registration process. Refer to <b>privacy statement</b> in the below URL: <a href="https://www.tn.gov/web-policies/privacy-statement.html">https://www.tn.gov/web-policies/privacy-statement.html</a></p> <p>&lt; PREVIOUS <span style="float: right;">NEXT &gt;</span></p>

<p><b>8</b> On the <b>Verification Link Sent</b> 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><b>Note:</b> If the user did not receive the email, check the junk mail folder. If it is not there, the user can retrigger a new email and link by clicking <b>Back to login</b> and signing in to return to this page.</p>	
<p><b>9</b> Once the user locates the email in their inbox, click the verification link to complete the registration.</p>	

**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.

**Success!**

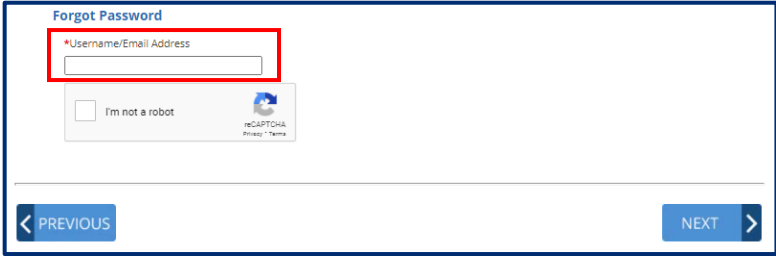
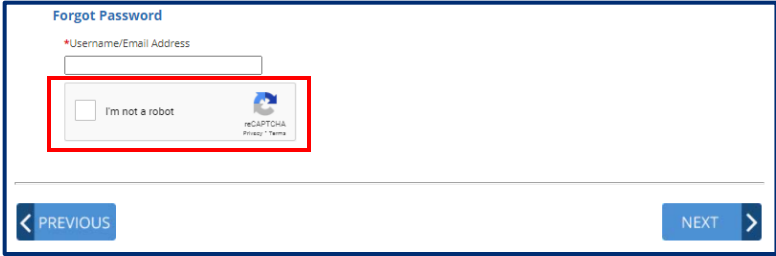

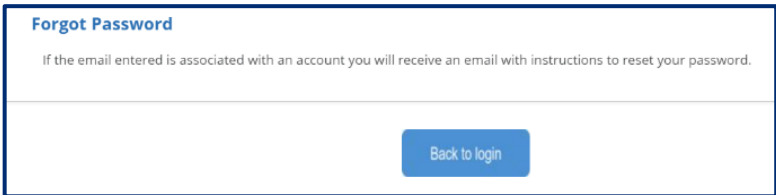
Your account has been successfully validated. Please return to login to enter your credentials and login to your account.

[Back to login](#)



## Processing Steps – Reset Password

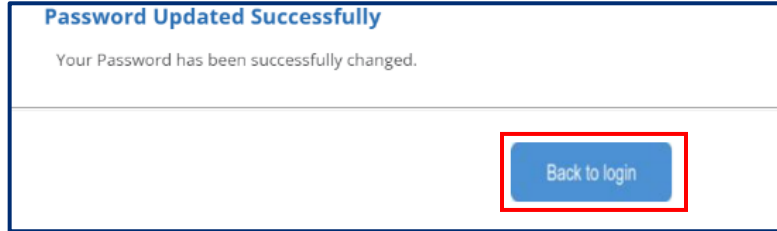
#	Step	Screenshot
1	<p>Go to <a href="https://tenncareconnect.tn.gov">https://tenncareconnect.tn.gov</a>.</p> <p>On the TennCare Connect Member Portal <b>Homepage</b>, click <b>Sign In</b>.</p>	<p>The screenshot shows the TennCare Connect homepage. At the top right, there is a language selector for 'Hablo Español?'. Below the header, a 'Welcome to TennCare Connect!' message includes a 'SIGN IN' button highlighted with a red box. A maintenance notice is also present. The main content area features a navigation bar with 'APPLY NOW' and 'CREATE ACCOUNT' buttons. Below this are three service tiles: 'Apply For Coverage', 'Manage Your Coverage', and 'Upload Documents'. At the bottom, there is a section for the 'TennCare Connect App' with download links for the App Store and Google Play.</p>
2	<p>On the <b>TennCare Connect Sign In</b> page, click <b>Forgot Password</b>.</p>	<p>The screenshot shows the 'TennCare Connect Sign In' page. It features two input fields for '*Username/Email Address' and '*Password'. Below these fields is a checkbox for 'I'm not a robot' and a CAPTCHA widget. A blue 'Login' button is positioned below the CAPTCHA. At the bottom of the form, the 'Forgot Password' link is highlighted with a red box, along with 'Forgot Username' and 'Create An Account' links.</p>

<p><b>3</b></p>	<p>On the <b>Forgot Password</b> page, enter the <b>Username</b> or <b>Email Address</b> used to create the account.</p>	
<p><b>4</b></p>	<p>Click the box next to <b>I'm not a robot</b>. If you are asked to select pictures, respond to the request.</p>	
<p><b>5</b></p>	<p>Click <b>Next</b>.</p>	
<p><b>6</b></p>	<p>On the <b>Forgot Password</b> page, note that an email was sent to the email address used to register with instructions to reset the password.</p> <p><b>Note:</b> 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>	



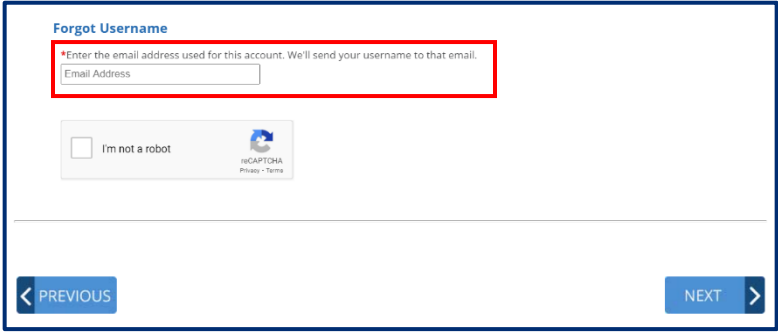
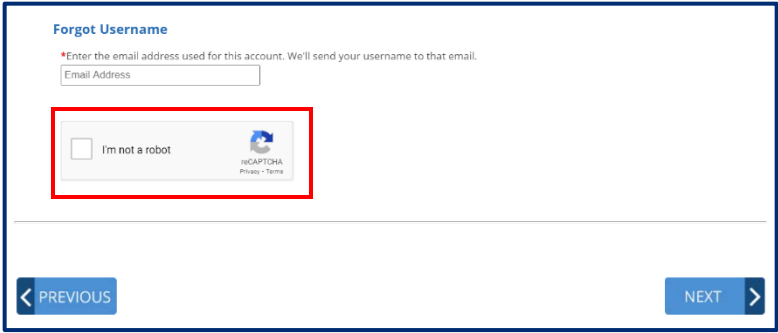
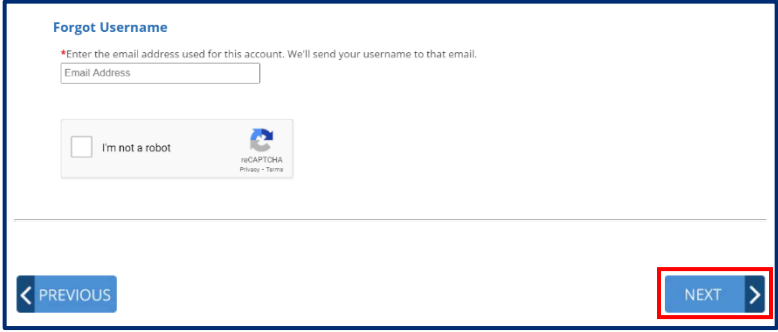
**10** When the **Password Updated Successfully** page is displayed, the user's password has been changed.

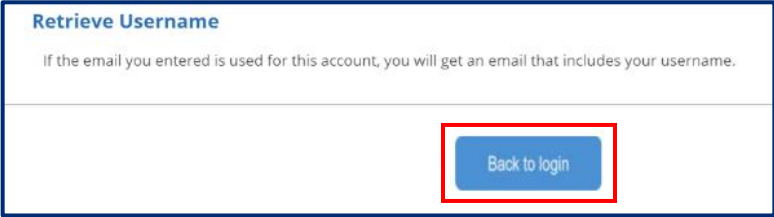
Click **Back to Login** to login with the new password.



## Processing Steps – Forgot Username

#	Step	Screenshot
1	<p>Go to <a href="https://tenncareconnect.tn.gov">https://tenncareconnect.tn.gov</a>.</p> <p>On the TennCare Connect Member Portal <b>Homepage</b>, click <b>Sign In</b>.</p>	<p>The screenshot shows the TennCare Connect homepage. At the top right, there is a language selector for 'Habla Español?'. Below the navigation bar, a 'Welcome to TennCare Connect!' message is displayed with a 'SIGN IN' button highlighted in a red box. A maintenance notice is also present. The main content area features a large image of an elderly woman in a wheelchair and a caregiver, with text describing the portal's purpose and 'APPLY NOW' and 'CREATE ACCOUNT' buttons. Below this are three service tiles: 'Apply For Coverage', 'Manage Your Coverage', and 'Upload Documents'. At the bottom, there is a section for the 'TennCare Connect App' with download links for the App Store and Google Play.</p>
2	<p>On the <b>TennCare Connect Sign In</b> page, click <b>Forgot Username</b>.</p>	<p>The screenshot shows the 'TennCare Connect Sign In' page. It features a central form with fields for '*Username/Email Address' and '*Password'. Below the password field is a checkbox for 'I'm not a robot' and a CAPTCHA widget. A blue 'Login' button is positioned below the form. At the bottom of the form area, there are three links: 'Forgot Password', 'Forgot Username' (highlighted with a red box), and 'Create An Account'. The page header includes the TN logo and a language selector for 'Habla Español?'. The footer contains links for 'Paper Application', 'FAQ', a phone number '855-259-0704', and a 'Translate' button.</p>

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

<p><b>6</b> When the <b>Retrieve Username</b> page is displayed, the user has been sent an email with his or her username.</p> <p>Click <b>Back to Login</b> to login with the username.</p> <p><b>Note:</b> 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><b>7</b> Once the user locates the email in their inbox, the username is displayed.</p>	