

How to set up two-step authentication

Ready to secure your MyCreateHealth account? Follow these steps.

- 1 During account registration or when logging on you will see a Two-Step Authentication Set-Up screen. Choose **'Continue.'**

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Two-Step Authentication Set-Up

Protect your MyCreateHealth account with two-step authentication.

Two-step authentication helps safeguard your personal information by ensuring you're the only one who can access your account. Every time you sign in, you'll be prompted to verify your account.

Select "Continue" to set up two-step authentication now. If you exit the set-up process, your MyCreateHealth account registration will be incomplete.

CONTINUE CANCEL

- 2 Choose how you wish to get two-step authentication messages: by phone call, text (SMS) or email.

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Two-Step Authentication Set-Up

Choose how you would like to verify your account each time you sign in:*

PHONE CALL

TEXT (SMS) MESSAGE

EMAIL

CONTINUE CANCEL

*Please note that this will remain your preferred communication method for two-step authentication. To update your selection in the future, access the account settings section of your MyCreateHealth account.

- 3 Choose a phone number or email address we have on file. Or you can enter a new contact that will only be used for messages about two-step authentication.

Phone or Text (SMS)

Two-Step Authentication Set-Up

(555) 123-4567

ENTER NEW NUMBER*

Email

Two-Step Authentication Set-Up

ABC@emailaddress.com

ENTER NEW EMAIL**

 **Quick tip:** If you choose phone call, don't use a phone number with an extension. If you choose text message, don't use a landline number.

4 Complete Two-Step Authentication.

If you chose **phone call**, answer the call. Simply follow the quick instructions to complete two-step authentication. No code is needed to continue.



 **Quick tip:** To get calls on mobile devices, you may need to turn off "Silence Unknown Calls" (on iPhone) or "Block Unknown/Private Numbers" (on Samsung Android) in your settings.

If you chose **text message or email**, you will get a six-digit verification code.

Verification code for MyCreateHealth

From: Create Service

To log into your MyCreateHealth account, use the following verification code:

123456

Please note that your code will expire after 10 minutes.

To keep your account secure, do not share this code with anyone.

If you have questions, or did not activate two-step authentication, please contact Customer Service.

Sincerely,
MyCreateHealth

sample Email

Messages

Use verification code 123456 to log into MyCreateHealth. Do not share this with anyone. Your code will expire after 10 minutes.

sample Text (SMS)

Enter the code on your screen, then click '**Verify Code.**' If you didn't get a code, click 'Request a new code.'

 **Quick tip:** Your one-time code expires after 10 minutes. Don't share it with anyone.

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Two-Step Authentication Set-Up

Please enter the 6-digit verification code we sent to A*@gmail.com

Verification Code

VERIFY CODE CANCEL

Didn't receive your verification code? Request a new code.

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Two-Step Authentication Set-Up

Please enter the 6-digit verification code we sent to A*@gmail.com

Verification Code

VERIFY CODE CANCEL

You're all set with two-step authentication! You can always change your preferences in your MyCreateHealth account settings. **You may now continue with your account registration or log on.**

Need help setting up?
Call the Member Services phone number on your ID card.