

Member Registration Instructions

In order to create a user account and access member information, each member or dependent (over the age of 18) must successfully complete the following steps of the sign-up process.

Step 1: Go to the Member Website and Begin the Registration Process

https://secure.healthx.com/firstcarolina_member

To begin the process, the member clicks on **Register Account**

- Select Commercial member
- Review and agree the website License Agreement by clicking **Next**
- Enter member information requested – **you will need your id card**
- Create user account and password
- Select and answer user/password security questions
- Verify member and user information
- Complete sign-up

Commercial Member's View

Please refer to your ID card to assist you in completing the steps on this screen. Enter the **Member ID** (exactly as it appears on your ID card), **Name**, and **Date of Birth**.

Click 'Next' at the bottom of the page when complete.

Are you a dependent?

Member ID

First Name

Last Name

Date of Birth

Format mm/dd/yyyy

Cancel

Previous

Next

Please refer to your ID card to assist you in completing the steps on this screen. Enter the **Member ID** (exactly as it appears on your ID card), **Name**, and **Date of Birth**.

Click 'Next' at the bottom of the page when complete.

If you are a dependent, check the box "Are you a dependent" and the fields below will appear. You will enter your first name and date of birth in the first two fields. The fields below "Are you a dependent" need to be completed with the policyholder's information.

Please refer to your ID card to assist you in completing the steps on this screen. Enter the **Member ID** (exactly as it appears on your ID card), **Name**, and **Date of Birth**.

Click 'Next' at the bottom of the page when complete.

Dependent First Name

Dependent Date of Birth

Format mm/dd/yyyy

Are you a dependent?

Member ID

First Name

Last Name

Date of Birth

Format mm/dd/yyyy

Cancel

Previous

Next

Step 2: Create Login Information

After the member information is successfully validated, the member next types in the username and email address for his/her user account.

The username must have at least three characters and begin with a letter. It can contain letters, numbers, and any of these special characters: _.-@

The password must have at least eight characters up to 30 characters, and can contain letters, numbers, and any of these special characters: _.!#\$%&*@~^\/?+. Password must contain one number and one letter.

In case the member forgets his/her password for the user account, the member selects the three security questions and enters a unique answer to each question. These questions must be successfully answered in order to retrieve his/her password in the future.

To complete the sign-up process, click on **Next**. The member will then have the opportunity to confirm his/her personal information and user account. If the member clicks on **Cancel**, he/she will be returned to the login page. If the member clicks on **Previous**, he/she will be returned to the Validation step.

Create Login Information

Username: Must be at least 3 in length, beginning with a letter. Characters accepted are: alpha-numeric, . (dot), - (dash) and @

Password: Must be at least 8 characters in length; and can use alpha numeric and the following special characters: _.!#\$%&*@~^\/?/

Enter a valid e-mail address

Select 3 security questions (for password reset or forgot password service)

Click on "Next" at the bottom of the page

Username

Email Address

Confirm Email Address

Password

Confirm Password

Security Question 1
-- Select Question --

Security Question 2
-- Select Question --

Security Question 3
-- Select Question --

Step 3: Registration Complete

When the username and password are created, confirmation that registration was completed is displayed. Before member can continue, he/she is review the information displayed. If correct, the member clicks on **Finish**

Your registration is complete. Please confirm the information below is correct and press the "Finish" button to finalize the process

Member Information

Your Name: Daniel J Jones
Address: 4401 Southern Circle
City: Kirkland
State: TX
Zip: 17960

Account Information

Username: test.danieljones
Email Address: kerickson@healthx.com

Mobile App

Loading Mobile App to Your Phone

1. Go to the App Store on you mobile device
2. In the search field type – FirstCarolinaCare
3. The App will appear – the app name is abbreviated to
4. Download App to your phone
5. To Log in follow the instructions at the top of this page. If you are already accessing the site on your computer, just use the same username and password to sign on to your Mobile App. You will find the Mobile App has the same setup and with all the information.

