Overview

*My Account* allows insured members to access insurance information online 24/7/365!

Our website, [www.UHCSR.com](http://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.
**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.

This brings you to the first step in the Create an Account process.
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 **Student**Resources 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.
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 Student Resources. 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.

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

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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.
Do not reply to this e-mail.
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My Account Password Reset
If you’ve forgotten your user name or password, click the link on the Login Page.

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.
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: