PRIME Member Portal

User Manual

Ver 1.0

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1. Application URL:

Launch your web browser and navigate to the portal using the following URL:
https://primememberportal.wns.com.

2. Log in Screen:

The Login Page allows secure access to the Member Portal. This section explains how to log in, reset your password, register on 2FA and answer your security questions.

Standard Login Procedure:

The Login Page allows secure access to the PRIME Member Portal. To log in:

➢ **Enter Credentials:**

- In the "Email Address" field, input your registered email address.

- In the "Password" field, enter your current password.

➢ **Complete Two-Factor Authentication (2FA):**

- Use the OTP received via email or generated by an authenticator app.

➢ **Login Confirmation:**

- Click the **Login** button.

- Upon successful entry, you will be redirected to 2FA screen and then Claim submission page.

First Time Login:

The first-time login process is designed to ensure secure access to the PRIME Member Portal while setting up personalized security measures for future use. Members must follow the steps outlined below to complete their initial login and registration:

➢ **Logging In:**

- Members use their registered email address and a temporary password provided by the system to log in for the first time.

- Upon successful entry of login credentials, the system redirects users to the 2FA screen for additional identity verification.

UI Screen
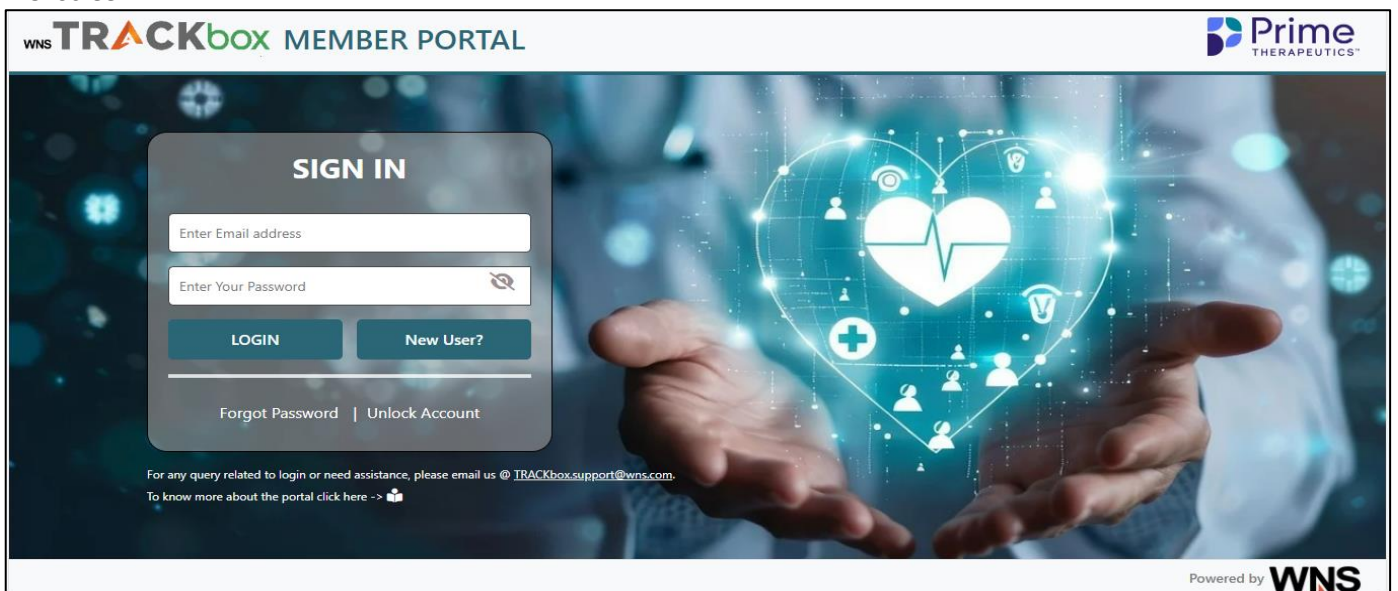
3. Member Registration:

The Registration page is the entry point to the Member Portal application. This section provides a detailed guide on how to register and use the registration page.

➤ **Accessing the Register Page :**

- On the Login Page, click New User to open the Registration Page.

➤ **Entering Required Details :**

    I.   Member ID: Enter your unique Member ID Number (alphanumeric).

    II.   First Name and Last Name: Enter your name (max 20 characters each).

    III.   Date of Birth: Enter in MM/DD/YYYY format, which cannot be a future date and prior to year 1900.

    IV.   Email Address: Provide a valid, unique email address.

    V.   Gender: Select your gender (M/F) from the dropdown.

    VI.   Contact Number: Enter your number in xxx-xxx-xxxx format.

    VII.   Address Line 1: Fill in your complete address in this with maximum length of 50 characters

    VIII.   Address Line 2: Fill your address in second line with maximum length of 50 characters.

    IX.   Group Number : Enter your Group policy number in this field (max 15 characters)

- An error message will be displayed to the user if any special characters are entered in any field.

- A warning message will alert the user in case of a duplicate email ID.

➤ **Verification and Submission:**

- Verify all entered information for accuracy and clicks on "Register" button.

- Upon successful submission, the system will send a confirmation email containing a temporary password.

- If the user does not receive the email with temporary password due to incorrect email address entered during registration, they will need to contact the support team (appsupportnsk@wns.com) for assistance. The support team's email address is prominently displayed on the login screen.

- The support team will verify the information and assist the user in updating their email address in the system.

➤ **Additional Features:**

- **Register**: After completing the registration process, the member can click this button to finish the process. The registration will be completed and member receive the confirmation message on the screen.

- **Cancel:** Clicking this button allows the user to close the registration page.

- **Reset**: Clicking on this button, will clear all the data entered by the user on Registration page and user can start fresh with new registration.

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4.   Two-Factor Authentication (2FA) Registration:

To enhance account security, members must register for 2FA during their first login. This ensures secure access by requiring additional verification.

➢ **Prompt for 2FA Registration:**

- After entering temp password, the system will prompt you to register for 2FA.

➢ **Registration Options**:

- Option 1: Email OTP:
    - o   Click **Register** to receive a One-Time Password (OTP) on your registered email address.
    - o   Enter the OTP in the designated field to complete registration.
- Option 2: Authenticator App**:**
    - o   Scan the QR code displayed on the screen using an authenticator app (e.g., Google Authenticator, Microsoft Authenticator).
    - o   The app will generate a Time-Based One-Time Password (TOTP) valid for 30 seconds.
    - o   Enter the most recent TOTP in the Member Portal.

➢ **Verification:**

- Enter the OTP received via email or generated by the authenticator app.
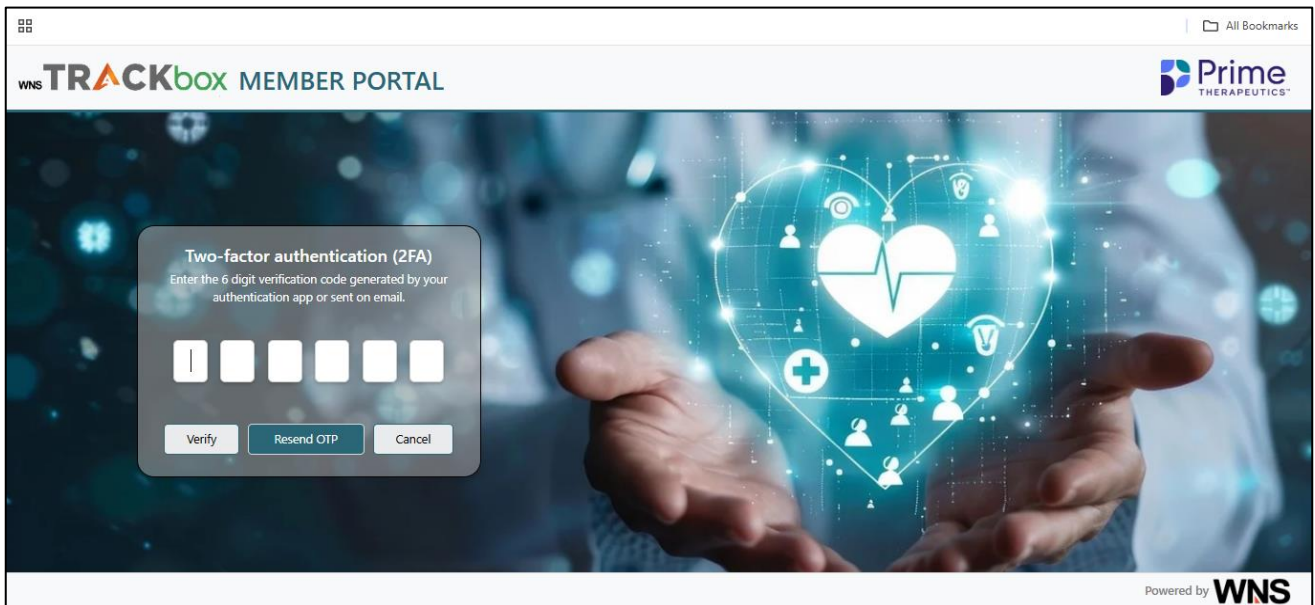- Click **Verify** to complete the registration process.

➢ **Subsequent Logins**:

- For every login attempt, enter the TOTP from your chosen method (email or authenticator app).
- Email-based OTPs are valid for 5 minutes. Click **Resend OTP** if the current OTP expires.

➢ **Error Handling:**

- If an incorrect OTP is entered, the system will prompt you to re-enter a valid OTP.

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5.   Security Questions:

The Security Questions section is an essential step in enhancing account security. This feature enables users to verify their identity during sensitive operations such as unlocking accounts or resetting passwords.

➢ **Process:**

- During the first-time login process, users are required to select and answer three security questions.

- Completing the Security Questions step is mandatory for proceeding to finalize the registration.

- The security questions presented are:

    1.   What was your favorite place to visit as a child?

    2.   What is the name of your favorite sport?

    3.   What is the name of the city where you were born?

➢ **Validation Rules:**

- Answers to all three security questions must be provided before proceeding.

- The system enforces the following rules for security question answers:

- Each answer must not exceed 50 characters in length.

- Blank answers are not allowed. If a question is left unanswered, an error message such as "Please answer the security question" will be displayed.

- Answers are not case-sensitive, ensuring consistency and ease of use.

- Duplicate answers across the three questions are not permitted. If the same answer is entered for multiple questions, the system will display an error message.

By completing this step, members finalize their registration and can securely access all features of the PRIME Member Portal in subsequent sessions

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6.   Password Reset:

To reset your password, the system guides you through a secure process to ensure account safety. Follow these steps:

➢ **Access the Password Reset Screen:**

- After answering the security questions, you will be redirected to the password reset screen.

➢ **Enter Password Details:**

- Old Password: Enter the temporary password provided during registration.

- New Password: Create a new password that meets the following criteria:

  o   Minimum of 8 characters.

  o   At least one uppercase letter, one lowercase letter, one number, and one special character.

  o   The new password cannot be the same as any previous passwords.

- Confirm Password: Re-enter the new password to confirm.

➢ **Validate and Complete:**

- Click Submit. The system will validate the new password against the security criteria.

- Upon successful validation, a notification will confirm that your registration and password reset are complete.

7. Forgot Password:

If you forget your password, follow these detailed steps to recover your account:

➢ **Access the Forgot Password Feature:**

- On the login page, locate the **Forgot Password** link.
- Click the link to open the password recovery page.

➢ **Provide Registered Email**:

- Enter your registered email address in the designated field.
- Click **Submit**.
- The system will verify the email address and prompt you to answer security questions.

➢ **Answer Security Questions:**

- Respond to the security questions you configured during registration.
- Ensure your answers are correct to proceed.

➢ **Receive Temporary Password:**

- A temporary password will be sent to your registered email.

➢ **Reset Password:**

- Log in using the temporary password.
- Follow the system prompts to create a new password:
    o Enter the temporary password in the **Old Password** field.
    o Create and confirm your new password.
    o Ensure the new password meets the required complexity criteria:
        ▪ Minimum 8 characters.
        ▪ At least one uppercase letter, one lowercase letter, one number, and one special character.

8. Unlock Account:

Your account gets locked due to 3 consecutive failed login attempts. In case if it does, you can unlock it by following these steps:

➢ **Select Unlock Account:**

- On the login page, locate the **Unlock Account** link.
- Click the link to open the account recovery page.
- Enter the email address associated with your account.
- Click Unlock Account button.

➢ **Answer Security Questions:**

- Respond to the security questions you configured during registration.
- The system will validate your answers.

➢ **Unlock Confirmation:**

- If your answers are correct, the system will unlock your account.
- You will be notified of the successful unlocking process.
- Log in again using your credentials and complete any necessary verifications.

9. New Claim Submission:

The Claim Submission module enables members to file claims seamlessly, ensuring accurate data capture and secure document uploads for efficient processing.

Navigating the Claim Submission Form

The Claim Submission section allows members to file claims efficiently. Follow these detailed steps:

➢ **Access the Claim Form:**

- Log in to the Member Portal using your credentials.

- Navigate to the dashboard, and click the New Claim button.

- You will be directed to the Claim Submission section.

➢ **Select Client:**

- Use the dropdown menu to select the appropriate client (LGHIB).

- The claim form specific to the selected client will appear on the screen. This form will not capture any details and it is for informational purpose only.

➢ **Fill in Required Fields:**

- Complete the mandatory fields marked with an asterisk (*). These fields typically include:

   o Member ID: Enter the unique alphanumeric ID.

   o First and Last Name: Enter your name as it appears in your records.

   o Date of Birth (DOB): Use the MM/DD/YYYY format. Future dates are not allowed.

   o Gender: Select from the dropdown options (M/F).

   o Address Details: Fill in all address-related fields, including ZIP code.

- Ensure all entered information adheres to validation rules:

   o Correct date formats.

   o No special characters in fields that do not allow them.

   o Accurate email address format if required.

- Review your entries carefully to avoid errors.

Document Upload Guidelines

To support your claim, you must attach necessary documents. Follow these detailed guidelines:

➢ **Supported File Formats:**

- Documents must be in one of the following formats: PDF, JPEG, Word.

➢ **Size Limit:**

- The combined file size of all attachments must not exceed 25 MB.

➢ **Steps to Upload Documents:**

- Locate the **Upload Documents** button in the claim form.

- Click the button to open the file selection dialog box.

- Choose the required file(s) from your device.

- Verify the total file size is within the 25 MB limit. The system will display the file size for each uploaded document.

- Attach all necessary documents, such as:

   o Invoices

   o Prescriptions

➢ **Error Handling:**

- If the total file size exceeds the limit, an error message will prompt you to remove or resize files.

- Ensure that your files are in the correct format and within size limits before re-uploading.

Submission Confirmation

Once all fields are completed and documents uploaded, follow these steps:

➢ **Verify the Completed Form:**

- Review all entered data and uploaded documents for accuracy.

➢ **Submit the Claim:**

- Click the **Submit** button at the bottom of the form.

- Wait for the confirmation message to appear on the screen.

➢ **Confirmation Message:**

- A message will display: "Your claim has been successfully submitted."

- An email acknowledgment will also be sent to your registered email.

➢ **Post-Submission:**

- The claim details and attached documents are securely sent to client for processing.

- Use the acknowledgment email for reference if needed.

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10. Member Profile:

> **Viewing Profile Information**

Members can view their personal details such as Member ID, First Name, Last Name, DOB, Gender, Email, and Address. This section explains how to access your profile.

- Log in to the Member Portal.

- Navigate to the Member **Profile** section.

- View your personal and contact details displayed on the screen.

> **Updating Profile Details**

Members can update all fields in their profile except Member ID and Email Address. To make updates:

- Navigate to the Profile section and click Edit Profile.

- Modify the fields you want to update (e.g., address or contact number).

- Click update. The system will validate the changes and provide confirmation.

- Click Cancel will move to landing page.

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11. Home:

At home page users can see 3 tiles for easy navigation to the various sections like member profile, submit claims and user manual.

User manual can be downloaded to the user's system using the User Manual tile.
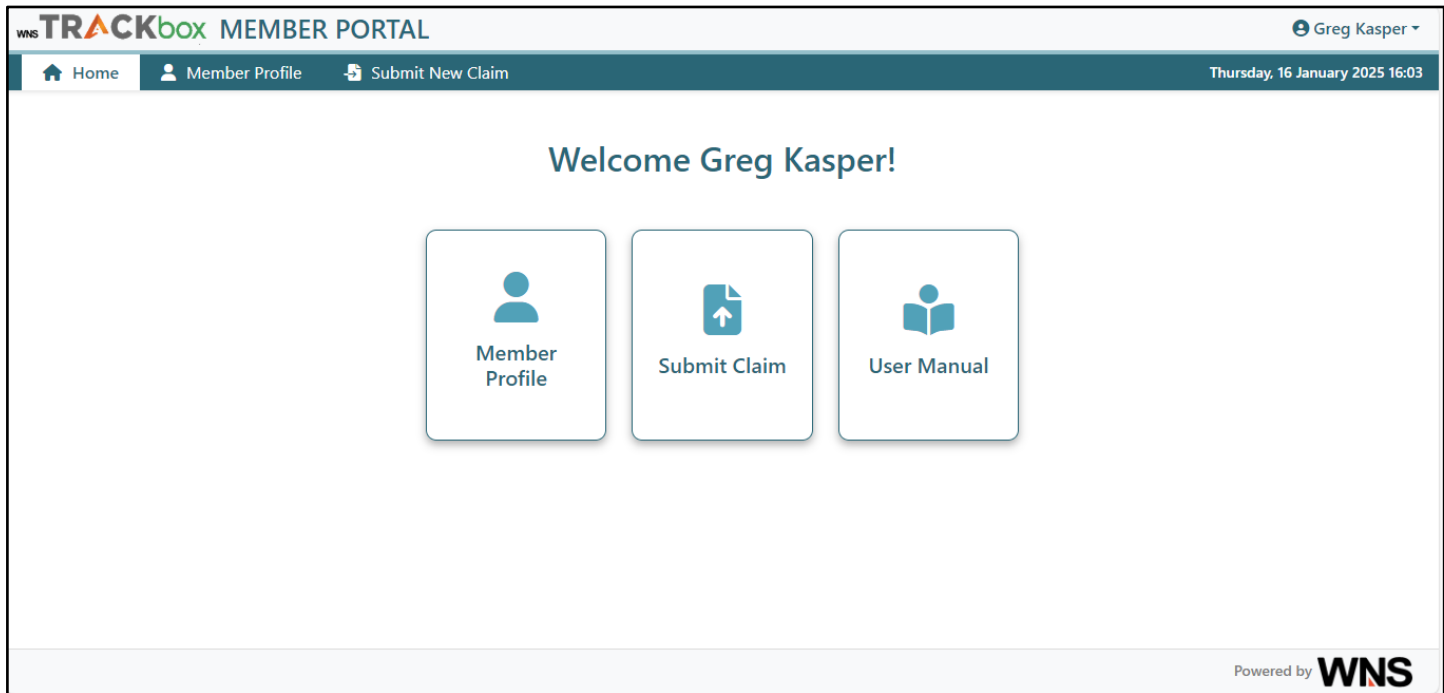
12. Key Notes:

- Preferred browsers for the application are Chrome and Microsoft Edge.
- User manual is available on the login and home screen to download.
- In case of any concerns or queries, members can reach out via email to *TRACKbox.support@wns.com.*

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