

# Mobile Guide

## iOS Mobile Registration

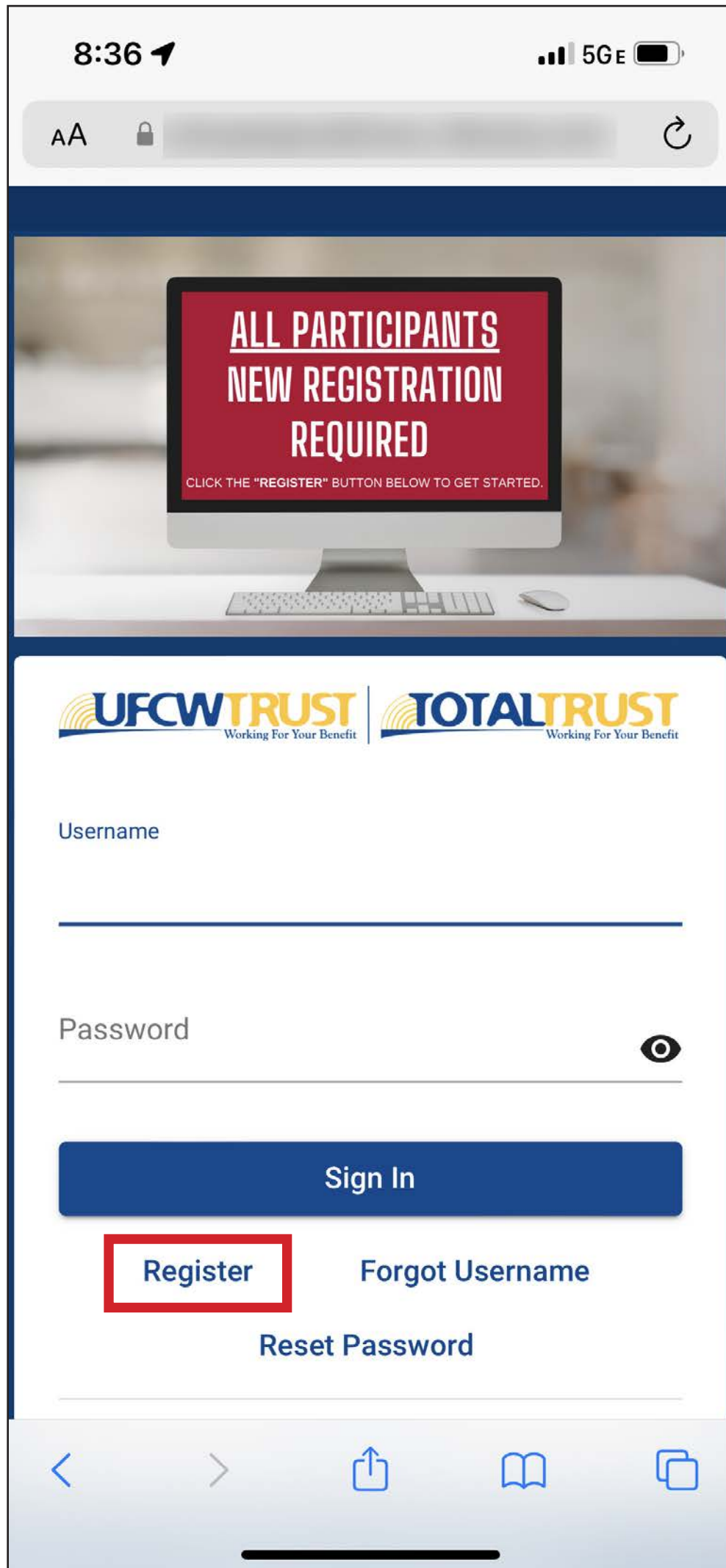
### Before You Begin

You will need to know the following information:

- SSN or Member ID
- First and Last Name (as it appears in our system)
- Date of Birth

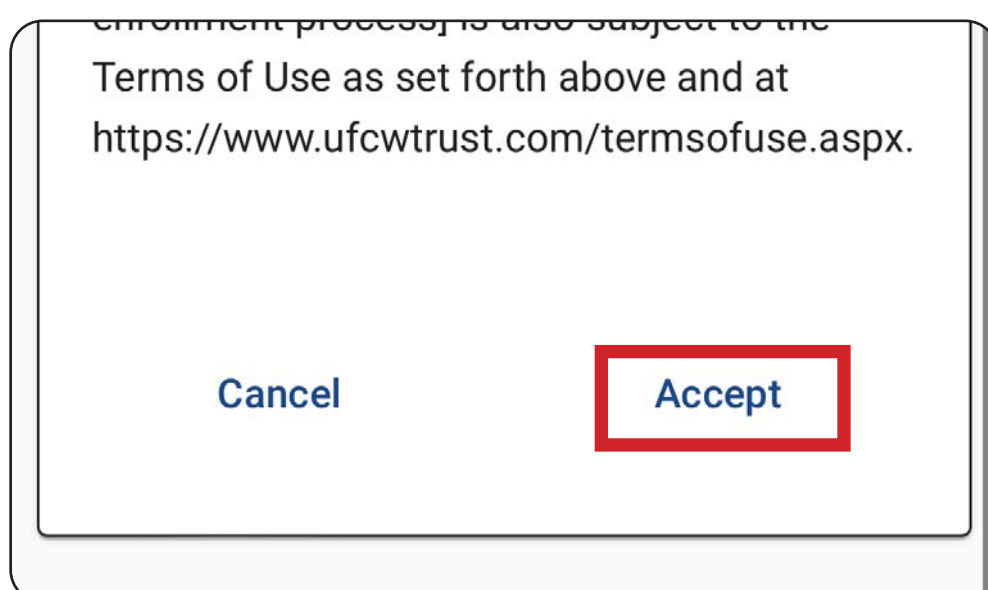
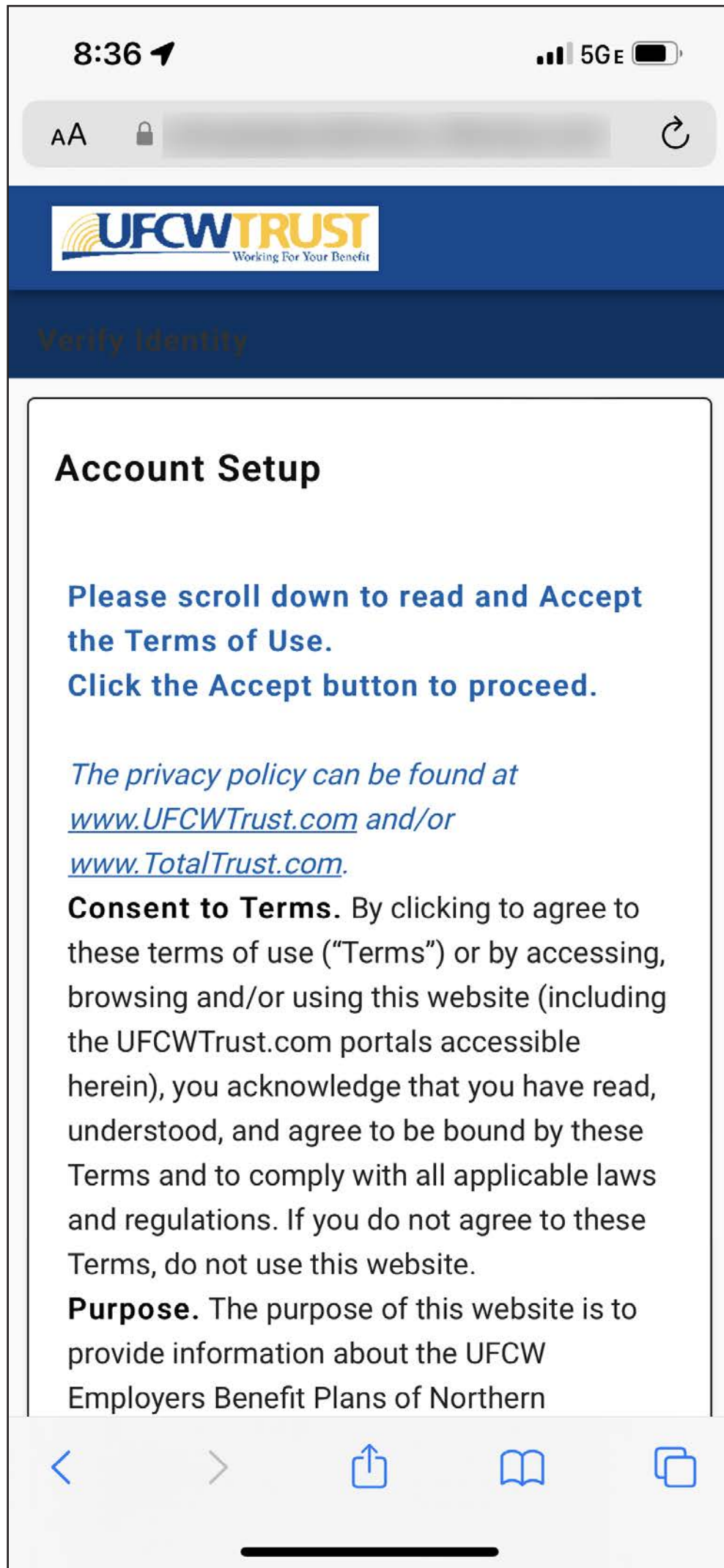
1

Select "Register" from the log in screen.



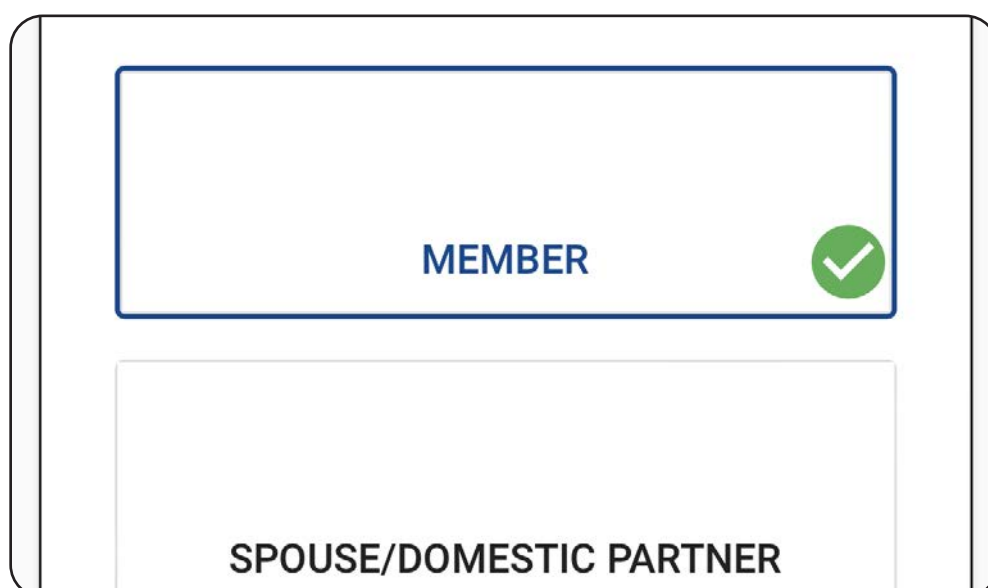
2

Scroll to read the Terms of Use. To accept, select "Accept" at the bottom of the screen.

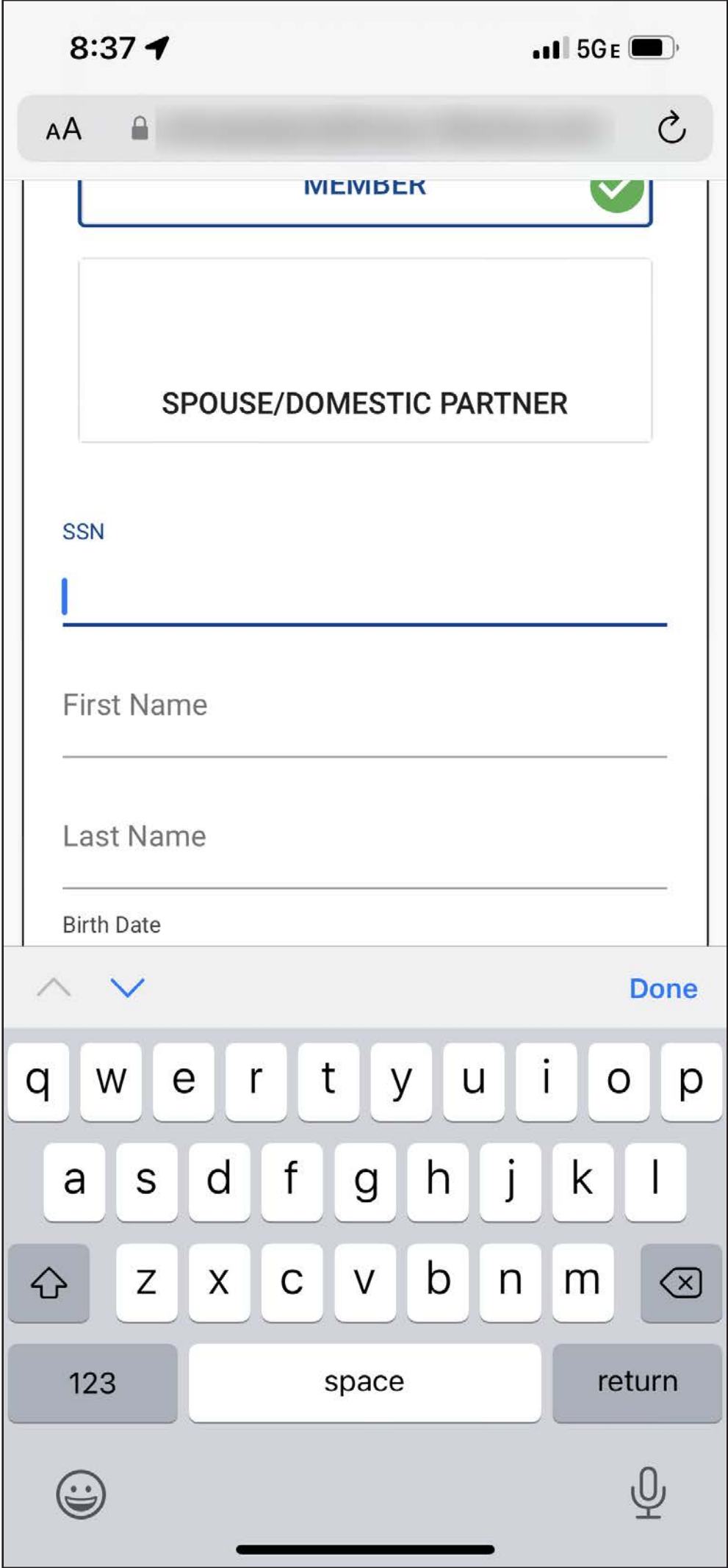


# 3

Select the box that applies to you (**MEMBER** or **SPOUSE/DOMESTIC PARTNER**).

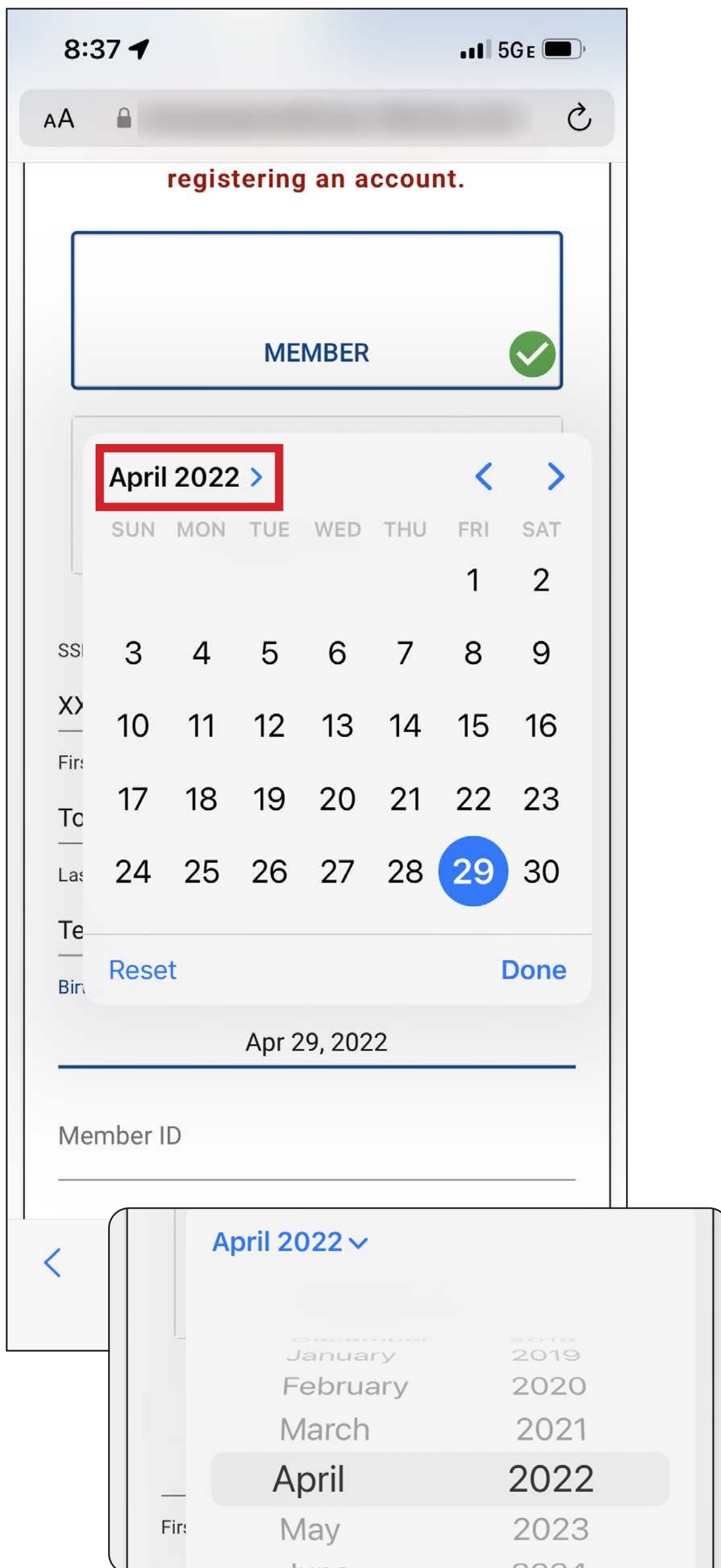


Use the keyboard to fill in your **SSN** (or leave blank if you are registering with your **Member ID**), **First Name**, and **Last Name**.

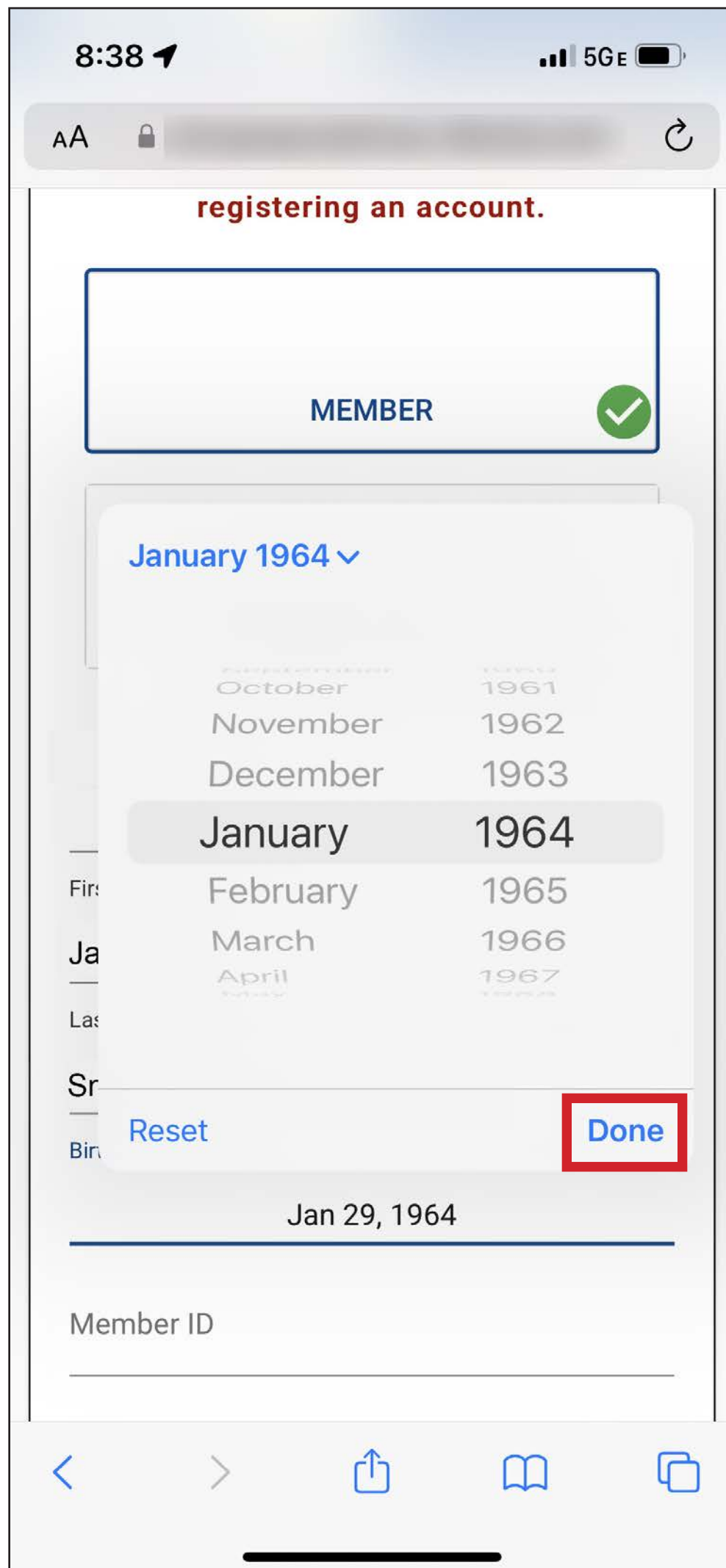


Clicking the section for **Birth Date** will launch the iOS Date Picker. The calendar style Date Picker is prefilled with the current date by default.

To change the month and year, select the prefilled text in the top left corner.



Spin the wheels to select your birth month and year, and select "Done."



The screen will return to the calendar view. Click to select the correct day for your date of birth and select "Done."

Use the keyboard to fill in your **Member ID**, if you did not fill in your SSN. Select "Next."

The screenshot shows a mobile application interface for member registration. At the top, the status bar displays the time 8:40, signal strength, 5G network, and battery level. Below the status bar is a browser address bar with 'AA' and a lock icon. The main content area features a selection screen with two options: 'MEMBER' (highlighted with a blue border and a green checkmark) and 'SPOUSE/DOMESTIC PARTNER'. Below these options are several text input fields: 'SSN' (empty), 'First Name' (empty), 'Last Name' (filled with 'Jane'), 'Smith' (filled), and 'Birth Date' (filled with 'Jan 1, 1964'). The 'Member ID' field is filled with '1111111u1'. At the bottom of the form are three buttons: 'Cancel', 'Previous', and 'Next' (highlighted with a red border). The bottom of the screen shows a standard mobile navigation bar with back, forward, share, book, and tabs icons.

8:40 5G

AA

MEMBER ✓

SPOUSE/DOMESTIC PARTNER

SSN

First Name

Jane

Last Name

Smith

Birth Date

Jan 1, 1964

Member ID

1111111u1

Cancel Previous **Next**



# 4

Enter your **username** and **password**, and select “Next.”

The screenshot shows a mobile application interface for a login screen. At the top, the status bar displays the time 9:58, signal strength, 5G network, and battery level. Below the status bar is a navigation bar with 'AA', a lock icon, a blurred address bar, and a refresh icon. The main content area contains a list of password rules, followed by input fields for Name, User Name, Password, and Confirm Password. At the bottom, there are three buttons: 'Cancel', 'Previous', and 'Next'.

characters

- Password must have a maximum of 20 characters
- Password must have a minimum of 3 alphabetic characters
- Password must have a minimum of 1 numeric characters
- Password must have a minimum of 1 capital letters
- All passwords should be unique and cannot match the login

Name  
SMITH, JANE

User Name \*

Password \*

Confirm Password \*

Cancel Previous Next

## Password Rules

The password is case sensitive and must have a:

- Minimum of **8** characters
- Maximum of **20** characters
- Minimum of **3** alphabetic characters
- Minimum of **1** numeric character
- Minimum of **1** uppercase (capital) letter

# 5

Use the dropdowns to select three **Security Questions** that will be used to identify you should you need to recover your password. Use the keyboard to fill in your answers in the adjacent fields. Select "Next."

The screenshot shows an iPhone interface for setting up an account. At the top, the status bar displays the time 9:58, signal strength, 5G network, and battery level. Below the status bar is a browser address bar with 'AA' and a lock icon. The main content area is titled 'Account Setup' and contains the following text: 'These security questions will be used to identify you if you'd like to recover your password.' Below this text are three rows of input fields. Each row consists of a dropdown menu on the left and a text input field on the right. The dropdowns are labeled 'Question 1 \*', 'Question 2 \*', and 'Question 3 \*'. The corresponding text input fields are labeled 'Answer to Question 1', 'Answer to Question 2', and 'Answer to Question 3'. At the bottom of the form are three buttons: 'Cancel', 'Previous', and 'Next'. The 'Next' button is highlighted with a red border.

This close-up view shows the dropdown menus and text input fields for the security questions. A blue back arrow is visible on the left. The first dropdown is labeled 'Question 1 \*' and contains the text 'What is your favori'. The second dropdown is labeled 'Question 2 \*' and contains the text 'What make was yo'. The third dropdown is labeled 'Question 3 \*' and contains the text 'What was your first'. Each dropdown is followed by a text input field labeled 'Answer to Question 1 \*', 'Answer to Question 2 \*', and 'Answer to Question 3 \*' respectively. The input fields are currently empty.

# 6

Select an option for receiving an **authentication code**, and select "Next."

The screenshot shows an iPhone interface for account setup. At the top, the status bar displays the time 9:59, signal strength, 5G E, and battery level. Below the status bar is a browser address bar with 'AA' and a lock icon. The main content area is titled 'Account Setup' and contains the following text: 'Choose delivery method to receive an authentication code'. Below this is an explanatory paragraph: 'In order to protect access to your account, we require you to enter an authentication code that we will send you. How would you like to receive your code?'. Underneath is the heading 'Delivery Method' followed by five radio button options: 'Email - [redacted]', 'Voice - (\*\*\*)-\*\*\*-9999' (which is selected), 'Text - (\*\*\*)-\*\*\*-9999', 'Voice - (\*\*\*)-\*\*\*-9999', and 'Text - (\*\*\*)-\*\*\*-9999'. At the bottom of the form are three buttons: 'Cancel', 'Previous', and 'Next'. The 'Next' button is highlighted with a red border. The bottom of the screen shows a dark blue navigation bar with icons for back, forward, share, bookmarks, and tabs.

# 7

Use the keyboard to enter the authentication code in the text field, and select "Next."

You may also resend your code by clicking "Resend Code" at the bottom of the screen.

10:01 5GE

AA

In order to protect access to your account, we require you to enter an authentication code that we will send you. How would you like to receive your code?

Delivery Method

- Email - [redacted]
- Voice - (\*\*\*)-\*\*\*-9999
- Text - (\*\*\*)-\*\*\*-9999
- Voice - (\*\*\*)-\*\*\*-9999
- Text - (\*\*\*)-\*\*\*-9999

**Enter Code**

An authentication code has been sent to the selected delivery method which will be valid for 15 minutes. Please enter the code below.

Authentication Code \*

[redacted]

**Resend Code**

Cancel Previous **Next**

Your initial signup is now complete. You will be guided through a first-time sign in wizard to confirm your contact information.