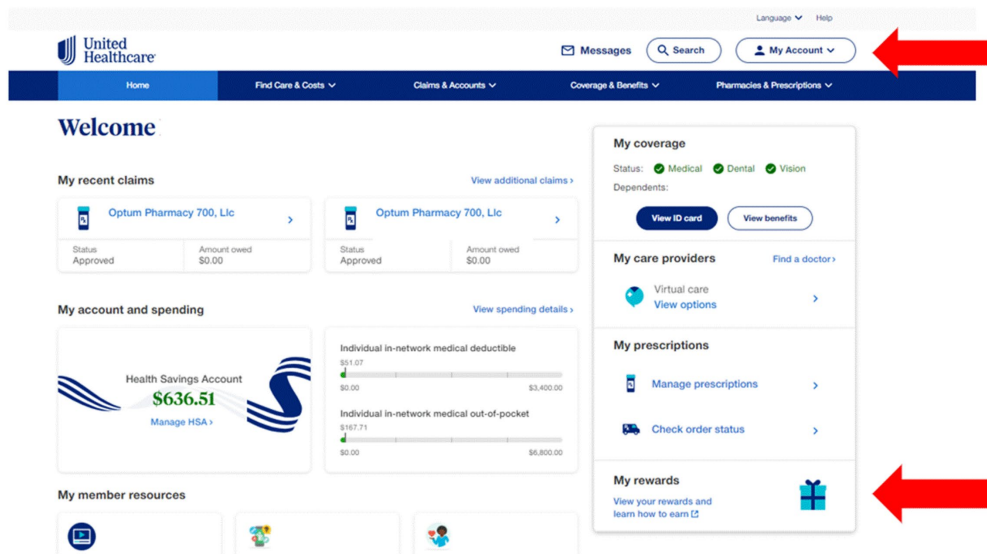


Member Experience Registration & Onboarding Journey

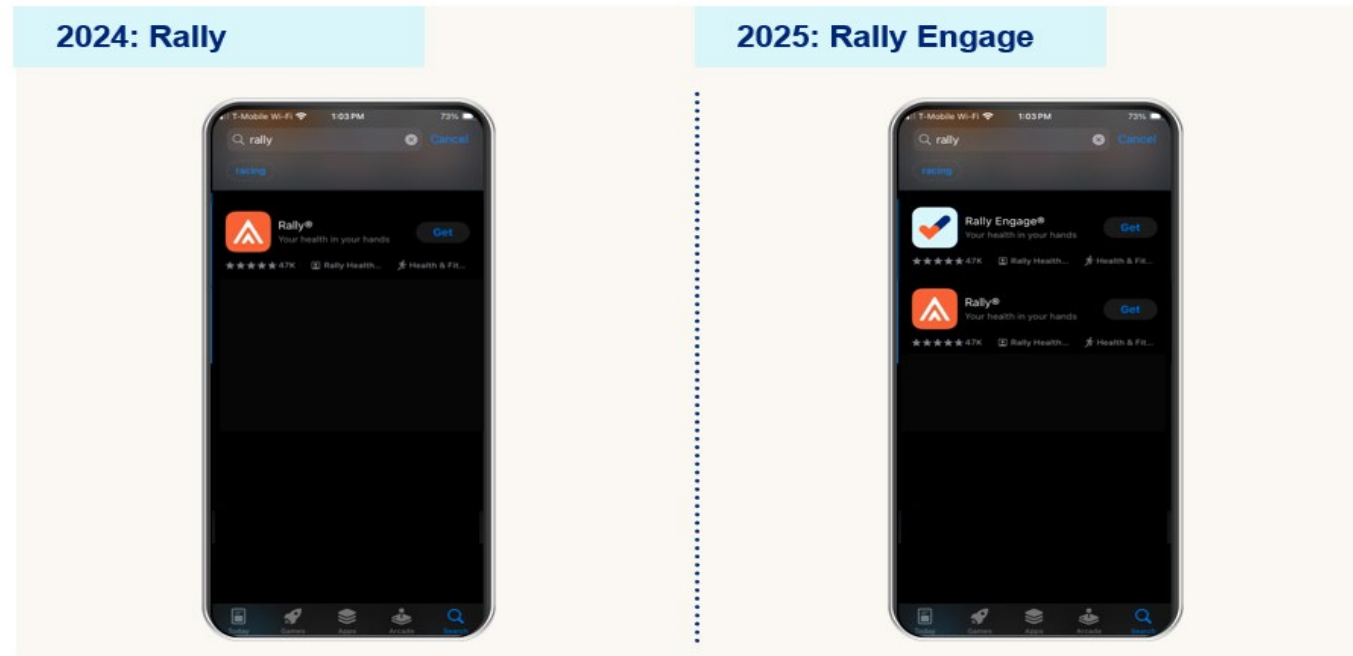
Members may access Rally from myuhc.com or new Rally Engage

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.

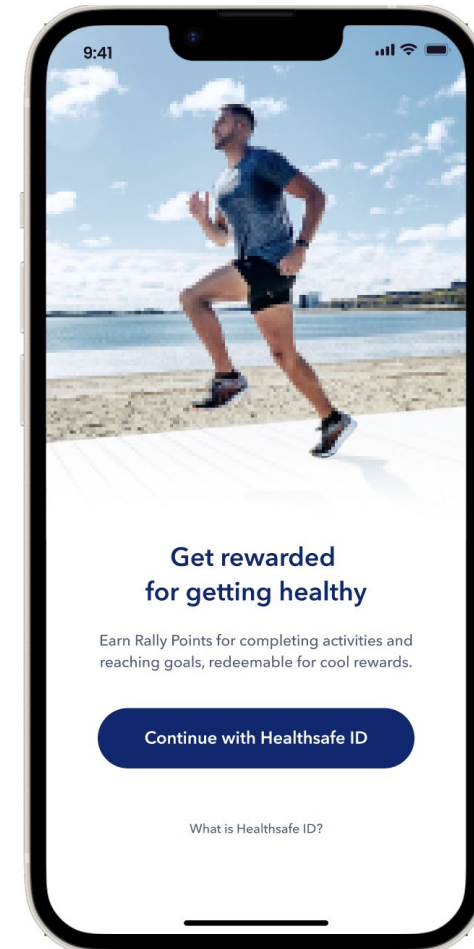
HealthSafe ID is used as a single set of sign-in credentials across UnitedHealth Group, which allows Rally to take advantage of the scale of UnitedHealth Group in safeguarding consumer account information.

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

HealthSafe ID®

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)

Identification Type [Help](#)

☒ 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](#)

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

HealthSafe ID®

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](#)

Username / Password / Email
Terms of Use / Privacy Policy

HealthSafe ID®

Keep your account safe

Step 2 of 2

Verification Type
[Text Message](#)

Phone Number

An automated text message will be sent to the phone number you provide for account confirmation and recovery purposes, and as noted in the [Consumer Communications Notice](#). Messaging, data rates, 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!

Please enter the confirmation code that has been sent to the phone number below. The code will expire after 10 minutes.

Phone Number

Confirmation Code

[Create account](#)

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

Multi-Factor Authentication setup + verification on device

HealthSafe ID®

Your account has been created

You can change your account information anytime in Account Settings.

Email Address

Username

Phone Number

[Continue to Account](#)

Account created

Step 1: Create an account using HSID

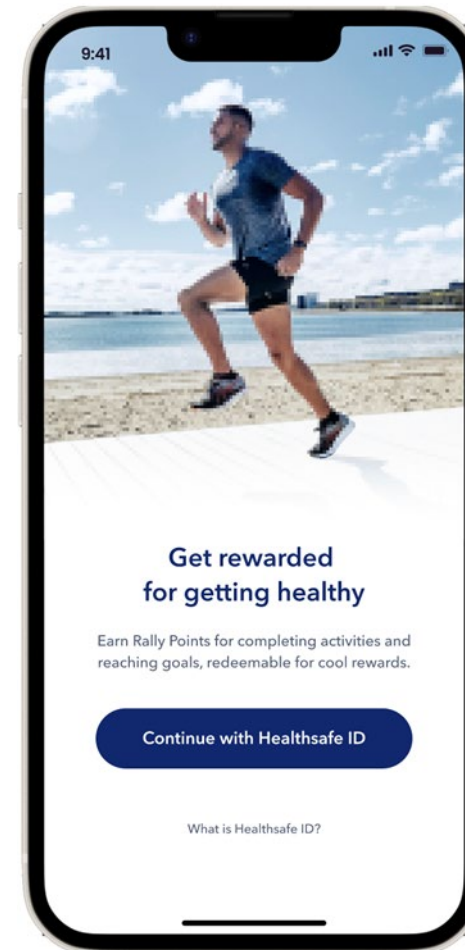
HealthSafe ID (HSID) uses dual-factor authentication to safeguard member account information.

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.

A smartphone screen displaying the HealthSafe ID registration form. The top status bar shows the time 9:41 and signal strength. The form is titled "Let's get you registered" and includes the text "Create your HealthSafe ID* to help protect the security of your personal health information." and "All fields are required unless marked as optional." The form fields are: "First Name" (text input), "Last Name" (text input), "Date of Birth (mm-dd-yyyy)" (date picker), "Identification Type" (dropdown menu with a "Help" link), and "Member ID" (text input). A "Feedback" link is visible on the left side of the form.

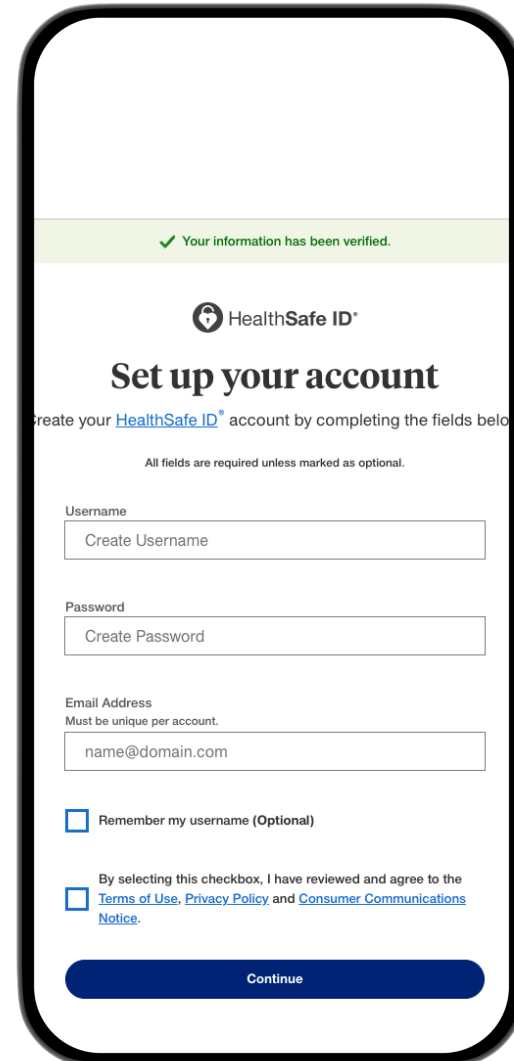
Step 2: Create sign-in credentials

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.



A screenshot of a mobile app interface for setting up a HealthSafe ID account. At the top, a green banner displays a checkmark and the text "Your information has been verified." Below this is the HealthSafe ID logo. The main heading is "Set up your account". A subtext says "Create your HealthSafe ID account by completing the fields below". A note states "All fields are required unless marked as optional." The form includes three input fields: "Username" with a placeholder "Create Username", "Password" with a placeholder "Create Password", and "Email Address" with a placeholder "name@domain.com" and a note "Must be unique per account." Below the email field is a checkbox for "Remember my username (Optional)". At the bottom, another checkbox is accompanied by the text "By selecting this checkbox, I have reviewed and agree to the Terms of Use, Privacy Policy and Consumer Communications Notice." A blue "Continue" button is at the very bottom.

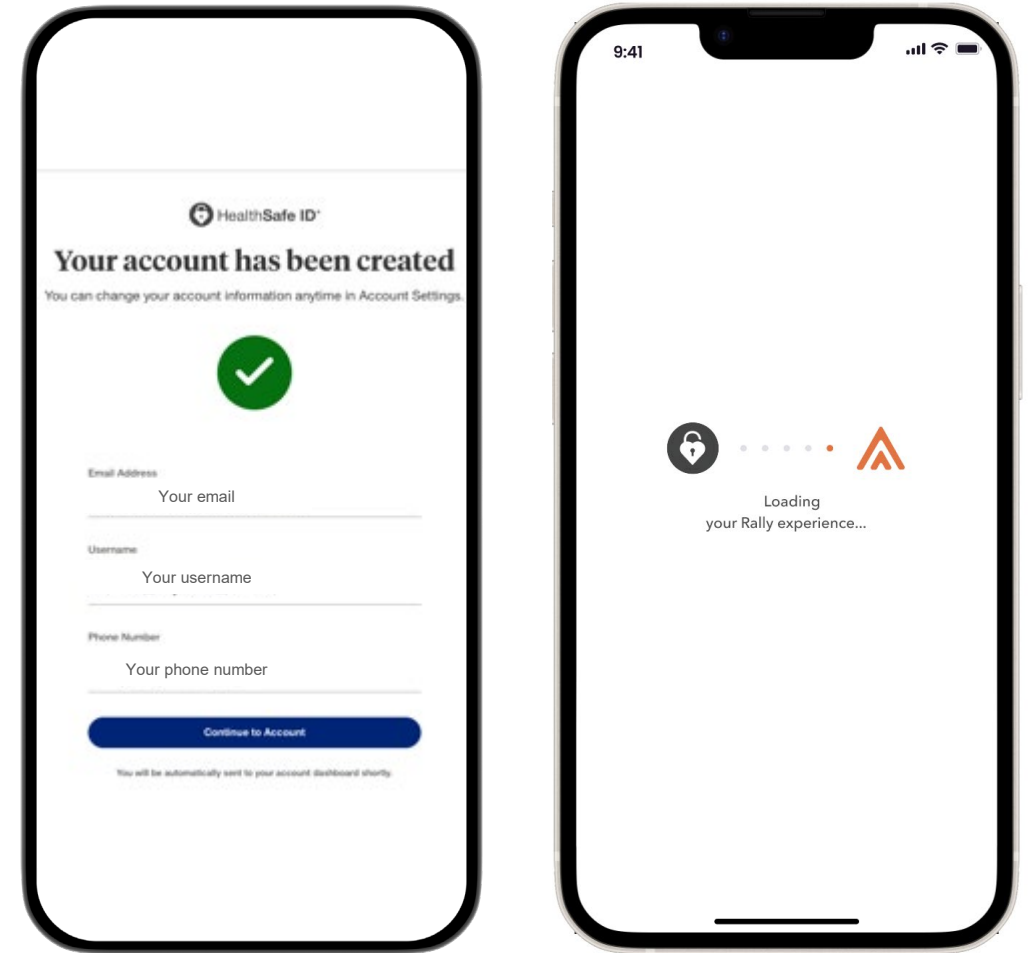
Step 3: Set-up a recovery device

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

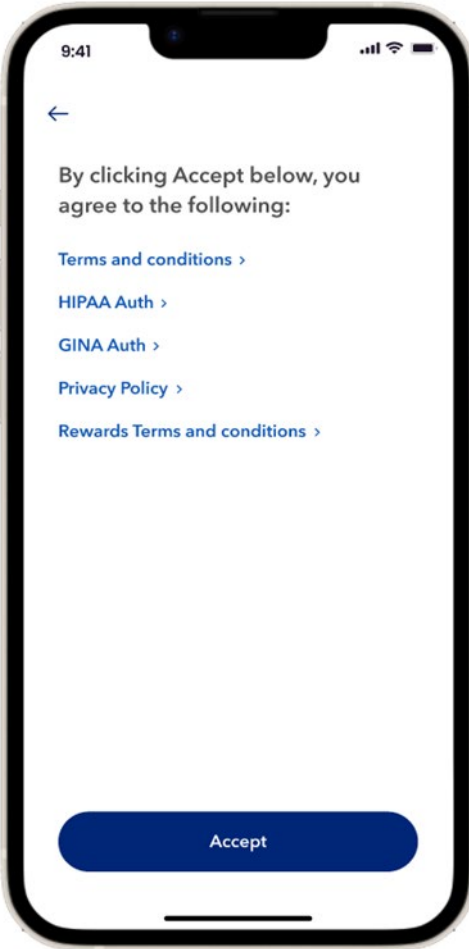
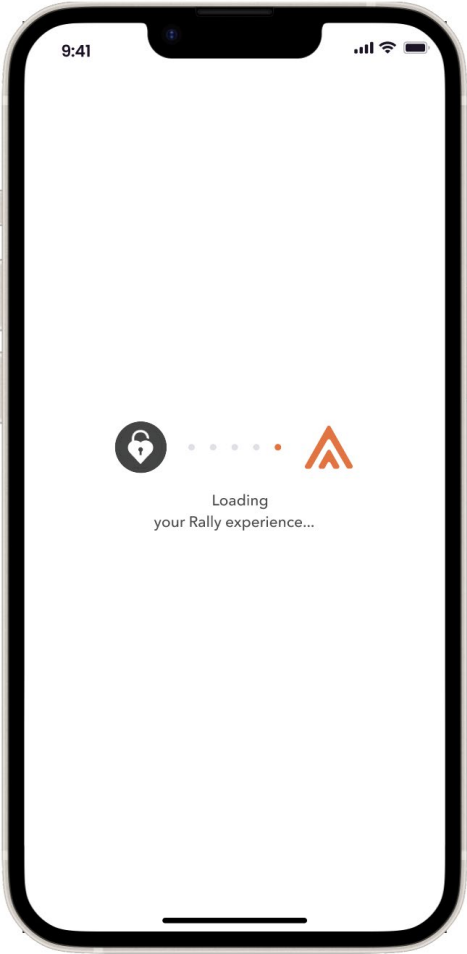
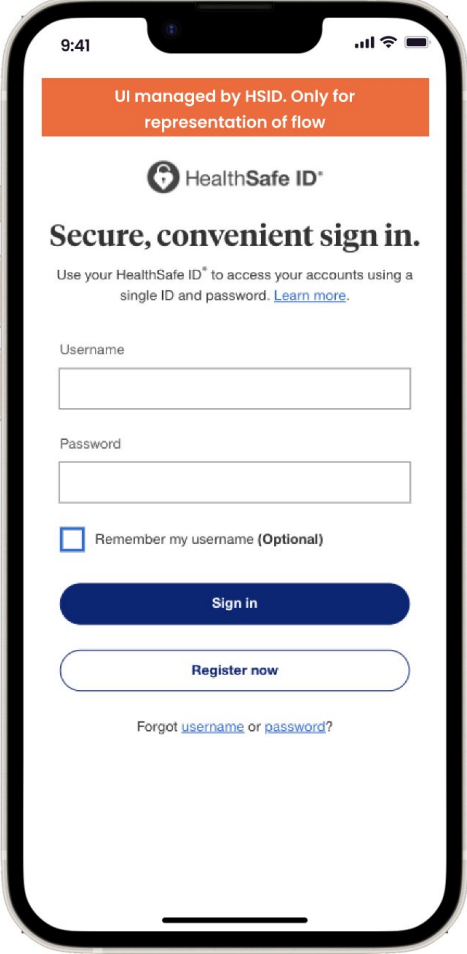
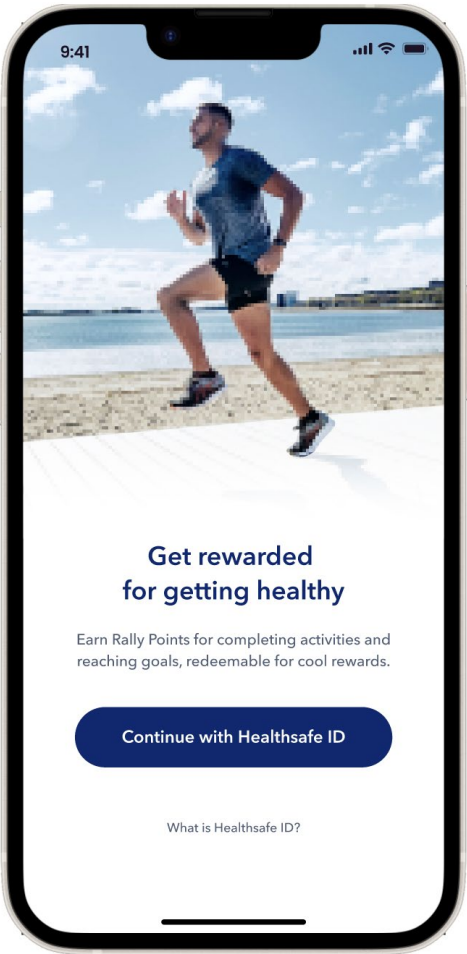
The image shows a smartphone screen displaying the HealthSafe ID app setup interface. At the top, a green banner states "✓ Your account is almost complete." Below this, the HealthSafe ID logo is followed by the heading "Keep your account safe" and the instruction "To keep your account secure, please choose a confirmation method." A blue circular icon with a white phone and checkmark is centered. The "Confirmation Type" dropdown menu is set to "Text Message". Below this, the "Country Code" is set to "+1" (USA) and the "Phone Number" field is empty. A blue "Text me" button is at the bottom. To the right, a tilted card titled "Check your text messages!" instructs the user to enter a confirmation code sent to their phone number, which expires in 10 minutes. It includes a green phone icon, a "Phone Number" field with "+1", a "Confirmation Code" field, and a blue "Create account" button. Links for "Text me again" and "Call me instead" are at the bottom of the card.

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.

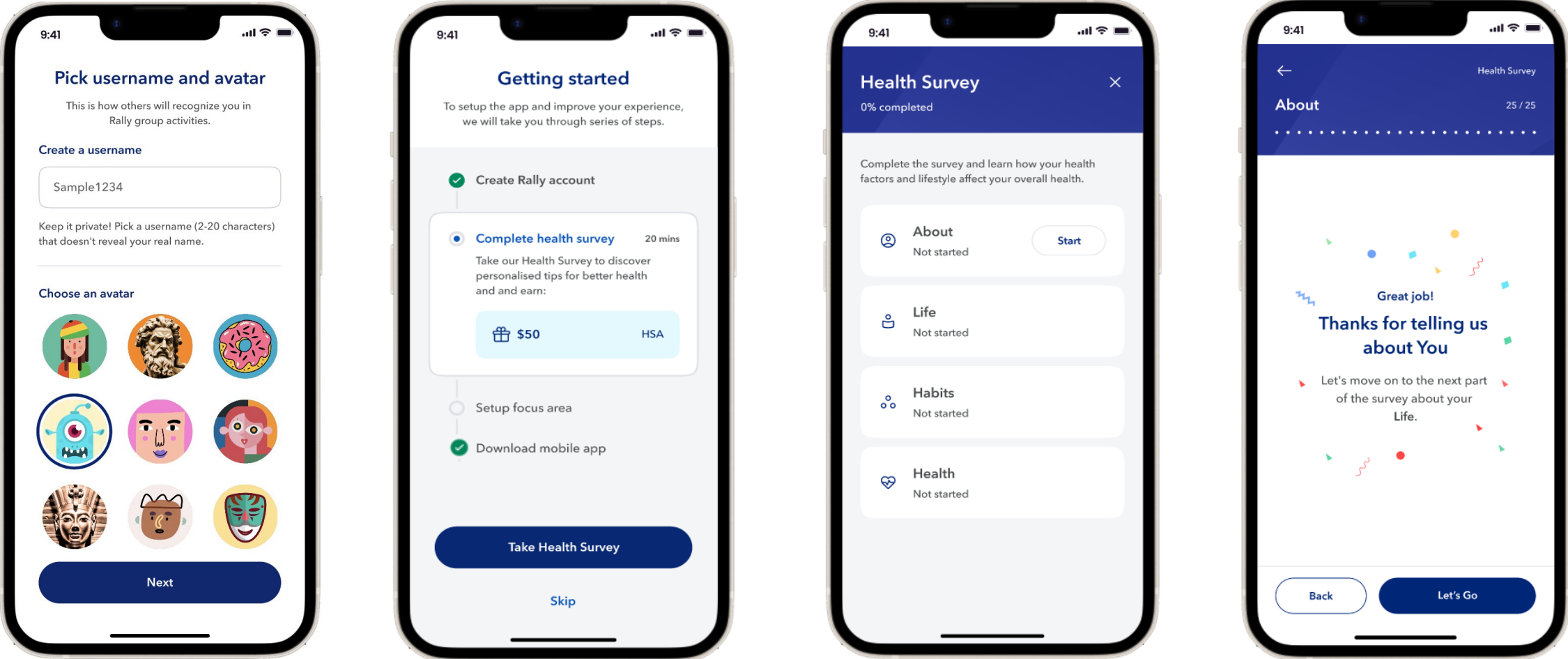


Onboarding Journey



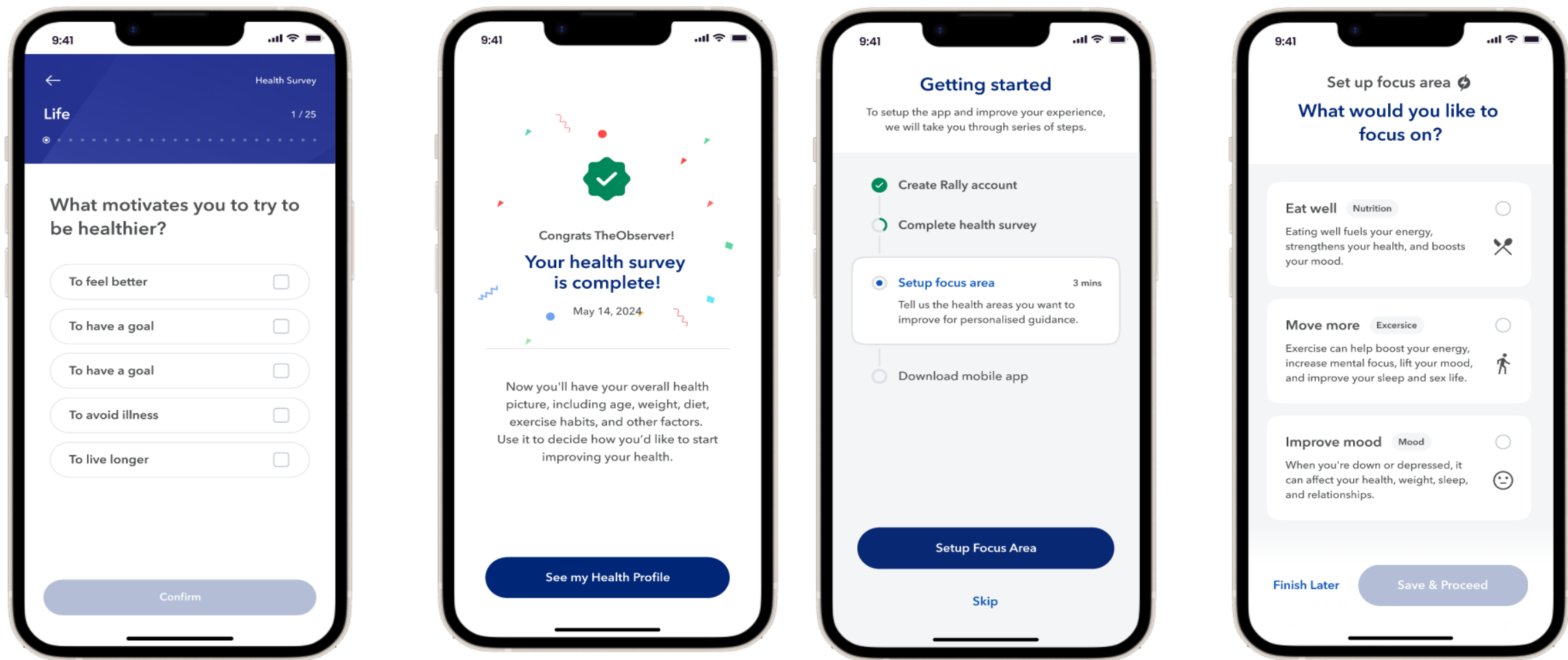
Screenshots are for demonstration purposes only. Final experience is subject to change.

Onboarding Journey



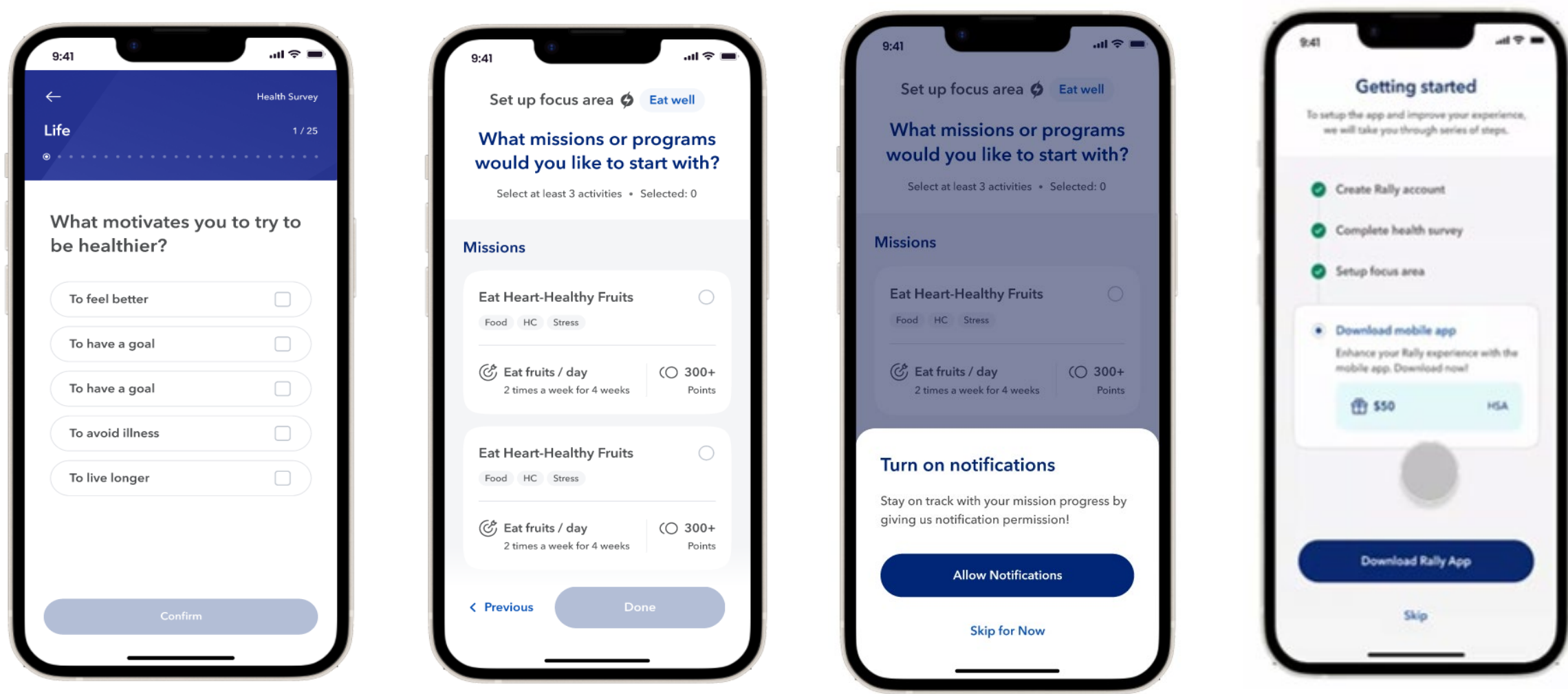
Screenshots are for demonstration purposes only. Final experience is subject to change.

Onboarding Journey



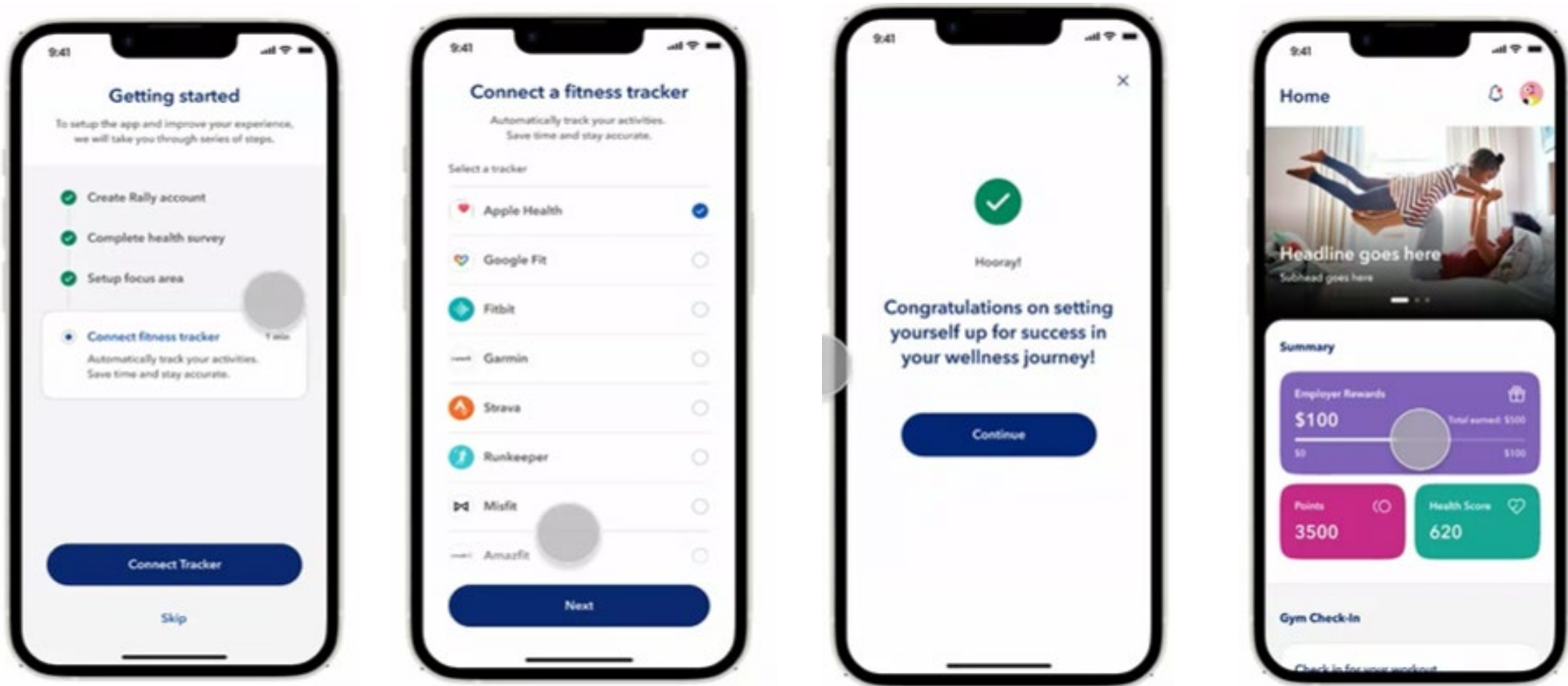
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Onboarding Journey



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Onboarding Journey



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