

Agent/Group Identity Manager - Desk Level Procedures

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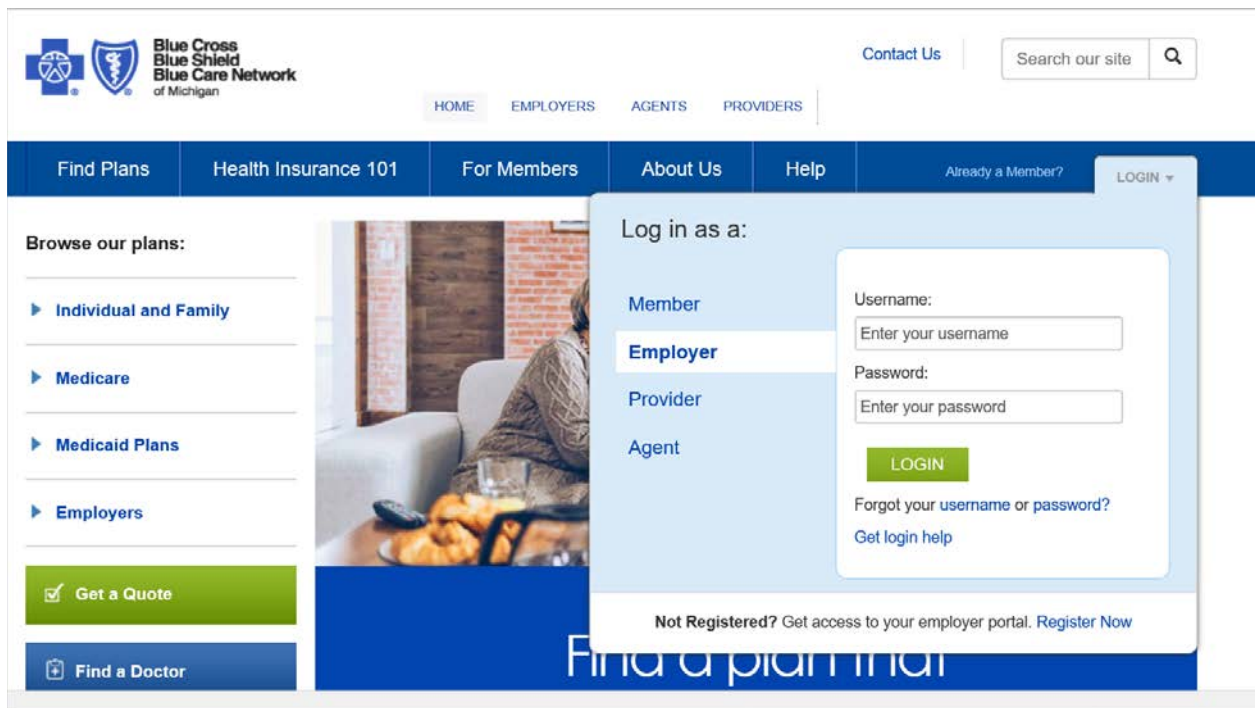
Process Tasks: CTRL + click the desired task to view the topic.

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1 Non-Secured Procedures

As a user, there are several tasks you can perform from the Login screen at BCBSM.com. The tasks you can perform are listed below:

- Registering for Secured Services - Principal Administrators
- Resetting your password
- Recovering your user name

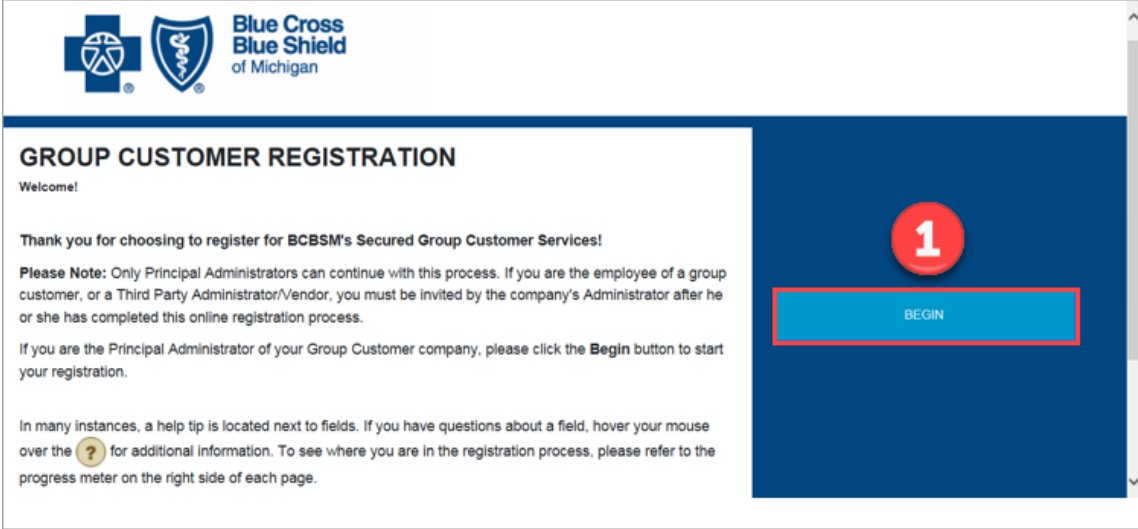


Task 1 Registering for Secured Services - Principal Administrators

As an Administrator, you can register for access to Secured Services as a group, agent, or association/chamber.

- **Note:** This task assumes you have selected **Register Now** under Login for Employer or Agent at BCBSM.com.

Complete the following steps to register for Secured Services – Principal Administrator.

Step	Action
1	<p>Click Begin.</p> <p>Note: The screens displayed in this task are for groups. The agent and chamber screens are similar.</p> 
2	<p>Select the I Agree radio button and click Continue.</p>

GROUP CUSTOMER REGISTRATION
Responsibilities of a Principal Administrator

The following agreement must be accepted to continue with your registration.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the ? for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Principal Administrator Agreement
Printable version

Effective: 01/01/17

Secured Services Website Terms and Conditions of Use

The following Terms and Conditions of Use ("Terms") govern your organization's ("Group") access to and use of the BCBSM/BCN Secured Services Website ("Website"). BCBSM/BCN may change the Terms at any time. Your use of the Website (after updates are made to the Terms) is your agreement accepting the changes. Please revisit this Terms and Conditions of Use page often for your review of updates. If you disagree with the Terms, you are instructed not to use this Website.

1. Appointment and Registration of Principal Administrator. Group shall appoint a Principal Administrator by registering him or her.

Do you agree to the terms and conditions of the Principal Administrator Agreement?

Please note: By selecting I Agree, you acknowledge that you have read the agreement and accept the role of Principal Administrator for your Company. If you decline, you will not be able to continue the registration process or access your secured services.

I Agree
 I Decline

PREVIOUS CONTINUE

3 Select the **Group Customer Type** radio button and click **Continue**.
Note: In this example the **Group** radio button is selected.

GROUP CUSTOMER REGISTRATION
Type of Group Customer

Please select what the type of Group Customer for which you are the Principal Administrator. If you are not sure what type of Group Customer you are, please contact your Blue Cross representative for assistance.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the ? for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Blue Cross Blue Shield of Michigan

Please select your Group Customer type:

Group
 Association/Chamber
 Third Party Administrator

PREVIOUS CONTINUE

4

Type the **BCBSM or BCN Group Number, First Name, Last Name, and PIN** and then click **Continue**.

Note: This step may take time, while the entered information is verified. Unless you receive an error do not back out of this step.

REGISTRATION
Administrator Registration

You have selected the 'Group' type. Please fill out the form with the Group information

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

First, you must be confirmed as the Principal Administrator for your company and the information must exactly what is stored in BCBSM's systems. If you are unsure how your information is stored, please contact 877-722-6030. Information entered into this screen is not case sensitive, but it is special character sensitive, including spaces and/or hyphens.

BCBSM Group Number	number
OR	
BCN Facets Number	number
First Name	FirstName
Last Name	LastName
PIN	PIN

All fields Required

PREVIOUS CONTINUE

Progress meter: 1, 2, 3, 4, 5, 7, 8, End

5

Confirm the information is correct and click **Continue**.

GROUP CUSTOMER REGISTRATION
Company Profile

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the ? for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Please confirm that the information below is correct. If it is not correct, please contact BCBSM at 877-722-6030

Company name	XXXXX
Address 1	XXXXX
Address 2	
City	XXXXX
State	XX
Zip code	XXXXX

PREVIOUS CONTINUE

Start
1
2
3
4
5
6
7
8
End

6 Type the **Phone Number** and **Email Address**, and then click **Continue**.

GROUP CUSTOMER REGISTRATION
Create A User Profile

Congratulations! You have completed your company registration. Now we need additional information to register you as a User. As we already have some of your information from previous screens, you will not need to re-input it unless your User Profile information should be different.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the ? for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Please use the form below to enter your phone number and e-mail address.

First Name	XXXXX
Last Name	XXXXX
Phone Number	phone number ?
PIN	XXXX
E-Mail Address	e-mail address ?

The First Name, Last Name, and PIN # fields are populated by BCBSM's systems.

PREVIOUS CONTINUE

Start
1
2
3
4
5
6
7
8
End

7 Create a **User Name** and **Password**, and then click **Continue**.

GROUP CUSTOMER REGISTRATION
Create User Name and Password

Please enter the User Name and password that you would like to use to access your Secured Services

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the ? for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

All fields Required

PREVIOUS CONTINUE

8 Click the two drop-down arrows to select two different security Questions, type the Answers in the white boxes, and click **Continue**.

Note: This step may take time. Unless you receive an error do not back out of this step.

GROUP CUSTOMER REGISTRATION
Security Questions and Answers

Please use the form to the right to set up your security questions

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the ? for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Verify your identity if you need to reset

PREVIOUS CONTINUE


9 Verify that all the information you entered is correct and click **Continue** to complete your registration.

Note: This step may take time. Unless you receive an error do not back out of this step. You will receive email notification once your registration is processed.

GROUP CUSTOMER REGISTRATION

Final Confirmation

Please confirm all registration information below. If any information needs to be changed, use the Previous button to navigate back to the appropriate screen, make your update, and then continue through the registration process again.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the  for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Company Type Group

Company Profile

Company	XXXXX		
Type	XXXXX		
Address	XXXXX		

Your User Profile

Name	XXXXX	E-Mail Address	XXXXX
User Name	XXXXX	Phone Number	XXXXX
Company	XXXXX	PIN	XXXX
Type	XXXXX		

Auto-Granted Services


self-appointing gro

Start

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

End

PREVIOUS CONTINUE

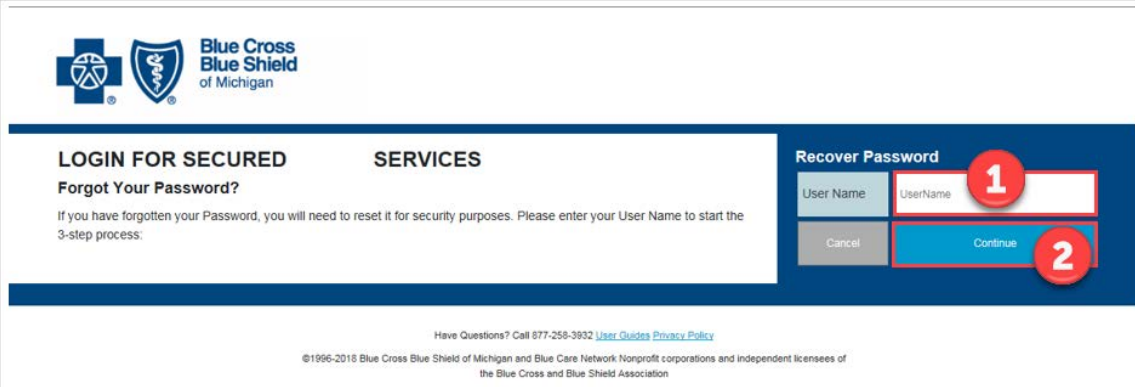
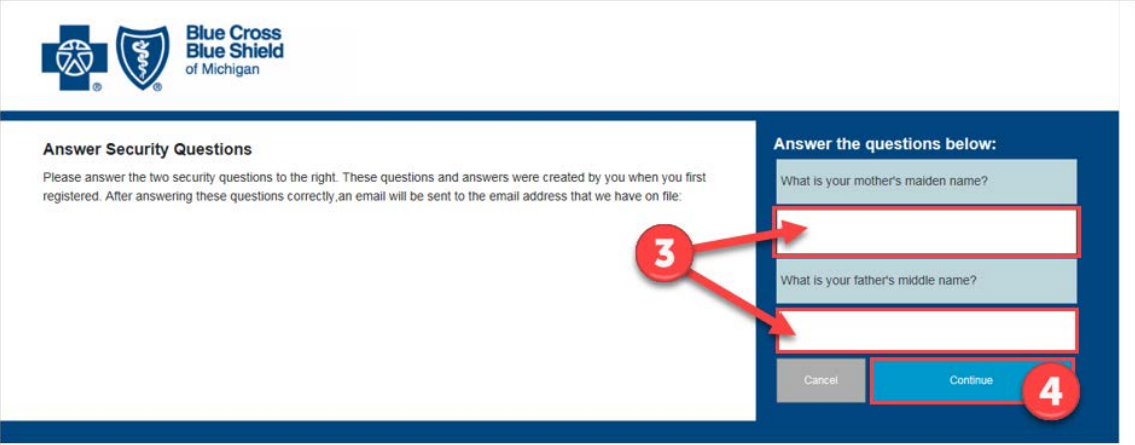


Task 2 Resetting Your Password

Users can reset their password from the Login screen at BCBSM.com.

- **Note:** This task assumes you have selected **Forgot Your Password** under Login at BCBSM.com.

Complete the following steps to reset your password.

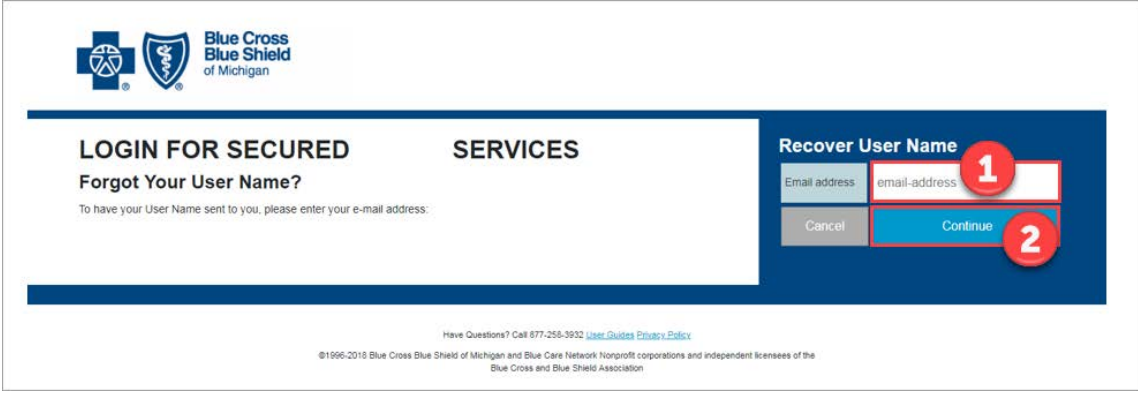
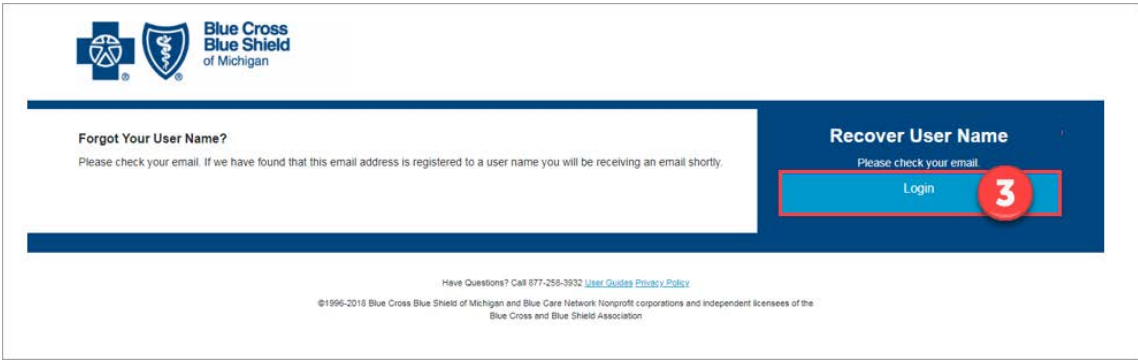
Step	Action
1	<p>Key your User Name.</p> 
2	<p>Click Continue.</p>
3	<p>Key answers to security questions.</p> 
4	<p>Click Continue.</p>

Task 3 Recovering Your User Name

Users can recover their User Name from the Login screen at BCBSM.com and have it sent via email.

- **Note:** This task assumes you have selected **Forgot Your User Name** under Login at BCBSM.com.

Complete the following steps to recover your User Name.

Step	Action
1	<p>Key your Email address.</p>  <p>The screenshot shows the Blue Cross Blue Shield of Michigan logo at the top left. Below it, there are two main sections: 'LOGIN FOR SECURED SERVICES' and 'Forgot Your User Name?'. The 'Forgot Your User Name?' section has a sub-header 'Recover User Name' and a text prompt: 'To have your User Name sent to you, please enter your e-mail address.' To the right of this text is a form with an 'Email address' label, a text input field containing 'email-address', and two buttons: 'Cancel' and 'Continue'. A red circle with the number '1' is placed over the input field, and another red circle with the number '2' is placed over the 'Continue' button.</p>
2	<p>Click Continue.</p> <p>Note: Your User Name will be sent to the email address specified.</p>
3	<p>Click Login and continue login process.</p>  <p>The screenshot shows the Blue Cross Blue Shield of Michigan logo at the top left. Below it, there are two main sections: 'Forgot Your User Name?' and 'Recover User Name'. The 'Forgot Your User Name?' section has a sub-header 'Forgot Your User Name?' and a text prompt: 'Please check your email. If we have found that this email address is registered to a user name you will be receiving an email shortly.' To the right of this text is a form with a 'Login' button. A red circle with the number '3' is placed over the 'Login' button.</p>

2 Administrator Procedures

BCBSM's Agent and Employer Secured Services administration functionality is designed to support the registration, access management and provisioning processes for users of the secure Agent and Group portal.

At the top of the landing page, there are three links available to assist Administrators.

The three links are:

- Portal Access
- Group Code Access
- User Administration



2.1 Portal Access - Administrator

As an Administrator, **Portal Access** is used to manage your own secured services account, in addition to managing any user(s) registered to your Agent/Group. The tasks you can perform in this section are listed below:

- Inviting new users
- Approving new users
- Approving requests for access or services
- Updating user profile

Log in and click **Portal Access** to begin a task.

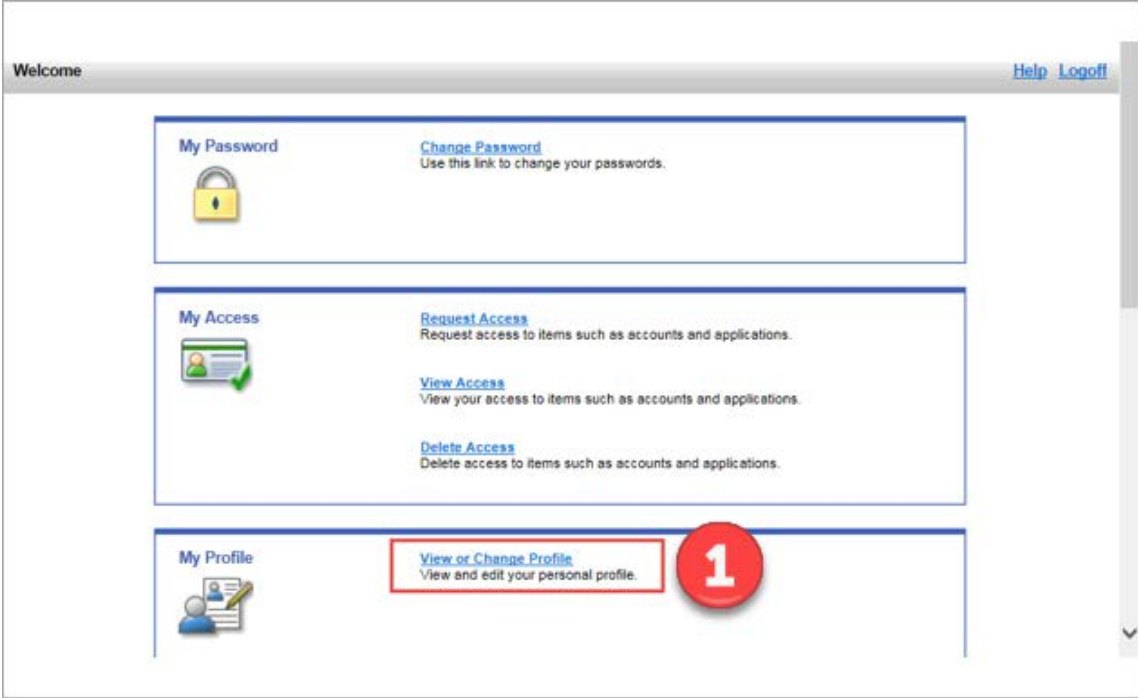
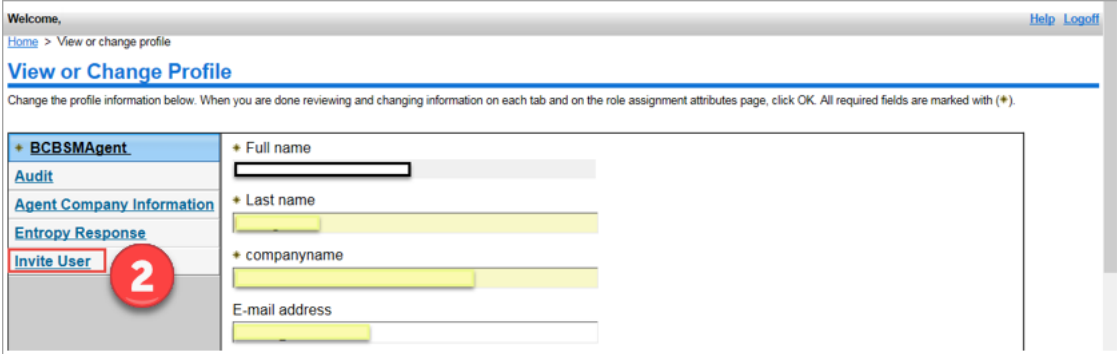


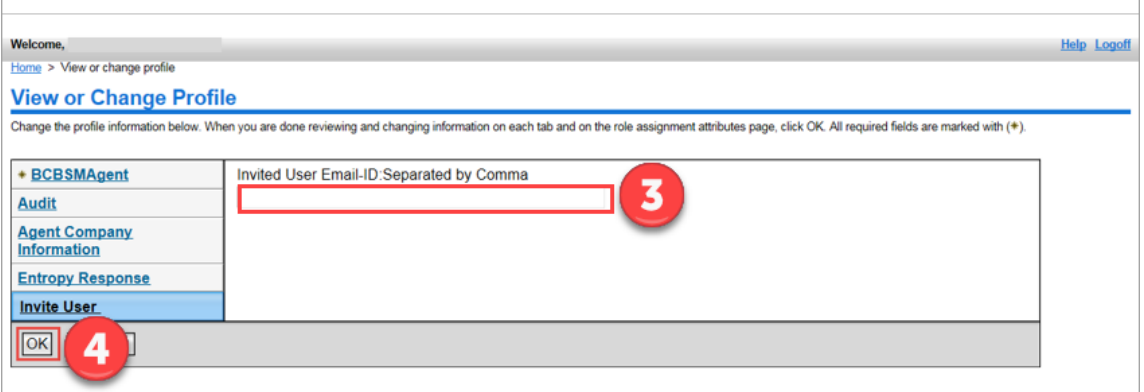
Task 4 Inviting New Users

As an Administrator, you can invite new users to register via email. Each invited user receives an email invitation that provides instructions and a link to complete their registration.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to invite new users.

Step	Action
1	<p>Click View or Change Profile.</p>  <p>The screenshot shows a user interface with a 'Welcome' header and 'Help Logoff' links. There are three main sections: 'My Password' with a 'Change Password' link, 'My Access' with 'Request Access', 'View Access', and 'Delete Access' links, and 'My Profile' with a 'View or Change Profile' link. The 'View or Change Profile' link is highlighted with a red box and a red circle containing the number 1.</p>
2	<p>Click Invite User.</p>  <p>The screenshot shows the 'View or Change Profile' page. The left sidebar contains a menu with 'BCBSMAgent', 'Audit', 'Agent Company Information', 'Entropy Response', and 'Invite User'. The 'Invite User' link is highlighted with a red box and a red circle containing the number 2. The main content area shows a form with fields for 'Full name', 'Last name', 'companyname', and 'E-mail address'.</p>
3	<p>Key the email address.</p> <p>Note: If you are typing more than one email, separate each of them with a comma.</p>

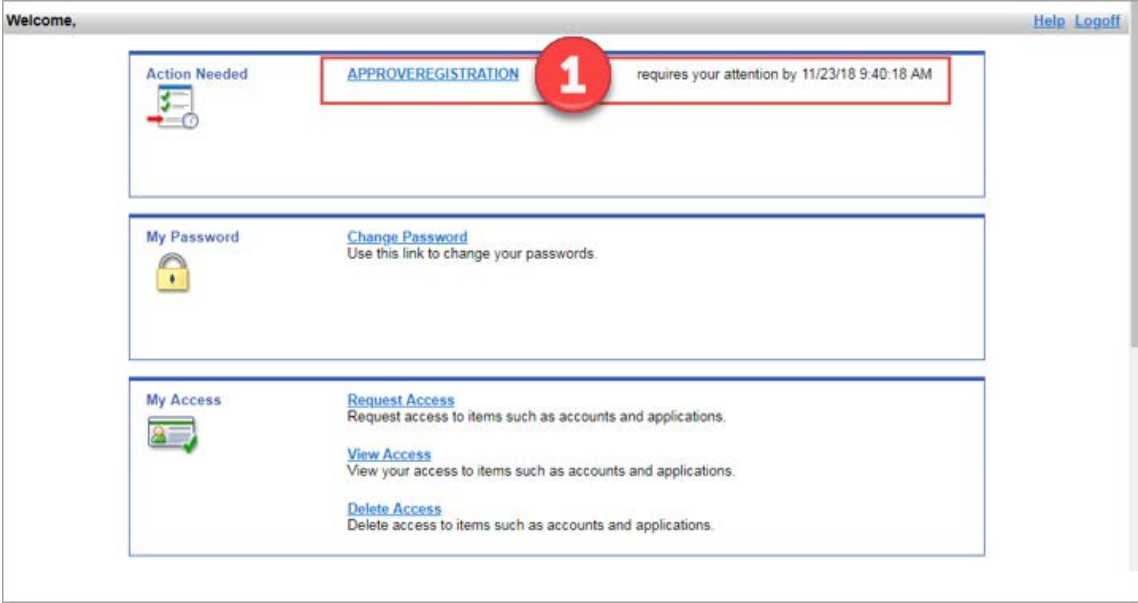
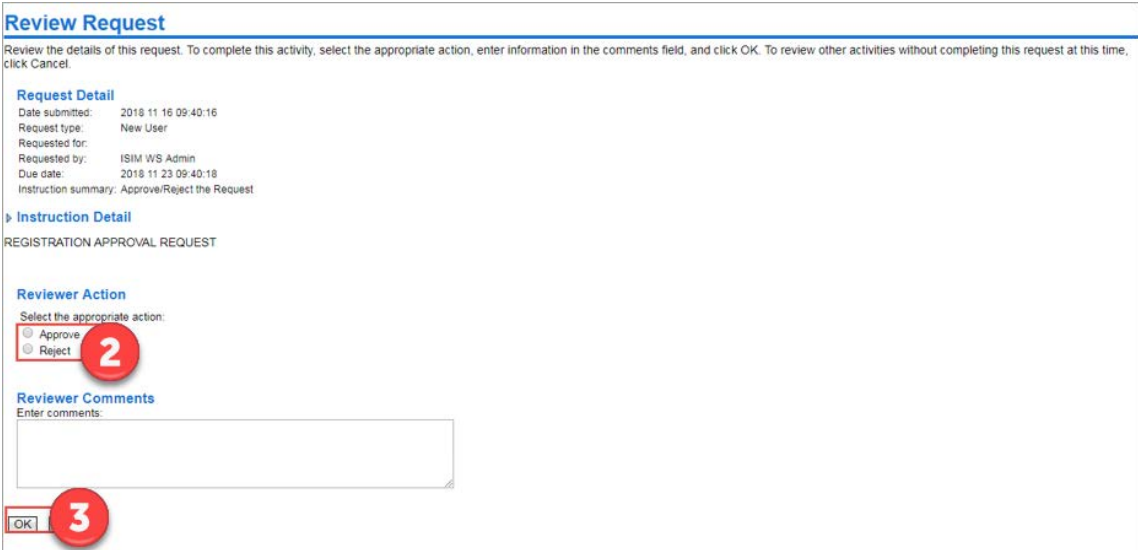
	 <p>Welcome, Help Logoff</p> <p>Home > View or change profile</p> <h3>View or Change Profile</h3> <p>Change the profile information below. When you are done reviewing and changing information on each tab and on the role assignment attributes page, click OK. All required fields are marked with (*).</p> <ul style="list-style-type: none">* BCBSMAgentAuditAgent Company InformationEntropy ResponseInvite User <p>Invited User Email-ID: Separated by Comma 3</p> <p>4 <input type="button" value="OK"/></p>
4	Click OK .

Task 5 Approving New Users

After a new user has completed the registration process, you are notified via email. You are then able to approve the user.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to approve a new user.

Step	Action
1	<p>Click APPROVEREGISTRATION.</p>  <p>The screenshot shows a user dashboard with a 'Welcome' header and 'Help Logoff' links. A prominent notification bar at the top indicates an 'Action Needed' for 'APPROVEREGISTRATION', which 'requires your attention by 11/23/18 9:40:18 AM'. A red circle with the number '1' is placed over the notification. Below this are three main sections: 'My Password' with a 'Change Password' link, and 'My Access' with links for 'Request Access', 'View Access', and 'Delete Access'.</p>
2	<p>Under Reviewer Action, Click Approve.</p>  <p>The screenshot shows a 'Review Request' dialog box. It contains a 'Request Detail' section with the following information: Date submitted: 2018 11 16 09:40:16, Request type: New User, Requested for: ISIM WS Admin, Due date: 2018 11 23 09:40:18, and Instruction summary: Approve/Reject the Request. Below this is an 'Instruction Detail' section with the text 'REGISTRATION APPROVAL REQUEST'. The 'Reviewer Action' section has a heading 'Select the appropriate action:' and two radio buttons: 'Approve' (selected) and 'Reject'. A red circle with the number '2' is placed over the 'Approve' radio button. Below this is a 'Reviewer Comments' section with a text input field. At the bottom left, there is an 'OK' button with a red circle with the number '3' next to it.</p>

3	Click OK .
---	-------------------

The following screen displays to confirm your approval of the new user.

Welcome, [Help](#) [Logoff](#)

[Home](#) > [Approve and review requests](#) > Review request > Response submitted

Response Submitted: Approve

You have completed this activity, which will be removed from your list.

Request Detail

Date submitted: 2018 11 16 09:40:16
Request type: New User
Requested for:
Requested by: ISIM WS Admin
Action taken: Approve

Related Tasks

To review other activities, refer to the Approve and Review Requests page.
To perform other tasks go to the IBM Security Identity Manager Home page.

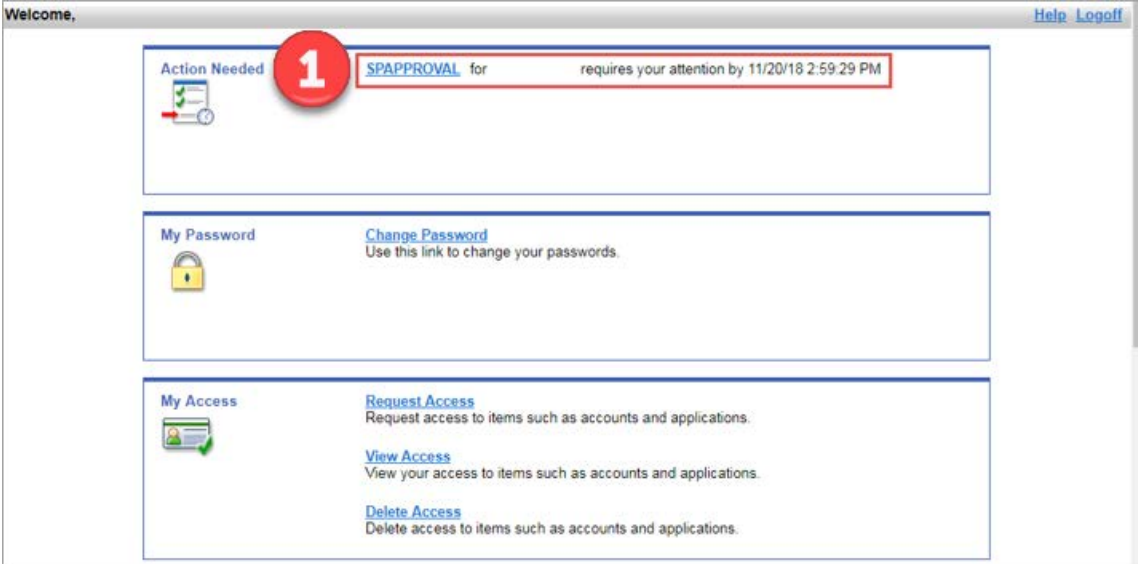
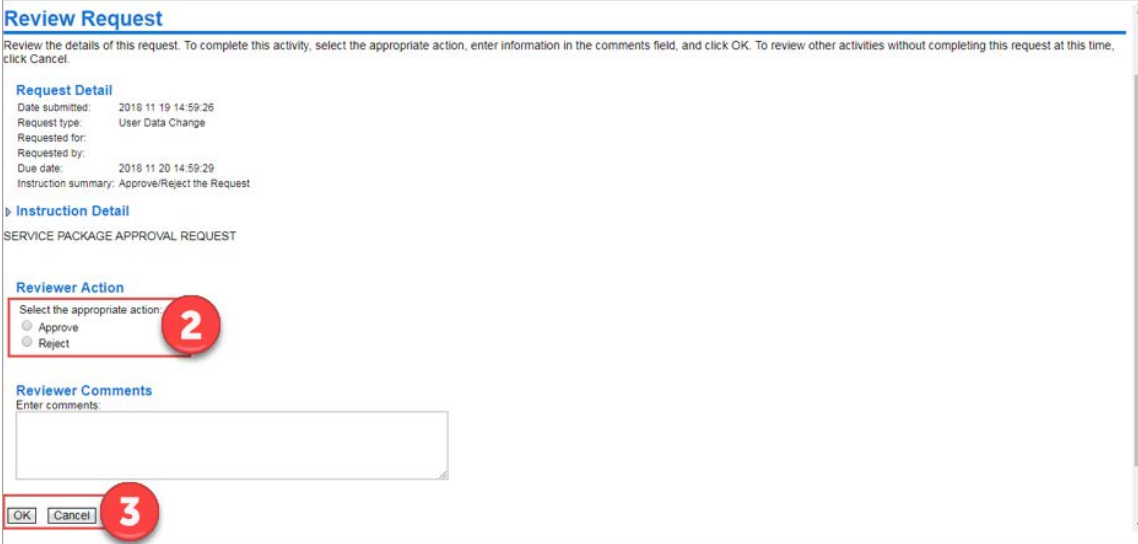
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Task 6 Approving an Access (Service) Request

A user request for access (service) for an application does not become effective until you as an administrator approve it.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to approve an access (service) request.

Step	Action
1	<p>Click SPAPPROVAL.</p>  <p>The screenshot shows a user dashboard with a 'Welcome' header and 'Help Logoff' links. A prominent notification box titled 'Action Needed' contains a red circle with the number '1' and a message: 'SPAPPROVAL for [redacted] requires your attention by 11/20/18 2:59:29 PM'. Below this are sections for 'My Password' with a 'Change Password' link and 'My Access' with links for 'Request Access', 'View Access', and 'Delete Access'.</p>
2	<p>Under Reviewer Action, Click Approve.</p>  <p>The screenshot shows the 'Review Request' form. It includes a 'Request Detail' section with fields for Date submitted, Request type, Requested for, Requested by, Due date, and Instruction summary. Below is the 'Instruction Detail' section. The 'Reviewer Action' section has a red circle with the number '2' highlighting the 'Approve' radio button. There is also a 'Reviewer Comments' text area and 'OK' and 'Cancel' buttons at the bottom, with a red circle and the number '3' highlighting the 'OK' button.</p>
3	<p>Click OK.</p>

The following screen displays to confirm approval of the access (service) request.

[Home](#) > [Approve and review requests](#) > Review request > Response submitted

Response Submitted: Approve

You have completed this activity, which will be removed from your list.

Request Detail

Date submitted: 2018 11 19 14:59:26
Request type: User Data Change
Requested for:
Requested by:
Action taken: Approve

Related Tasks

To review other activities, refer to the Approve and Review Requests page.
To perform other tasks go to the IBM Security Identity Manager Home page.

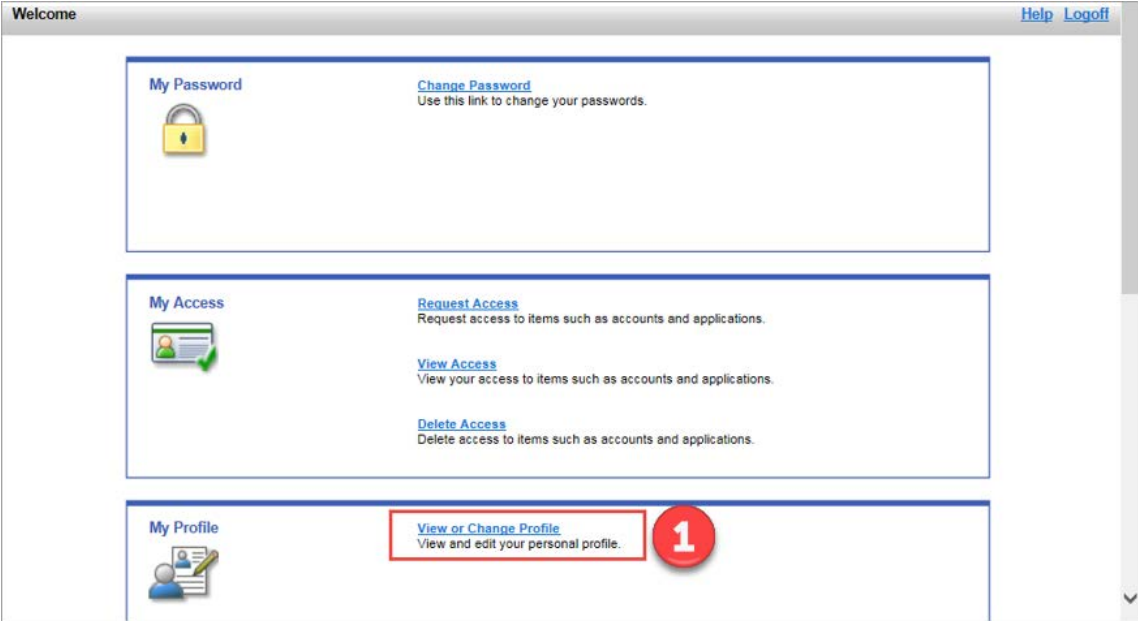
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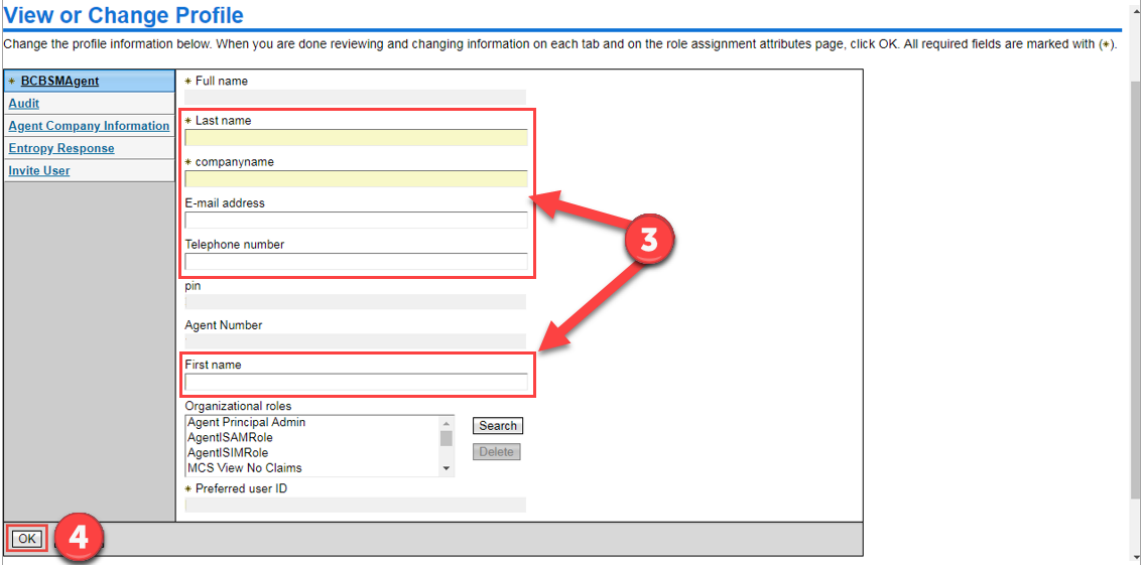
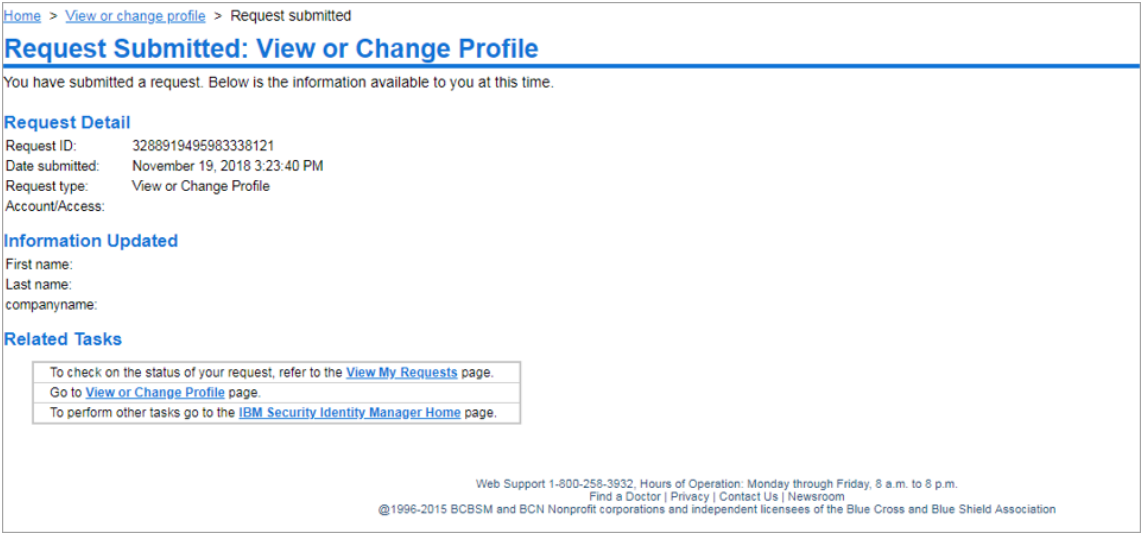
Task 7 Updating User Profile

You can update your user profile from the link **View or Change Profile**, found in the My Profile section. There are five tabs on the left navigation window that make up the personal user profile. They are: BCBSM Agent (or BCBSM Group), Agent Company Information (or Group Company Information), Audit, Entropy Responses, and Invite User.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to update a user profile.

Step	Action						
1	<p>Click View or Change Profile.</p>  <p>The screenshot shows a 'Welcome' header with 'Help' and 'Logoff' links. Below are three main sections: 'My Password' with a 'Change Password' link; 'My Access' with 'Request Access', 'View Access', and 'Delete Access' links; and 'My Profile' with a 'View or Change Profile' link. The 'View or Change Profile' link is highlighted with a red box and a red circle containing the number 1.</p>						
2	<p>You can update information under any of the tabs in the left navigation pane by clicking on the appropriate tab.</p> <p>Note: The appearance of the Agent and Group screens are similar. Although the fields and information on the respective screens are unique, the process of updating the fields is the same.</p> <table border="1" data-bbox="315 1644 1446 1877"> <thead> <tr> <th data-bbox="315 1644 878 1701">IF you want to update:</th> <th data-bbox="878 1644 1446 1701">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="315 1701 878 1772">BCBSM Agent (or Group) tab</td> <td data-bbox="878 1701 1446 1772">Go to step 3.</td> </tr> <tr> <td data-bbox="315 1772 878 1877">Agent (or Group) Company Information tab</td> <td data-bbox="878 1772 1446 1877">Go to step 5.</td> </tr> </tbody> </table>	IF you want to update:	THEN:	BCBSM Agent (or Group) tab	Go to step 3.	Agent (or Group) Company Information tab	Go to step 5.
IF you want to update:	THEN:						
BCBSM Agent (or Group) tab	Go to step 3.						
Agent (or Group) Company Information tab	Go to step 5.						

	<p>Entropy Responses</p> <p>Note: Entropy Responses refers to security questions and answers.</p>	<p>Go to step 7.</p>
	<p>Invite User</p>	<p>Go to step 9.</p>
<p>3</p>	<p>Key the updated information in the correct fields.</p> <p>Note: The screen displayed is for an Agent user. The screen for a Group user is similar, but with fields and information relating to the Group. The process of updating is the same.</p> 	
<p>4</p>	<p>Click OK.</p> <p>Note: The following screen displays to confirm the profile change request has been submitted.</p> 	

5 Key the updated information in the correct fields.

Note: The screen displayed is for Group Company Information. The screen for Agent Company Information is similar, but with fields and information relating to the Agent. The process of updating is the same.

6 Click **OK**.

Note: A screen displays to confirm the profile change request has been submitted.

7 Key the updated information in the correct fields.

Note: Entropy Responses refers to security questions and answers.

Welcome, [Help](#) [Logoff](#)
[Home](#) > [View or change profile](#)
View or Change Profile
Change the profile information below. When you are done reviewing and changing information on each tab and on the role assignment attributes page, click OK.

+ BCBSMGroup
* Group Company Information
Audit
Entropy Responses
Invite User

What is your mother's maiden name?
test
What is your father's middle name?
What city were you born in?
What is the first vehicle you drove?
test
What is your favorite food?
What is your pet's name?

OK 8

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- 8 Click **OK**.
Note: A screen displays to confirm the profile change request has been submitted.

Welcome, [Help](#) [Logoff](#)
[Home](#) > [View or change profile](#) > Request submitted
Request Submitted: View or Change Profile
You have submitted a request. Below is the information available to you at this time.

Request Detail
Request ID: 1895624516658636650
Date submitted: January 4, 2019 2:19:46 PM
Request type: View or Change Profile
Account/Access:

Information Updated
bcbsm-agent-invitedemail:

Related Tasks
To check on the status of your request, refer to the [View My Requests](#) page.
Go to [View or Change Profile](#) page.
To perform other tasks go to the [IBM Security Identity Manager Home](#) page.

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- 9 Type the updated information in the correct fields.

Welcome, [Help](#) [Logoff](#)
[Home](#) > [View or change profile](#)
View or Change Profile
Change the profile information below. When you are done reviewing and changing information on each tab and on the role assignment attributes page, click OK.

+ BCBSMGroup
* Group Company Information
Audit
Entropy Responses
Invite User

Invited User Email-ID Separated by comma

OK 10

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10

Click **OK**.

Note: A screen displays confirming the profile change request has been submitted.

The screenshot shows a web page titled "Request Submitted: View or Change Profile". At the top, there is a navigation bar with "Home > View or change profile > Request submitted" and links for "Help" and "Logout". Below the title, a message states: "You have submitted a request. Below is the information available to you at this time." The "Request Detail" section lists: Request ID: 1295624516958636650, Date submitted: January 4, 2019 2:19:46 PM, Request type: View or Change Profile, and Account/Access: bcbem-agent-invitedemail. The "Information Updated" section also lists bcbem-agent-invitedemail. The "Related Tasks" section contains three items: "To check on the status of your request, refer to the [View My Requests](#) page.", "Go to [View or Change Profile](#) page.", and "To perform other tasks go to the [IBM Security Identity Manager Home](#) page." At the bottom, a copyright notice reads: "Copyright IBM Corporation 1999,2012. All rights reserved."

2.2 Group Code Access - Administrator

As an Administrator, the **Group Code Access** link at the top of the landing page is used to manage your users' access (e.g., manage group/divisions, external access, automatic-updates). The tasks you can perform in this section are listed below:

- Adding/removing group codes
- Requesting/approving external access
- Turning on/off automatic-updates

Log in and click **Group Code Access** to begin a task.

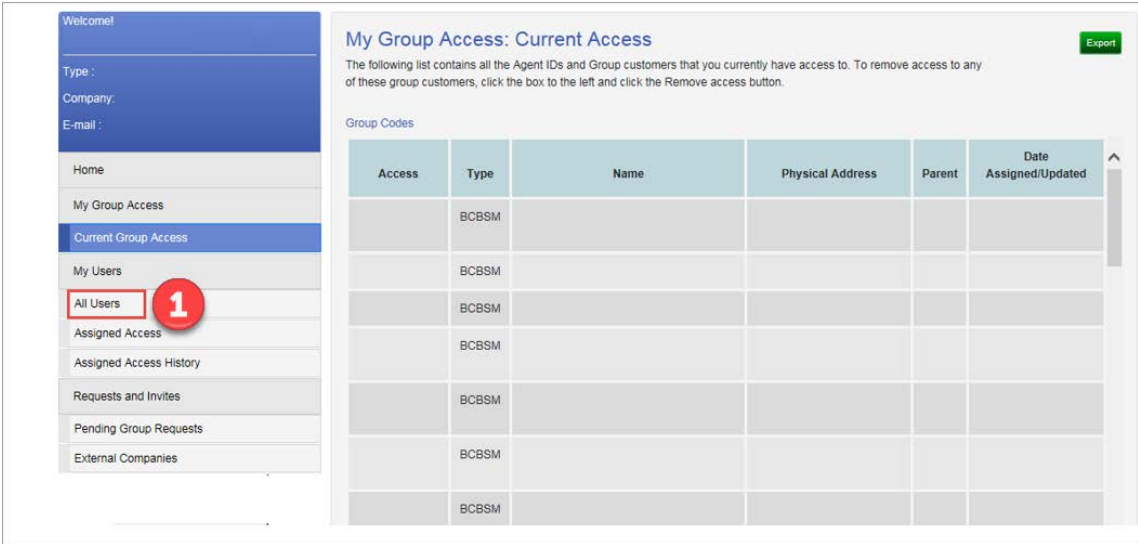
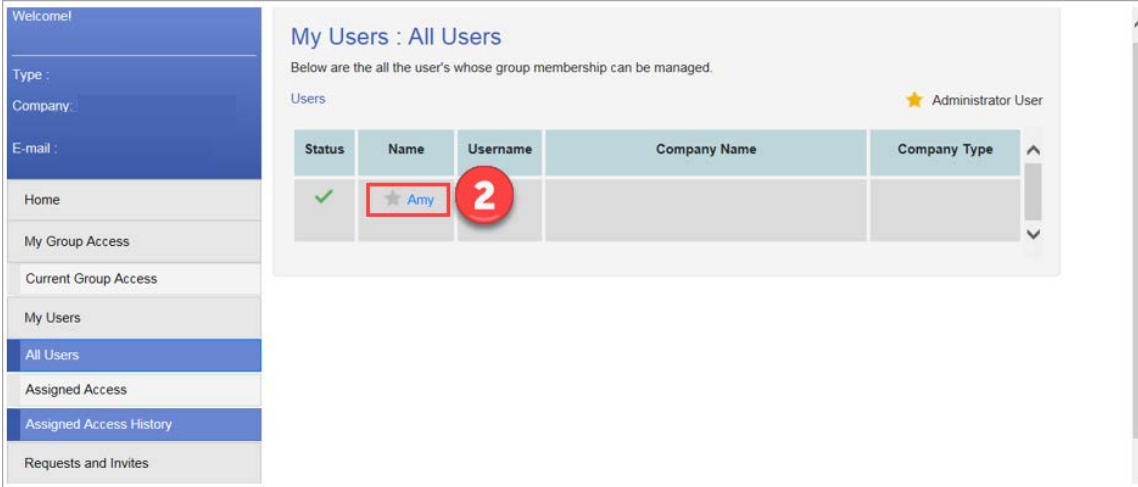


Task 8 Adding/Removing Group Codes

As an Administrator, you can add and/or remove group codes for a user.

- **Note:** If you turn on the Automatic-Updates you will be granting access to all Group Codes. Automatic-Updates must be turned **Off** to remove Group Codes.
- This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to add/remove group codes.

Step	Action
<p>1</p>	<p>Click All Users.</p> 
<p>2</p>	<p>Click user's Name.</p> 

3	Note: The selected user's Current Access displays.	
	To	Then
	Add Group Codes	Go to step 4.
	Remove Group Codes	Go to step 7.

4 Click **Add Access**.

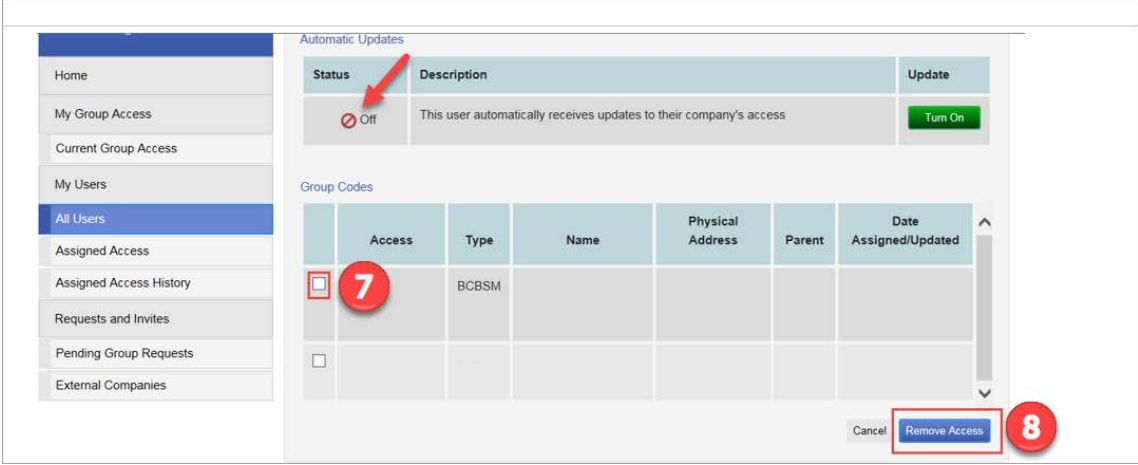
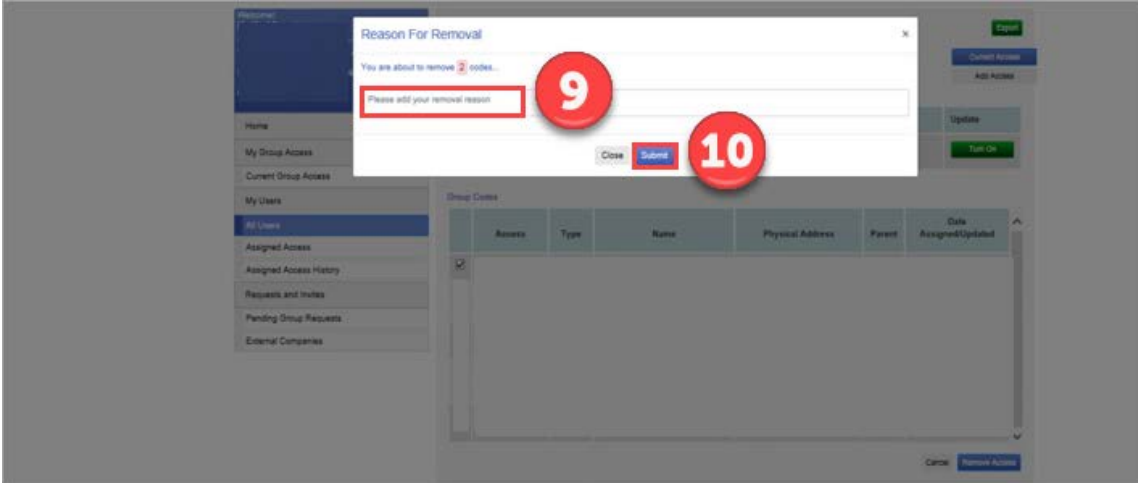
Note: If **Turn On** is selected for Automatic-Updates, access is granted to all Group Codes.

The screenshot shows the 'User Group Access : Current Access' interface. On the left is a navigation menu with 'All Users' selected. The main content area shows 'Viewing : Amy' and a list of access details. A red circle with the number 4 highlights the 'Add Access' button. A red arrow points to the 'Turn On' button in the 'Automatic Updates' section.

5 Click the checkbox(es) next to the group code(s) you want the user to access.

The screenshot shows the 'User Group Access : Add Access' interface. A red circle with the number 5 highlights the checkboxes for the first two group codes in the 'Group Codes' table. A red circle with the number 6 highlights the 'Add Access' button at the bottom right.

Access	Type	Name	Physical Address	Parent	Date Assigned/Updated
<input checked="" type="checkbox"/>	BCBSM				
<input checked="" type="checkbox"/>	BCBSM				
<input type="checkbox"/>	BCBSM				
<input type="checkbox"/>	BCBSM				
<input type="checkbox"/>	BCBSM				

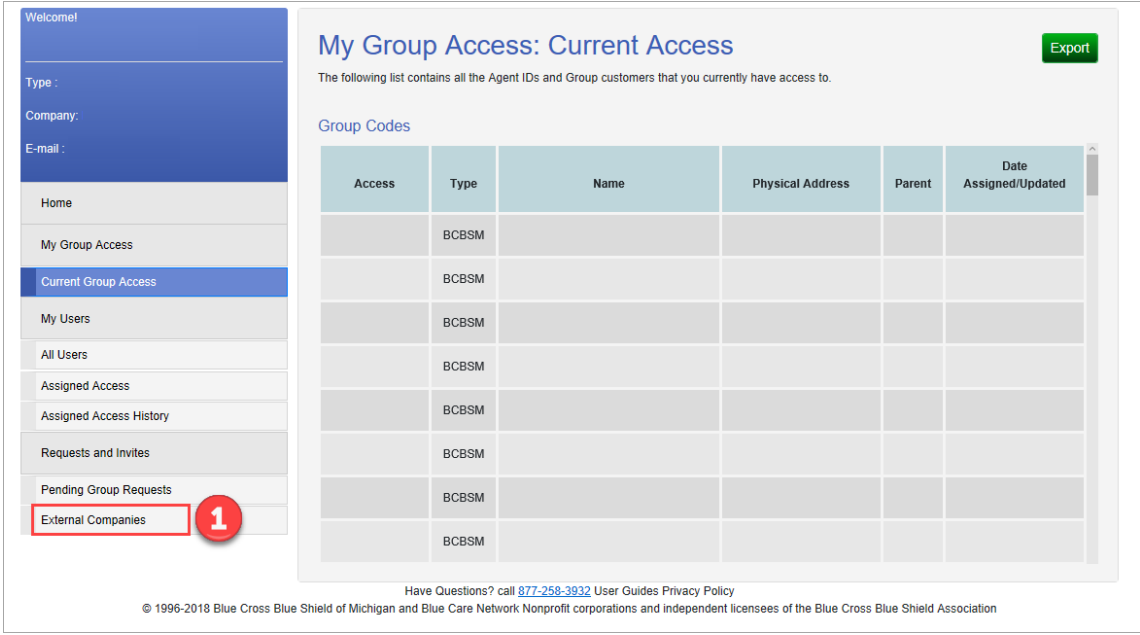
6	From the Current Access screen, click Add Access .
7	<p>Click the checkbox(es) next to the group code(s) to remove.</p> <p>Note: Automatic-Updates must be Off to remove Group Codes.</p> 
8	Click Remove Access .
9	<p>Type a reason for removal.</p> <p>Note: This is optional.</p> 
10	<p>Click Submit.</p> <p>Note: The codes are now removed.</p>

Task 9 Requesting/Approving External Access

Administrators can request access to group numbers owned by other external companies. They can also approve external requests. When a request is submitted, the administrator(s) in the owning Group company is notified. The administrator(s) of the owning Group company can decide to approve or to reject requests from outside Group companies.

▪ **Note:** This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to request/approve external access.

Step	Action						
1	<p>Click External Companies.</p> 						
2	<p>Note: The External Company Requests screen displays.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #003366; color: white;"> <th style="width: 50%;">To</th> <th style="width: 50%;">Then</th> </tr> </thead> <tbody> <tr> <td>Request External Access</td> <td>Go to step 3.</td> </tr> <tr> <td>Approve External Access</td> <td>Go to step 6.</td> </tr> </tbody> </table>	To	Then	Request External Access	Go to step 3.	Approve External Access	Go to step 6.
To	Then						
Request External Access	Go to step 3.						
Approve External Access	Go to step 6.						
3	<p>Click Request External Access.</p>						

4 Key the information in the correct field.

Note: The request can be submitted by populating any of the displayed fields. The information requested may vary, depending on the type of user.

5 Click **Submit**.

Note: The following screen displays to confirm the form was submitted successfully.

Welcome!

Type :
Company:
E-mail :

Home
My Group Access
Current Group Access
My Users
All Users
Assigned Access
Assigned Access History
Requests and Invites
Pending Group Requests
External Companies

Request External Group Access

To request access to a GroupID owned by another company, indicate the ID that you would like access to and click the Submit button. Your request will be forwarded to the company that owns that access. Once a decision has been made on your request, you will be notified using the e-mail address used in your profile.

Agent Number:

BCBSM Group #:

BCN Facets Group #:

Cancel Submit

Form was submitted successfully!

Pending Access
Request External Access

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6 Click the checkbox(es) next to the request(s) to approve.
Note: Alternatively, you can also reject the request by selecting **Reject**.

Welcome!

Type :
Company:
E-mail :

Home
My Group Access
Current Group Access
My Users
All Users
Assigned Access
Assigned Access History
Requests and Invites
Pending Group Requests
External Companies

Requests: External Company Requests

The following external companies have requested access to group codes that your organization owns.

Access	Company	Requesting Administrator	Date Submitted
<input checked="" type="checkbox"/> 6			

Reject Approve Access 7

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7 Click **Approve Access**.
Note: The following screen displays and the request no longer appears, meaning it has been approved.

Welcome!

Type :

Company:

E-mail :

Home

My Group Access

Current Group Access

My Users

All Users

Assigned Access

Assigned Access History

Requests and Invites

Pending Group Requests

External Companies

Requests: External Company Requests

The following external companies have requested access to group codes that your organization owns.

[Pending Access](#)
[Request External Access](#)

Access	Company	Requesting Administrator	Date Submitted
--------	---------	--------------------------	----------------

[Reject](#) [Approve Access](#)

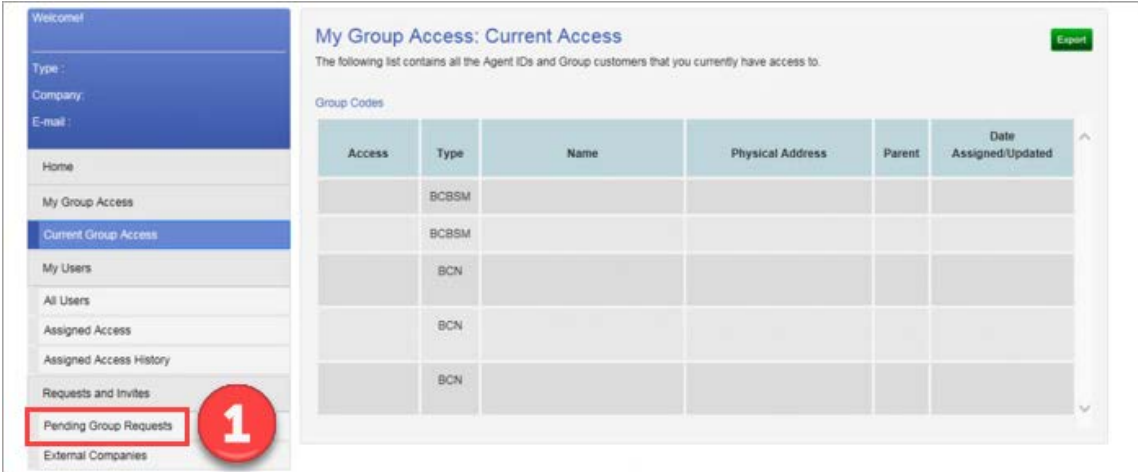
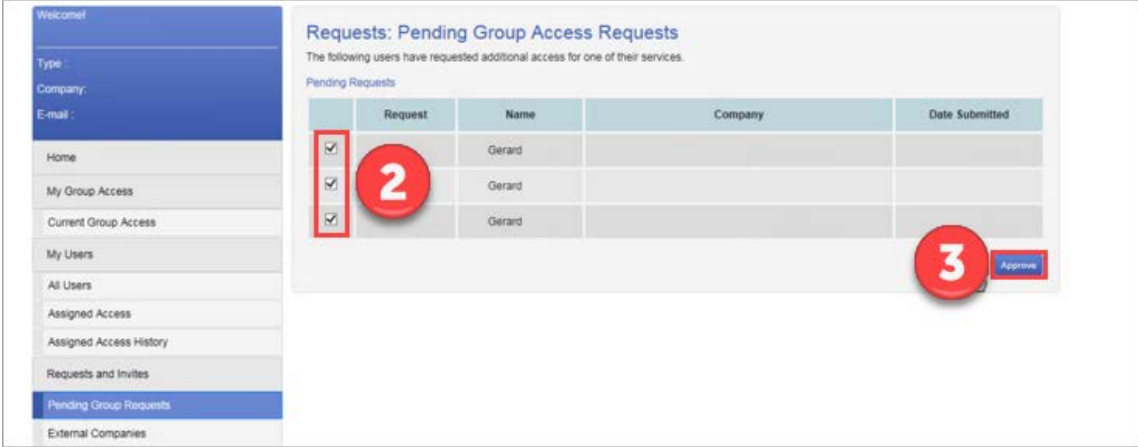
Have Questions? call [877-258-3932](tel:877-258-3932) [User Guides](#) [Privacy Policy](#)
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Task 10 Approving Group Code Requests

A user can request access to a group code, and as the administrator you can approve or reject the request.

- **Note:** This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to approve requested group code(s).

Step	Action
1	<p>Click Pending Group Requests.</p> 
2	<p>Click the checkbox(es) next to the Pending Requests you want to approve.</p> <p>Note: Alternatively, you can also reject the request by selecting Reject.</p> 
3	<p>Click Approve.</p>

The following screen displays that the pending requests are no longer listed and have been approved.

Welcome!

Type :
Company :
E-mail :


Home
My Group Access
Current Group Access
My Users
All Users
Assigned Access
Assigned Access History
Requests and Invites
Pending Group Requests
External Companies

Requests: Pending Group Access Requests

The following users have requested additional access for one of their services.

Pending Requests

Request	Name	Company	Date Submitted
---------	------	---------	----------------

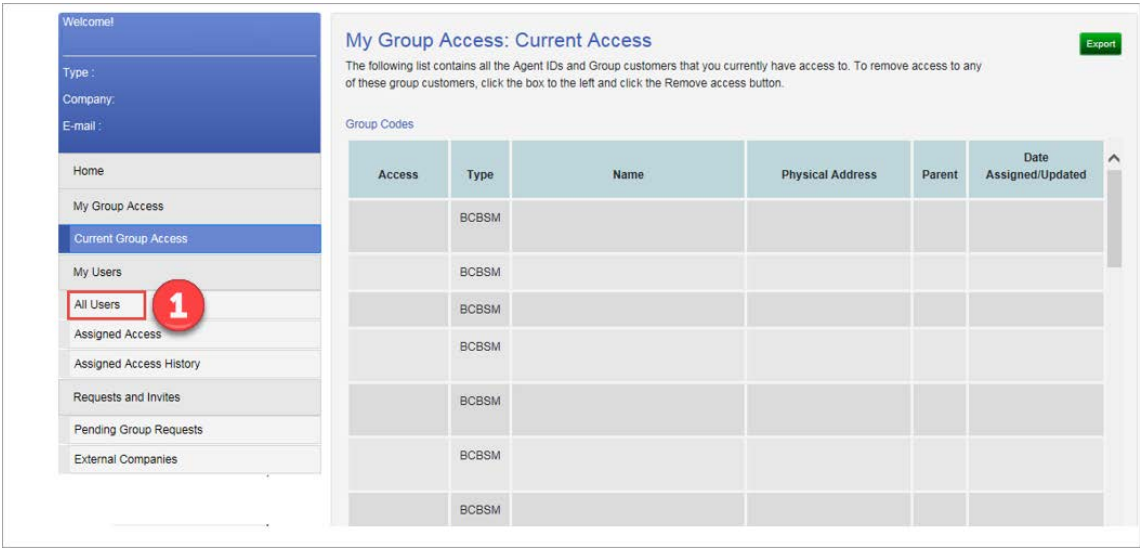
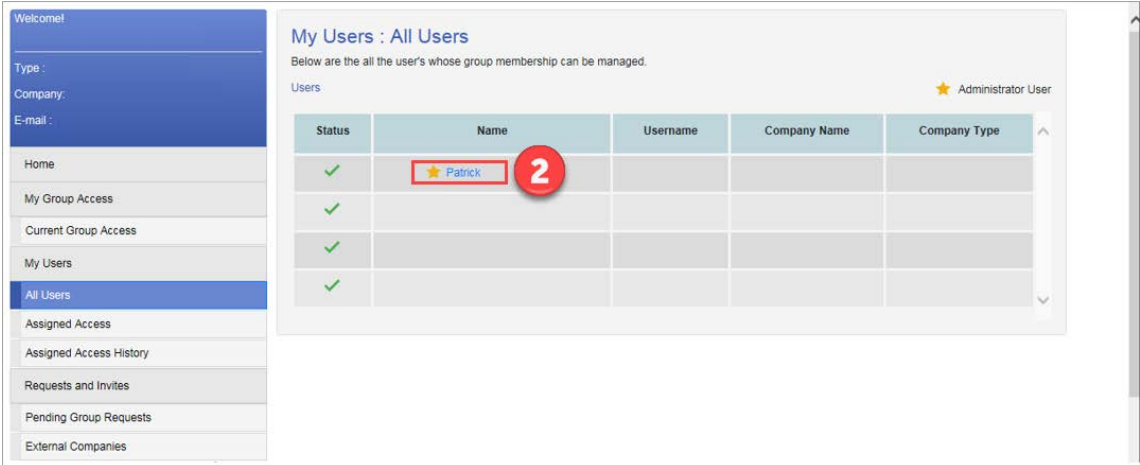


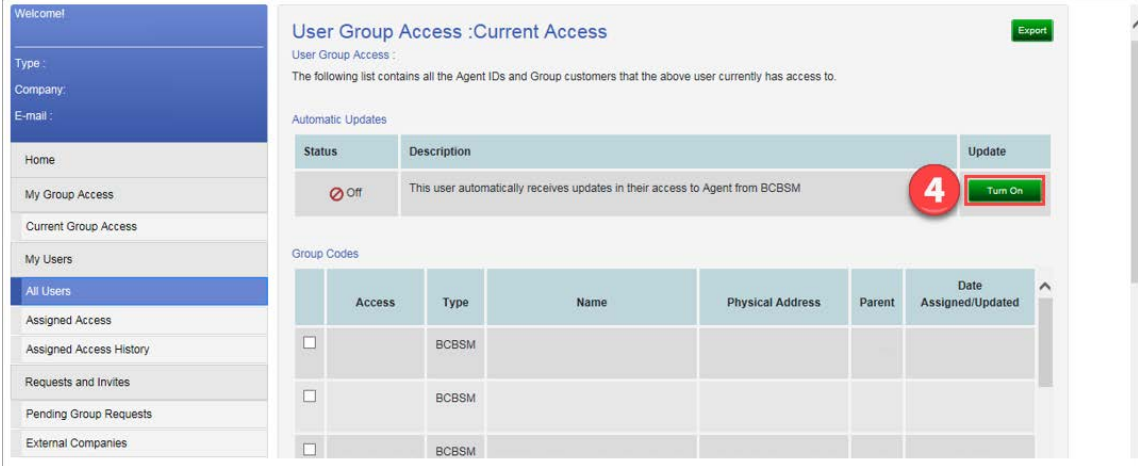
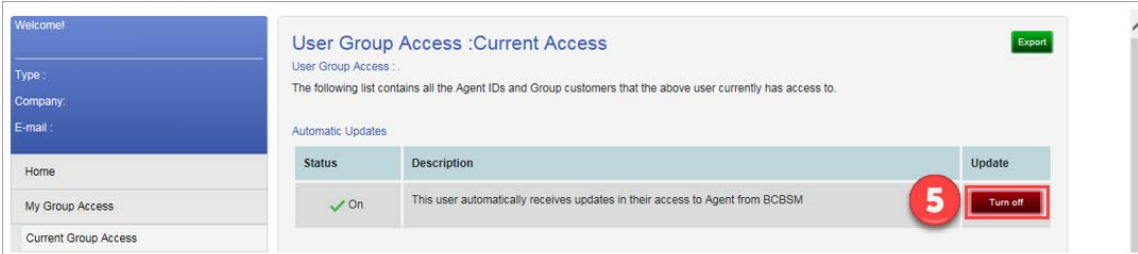
Task 11 Turning On/Off Automatic-Updates

If automatic-updates are turned on for a user, the user is given access to all current group codes and they automatically receive access to newly added group codes in the future. If the automatic-updates are turned off, the group code access must be added manually for the user.

- **Note:** This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to turn on/off a user's automatic-updates.

Step	Action
1	<p>Click All Users.</p> 
2	<p>Click the user's Name.</p> <p>Note: A star next to the user's name indicates they are an Administrator.</p> 

<p>3</p>	<p>Note: If a user’s automatic-updates are currently off, you can turn them on. Also, if a user’s automatic-updates are currently on, you can turn them off.</p> <table border="1" data-bbox="315 302 1446 506"> <thead> <tr> <th>To</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td>Turn on Automatic-Updates</td> <td>Go to step 4.</td> </tr> <tr> <td>Turn off Automatic-Updates</td> <td>Go to step 5.</td> </tr> </tbody> </table>	To	Then	Turn on Automatic-Updates	Go to step 4.	Turn off Automatic-Updates	Go to step 5.
To	Then						
Turn on Automatic-Updates	Go to step 4.						
Turn off Automatic-Updates	Go to step 5.						
<p>4</p>	<p>Click Turn On.</p>  <p>The screenshot shows a user interface for 'User Group Access :Current Access'. On the left is a navigation menu with options like 'Home', 'My Group Access', 'Current Group Access', 'My Users', 'All Users', 'Assigned Access', 'Assigned Access History', 'Requests and Invites', 'Pending Group Requests', and 'External Companies'. The main content area has a title 'User Group Access :Current Access' and an 'Export' button. Below the title, it says 'User Group Access :'. A note states: 'The following list contains all the Agent IDs and Group customers that the above user currently has access to.' Under 'Automatic Updates', there is a table with columns 'Status', 'Description', and 'Update'. The first row shows 'Off' and 'This user automatically receives updates in their access to Agent from BCBSM'. A red circle with the number '4' is placed over the 'Update' column, and a red box highlights the 'Turn On' button.</p>						
<p>5</p>	<p>Click Turn Off.</p>  <p>The screenshot shows the same user interface as in step 4. In the 'Automatic Updates' section, the status is now 'On' with a green checkmark. A red circle with the number '5' is placed over the 'Update' column, and a red box highlights the 'Turn Off' button.</p>						

2.3 User Administration - Administrator

As an administrator, you have access to the User Administration link at the top of the landing page. It is used to manage your group users' profiles (e.g., manage user access/services, change passwords). The tasks you can perform in this section are listed below:

- Resetting user password
- Locking/unlocking user
- Terminating user
- Adding/removing services from user
- Assigning an administrator

Log in and click **User Administration** to begin a task.

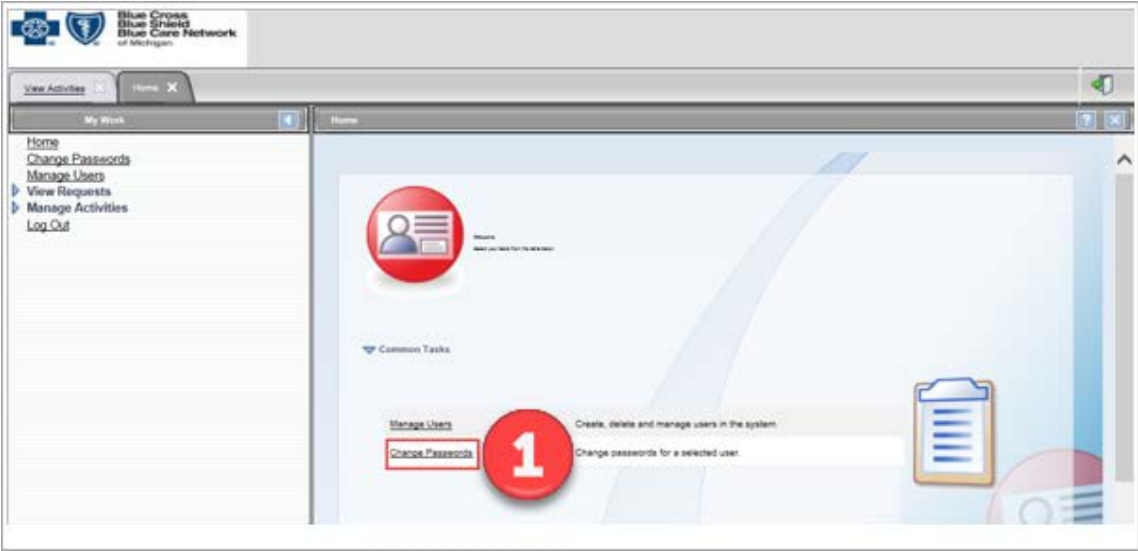



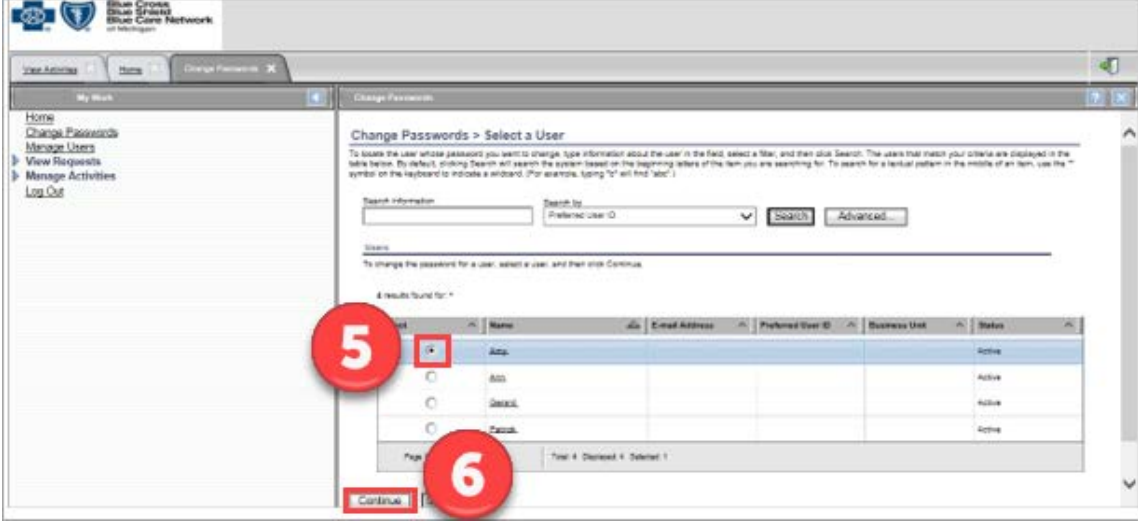

Task 12 Changing/Resetting User Passwords

If a user keys in an incorrect password three times or more, the system security will automatically disable their account. At that point, you need to change or reset a user password.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to change a user password.

Step	Action
1	<p>Click the Change Passwords link.</p> 
2	<p>Type the user's information in the Search field.</p> <p>Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.</p> 
3	<p>Click Search by drop-down arrow to select the proper filter.</p>

4	<p>Click Search.</p> <p>Note: Any users matching the search criteria you selected are displayed.</p>
5	<p>Click the radio button next to the user whose password you want to change.</p> 
6	<p>Click Continue.</p>
7	<p>Type the same new password in the in the Password and Confirm Password fields.</p> 
8	<p>Click Submit.</p>
9	<p>Click Close.</p> <p>Note: The home screen of User Administration is displayed.</p>

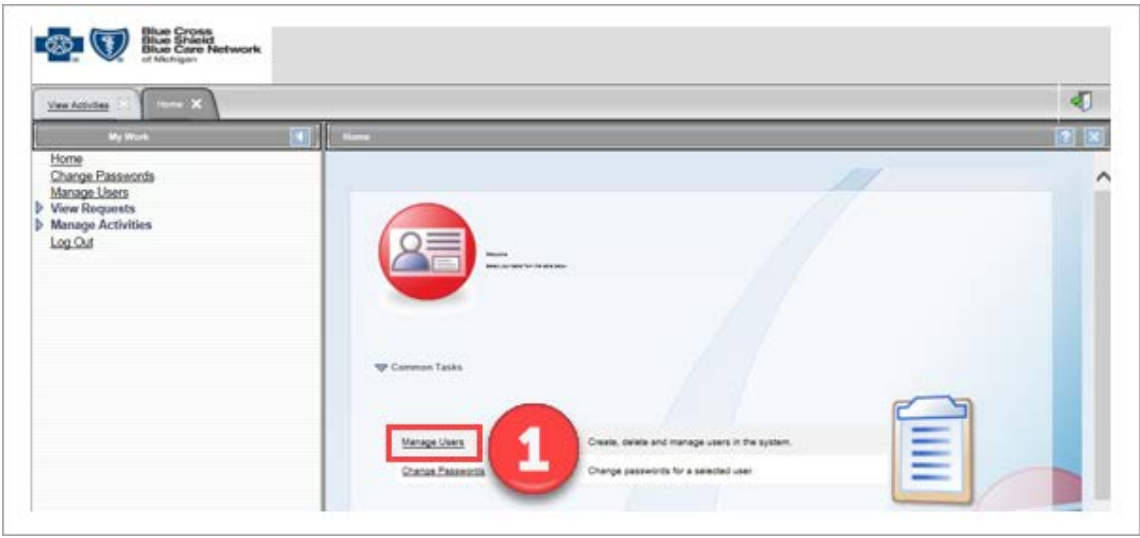


Task 13 Suspending/Locking a User Account

Occasionally it may become necessary to suspend (lock) a user account, for example, if they are out on leave or have been terminated. In this system, the user no longer needs to be suspended before being terminated.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to suspend a user's account.

Step	Action
1	<p>Click Manage Users.</p>  <p>The screenshot shows a web application interface for user management. On the left is a navigation menu with options: Home, Change Passwords, Manage Users, View Requests, Manage Activities, and Log Out. The main content area features a 'Common Tasks' section with two buttons: 'Manage Users' (highlighted with a red box and a large red circle with the number 1) and 'Change Passwords'. The 'Manage Users' button is described as 'Create, delete and manage users in the system.' The 'Change Passwords' button is described as 'Change passwords for a selected user.'</p>
2	<p>Type the user's information in the Search field.</p> <p>Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.</p>

3 Click **Search by** drop-down arrow to select the proper filter.

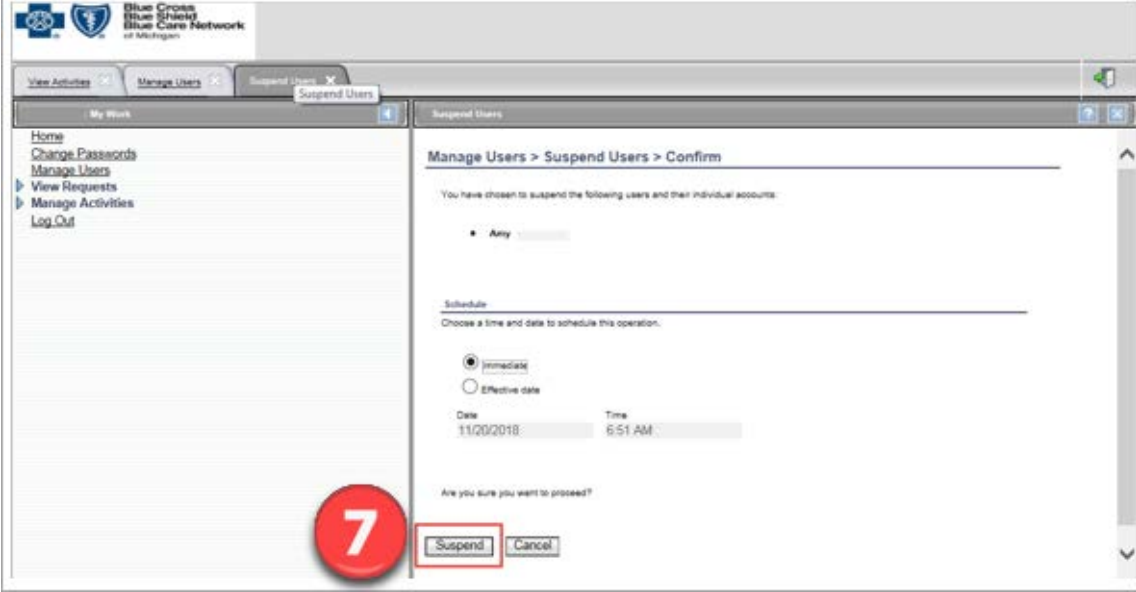

4 Click **Search**.

Note: Any users matching the search criteria you selected are displayed.

5 Click the drop-down arrow to display the popup menu.

6 Click **Suspend**.

7 Click **Suspend** to confirm.

	
<p>8</p>	<p>Click Close.</p> <p>Note: This closes the Suspend Users tab and returns to Manage Users tab.</p> 
<p>9</p>	<p>Click Refresh.</p> <p>Note: The user status displays Inactive.</p>

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Manage Users > Select a User

To locate a user that you want to manage, type information about the user in the field, select a filter, and then click Search. The users that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the * symbol on the keyboard to indicate a wildcard. (For example, typing "or will find" locates).

Search information: Search by: Preferred User ID Search Advanced

Users

To perform a particular task for a user, click the icon next to the name of the user, and then select the task that you want to perform.

4 results found for *

Include individual accounts when suspending, restoring, or deleting users

Select	Name	Email Address	Preferred User ID	Business Unit	Status
<input type="checkbox"/>	Amy				Inactive
<input type="checkbox"/>	Acc.				Active
<input type="checkbox"/>	Grant				Active

10 Click the name of the appropriate user.

11 Click the Entry State drop-down arrow and select **Locked**.

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Change User

Entry Response

Invite User

*Full name: Amy

*Last name:

companyname:

E-mail address:

Entry State: **Locked**

Agent Number:

First name: Amy

Organizational roles:

AgentSAMRole: equoting_agent_admin, equoting_rp_agentadmin

Preferred user ID:

Submit Now Schedule Submission Cancel

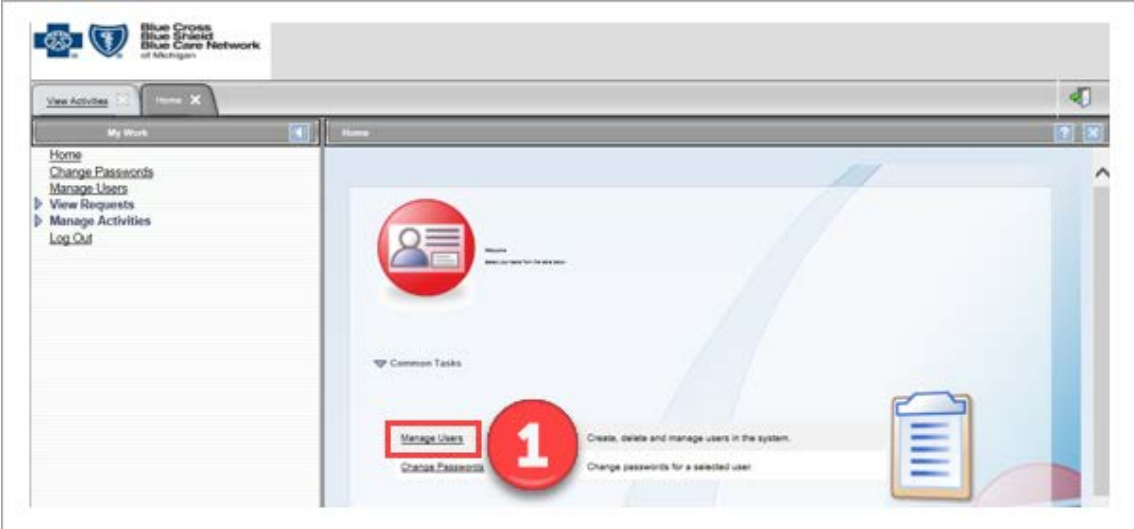
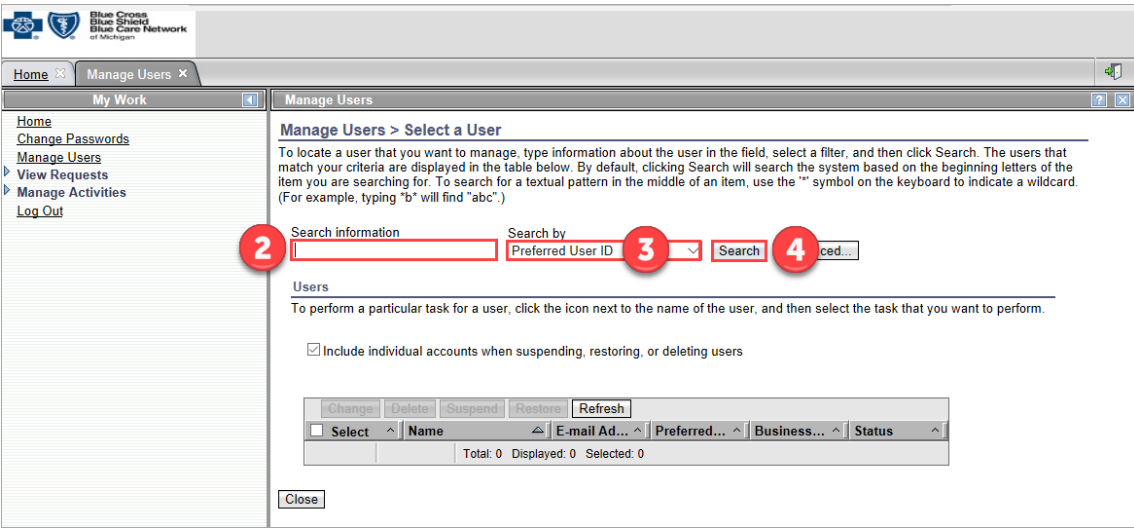
12 Click **Submit Now**.

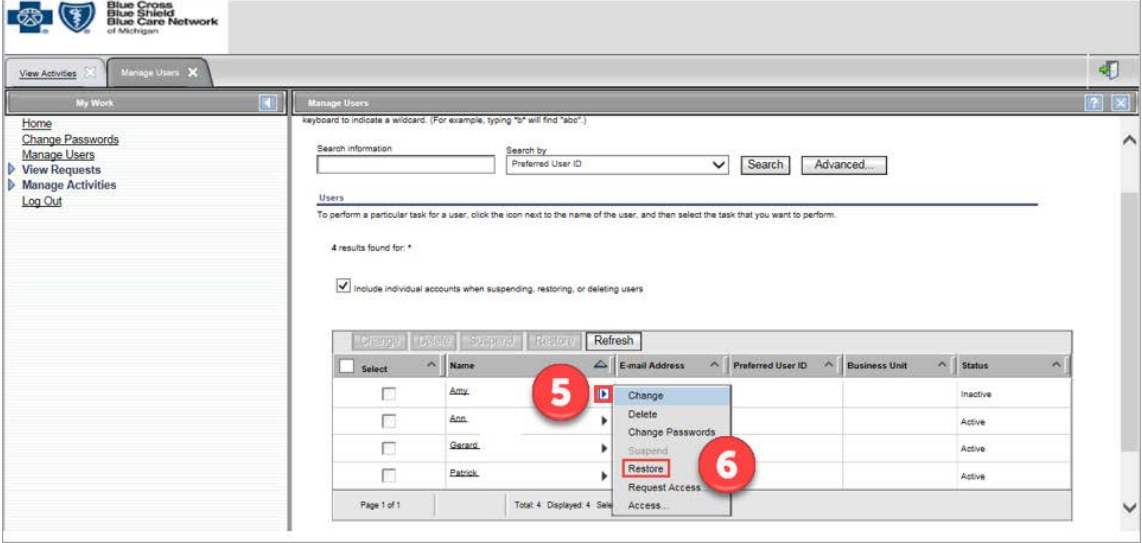
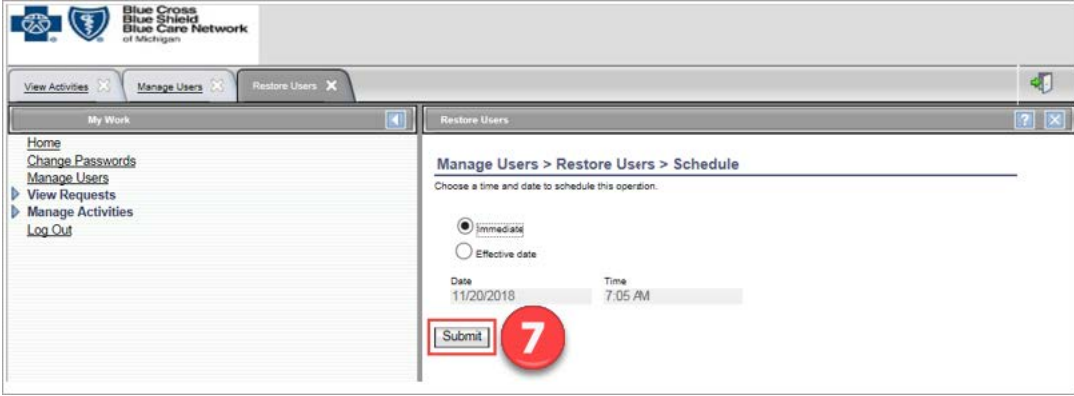
Task 14 Restoring/Activating a Suspended/Locked Account

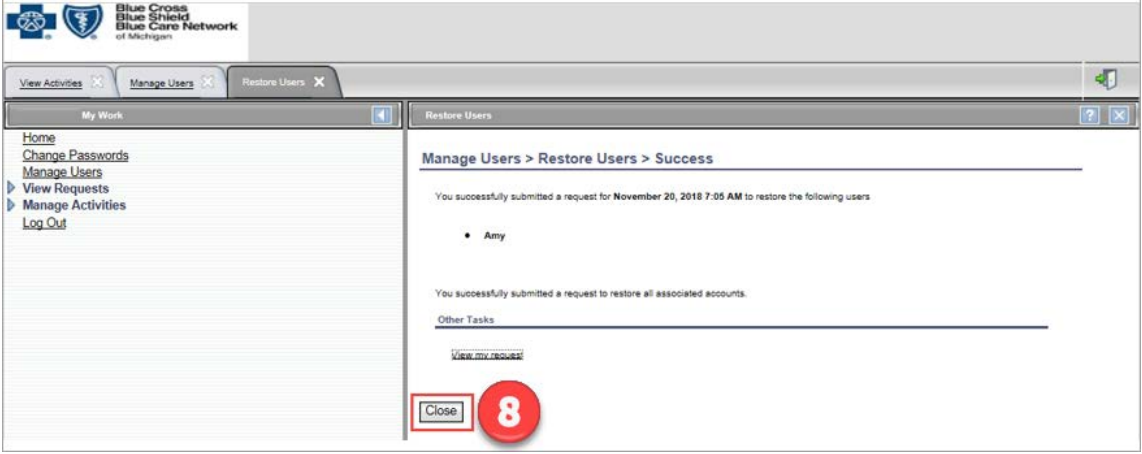
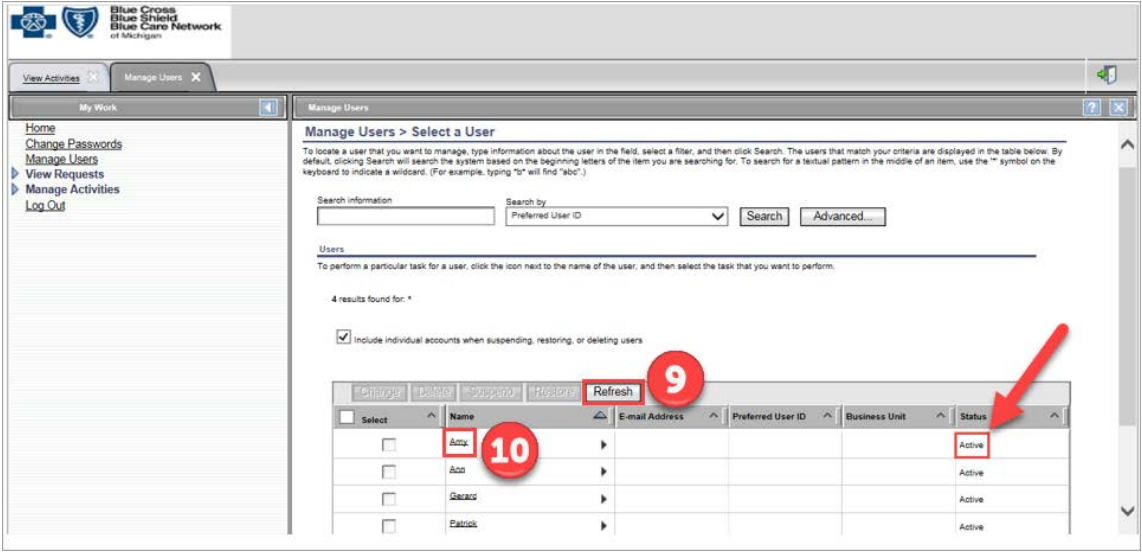
It may be necessary to restore (activate) a user account, for example, if the user was out on leave.

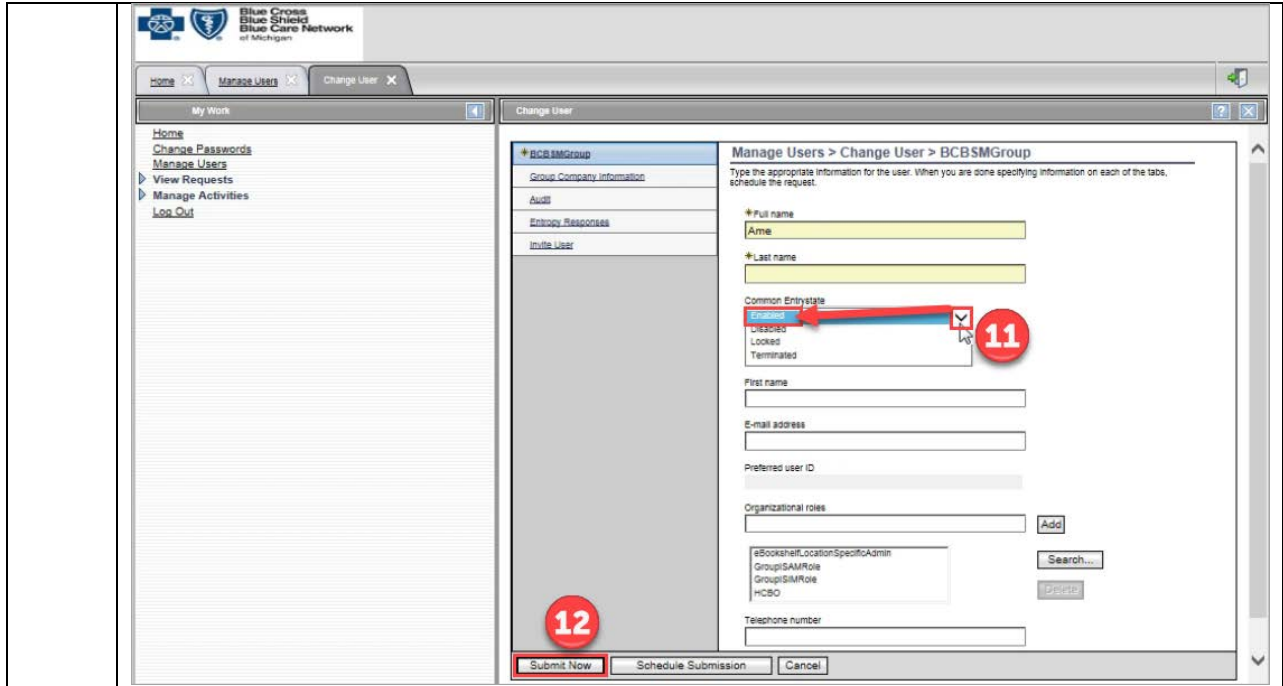
- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to restore a user account.

Step	Action
1	<p>Click the Manage Users link.</p> 
2	<p>Type the user's information in the Search field.</p> <p>Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.</p> 

3	Click Search by drop-down arrow to select the proper filter.
4	Click Search . Note: Any users matching the search criteria you selected are displayed.
5	Click the drop-down arrow to display the popup menu. 
6	Click Restore .
7	Click Submit . 
8	Click Close . Note: This closes the Restore Users tab and returns to Manage Users tab.

	
<p>9</p>	<p>Click Refresh.</p> <p>Note: The user status displays Active.</p> 
<p>10</p>	<p>Click the name of the appropriate user.</p>
<p>11</p>	<p>Click the Entry State drop-down arrow and select Enabled.</p>



12

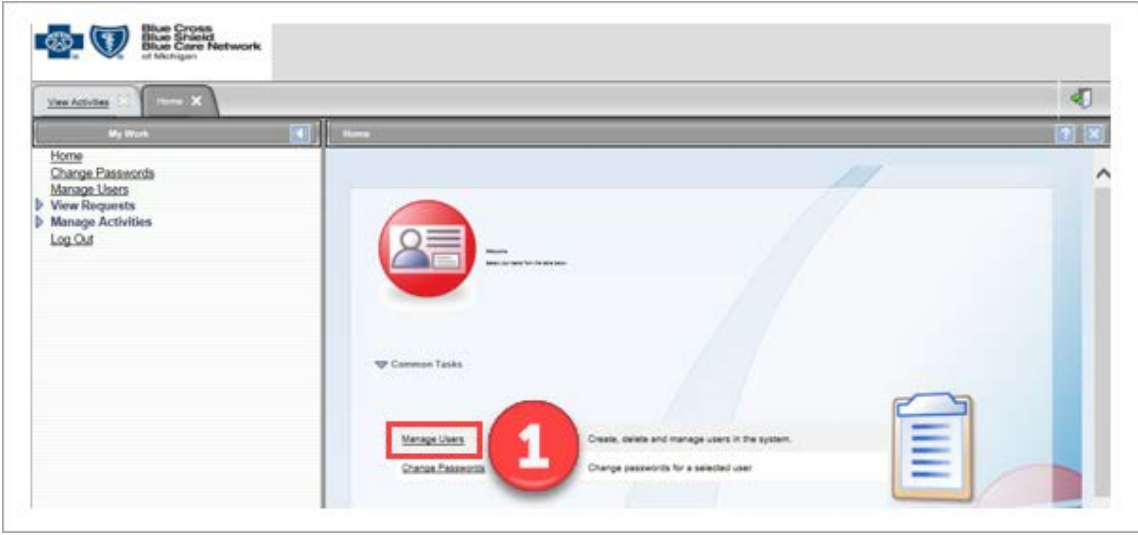
Click **Submit Now**.

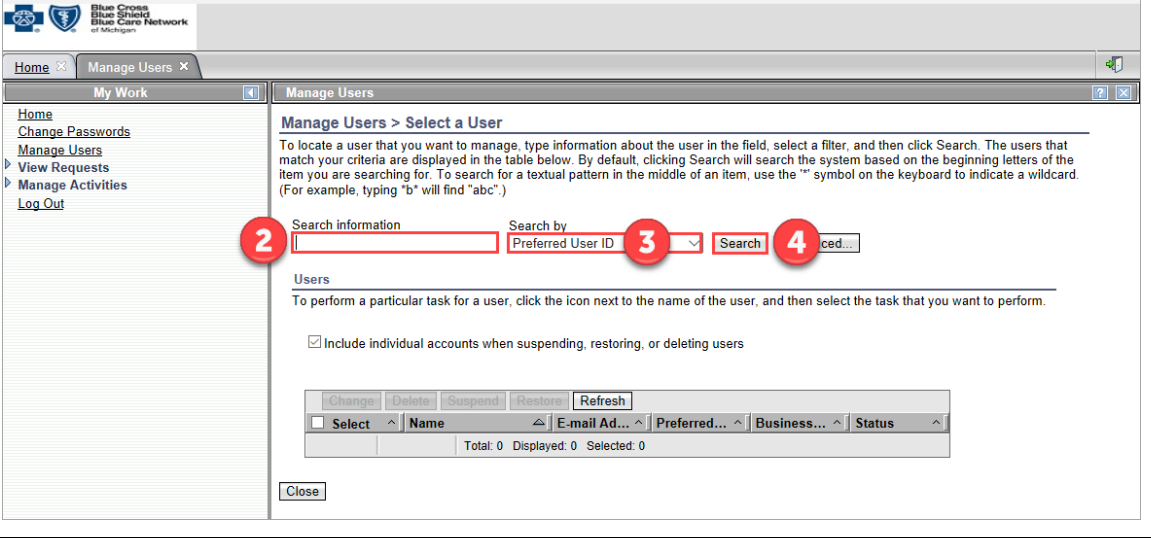
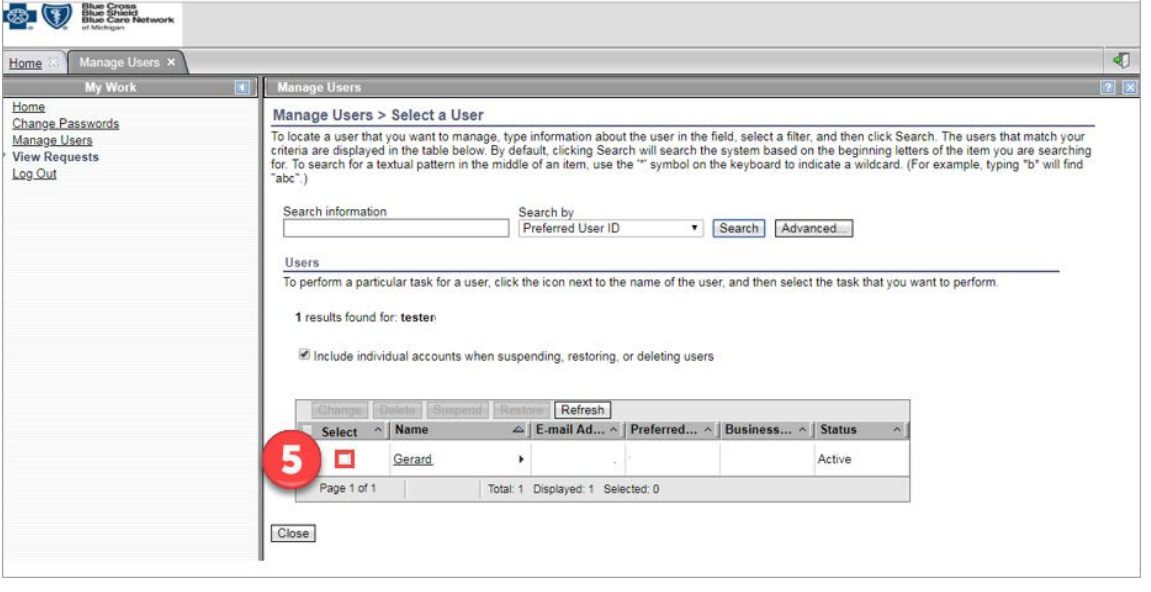
Task 15 Deleting/Terminating a User's Account

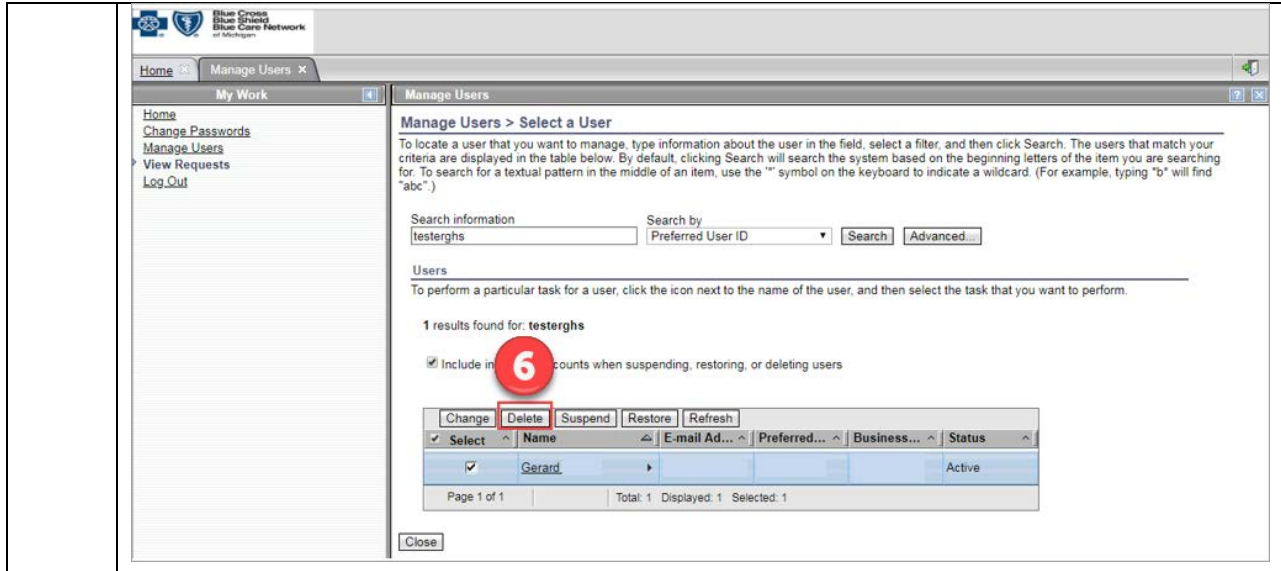
Deleting (terminating) a user account is permanent. Once deleted, the user account cannot be re-used. Users that are deleted will lose all roles, access (services), group code access, and will not be able to log in.

- **Note:** This task should be completed within 24 hours of user's change of job responsibilities or termination of employment.
- This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

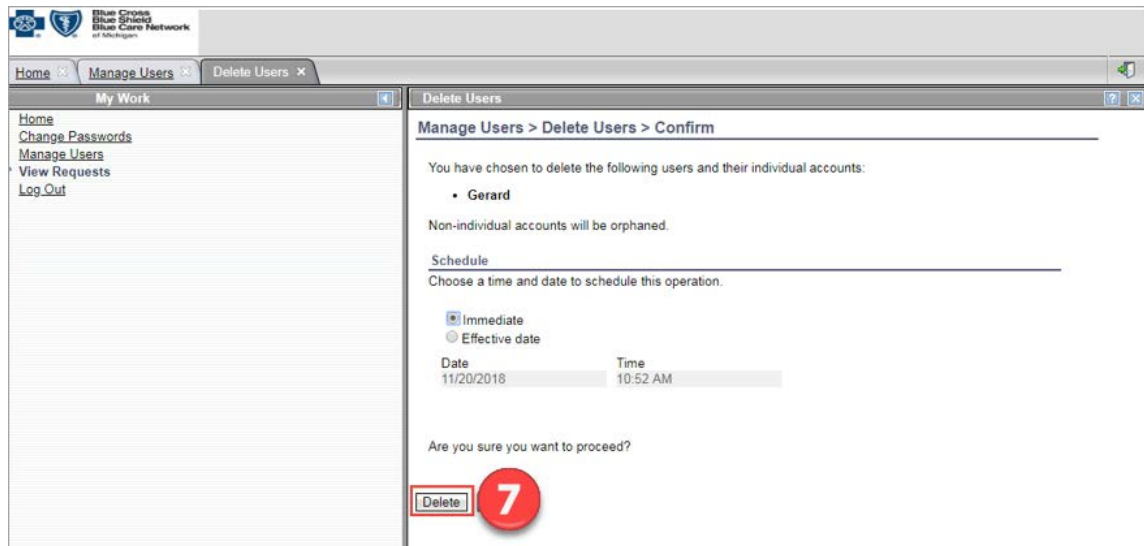
Complete the following steps to delete a user's account.

Step	Action
1	<p>Click Manage Users.</p> 
2	<p>Type the user's information in the Search field.</p> <p>Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.</p>

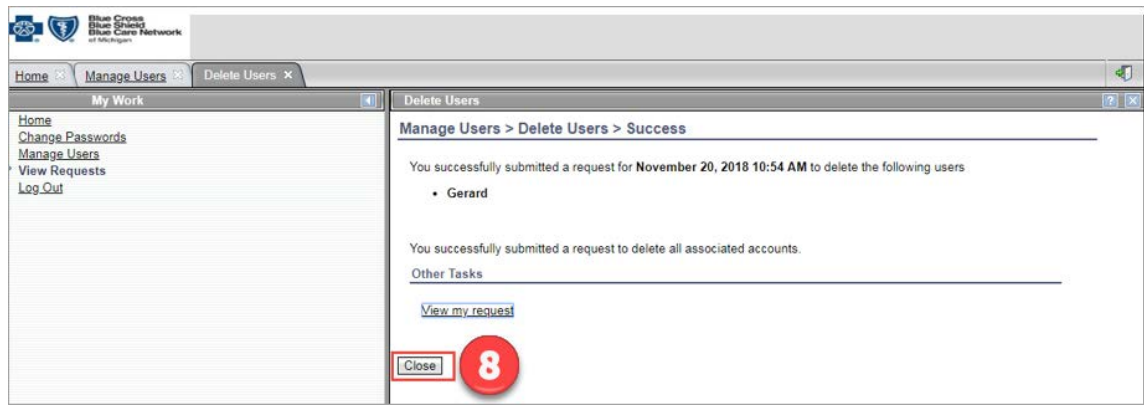
	
3	Click Search by drop-down arrow to select the proper filter.
4	Click Search . Note: Any users matching the search criteria you selected are displayed.
5	Click the checkbox next to the user you want to delete. 
6	Click Delete .



7 Click **Delete** to confirm.



8 Click **Close**.
Note: This closes the Delete Users tab and returns to Manage Users tab.



9

Click the user's name link.

Note: The user's status has changed to Inactive.

The screenshot shows the 'Manage Users > Select a User' page. At the top, there is a search bar with 'Search information' and 'Search by Preferred User ID' dropdown. Below the search bar, a table lists users. One user is listed: Gerard, with a status of 'Inactive'. A red circle with the number '9' is around the name 'Gerard', and a red arrow points to the 'Inactive' status. The table has columns for Select, Name, E-mail Ad..., Preferred..., Business..., and Status. Below the table, it says 'Page 1 of 1 Total: 1 Displayed: 1 Selected: 0'. There are buttons for Change, Delete, Suspend, Restore, Refresh, and Close.

The following screen displays. The bottom of the page shows a check mark indicating the user has been terminated.

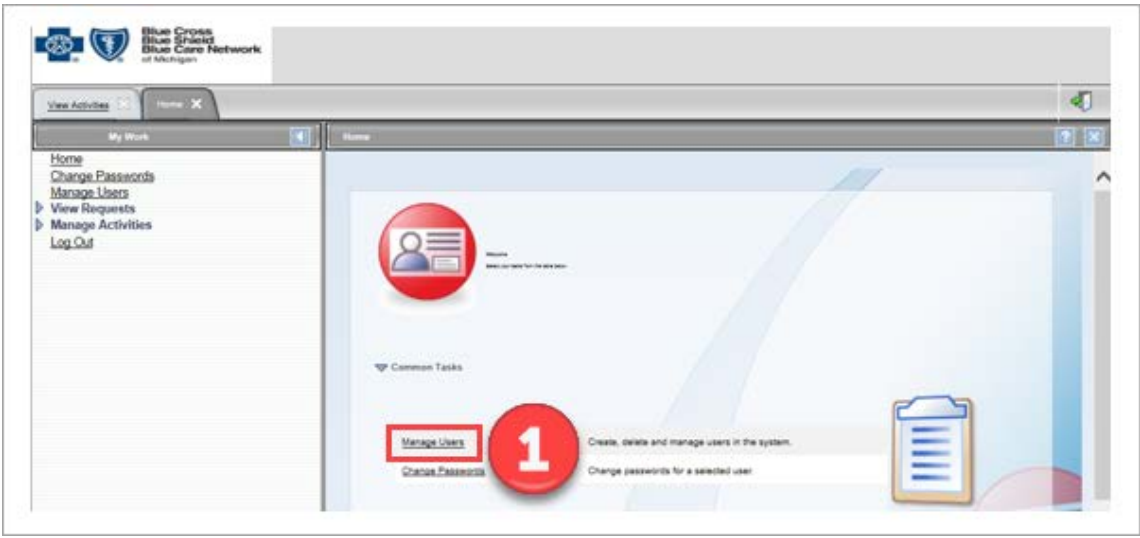
The screenshot shows the 'Change User' page. It has several input fields: Last 4 Digit SSN, First name, E-mail address, Preferred user ID, Organizational roles, Group/SAMRole, Group/SIMRole, and Telephone number. There are buttons for Add, Search..., and Delete. At the bottom, there are buttons for Submit Now, Schedule Submission, and Cancel. A red arrow points to the 'Is User Terminated' checkbox, which is checked.

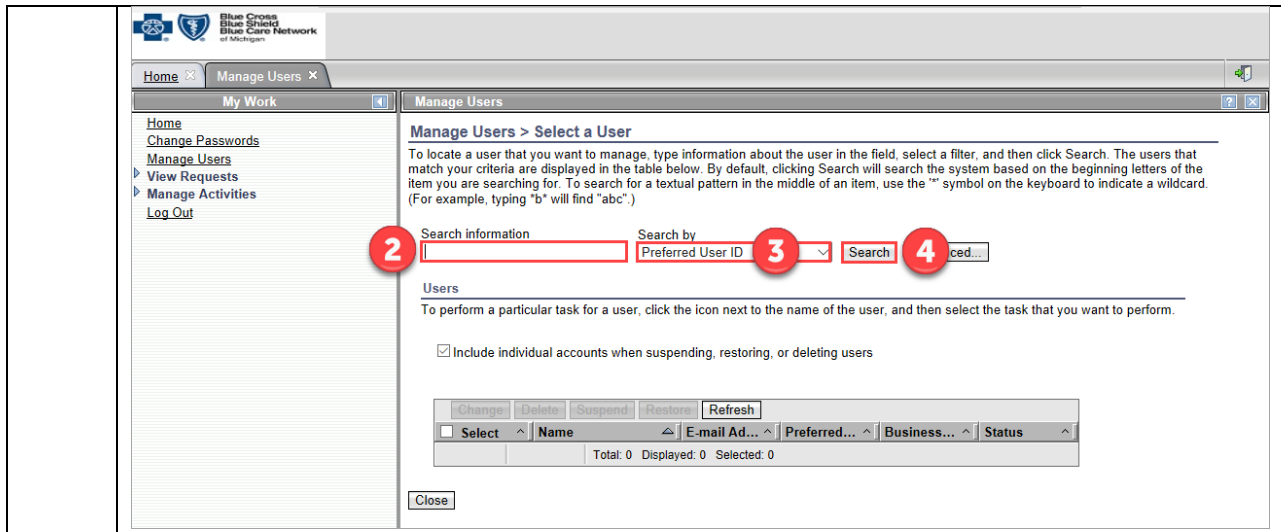
Task 16 Adding Services to a User

An administrator can grant the necessary services to a user's account. The administrator does not have to wait for a user to request access to services to grant access. Administrators are always limited to granting only those services to which their company has access.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

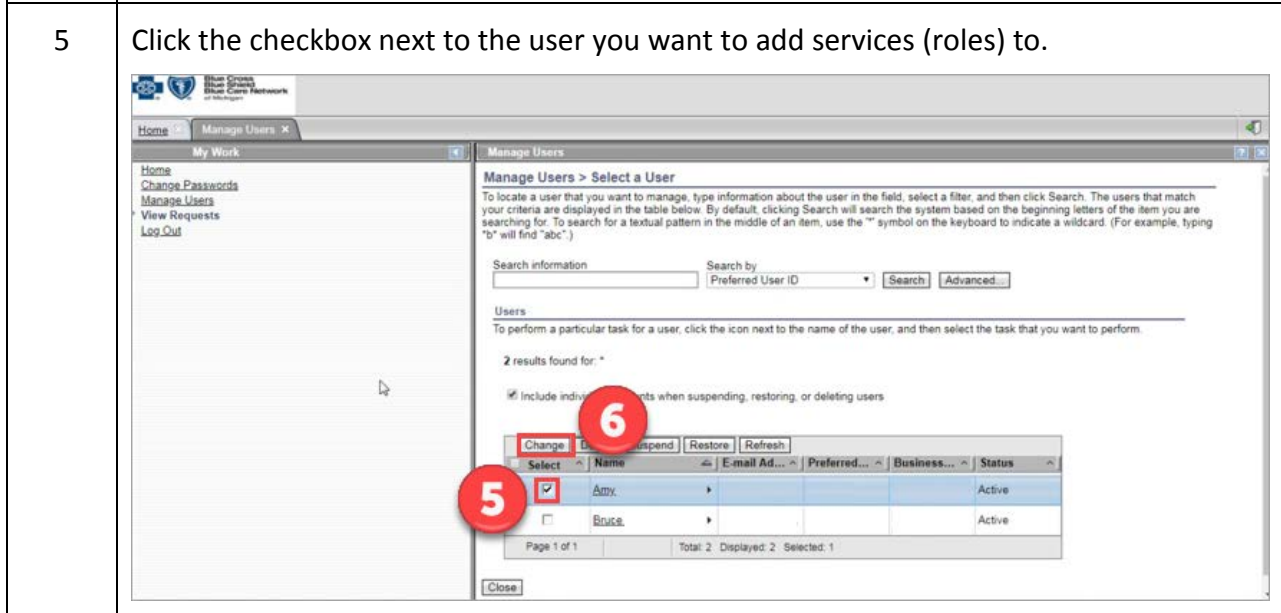
Complete the following steps to add services to a user.

Step	Action
1	<p>Click the Manage Users link.</p>  <p>The screenshot shows a web application interface for user management. On the left is a navigation menu with options: Home, Change Passwords, Manage Users, View Requests, Manage Activities, and Log Out. The main content area features a 'Common Tasks' section with two buttons: 'Manage Users' (highlighted with a red box and a large red circle with the number 1) and 'Change Passwords'. Below the buttons are brief descriptions: 'Create, delete and manage users in the system.' and 'Change passwords for a selected user.'</p>
2	<p>Type the user's information in the Search field.</p> <p>Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.</p>



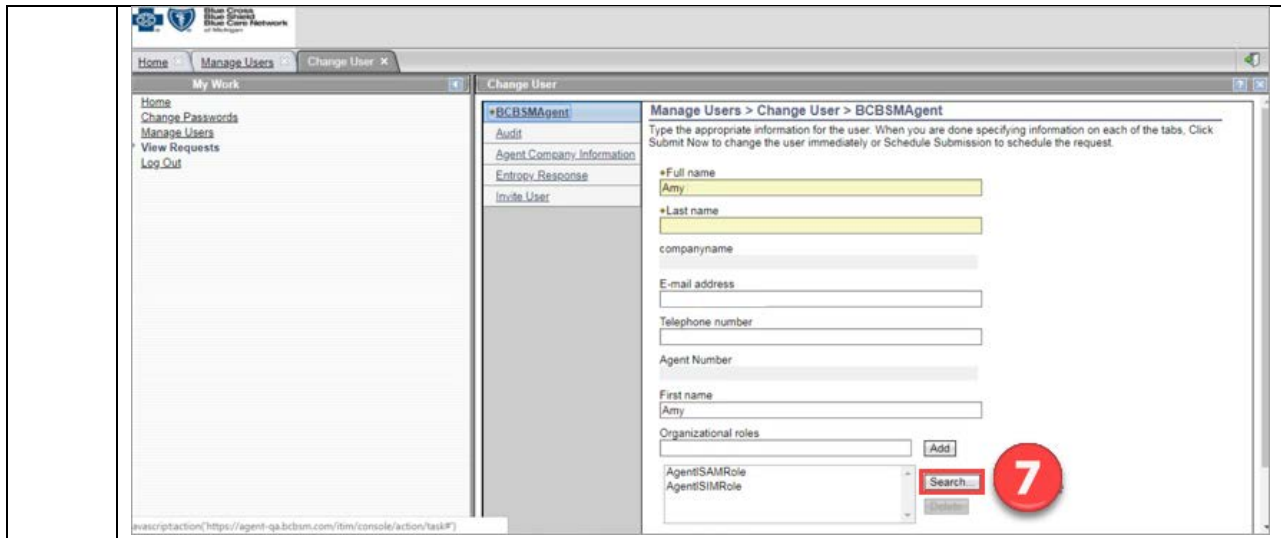
3 Click **Search** by drop-down arrow to select the proper filter.

4 Click **Search**.
Note: Any users matching the search criteria you selected are displayed.

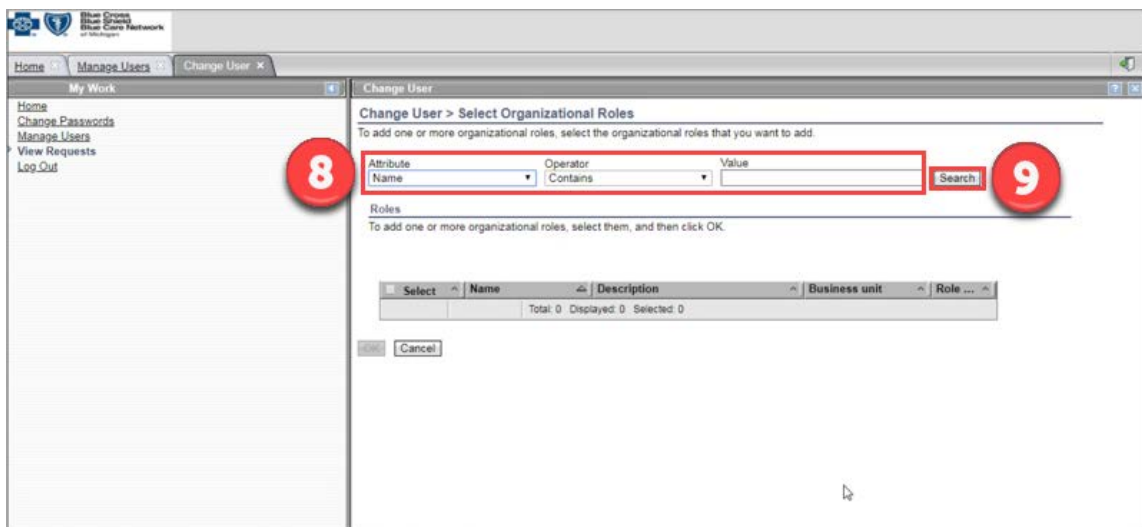


6 Click **Change**.

7 Click **Search**.

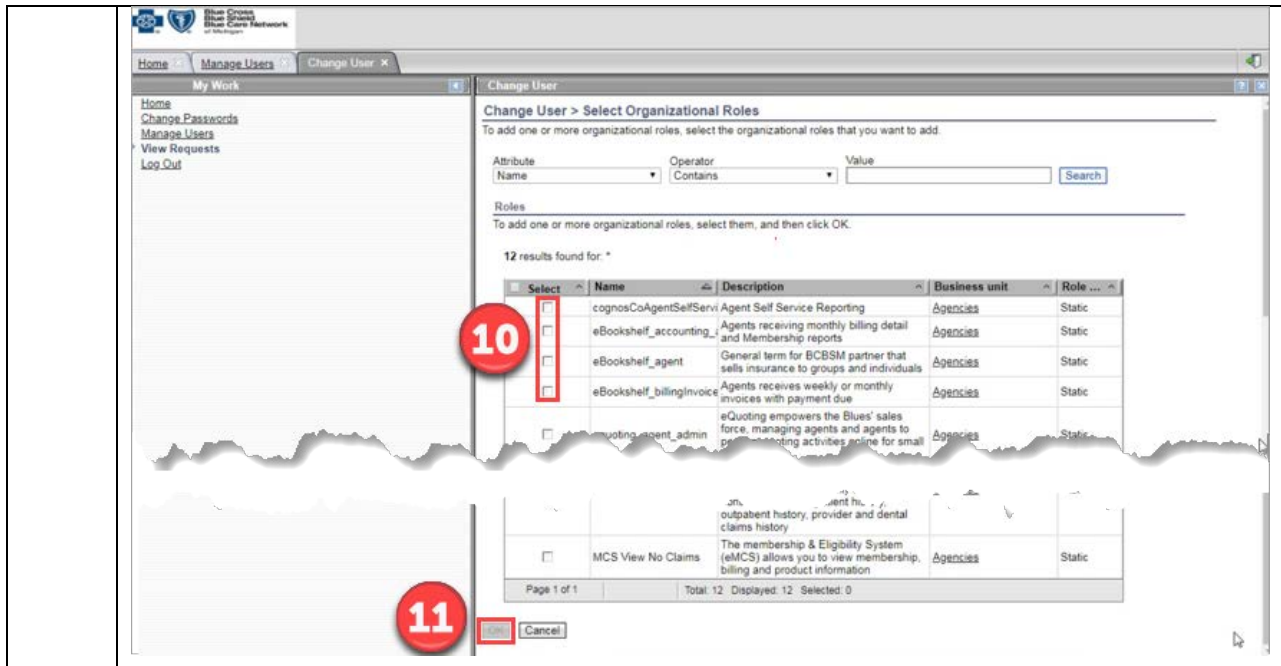


8 Click the drop-down arrows and/or type the search criteria in the three fields to display the appropriate services (roles).



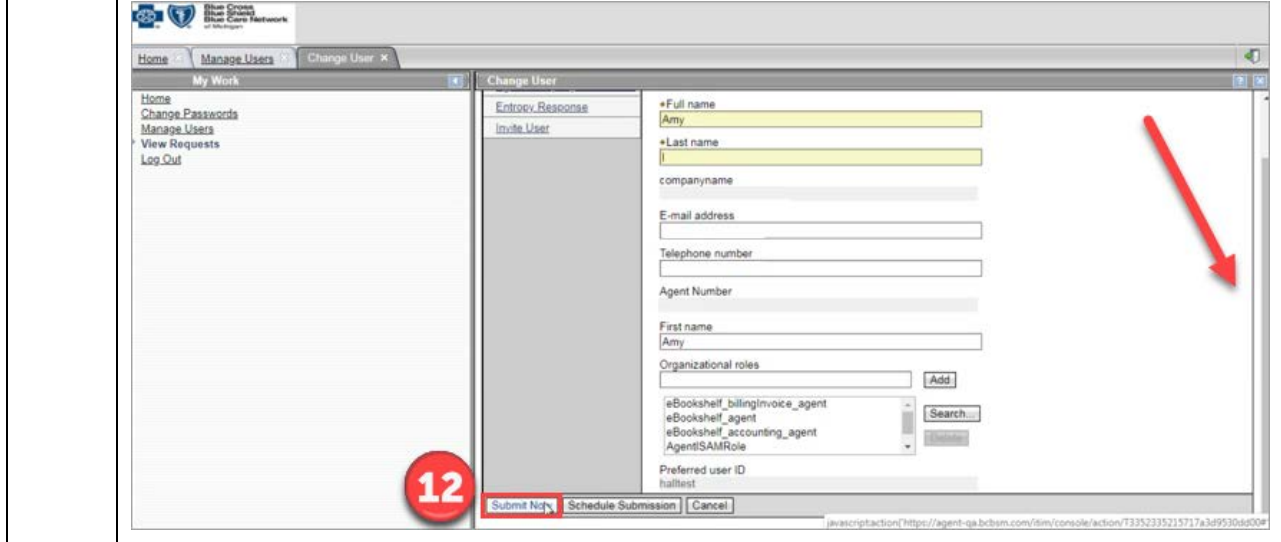
9 Click **Search**.

10 Click the checkbox(es) next to the service(s) you want to add.
Note: The services displayed depend on the type of user (i.e. Agent, Group, Association/Chamber) viewing them.

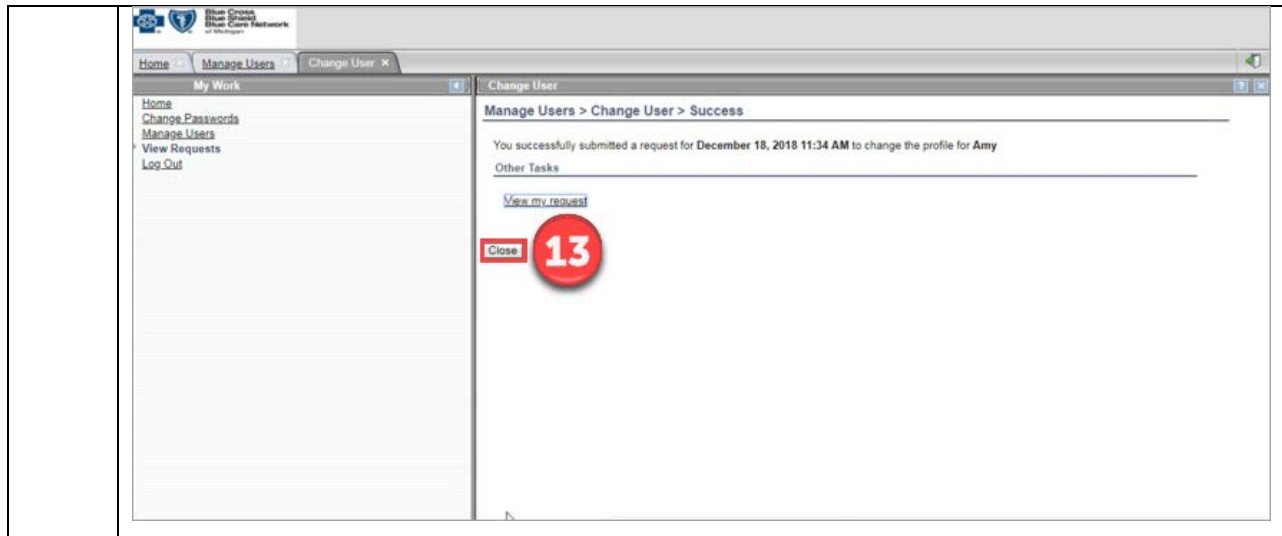


11 Click **OK**.

12 Scroll to the bottom of the screen and click **Submit Now**.



13 Click **Close**.
Note: The request has been submitted successfully.

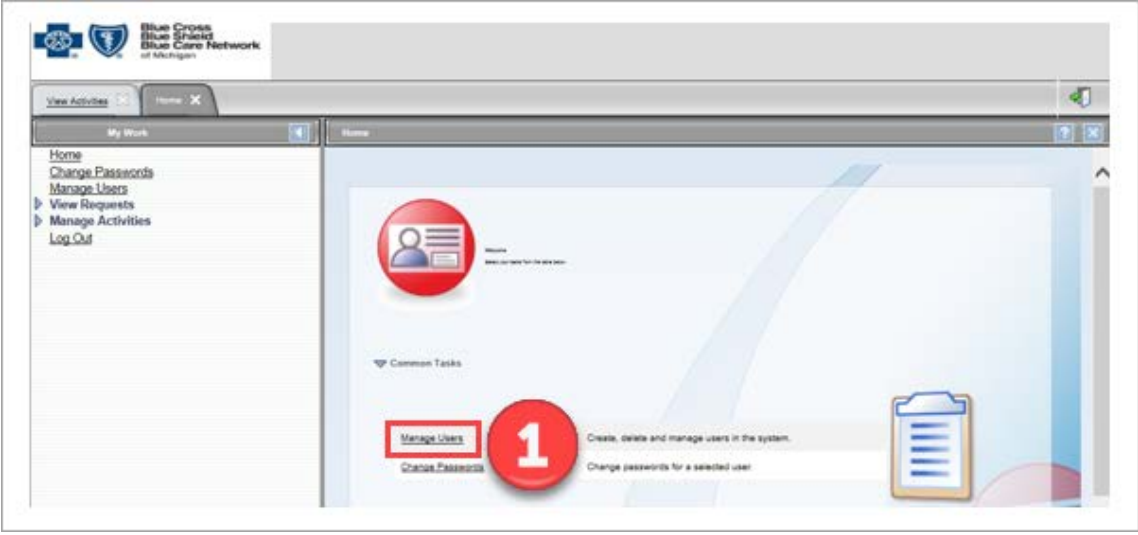
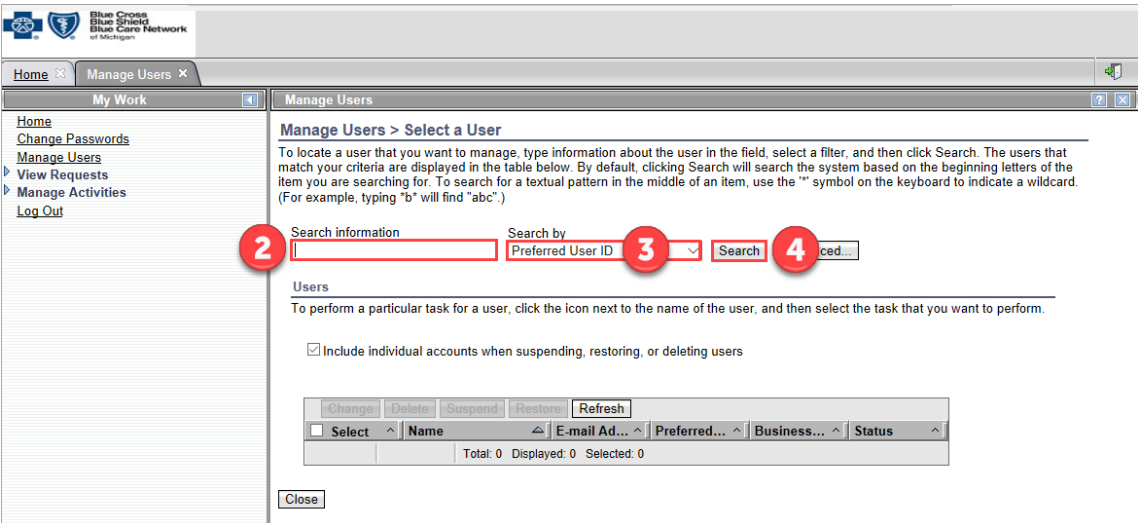


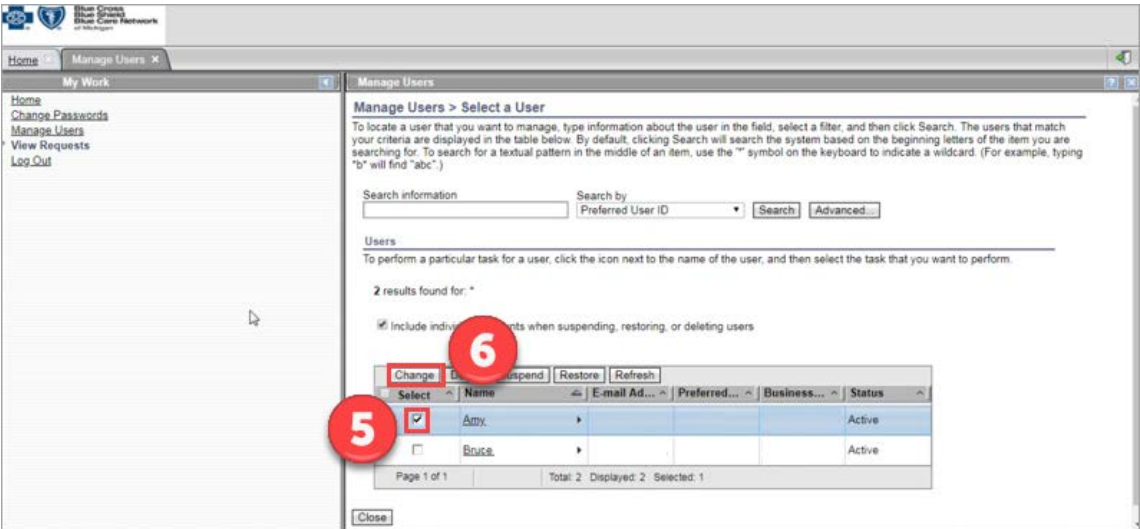
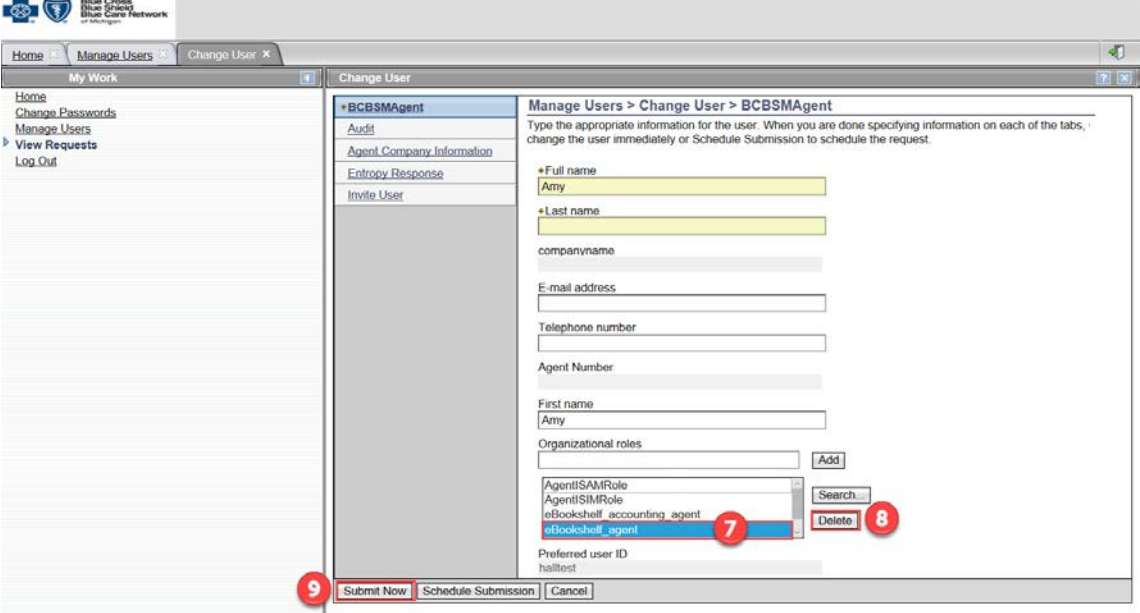
Task 17 Removing Access (Service) from a User

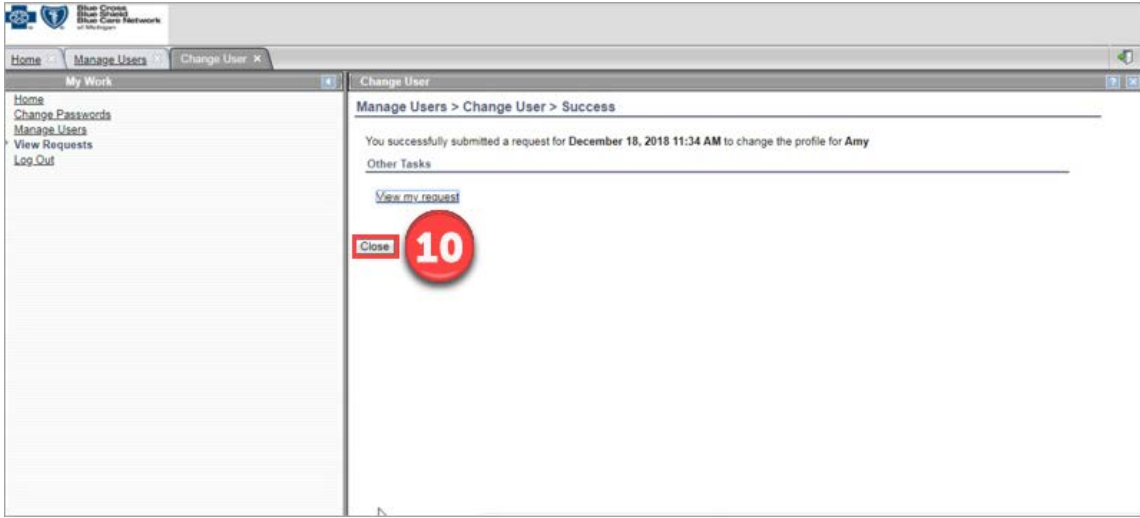
If a user no longer needs to have certain access (services), the administrator can revoke the unnecessary access from the user.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to remove services from a user.

Step	Action
1	<p>Click the Manage Users link.</p> 
2	<p>Type the user's information in the Search field.</p> <p>Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.</p> 

3	Click Search by drop-down arrow to select the proper filter.
4	Click Search . Note: Any users matching the search criteria you selected are displayed.
5	Click the checkbox next to the user you want to remove services (roles) from. 
6	Click Change .
7	Select the role (service) to be removed. Note: The services displayed depend on the type of user (i.e. Agent, Group, Association/Chamber) viewing them. 

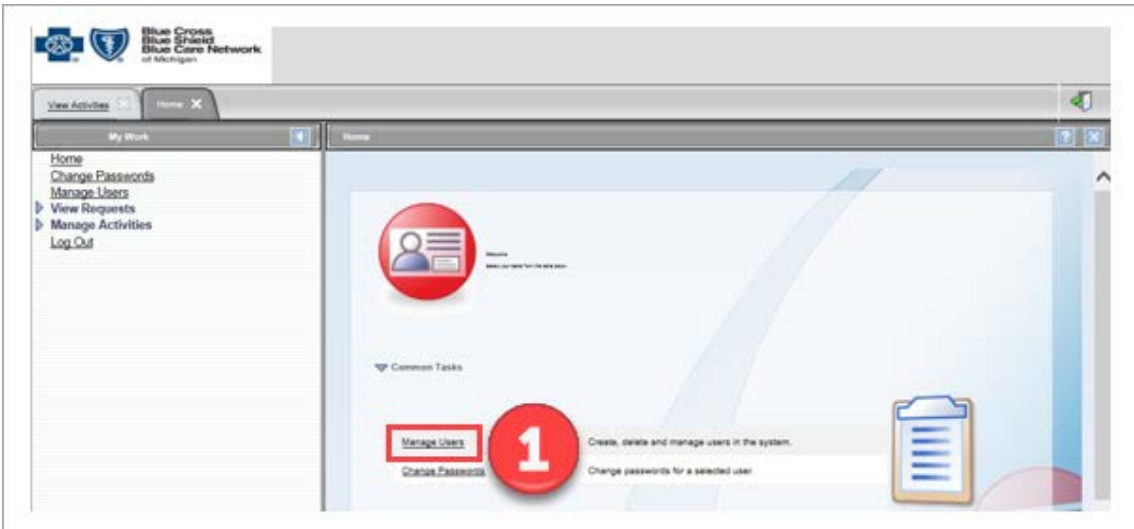
8	Click Delete .
9	Click Submit Now .
10	<p>Click Close.</p> <p>Note: The request has been submitted successfully.</p> 

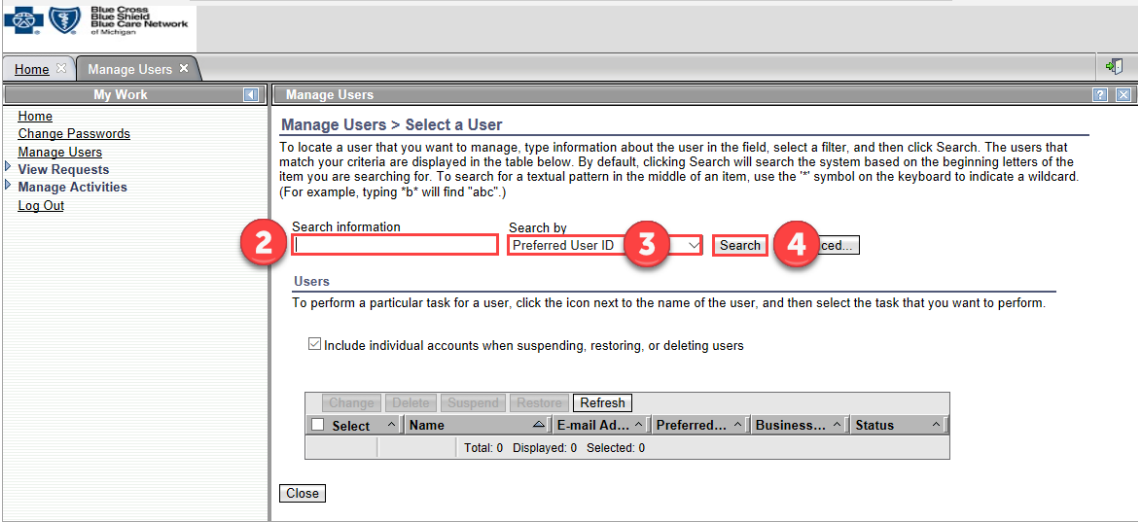
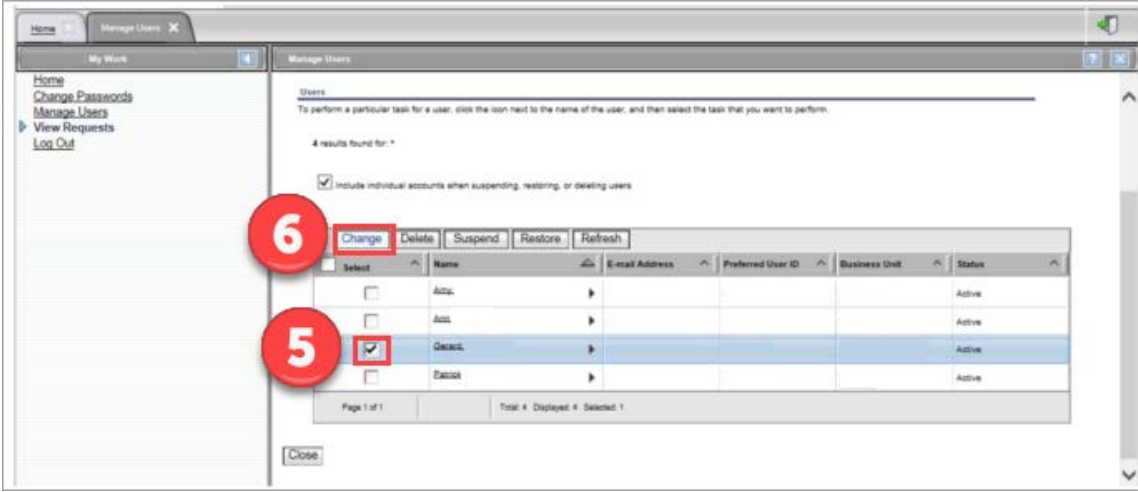
Task 18 Assigning Principal Administrator

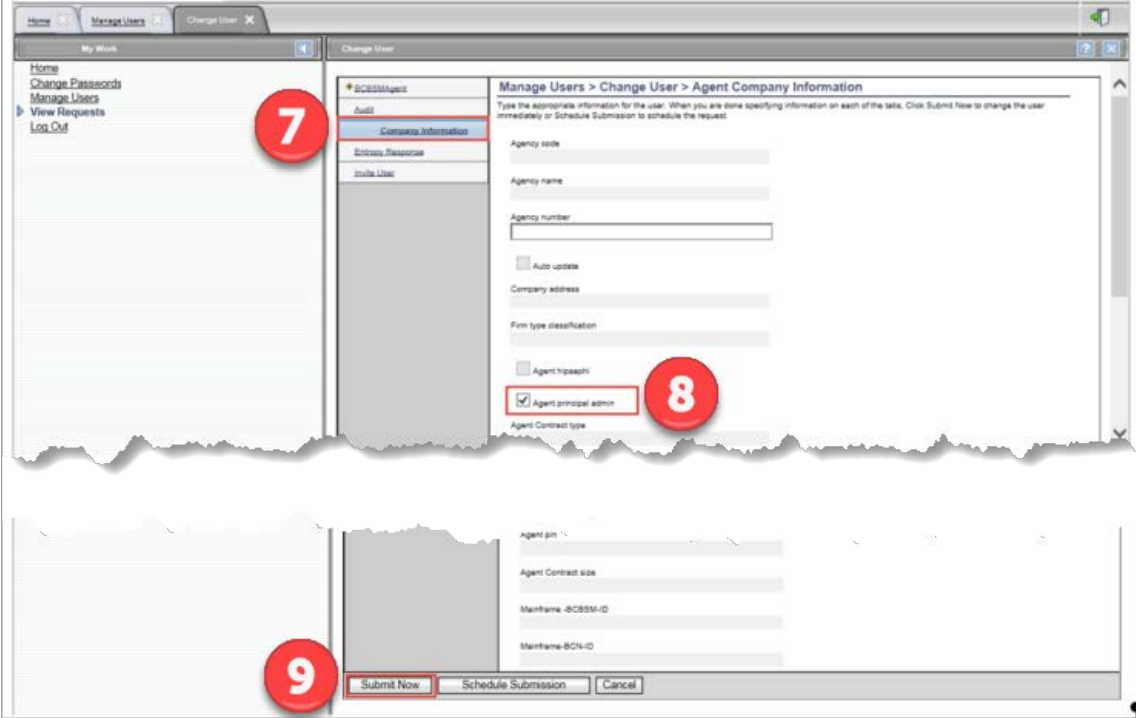

A need may arise to assign the administrator role to a user. After approving a user's registration request, the administrator can assign a user the role of Principal Administrator. The assigning administrator maintains the role as well.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to assign user as Principal Administrator.

Step	Action
1	<p>Click Manage Users.</p> 
2	<p>Type the user's information in the Search field.</p> <p>Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.</p>

	
3	Click Search by drop-down arrow to select the proper filter.
4	Click Search . Note: Any users matching the search criteria you selected are displayed.
5	Click the checkbox next to the user you want to assign as Principal Administrator. 
6	Click Change .
7	Click Company Information . Note: Depending on the user, this field could be referring to the Agent, Group, or Association/Chamber.

	 <p>The screenshot shows the 'Change User' form in a web browser. On the left is a navigation menu with 'Home', 'Change Passwords', 'Manage Users', 'View Requests', and 'Log Out'. The main content area has a breadcrumb trail 'Manage Users > Change User > Agent Company Information'. A red circle with the number '7' is placed over the 'Consent Information' tab in the left sidebar. The form fields include 'Agency code', 'Agency name', 'Agency number', 'Auto update' checkbox, 'Company address', 'Firm type classification', 'Agent hpasch' checkbox, and 'Agent principal admin' checkbox (which is checked and highlighted with a red circle and the number '8'). At the bottom, there are buttons for 'Submit Now', 'Schedule Submission', and 'Cancel'. A red circle with the number '9' is placed over the 'Submit Now' button.</p>
8	<p>Select Principal Admin checkbox.</p> <p>Note: Depending on the user, this field could be referring to the Agent, Group, or Association/Chamber.</p>
9	<p>Click Submit Now.</p> <p>Note: The Success screen appears.</p>  <p>The screenshot shows the 'Success' screen. The breadcrumb trail is 'Manage Users > Change User > Success'. The message reads: 'You successfully submitted a request for December 3, 2018 3:15 PM to change the profile for Gerard'. Below the message is a 'View my request' link and a 'Close' button, which is highlighted with a red circle and the number '10'.</p>
10	<p>Click Close.</p> <p>Note: The principal role now displays under the user's roles.</p>

3 Non-Administrator Procedures

BCBSM's Agent and Employer Secured Services administration functionality is designed to support the registration, access management and provisioning processes for users of the secure Agent and Group portal.

At the top of the landing page, there are three links available to assist users.

- Portal Access
- Group Code Access
- User Administration

Note: Users that are *not* Administrators cannot access User Administration



3.1 Portal Access – Non-Administrator

As a non-administrator, the **Portal Access** link at the top of the landing page is used to manage your ID. The tasks you can perform in this section are listed below:

- Changing password
- Requesting access (services)
- Updating user profile

Log in and click **Portal Access** to begin a task.

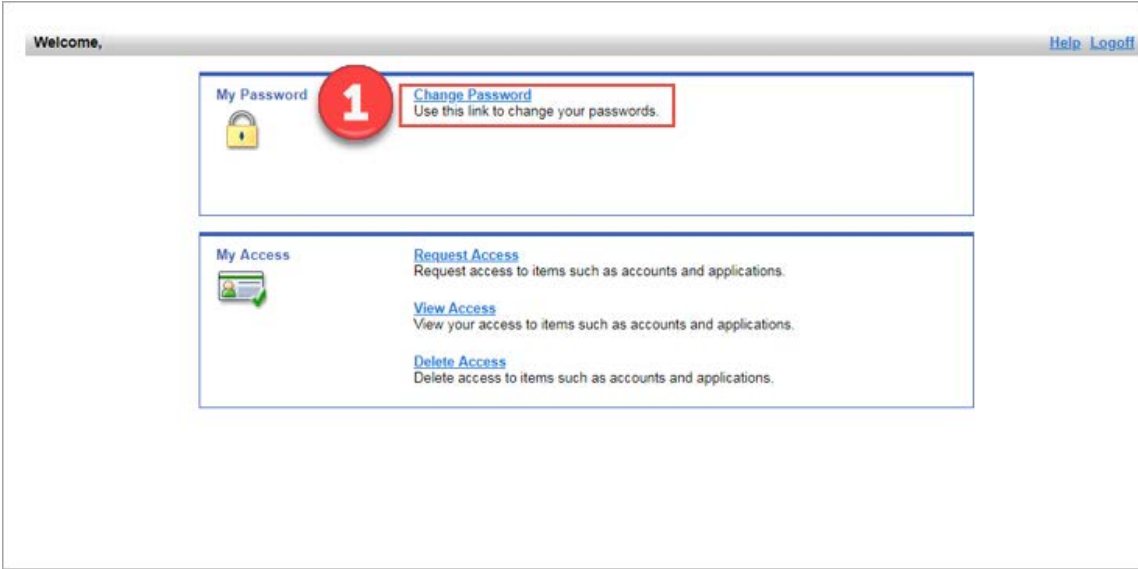



Task 19 Changing Password After Login

You can change your password after logging in to Secured Services.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to change your password after login.

Step	Action
1	<p>Click Change Password.</p>  <p>The screenshot shows a user interface with a 'Welcome' header and 'Help Logoff' links. Under 'My Password', there is a 'Change Password' link with a red box and a red circle containing the number 1. Below this, there is a 'My Access' section with links for 'Request Access', 'View Access', and 'Delete Access'.</p>
2	<p>Type the New password.</p>  <p>The screenshot shows the 'Change Password' form. It includes instructions and a list of steps. Step 3, 'Change my password', is highlighted with a red box and a red circle with the number 2. The 'New password' field is also highlighted with a red box and a red circle with the number 2. Other fields include 'New password (confirm)' and an 'OK' button, both highlighted with red boxes and red circles with numbers 3 and 4 respectively.</p>
3	<p>Re-type the New password to confirm.</p>
4	<p>Click OK.</p>

The following screen displays to confirm your change password request has been submitted.

Request Submitted: Change Password

You have submitted a request. Below is the information available to you at this time.

Request Detail

Request ID: 3650926806125060852
Date Submitted: November 20, 2018 2:48:27 PM
Request Type: Change Password for Multiple Accounts
Access/Account: on ISAM Service
on ITIM Service

Related Tasks

To check on the status of your request, refer to the [View My Requests](#) page.

To perform other tasks go to the [IBM Security Identity Manager Home](#) page.

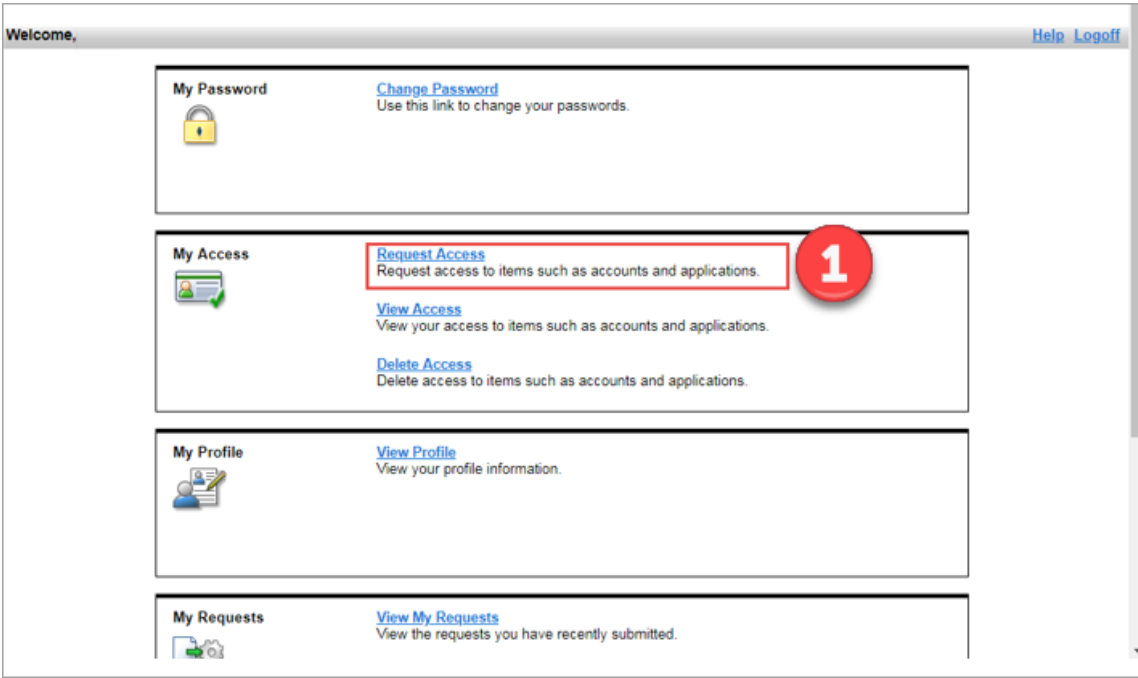
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Task 20 Requesting Access (Services)

All users can request to have an available access (service) added to their ID.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to request access.

Step	Action
1	<p>Click Request Access.</p>  <p>The screenshot shows a user portal with a 'Welcome,' header and 'Help Logoff' links. Below the header are four main sections: 'My Password' with a 'Change Password' link; 'My Access' with 'Request Access', 'View Access', and 'Delete Access' links; 'My Profile' with a 'View Profile' link; and 'My Requests' with a 'View My Requests' link. The 'Request Access' link in the 'My Access' section is highlighted with a red box and a red circle with the number '1' next to it.</p>
2	<p>Select desired Access Name from the list.</p> <p>Note: The access (services) displayed will vary based on the type of user (i.e. Agent, Group, Association/Chamber).</p>

Welcome,
[Home](#) > Request access

Request Access

Choose Access
Click the name of the access you would like to request.

Access Name	Access Type	Description
BCExplainer	Application	CCA-eGateway Service Package
eBilling_Pay_Invoice_Access 2	Application	eBilling gives you access to billing information for your...
eBilling_View_Invoice_Access	Application	eBilling gives you access to billing information for your...
eBookshelf_accounting_group_user	Application	Groups receiving monthly billing details and members...
eBookshelf_billingInvoice_group_user	Application	Groups receiving weekly or monthly invoices with pay...
eBookshelf_financial_group_user	Application	For specific groups only. Use instead of location speci...
eBookshelfLocationSpecificAdmin	Application	This is normally used by Principal Administrators or B...
HCBO	Application	Manage your account with health care benefits online
MCS Update + Claims	Application	The membership & Eligibility systems allows you to vi...
MCS Update No Claims	Application	The membership & Eligibility System (eMCS) allows y...

Page 1 of 2 > Page Number: 1 Go Total: 13 Displayed: 10

3 Click the **Request Access** button.

Welcome, [Help](#) [Logout](#)
[Home](#) > [Request access](#) > Request access confirmation

Request Access: eBilling_Pay_Invoice_Access

You have chosen to request access for the following information.

Access name: eBilling_Pay_Invoice_Access
Access type: Application
Description: eBilling gives you access to billing information for your group account or BCBSM book of business. Search by customer name or invoice to view current and past bills, and print transaction and payment reports

[< Back](#) [Request Access](#) **3**

The following screen displays to confirm the access (service) request has been submitted.

- **Note:** An email notification is sent to the Administrator to approve/reject the requested access (service).

Welcome, [Help](#) [Logout](#)
[Home](#) > Request access > Request submitted

Request Submitted: New Access

You have submitted a request. Below is the information available to you at this time.

Request Detail

Request ID: 2149315134849956726
Date submitted: December 11, 2018 10:12:49 AM
Request type: User Data Change
Account/Access: eBilling_Pay_Invoice_Access
Access type: Application
Description: eBilling gives you access to billing information for your group account or BCBSM book of business. Search by customer name or invoice to view current and past bills, and print transaction and payment reports

Related Tasks

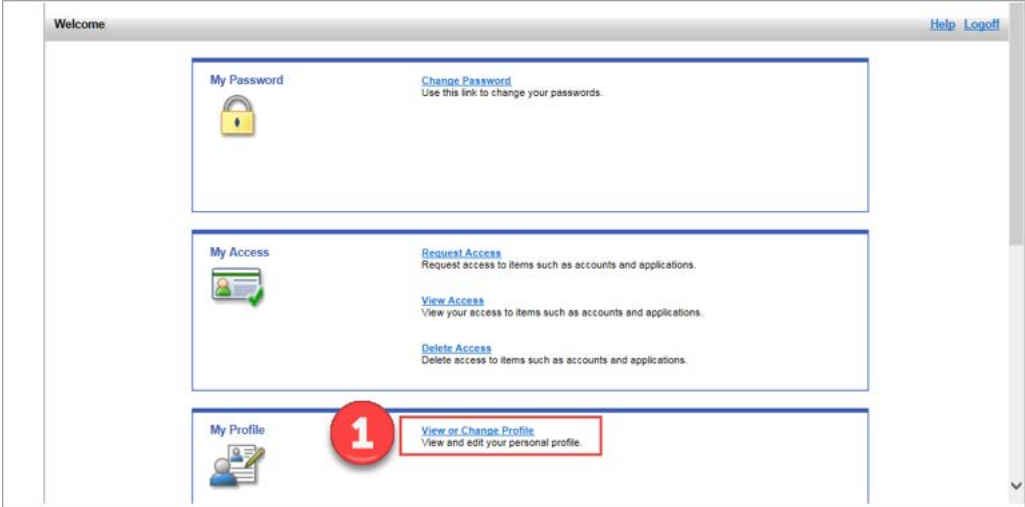
- To check on the status of your request, refer to the [View Requests](#) page.
- To request another access, click on [Request Access](#) to search for another access.
- To perform other tasks go to the [IBM Security Identity Manager Home](#) page.

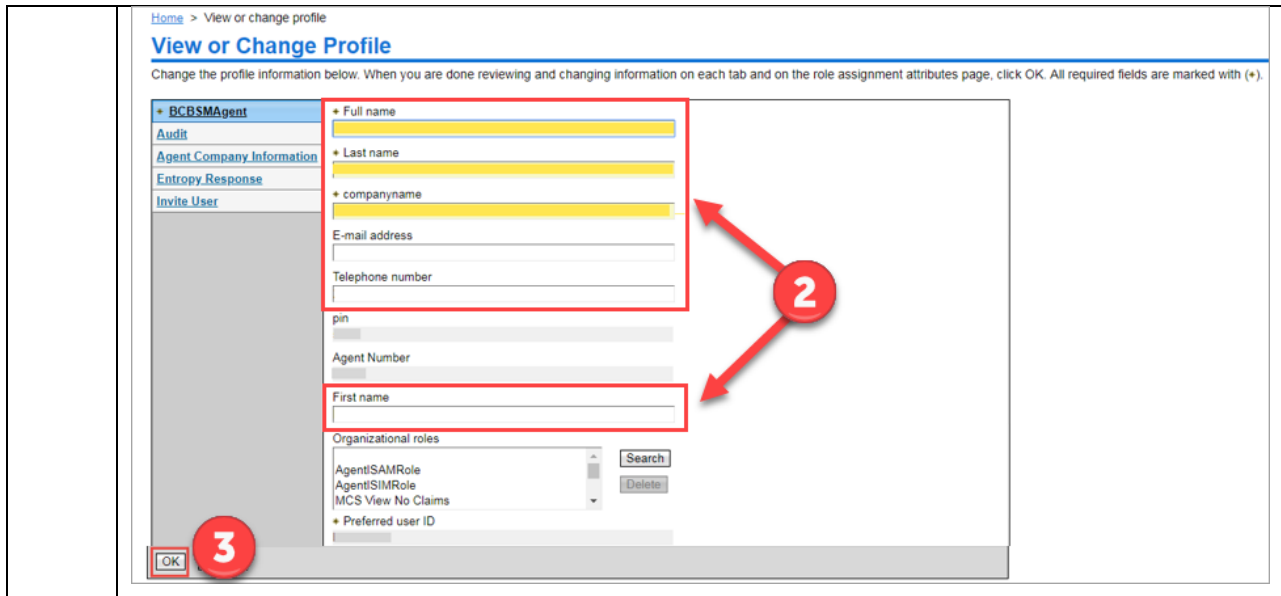
Task 21 Updating User Profile

You can view and/or change your user profile information in the **My Profile** section. There are five hyperlinks in the left navigation window that make up the personal user profile. They are: BCBSM Agent (or BCBSM Group), Agent Company Information (or Group Company Information), Audit, Entropy Responses, and Invite User.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to update your profile information.

Step	Action
1	<p>Click View or Change Profile.</p> 
2	<p>Key the updated information in the correct fields.</p> <p>Note: The screen displayed above is for an Agent user. The update process is the same for a Group user, displaying fields and information relating to the group.</p>



Home > View or change profile

View or Change Profile

Change the profile information below. When you are done reviewing and changing information on each tab and on the role assignment attributes page, click OK. All required fields are marked with (*).

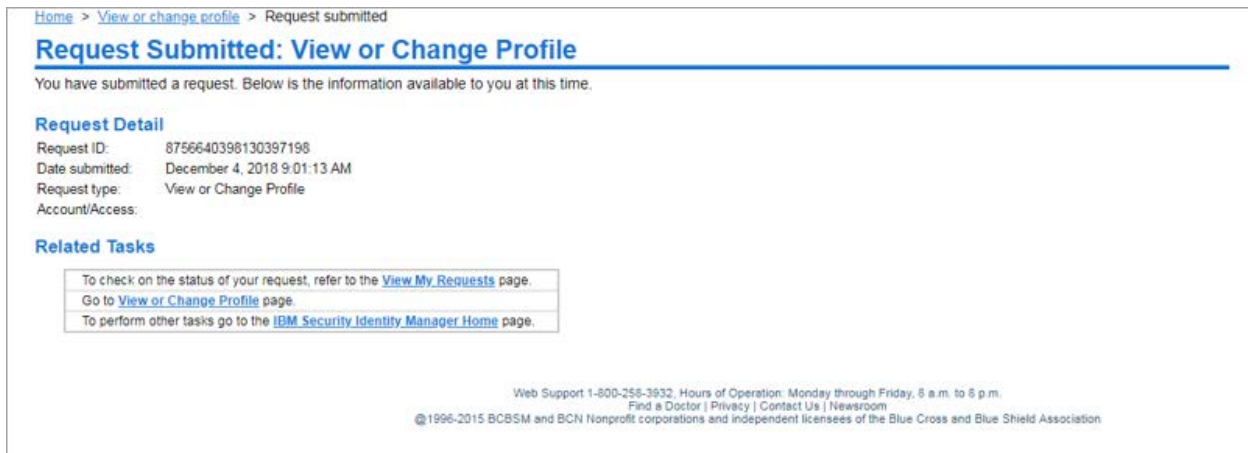
- BCBSMAgent**
 - * Full name
 - * Last name
 - * companyname
 - E-mail address
 - Telephone number
 - pin
 - Agent Number
 - First name
 - Organizational roles
 - AgentISAMRole
 - AgentISIMRole
 - MCS View No Claims
 - * Preferred user ID

OK **3**

2

3	Click OK.
---	-----------

The following screen displays to confirm the profile change request has been submitted.



Home > View or change profile > Request submitted

Request Submitted: View or Change Profile

You have submitted a request. Below is the information available to you at this time.

Request Detail

Request ID: 8756640398130397198
Date submitted: December 4, 2018 9:01:13 AM
Request type: View or Change Profile
Account/Access:

Related Tasks

- To check on the status of your request, refer to the [View My Requests](#) page.
- Go to [View or Change Profile](#) page.
- To perform other tasks go to the [IBM Security Identity Manager Home](#) page.

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3.2 Group Code Access - Non-Administrator

As a non-administrator, the **Group Code Access** link at the top of the landing page is used to manage your group code access. The tasks you can perform in this section are listed below:

- Requesting Group Codes

Log in and click **Group Code Access** to begin a task.

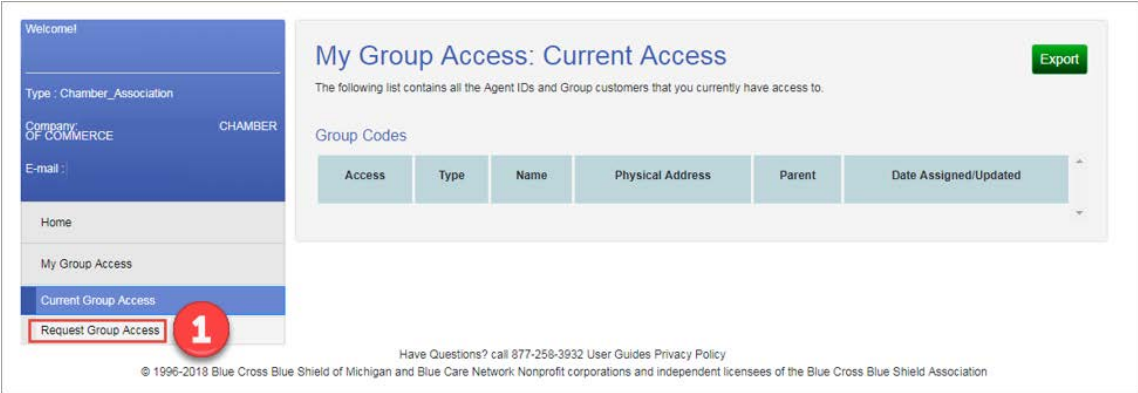
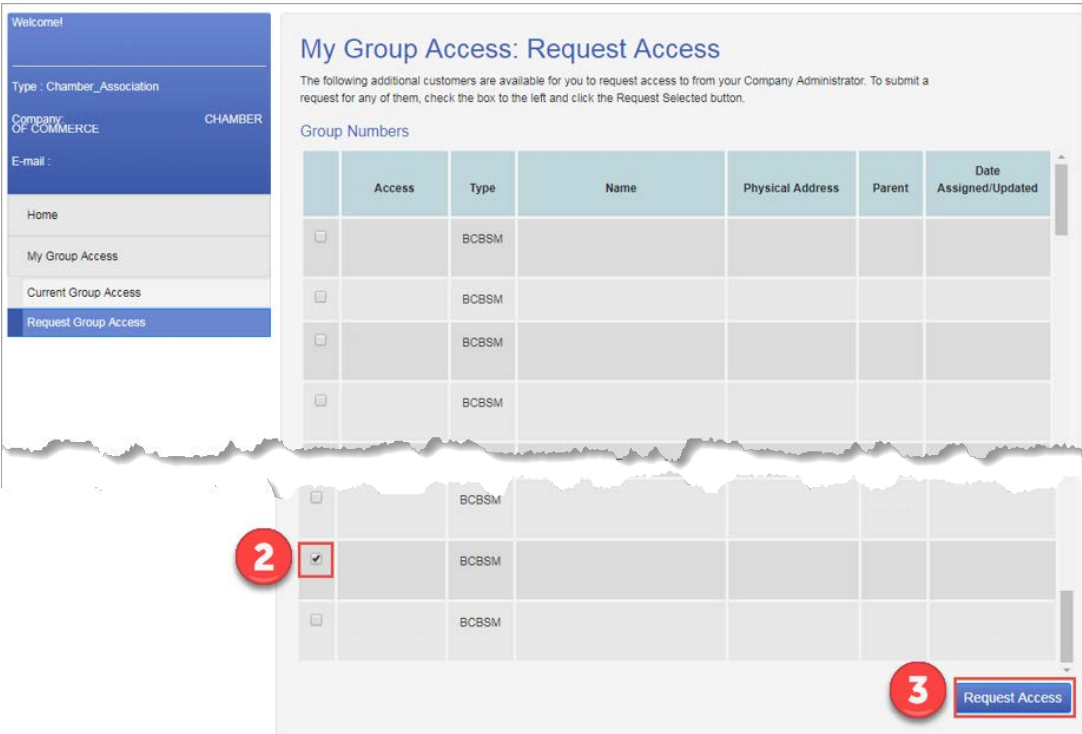


Task 22 Requesting Group Codes

Users can request access to available group codes.

- **Note:** This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to request group codes.

Step	Action
<p>1</p>	<p>Click Request Group Access.</p>  <p>The screenshot shows a user interface with a left sidebar and a main content area. The sidebar contains navigation links: Home, My Group Access, Current Group Access, and Request Group Access. The main content area is titled 'My Group Access: Current Access' and includes an 'Export' button. Below the title is a table with columns: Access, Type, Name, Physical Address, Parent, and Date Assigned/Updated. The 'Request Group Access' button in the sidebar is highlighted with a red box and a red circle containing the number 1.</p>
<p>2</p>	<p>Select the checkbox(es) for the Group Code(s) you want to request.</p>  <p>The screenshot shows the 'My Group Access: Request Access' page. The sidebar is the same as in the previous step. The main content area is titled 'My Group Access: Request Access' and includes a table with columns: Access, Type, Name, Physical Address, Parent, and Date Assigned/Updated. The table contains several rows, each with a checkbox in the 'Access' column. One checkbox is checked and highlighted with a red box and a red circle containing the number 2. The 'Request Access' button in the bottom right corner is highlighted with a red box and a red circle containing the number 3.</p>
<p>3</p>	<p>Click Request Access.</p>