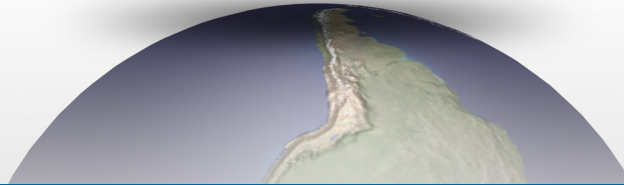


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# **My Account** **Create Account**



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## Overview

**My Account** allows insured members to access insurance information online 24/7/365!

Our website, [www.UHCSR.com](http://www.UHCSR.com), provides secure online access to coverage information, print-friendly ID cards, and claims status including associated correspondence.

This user guide provides a road map for users setting up their online account for the first time, and those who have forgotten their user name or password.

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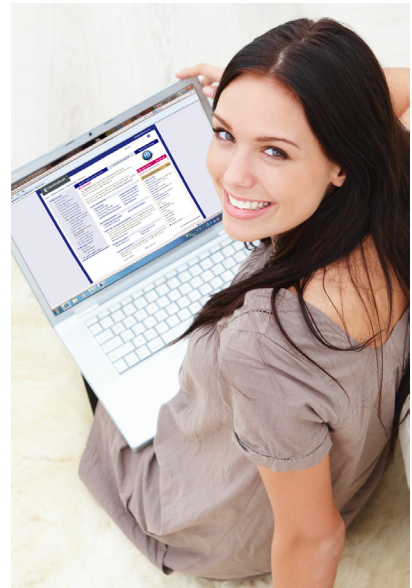
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## My Account Features

Use **My Account** to manage your health coverage online!  
Once you've created your **My Account**, you may:

- View coverage details
- View/print your ID Card, or request one be mailed to you
- Look up network providers
- Check claim status and Explanations of Benefits (EOB)
- Update personal information such as your email or mailing address
- Review Message Center electronic notifications
  - ◆ Certificates of Creditable Coverage (COCC) — based on state requirements
  - ◆ Claims Letters
    - Claims Acknowledgement Letters
    - Letters requesting information for processing of claims
    - Notifications of request for information from Providers necessary for processing of claim
  - ◆ ID Card notifications
- Provide other insurance information or accident details
- Submit or manage Personal Representative Appointments
- View Prescription Plan Information (if applicable)
  - ◆ Locate a participating pharmacy
  - ◆ Review the latest tier status list
- Review information about Value Added Benefits that may be associated with your insurance coverage (if applicable)



## Create an Account

Go to [www.uhcsr.com](http://www.uhcsr.com) in your web browser. This URL takes you to the UnitedHealthcare **StudentResources** home page, from which you are able to access a comprehensive suite of tools. From the home page, you may create an online account by clicking the **Create Your Online Account Now** link in the **Direct Links** section on the right side of the screen.



The screenshot shows the UnitedHealthcare StudentResources website. The header includes the UnitedHealthcare logo and a search bar. Below the header are three navigation tabs: "Student Health Insurance & Plans", "Self Service & Support", and "Request Information". The main content area features a large green "go!" graphic with a globe as the letter "o". Below this is the heading "We have a plan for your future" and a paragraph describing affordable, flexible student health plans. A red arrow points to the "Create Your Online Account Now" link in the "Direct Links" section on the right. The "Direct Links" section is organized into three categories: "COLLEGE STUDENTS", "PARENTS OF COLLEGE STUDENTS", and "SCHOOL ADMINISTRATORS". The "COLLEGE STUDENTS" category includes links for "Login To My Account", "Create Your Online Account Now", "Find My School's Plan", and "Buy College Student Health Insurance Now". The "PARENTS OF COLLEGE STUDENTS" category includes a link for "Learn More About Student Health Insurance". The "SCHOOL ADMINISTRATORS" category includes a link for "Login to Partner Center Now". Below the "Direct Links" section are three boxes: "Highlights" with three items, "Find My School's Plan / Buy Insurance" with two items, and "StudentResources News & Events" with three items. At the bottom of the page are links for "About Us", "Contact Us", "Feedback", "Privacy Policy", "Terms Of Use", and "Site Map".

This brings you to the first step in the Create an Account process.

UnitedHealthcare StudentResources

SEARCH  GO

Home > Self Service & Support > College Students > Create an Account

College Students | Student Health Insurance & Plans | Self Service & Support | Request Information

College Students
 

- Login to My Account
- > Create an Account
- Find My School's Plan
- Helpful Resources & Forms
- Health Insurance 101
- FAQs

College Parents
 

- Clients
- Providers

### Create Your Account (Step 1 of 2)

So that we can verify your identity and find your information, please provide us with the following information. This information will be used to create your online account.

You must provide your Email Address, School Assigned ID, or SR ID (the 7-digit number on your permanent ID card) so that we may verify your identity.

[How to create your online account?](#)

First Name: \*  \*Required Fields

Last Name: \*

Date Of Birth: \*  (eg. mm/dd/yyyy)

Please also provide one of the values listed below to help verify your identity.

Email Address   
  School Assigned ID   
  SR ID

Email Address: \*  (eg. email@website.com)

[CONTINUE](#)

[Mobile](#) | [About Us](#) | [Contact Us](#) | [Feedback](#) | [Privacy Policy](#) | [Terms Of Use](#) | [Site Map](#)

Enter your first name, last name, and date of birth in the fields provided.

Next, indicate which value you want to use to verify your identity and set up your account: Email Address, School Assigned ID, or SR ID, and enter the information in the box below (the box changes based on the selection you make).

**NOTE:** Your SR ID number is the 7-digit identification number found on your UnitedHealthcare **StudentResources** Medical ID Card.

**NOTE:** If you use your email address in the account creation process, you will need to use the same email address provided to us during the enrollment process. If you enrolled online, use the same email address you used when you enrolled. If you enroll through your school, use the same email address your school has for you. We'll use that email address in the matching process to ensure we match you with the correct claim information. If we don't find a match in our system for the email address you provide, you'll receive a message instructing you to call our Customer Service Department where they'll assist you in creating your account.

**College Students**

- [Login to My Account](#)
- [Create an Account](#)
- [Find My School's Plan](#)
- [Helpful Resources & Forms](#)
- [Health Insurance 101](#)
- [FAQs](#)

**College Parents**

- [Clients](#)
- [Providers](#)

**Student Health Insurance & Plans**
**Self Service & Support**
**Request Information**

### Create Your Account (Step 2 of 2)

Your online account set up is almost complete.

If you want to change the email address we have for you in our system, you can do that now by entering the new email address, and confirming it. Then, just choose a Username and Password and click on the Submit button at the bottom of this page to complete your account set up.

Once your account is created, you can login at any time to check claims status, locate a network provider, print an ID card, update your personal information, and more.

Passwords must contain eight to twelve characters.

Passwords must meet 3 of the 4 rules below:

1. Must contain an uppercase character
2. Must contain a lowercase character
3. Must contain a numeric character (0-9)
4. Must contain a special character (e.g., ?, %, \*, \$, etc.)

Passwords must not contain the Username.

\*Required Fields

First Name: Earl  
 Last Name: Hickey  
 Date Of Birth: 8/17/1975

SR ID: 2001642

Email Address: \*

Confirm Email Address: \*

Username: \*  (Between 6 and 30 alpha-numeric characters)

Password: \*  (See instructional text above for Password rules)

Confirm Password: \*

Note: Your username and password will be used on future visits to this site. Please make sure to record them.

In step two of the process, you can change or update your email address and will be required to choose a user name and password.

Your user name must be between 6 and 30 alphanumeric characters. Your password must contain between 8 and 12 characters, and meet at least three of the following four rules:

- Contain an uppercase character
- Contain a lowercase character
- Contain a numeric character (0–9)
- Contain a special character (e.g., ?, %, \*, \$, etc.)

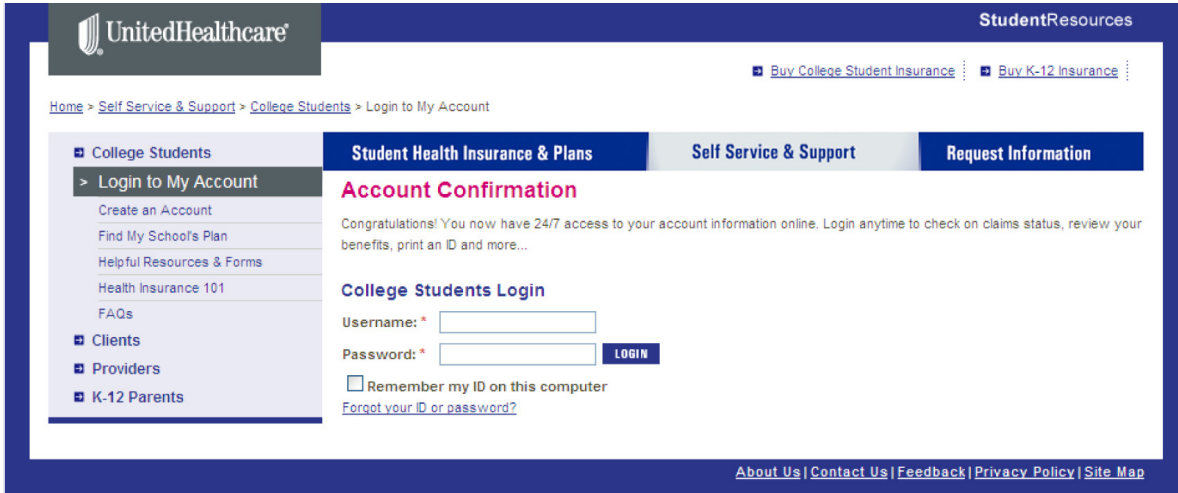
You will use this user name and password to log into the site during future visits, so please be sure to record them.

**NOTE:** Please note that by logging into your account, you're consenting to electronic delivery of correspondence from UnitedHealthcare **StudentResources**. If you would like to receive paper communications by mail, you may go to **My Email Preferences** to indicate your preference. You must have a valid mailing address on file.

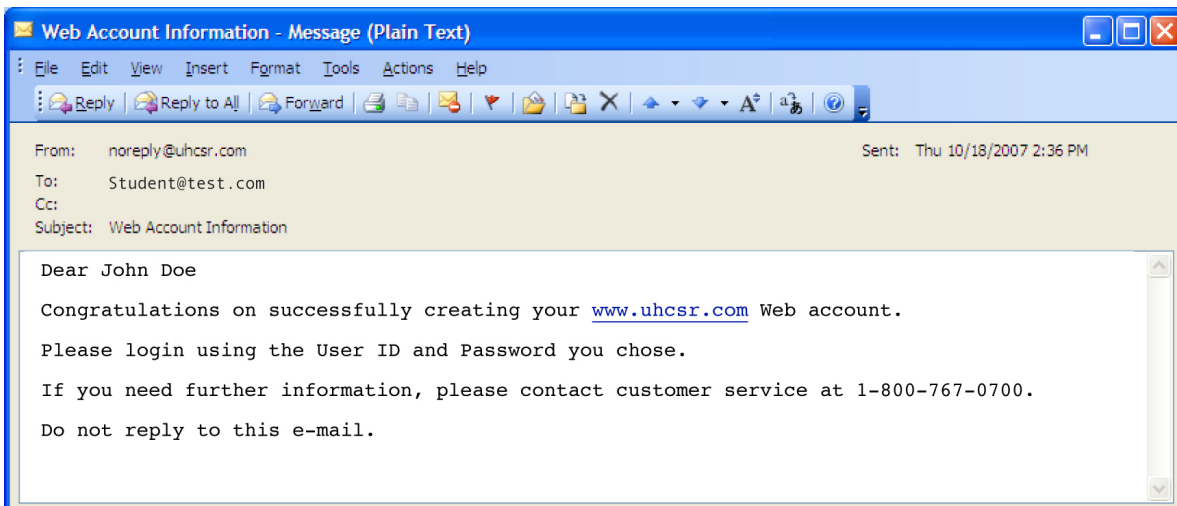
Click the **[Submit]** button at the bottom of the page.

## Account Creation Success

Upon successful creation of your online account, you'll see the following confirmation screen.

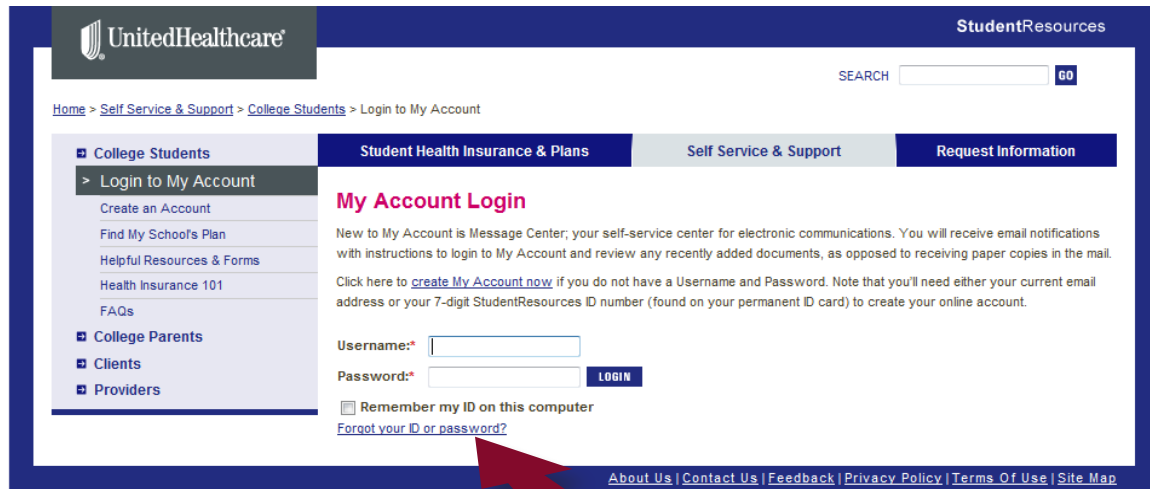


Additionally, an email will be sent to the address provided as further confirmation of successful account creation.



## My Account Password Reset

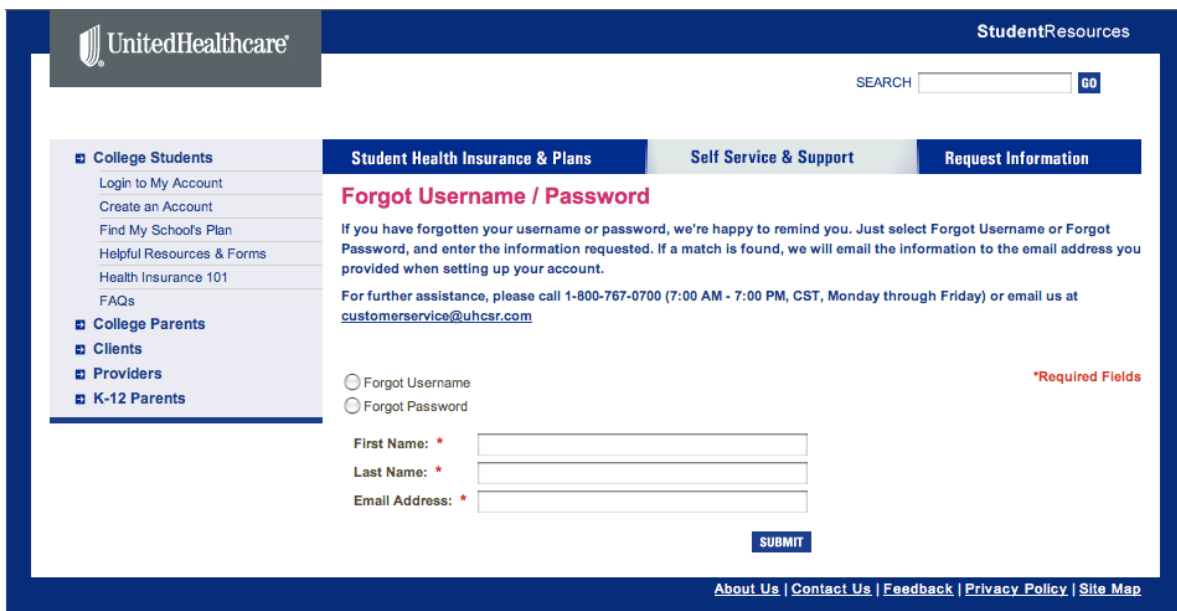
If you've forgotten your user name or password, click the link on the *Login Page*.



The screenshot shows the UnitedHealthcare StudentResources website. The page title is "My Account Login". It features a navigation menu on the left with categories like "College Students", "College Parents", "Clients", and "Providers". The main content area includes a "My Account Login" section with a "Forgot your ID or password?" link. A red arrow points to this link. The page also has a search bar and a "GO" button.

## Forgot User Name or Password

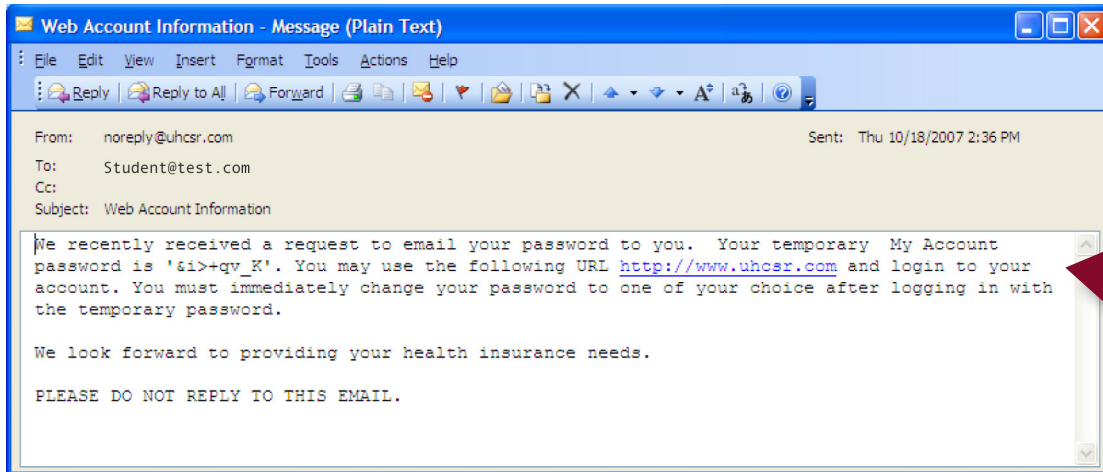
If you've forgotten your user name or password, click the appropriate button, and provide your first name, last name, and email address.



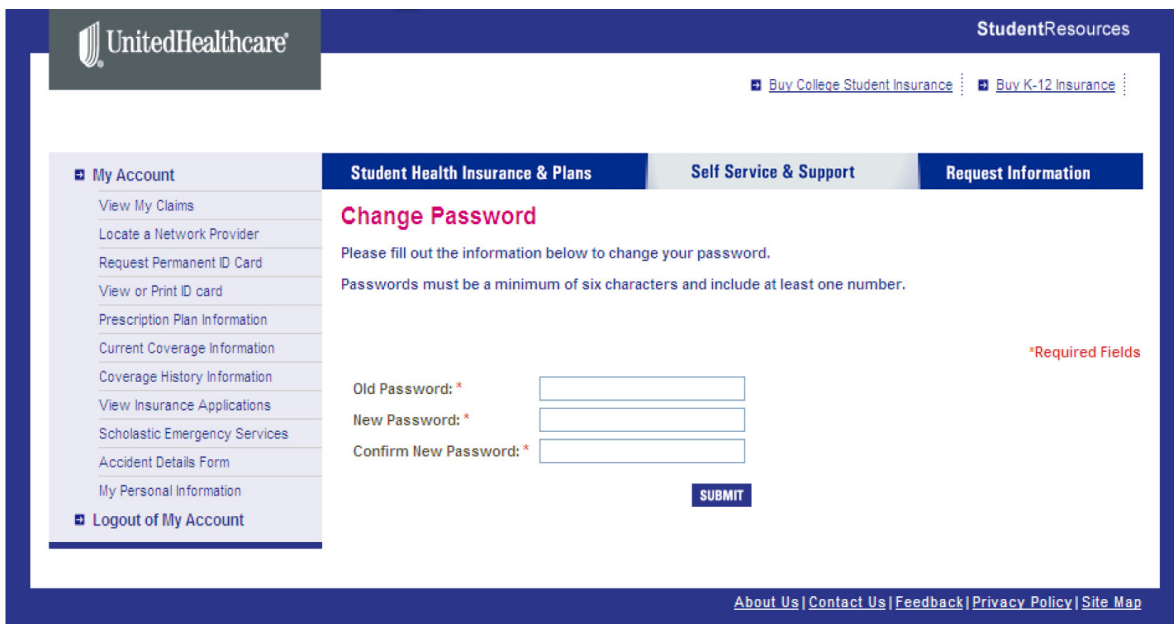
The screenshot shows the UnitedHealthcare StudentResources website. The page title is "Forgot Username / Password". It features a navigation menu on the left with categories like "College Students", "College Parents", "Clients", "Providers", and "K-12 Parents". The main content area includes a "Forgot Username / Password" section with two radio buttons: "Forgot Username" and "Forgot Password". Below the radio buttons are three input fields for "First Name", "Last Name", and "Email Address", each with an asterisk indicating a required field. A "SUBMIT" button is located at the bottom right of the form. The page also has a search bar and a "GO" button.



If a match is found, we'll email your information to the address provided when you set up your account. You'll be given a temporary password that must be changed once you log back into your account.



Click the link in the email message you receive, and log into your account using the password provided in the email. You'll be instructed to change your password upon successful log in.



If no match is found, you'll see the following message instructing you to try again, or call our Customer Service department for further assistance:

The screenshot shows the UnitedHealthcare StudentResources website. The top navigation bar includes the UnitedHealthcare logo and the text 'StudentResources'. Below the logo are links for 'Buy College Student Insurance' and 'Buy K-12 Insurance'. The main content area has a left sidebar with navigation options: College Students (Login to My Account, Create an Account, Find My School's Plan, Helpful Resources & Forms, Health Insurance 101, FAQs), Clients, Providers, and K-12 Parents. The main content area is titled 'Student Health Insurance & Plans' and 'Self Service & Support'. The current page is 'Forgot User Name / Password'. The page contains the following text: 'If you have forgotten your user name or password, we're happy to remind you. Just select Forgot User Name or Forgot Password, and enter the information requested. If a match is found, we will email the information to the email address you provided when setting up your account.' Below this is an error message: 'We are unable to verify your information. Please try again or call Customer Service at 1-800-767-0700 (7:00 AM – 7:00 PM, CST, Monday through Friday).' There are two radio buttons: 'Forgot User Name' (selected) and 'Forgot Password'. Below the radio buttons are three text input fields: 'First Name: \*', 'Last Name: \*', and 'Email Address: \*'. A 'SUBMIT' button is located below the input fields. At the bottom of the page are links for 'About Us', 'Contact Us', 'Feedback', 'Privacy Policy', and 'Site Map'.

UnitedHealthcare StudentResources

Buy College Student Insurance Buy K-12 Insurance

College Students Student Health Insurance & Plans Self Service & Support Request Information

Login to My Account  
Create an Account  
Find My School's Plan  
Helpful Resources & Forms  
Health Insurance 101  
FAQs

Clients  
Providers  
K-12 Parents

### Forgot User Name / Password

If you have forgotten your user name or password, we're happy to remind you. Just select Forgot User Name or Forgot Password, and enter the information requested. If a match is found, we will email the information to the email address you provided when setting up your account.

We are unable to verify your information. Please try again or call Customer Service at 1-800-767-0700 (7:00 AM – 7:00 PM, CST, Monday through Friday).

Forgot User Name \*Required Fields  
 Forgot Password

First Name: \*   
Last Name: \*   
Email Address: \*

**SUBMIT**

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