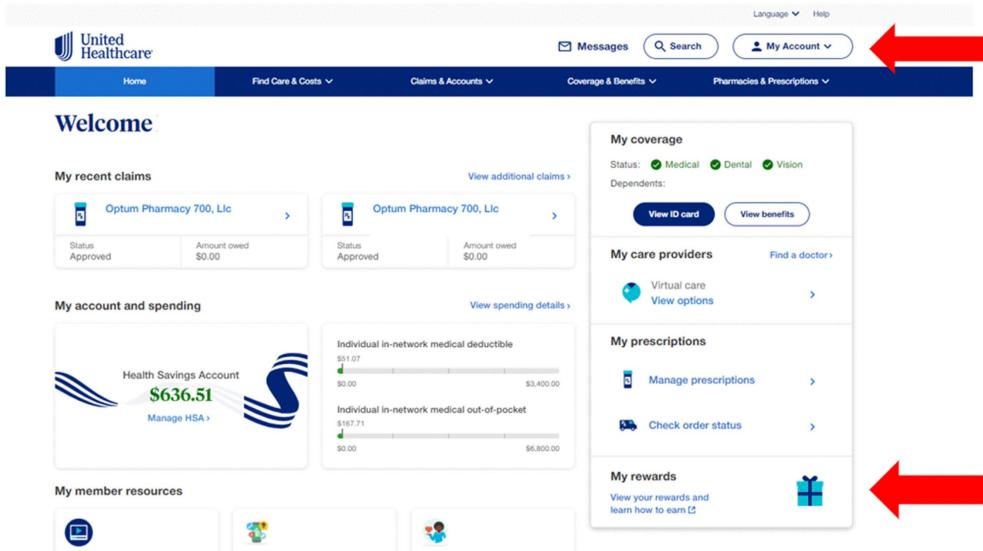


Member Experience Registration & Onboarding Journey

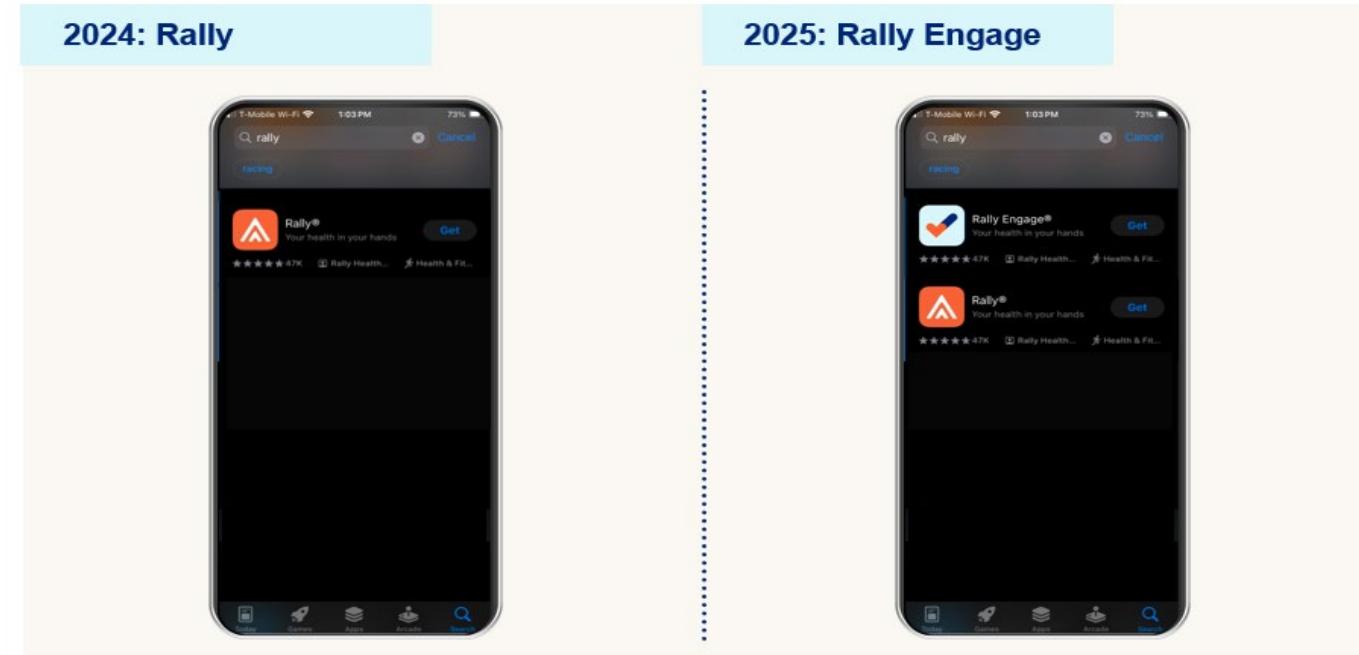
Members may access Rally from myuhc.com or new Rally Engage

There are 2 areas within myuhc.com that direct to Rewards.

- The first is the My Rewards Widget which bring the member to Rally Engage.
- The second is a global link within myuhc.com>My Account that brings members to the Legacy Rally.



Rally has a new App- Rally Engage Members will need to download the new Rally Engage App



Registration made easy with HealthSafe ID (HSID)

An enhanced, secure way for members to sign into their account

What is HealthSafe ID?

We are updating our sign-in process to use HealthSafe ID. HealthSafe ID is our leading technology that strengthens website authentication protocols and enhances the security of a member's account by adding dual-factor authentication.

HealthSafe ID makes signing in easy and more secure

Using a HealthSafe ID gives members access to many of their health benefits with just one username and password. No more multiple passwords for multiple sites. Use it whenever you see the HealthSafe ID name.

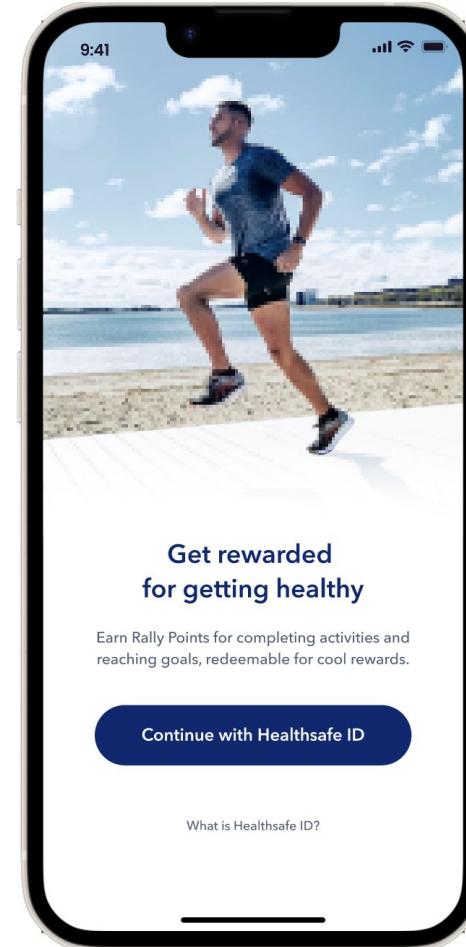
HealthSafe ID is used as a single set of sign-in credentials across UnitedHealth Group, which allows Rally to take advantage of the scale of UnitedHealth Group in safeguarding consumer account information.

Already have a HealthSafe ID (HSID)?

If you've previously created a HealthSafe ID, likely through myuhc.com registration, these login credentials are consistent for logging into Rally via web or app.

What if I experience issues or need help with HealthSafe ID?

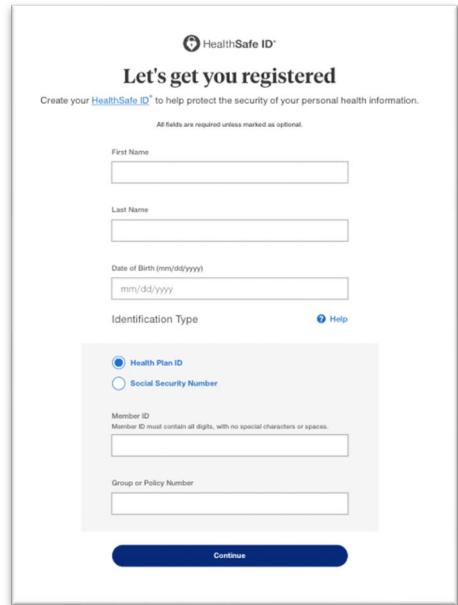
Please see HealthSafe ID member FAQs which include support across registration, forgetting username or password and Customer Service.



HealthSafe ID member FAQs

Questions	Answers
How do I know if I have a HealthSafe ID?	Click "Register Now" and enter your registration information to check if you have a HealthSafe ID®. If you've already registered, your name will be in the system. If you haven't registered, you can easily complete your registration by filling out the fields.
What do I need to login with my existing HealthSafe ID?	You need your username and password.
What if I can't remember my username and password?	If you forgot your username and password, click "Forget username and password?" and follow the instructions. You will need your username to reset your password.
How can I change my password, email, phone number, and security questions?	After signing in to your account portal, go to Account Profile and select "HealthSafe ID® Password & Account Recovery." You will be able to update your password, email, phone number, and security questions.
What if I update password but the new password doesn't work?	Click "Forget password" to follow the password reset process. You will be asked to enter your username and then complete two-factor authentication with an SMS message, phone call or security questions.
What if I'm locked out of my account?	After five attempts, your account will be locked for security purposes and you will need to call Customer Service at 1-877-370-1130 with any website or technical questions or issues.

Registration – Current Member Flow



Let's get you registered

Create your **HealthSafe ID®** to help protect the security of your personal health information.

All fields are required unless marked as optional.

First Name

Last Name

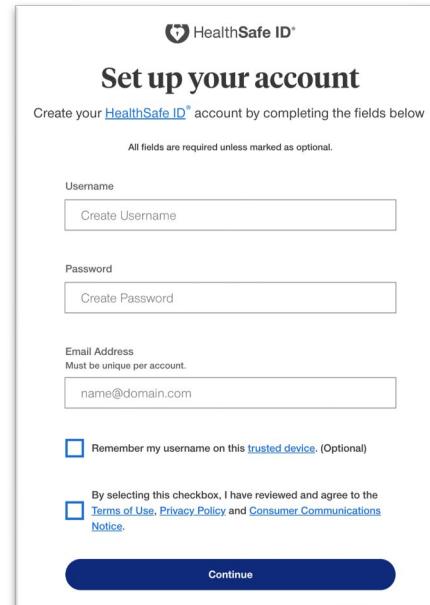
Date of Birth (mm/dd/yyyy) mm/dd/yyyy

Identification Type Health Plan ID Social Security Number

Member ID Member ID must contain all digits, with no special characters or spaces.

Group or Policy Number

Continue



Set up your account

Create your **HealthSafe ID®** account by completing the fields below

All fields are required unless marked as optional.

Username Create Username

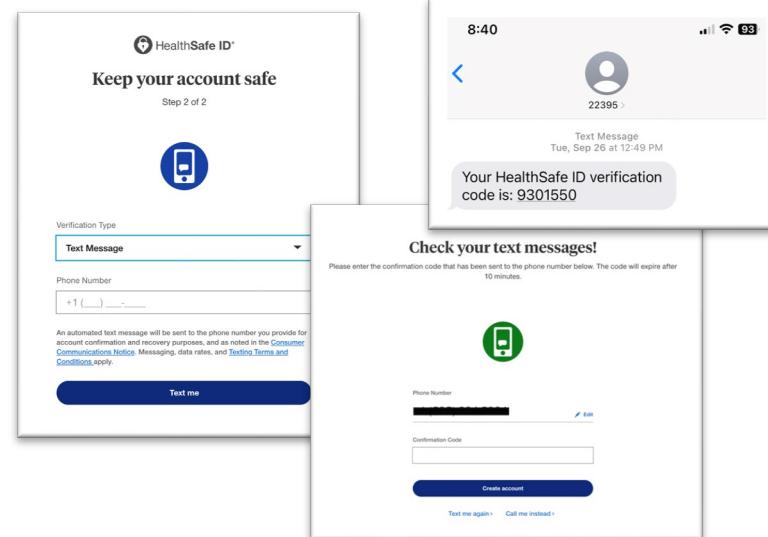
Password Create Password

Email Address Must be unique per account. name@domain.com

Remember my username on this [trusted device](#). (Optional)

By selecting this checkbox, I have reviewed and agree to the [Terms of Use](#), [Privacy Policy](#) and [Consumer Communications Notice](#).

Continue



Keep your account safe
Step 2 of 2

Text Message

Verification Type

Phone Number +1 (____) ____

An automated text message will be sent to the phone number you provide for account verification and recovery purposes, and as noted in the [Consumer Communications Notice](#), [Messaging](#), [data rules](#), and [Texting Terms and Conditions](#) apply.

Text me

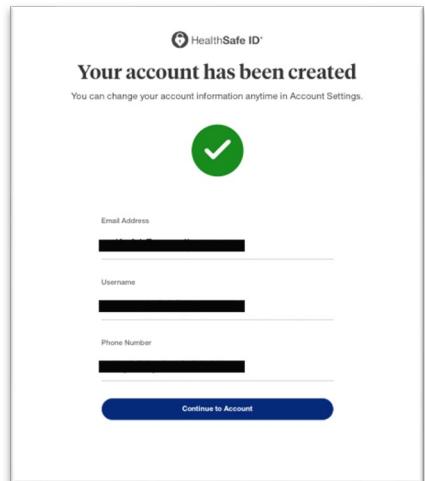


8:40
22395
Text Message
Tue, Sep 26 at 12:49 PM
Your HealthSafe ID verification code is: 9301550

Check your text messages!

Phone Number Confirmation Code

[Text me again](#) [Call me instead](#) [Create account](#)



Your account has been created

You can change your account information anytime in [Account Settings](#).

Continue to Account

Eligibility checks
Call to EIMP golden record
Name / DOB / Unique Identifiers by portal

Username / Password / Email
Terms of Use / Privacy Policy

Multi-Factor Authentication setup + verification on device

Account created

Step 1: Create an account using HSID

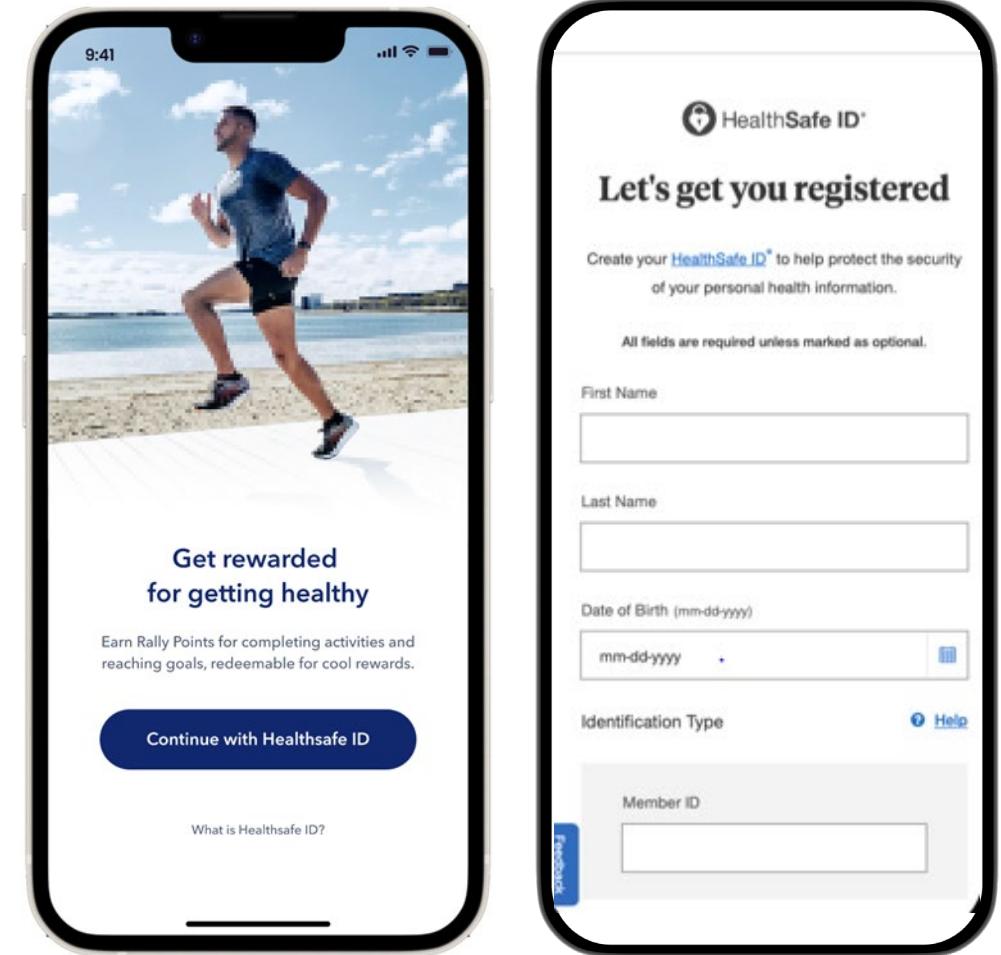
HealthSafe ID (HSID) uses dual-factor authentication to safeguard member account information.

To create an account, members need to register with HSID.

Members will need to provide:

- First and last name
- Date of birth
- Employer Assigned ID, Health Plan Member ID or Social Security number

One username and password for all UnitedHealth Group products.



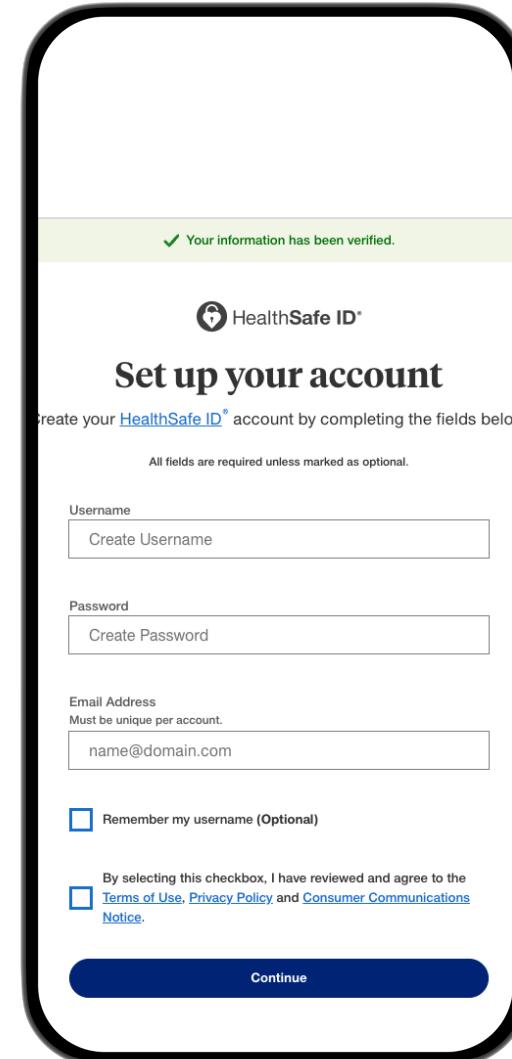
Step 2: Create sign-in credentials

Members need to create a username and password.

Members trying to create a new account using existing credentials will get a message directing them to click a "sign in" link where they can proceed with their HSID. If they forgot their username or password, just click the "forgot username or password" for recovery.

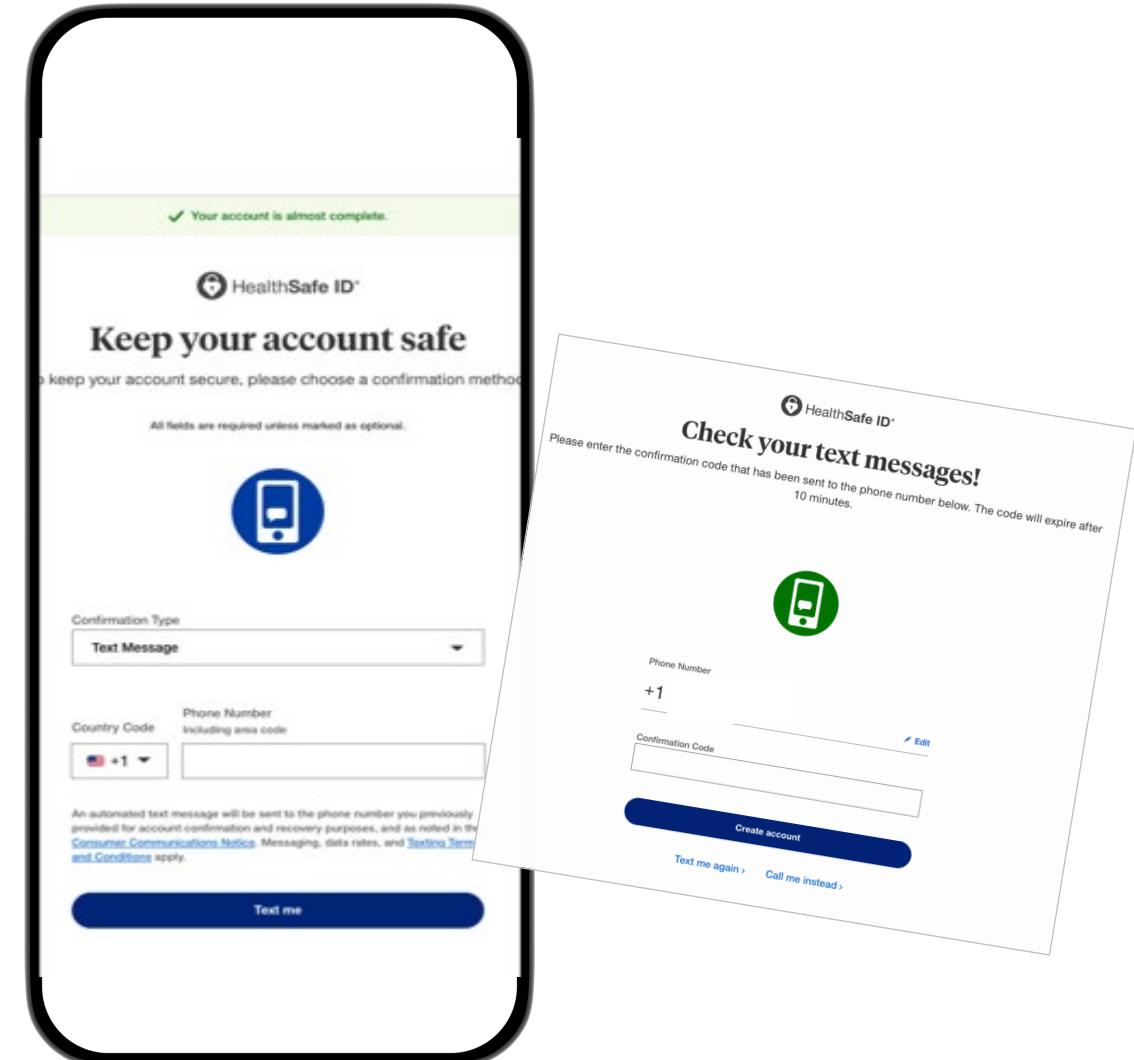
If they haven't registered yet, they'll be prompted to complete the registration form.

Remember: The same login credentials are used across UnitedHealth Group companies, including UnitedHealthcare and Optum.



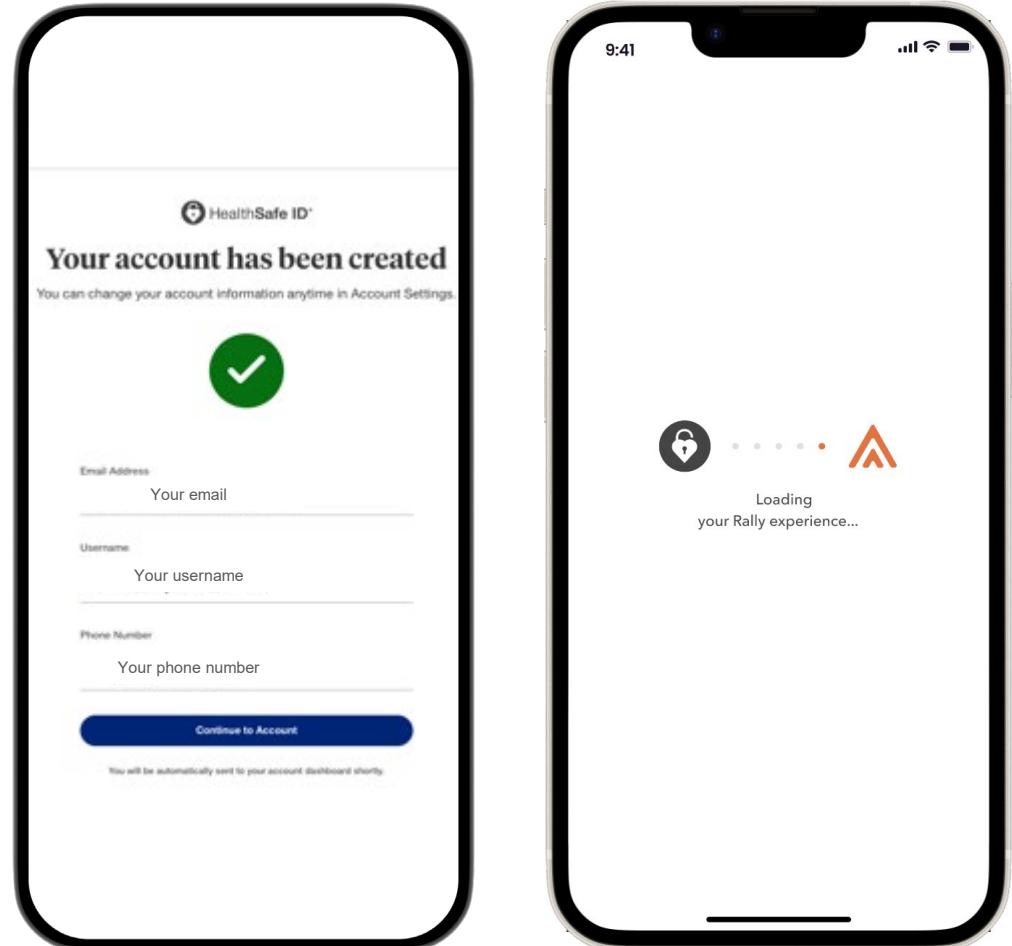
Step 3: Set-up a recovery device

Members will need to confirm their email and phone number to keep their account secure.

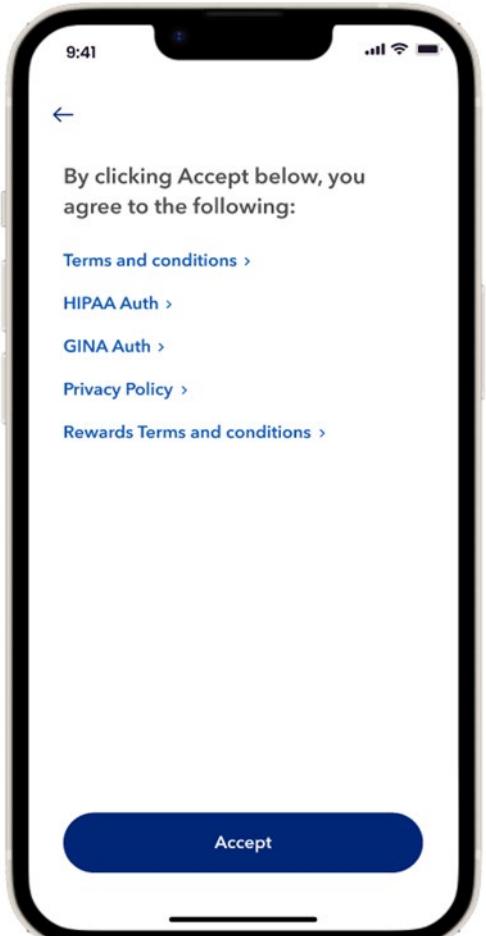
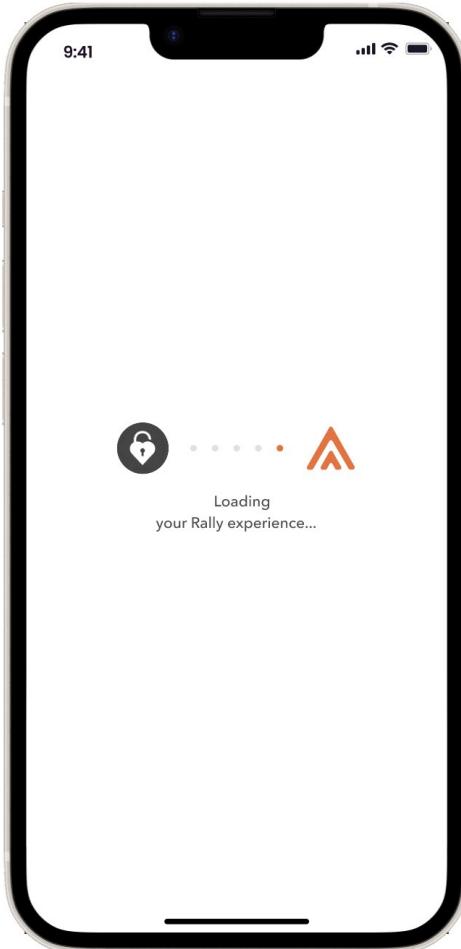
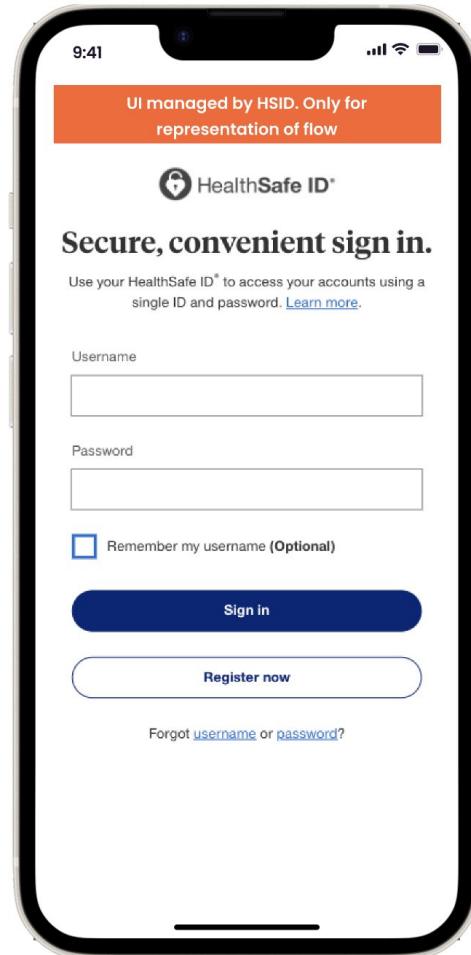
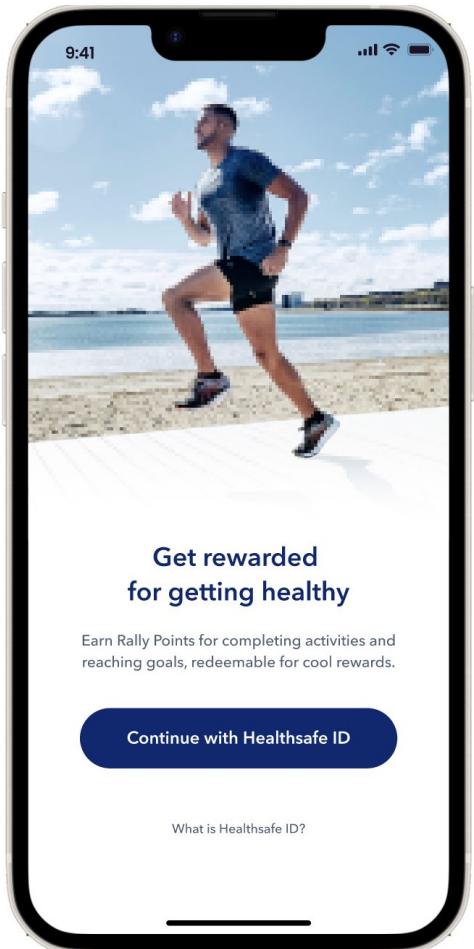


Step 4: Account Created

After HSID is set up, members will be directed to the Rally Engage app/website to finish onboarding and profile setup.

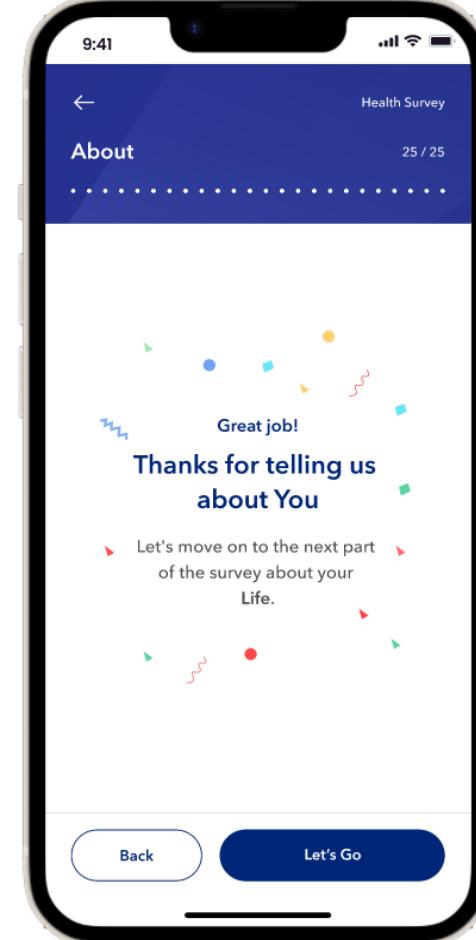
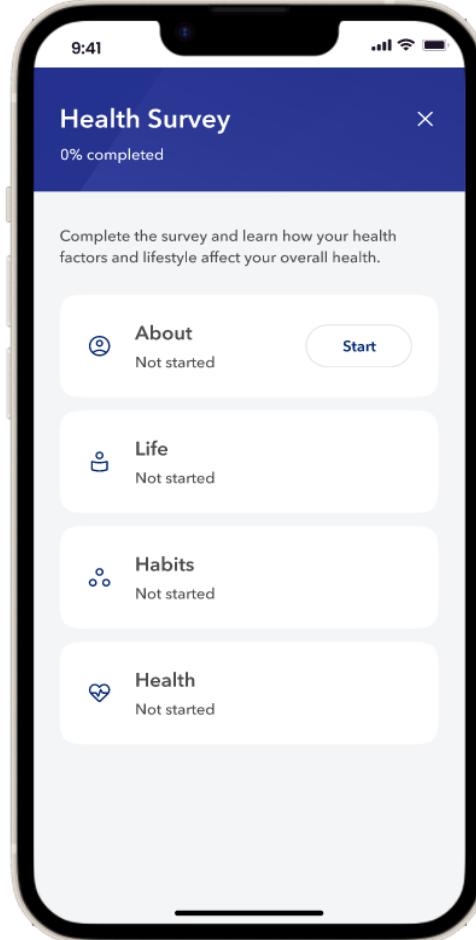
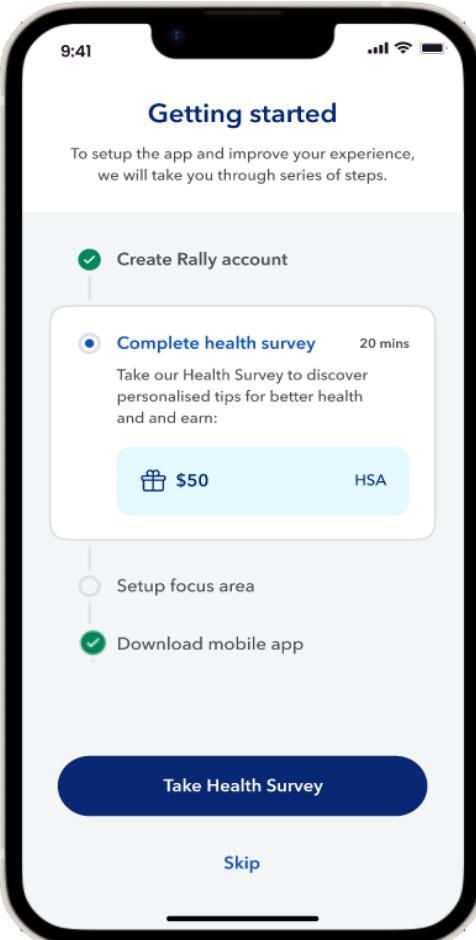
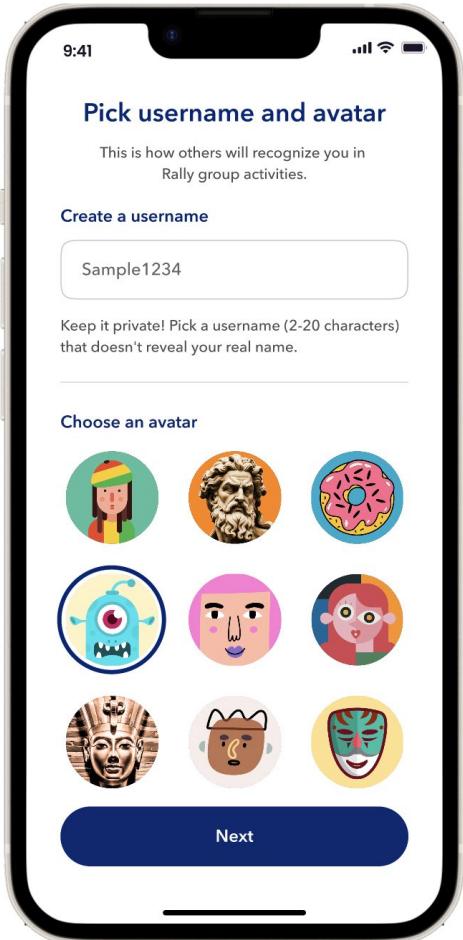


Onboarding Journey



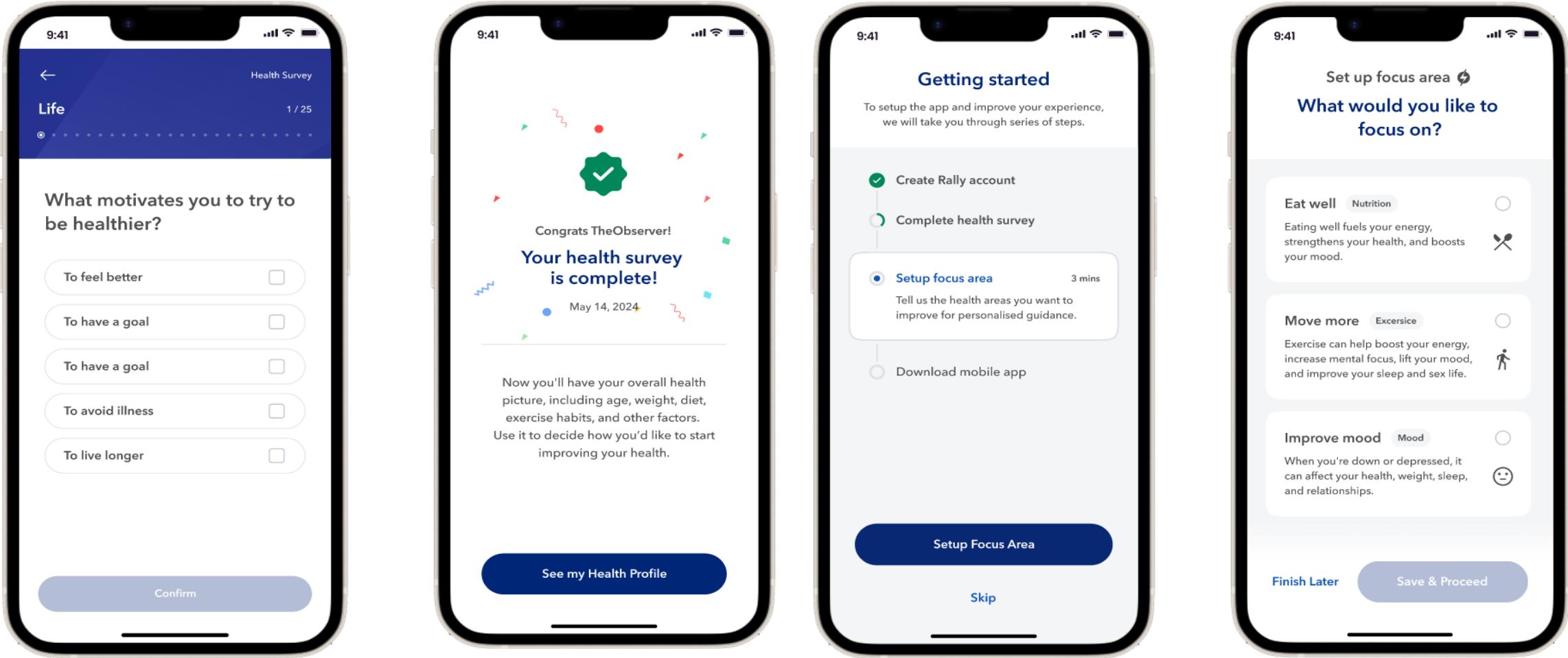
Screenshots are for demonstration purposes only. Final experience is subject to change.

Onboarding Journey



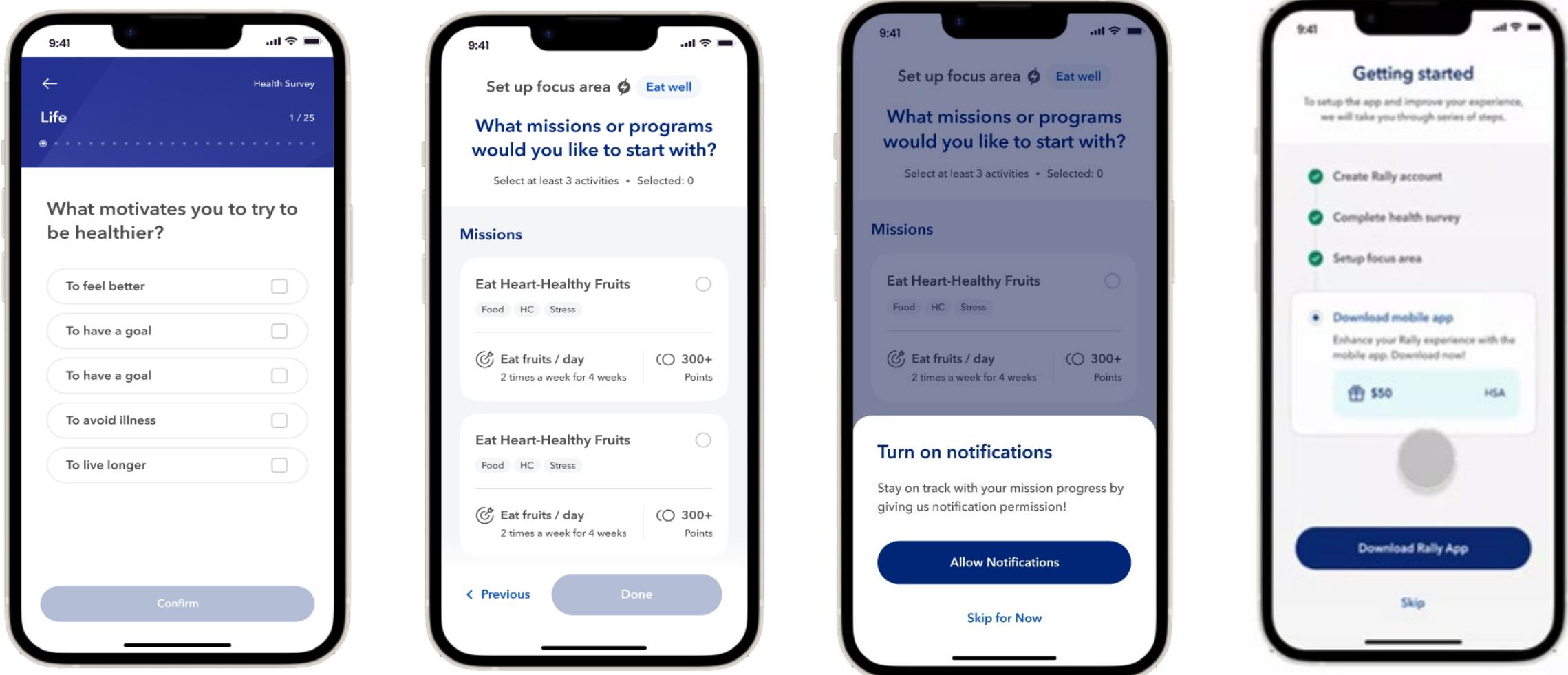
Screenshots are for demonstration purposes only. Final experience is subject to change.

Onboarding Journey



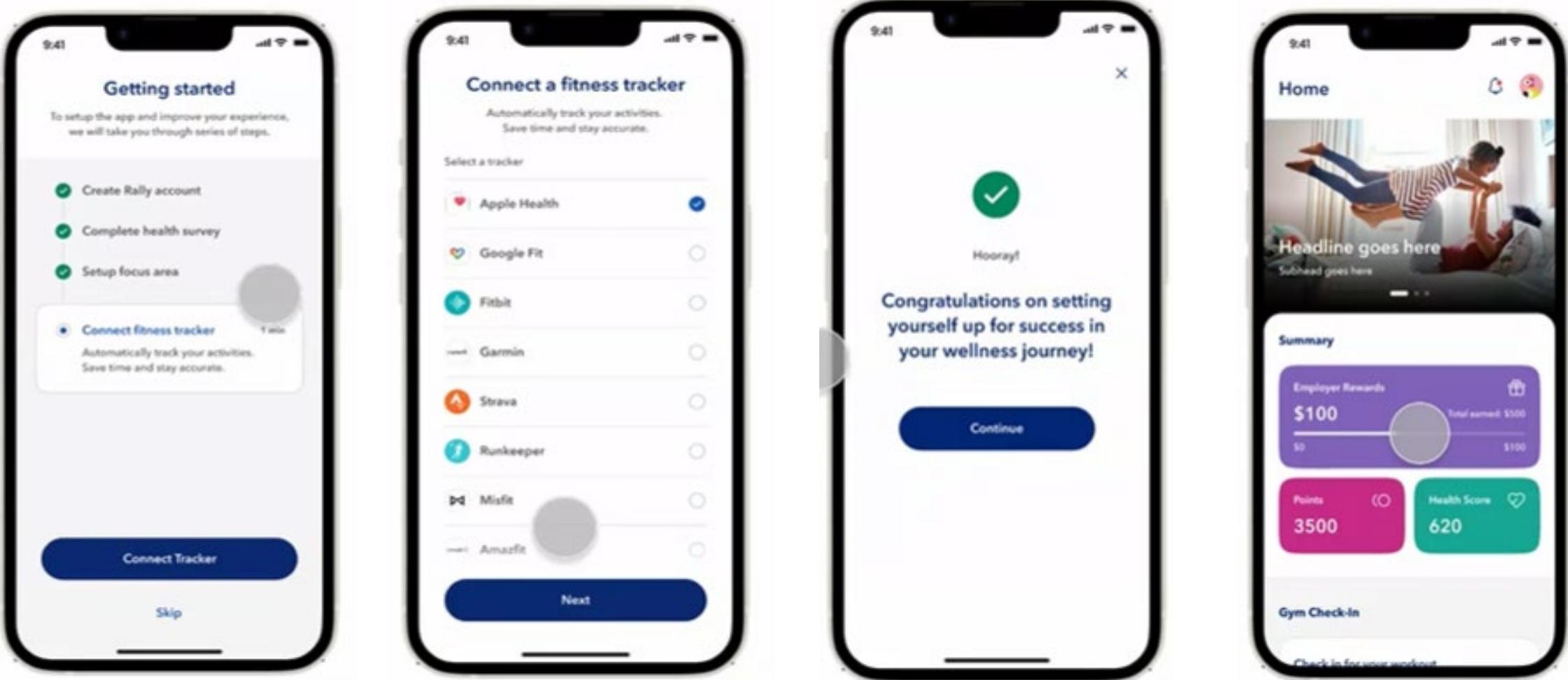
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Onboarding Journey



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Onboarding Journey



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