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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**, 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.

CONTENTS

Overview

My Account Features..... 3

Create an Account..... 4

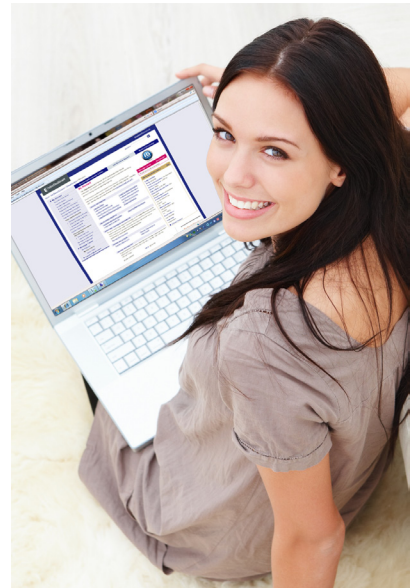
My Account Password Reset 8



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** 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 the text "StudentResources". Below the header is a navigation bar with three 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 the graphic, the text reads: "We have a plan for your future. Affordable, flexible student health plans. Relevant health information. Innovative self-service solutions." A paragraph follows: "UnitedHealthcare StudentResources is dedicated to providing affordable and innovative health insurance plans for your students. We are committed to making the entire health care experience simpler, along with doing our part to reduce waste and its impact on the environment. These initiatives have increased our security of personal health information while reducing our environmental impact. This is your planet. Go Green!" The right sidebar, titled "Direct Links", contains three sections: "COLLEGE STUDENTS" with links for "Login To My Account", "Create Your Online Account Now" (highlighted by a red arrow), "Find My School's Plan", and "Buy College Student Health Insurance Now"; "PARENTS OF COLLEGE STUDENTS" with a link for "Learn More About Student Health Insurance"; and "SCHOOL ADMINISTRATORS" with a link for "Login to Partner Center Now". The left sidebar, titled "Highlights", contains three sections: "Parents of College Students", "Interested in becoming a client?", and "StudentResources Adds Value". The bottom section, titled "Find My School's Plan / Buy Insurance", contains links for "Find My School's Plan" and "Buy College Student Insurance". The bottom right section, titled "StudentResources News & Events", contains links for "StudentResources is Going Green", "2012 Massachusetts Insured Satisfaction Survey", "Pharmacy Benefit change", and "2011 Student Insurance Satisfaction Survey". The footer contains 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
 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 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: *

Last Name: *

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

*Required Fields

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.

StudentResources

[Home](#) > [Self Service & Support](#) > [College Students](#) > [Create an 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: *	<input type="text"/>
Confirm Email Address: *	<input type="text"/>

Username: *	<input type="text"/>	(Between 6 and 30 alpha-numeric characters)
Password: *	<input type="text"/>	(See instructional text above for Password rules)
Confirm Password: *	<input type="text"/>	

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.

The screenshot shows the UnitedHealthcare StudentResources website. The header includes the UnitedHealthcare logo and the text "StudentResources". Below the header, there are links for "Buy College Student Insurance" and "Buy K-12 Insurance". The main navigation bar has four tabs: "Student Health Insurance & Plans", "Self Service & Support", and "Request Information". The "Self Service & Support" tab is selected, and the "Login to My Account" link is highlighted in the left sidebar. The main content area is titled "Account Confirmation" and displays a congratulatory message: "Congratulations! You now have 24/7 access to your account information online. Login anytime to check on claims status, review your benefits, print an ID and more...". Below this message is the "College Students Login" section, which includes fields for "Username: *" and "Password: *", a "LOGIN" button, a checkbox for "Remember my ID on this computer", and a link for "Forgot your ID or password?". The footer contains links for "About Us", "Contact Us", "Feedback", "Privacy Policy", and "Site Map".

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

The screenshot shows an email message titled "Web Account Information - Message (Plain Text)". The email is from "noreply@uhcsr.com" and was sent on "Thu 10/18/2007 2:36 PM" to "Student@test.com". The subject is "Web Account Information". The body of the email reads: "Dear John Doe", "Congratulations on successfully creating your www.uhcsr.com Web account.", "Please login using the User ID and Password you chose.", "If you need further information, please contact customer service at 1-800-767-0700.", and "Do not reply to this e-mail."

My Account Password Reset

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

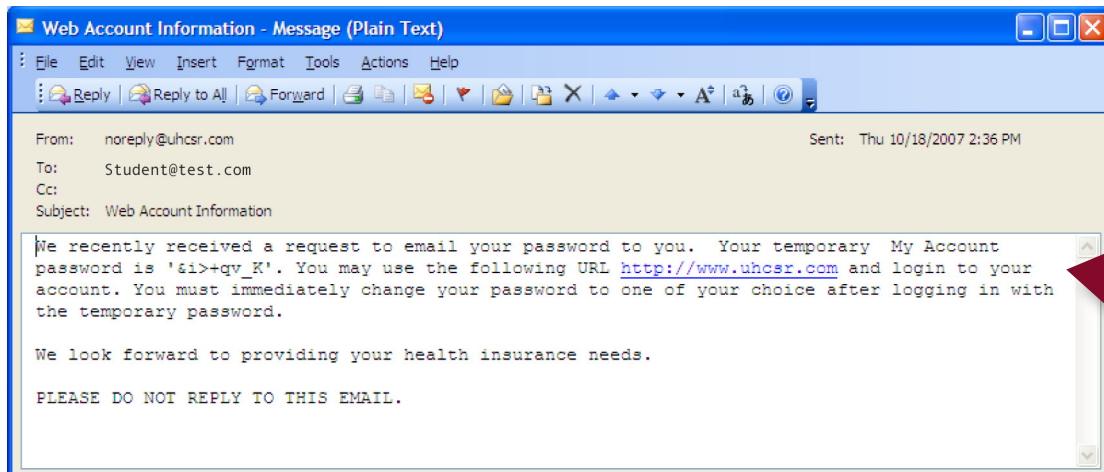
The screenshot shows the UnitedHealthcare StudentResources website. The header includes the UnitedHealthcare logo and a search bar. The navigation menu on the left lists 'College Students', 'College Parents', 'Clients', and 'Providers'. The 'College Students' section is expanded, showing 'Login to My Account', 'Create an Account', 'Find My School's Plan', 'Helpful Resources & Forms', 'Health Insurance 101', and 'FAQs'. The main content area is titled 'My Account Login' and contains a message about the My Account Message Center. Below the message are input fields for 'Username:*' and 'Password:*', a 'LOGIN' button, and a checkbox for 'Remember my ID on this computer'. A red arrow points to the link 'Forgot your ID or password?' below the checkbox. The footer contains links for 'About Us', 'Contact Us', 'Feedback', 'Privacy Policy', 'Terms Of Use', and 'Site Map'.

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 header includes the UnitedHealthcare logo and a search bar. The navigation menu on the left lists 'College Students', 'College Parents', 'Clients', and 'Providers'. The 'College Students' section is expanded, showing 'Login to My Account', 'Create an Account', 'Find My School's Plan', 'Helpful Resources & Forms', 'Health Insurance 101', and 'FAQs'. The main content area is titled 'Forgot Username / Password' and contains a message about forgotten usernames or passwords. Below the message are radio buttons for 'Forgot Username' and 'Forgot Password'. To the right of these buttons is the text '*Required Fields'. Below the radio buttons are input fields for 'First Name: *', 'Last Name: *', and 'Email Address: *'. A 'SUBMIT' button is located at the bottom right of the form. The footer contains links for 'About Us', 'Contact Us', 'Feedback', 'Privacy Policy', and 'Site Map'.

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:



StudentResources

[Buy College Student Insurance](#) [Buy K-12 Insurance](#)

College Students

Login to My Account

Create an Account

Find My School's Plan

Helpful Resources & Forms

Health Insurance 101

FAQs

Clients

Providers

K-12 Parents

Student Health Insurance & Plans

Self Service & Support

Request Information

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, C.S.T, Monday through Friday).

☒ Forgot User Name

☐ Forgot Password

*Required Fields

First Name: *

Last Name: *

Email Address: *

SUBMIT

[About Us](#) | [Contact Us](#) | [Feedback](#) | [Privacy Policy](#) | [Site Map](#)

10 of 10