Guide to the COBRA Member Portal

NAVIGATING THE COBRA MEMBER PORTAL

Creating an Account for the First Time

Step I: Visit your online account and click the "New User Registration" button.

Sign In	New to Aptia365?
Username	NEW USER REGISTRATION
Forpol your username or password?	

Step 2: Enter your registration code, first name, last name and social security number. You can find your registration code in your COBRA election paperwork under he "Submit Registration" button.

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Step 3: Review the user agreement and check the box next to "I Accept." Then, click the "Submit" button to accept the terms of the user agreement.

Step 4: Enter an email address and follow the instructions to create a username and password. Then, click the "Submit & Create Account" button.

Step 5: Set up your Security Questions and Answers. Then, click the "Submit Answers" button.

1	ten ober Election Agreement
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APPLICATION USER AGREEMENT	Î
PLEASE READ THIS USER AGREEMENT CAREFULLY. It governs your access to and use of this software application and the services and materials provided on it (collectively, "Application").	
BY SELECTING 1 ACCEPT [®] OR BY ACCESSING THE APPLICATION, YOU AGREE TO THE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT IF YOU DO NOT AGREE TO BE BOUND BY ALL OF THE TERMS, CONDITIONS AND	×
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SUBMIT & CREATE ACCOUNT	CANCEL

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allenge Question 1			
In which city were you born?			~
Answer			~
allenge Question 2			
What was the last name of your favorite college professo	ir?		~
Answer			~
allenge Question 3			
What is the first name of your eldest child?			~
Answer			~
allenge Question 4			
What is your grandfather's middle name (your father's fa	ther)?		~
Answer			~
allenge Question 5			
What is the first name of your grandmother (your father's	mother)?		~
Answer			~
9	IGMIT ANSWERS	RESETFORM	CANCEL



Guide to the COBRA Member Portal, continued

Making an Election for the First Time

Step I: Once you have logged into your account for the first time, you'll see a message welcoming you to the online election. Click the "Continue" button to proceed with electing coverage.



Please note: If you click "Not Now," you'll be redirected to a screen that will have you confirm whether you are canceling or continuing your online registration.

Step 2: Check the boxes next to the plans you want to elect and select the level of coverage from the drop-down menu under the "Coverage Level" column. You'll notice that the premium amounts adjust as you change the level of coverage for each plan. Once you've made your selections, click the "Add Election" button.

Step 4: Review the User Agreement, check the box next to "I Accept" and click the "Add Election" button.

User Agreement		e PRINT
APPLICATION USER AGRE	EEMENT	i
	AGREEMENT CAREFULLY. It governs your access to and use of this software applicati als provided on it (collectively, "Application").	on.
	OR BY ACCESSING THE APPLICATION, YOU AGREE TO THE TERMS, CONDITION AGREEMENT IF YOU DO NOT AGREE TO BE BOUND BY ALL OF THE TERMS	в

Please note: If you click "Not Now," you'll see a screen that displays a message indicating your election has not been processed. From that screen, you can choose to Continue Online Election or Sign Out.

Step 5: Next, you should see an election confirmation page showing that you've elected coverage. You can print this page for your records or proceed to your online account by clicking the "Go to Member Portal" button.

Election					
If you wish to cancel out of this proce return the paper Election Form to the		T NOW button belo	w and you will exit t	nis screen. If you wish	to elect by mail
After you have elected, to become fu more information.	ly enrolled the full initial pr	remium must be pa	id. Please refer to yo	ur Election Form sent	through the mail for
YOUR INFORMATION Sean Sample 123 Test Are Test NN 00000					
PRODUCT INFORMATIO	ч				
Elect All Product Name	Election End Date 🥹	Coverage Level	Dependent Na	ne Relationship	Amount
Elect Dental Plan	Nov 30, 2024	QB Only	¥ -		\$20.40
Elect Medical Plan	Nov 30, 2024	QB Only	¥ -		\$51.00
					Total: N/A
RESET			1	ADD ELECTION	WORTCM

Step 3: A Confirmation Needed popup will appear. Review the plan selections. If the information is correct, click the "Confirm and Add Election" button.

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Product Name	Coverage Level	Dependent Name	Relationship	
Dental Plan	QB Only	-		
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Member ID: 1936585 Apta365 SS Number: xxxxxx8999 PO Box 2200	Product Name Dental Plan	Election End Date Nov 30, 2024	Coverage Level QB Only	Dependent Name 		N/A N/A	\$20.40 \$51.00
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Step 6: Finally, you should now be looking at a welcome screen in your online member portal. From here, you can do things like pay online, review letters we've mailed to you, sign up for automatic payments or make changes to your contact information.



Our Participant Services team is available from 7 a.m. to 9 p.m. EST (M-F) at 877-248-0510. Additional support resources can be found within your online account.