STUDENT INSURANCE HAPPENS HERE.
It can be confusing. We’re here to help!

Let's start with your school’s name.

STUDENT HELP CENTER
What do you need to get done today?

SCHOOL ADMIN
There's a place here for you too!

My Account
Create Account
Overview

*My Account* allows covered participants to access benefit 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.
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)
- Review your personal information such as your email or mailing address
- Review Message Center electronic notifications
  - Certificates of Credible Coverage (COC) - 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 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 associated with your benefit coverage (if applicable)
Create an Account

Go to www.uhcsr.com in your web browser. This URL takes you to the UnitedHealthcare StudentResources welcome page. You may create your online account by clicking the Login to My Account link on the right side of the screen.

From this screen, select the Create Account link.
In this step of the process, you will choose a user name and create a password. You will also be required to confirm your 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 3 of the following 4 rules:
- Contain an uppercase character (A, B, C, etc.)
- Contain a lowercase character (a, b, c, etc.)
- 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.

Click “next” to complete your account set-up.
The Account Activation is now complete. Please click ‘Login’ to access the features outlined on page 3 of this guide.

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 U.S. mailing address on file.
My Account Password Reset
If you've forgotten your user name or password, click the link on the Login Page.

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

If a match is found, we'll email your user name to the address provided when you set up your account. If no match is found, you will be returned to the screen above (with the red arrow). Please double check your information and try again. If you are again returned to the screen above, please contact Customer Service.
**Forgot Password**

If you’ve forgotten your Password, click the appropriate button, and provide your first name, last name, and user name.

If a match is found, we’ll email a temporary password to the address provided when you set up your account. If no match is found, you will be returned to the screen above (with the red arrow). Please double check your information and try again. If you are again returned to the screen above, please contact Customer Service.

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.
Enter the temporary password, your new password. We require you to confirm your password to ensure you've typed it in as you intend it.

When you receive a “Password Change Successful” message, you are ready to login to your account using your user name and new password.