

# MEMBER BENEFIT PORTAL

You will need to first register for an account to access the member portal. Once you have registered, you can login, and navigate the member portal.



**Creating an account (Registration)**

**01**



**Logging into the Member Portal**

**02**



**Changing your Password**

**03**

# Creating an Account (Registration)

# 01

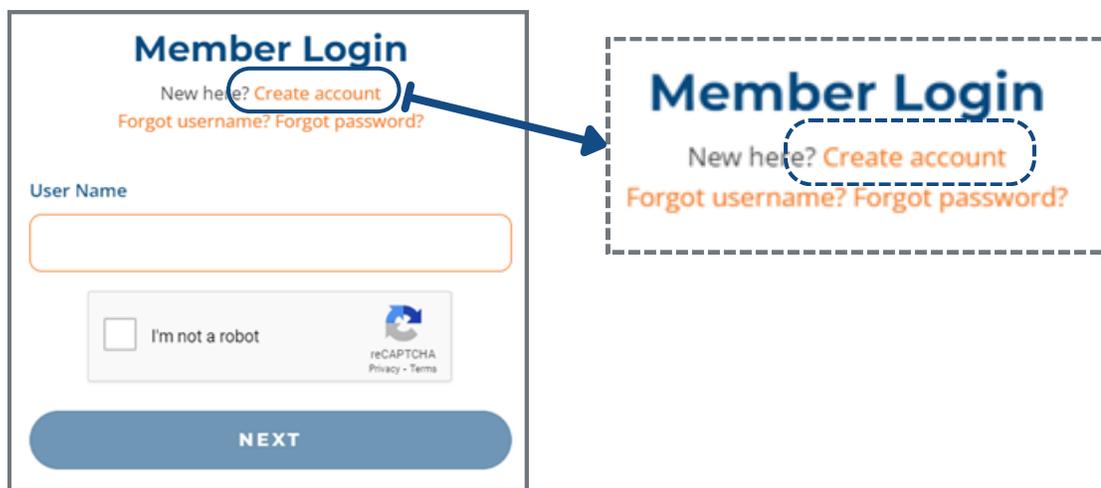
You will need to first register for an account to access the member portal. To register an account in the member portal:

- a. You must be an active Union Member and your account must be in good standing.
- b. You will need to use the exact first and last name, date of birth, and last three SIN digits that you provided to the Administrator.

From the Member Login page (<https://www.memberbenefitportal.com>):

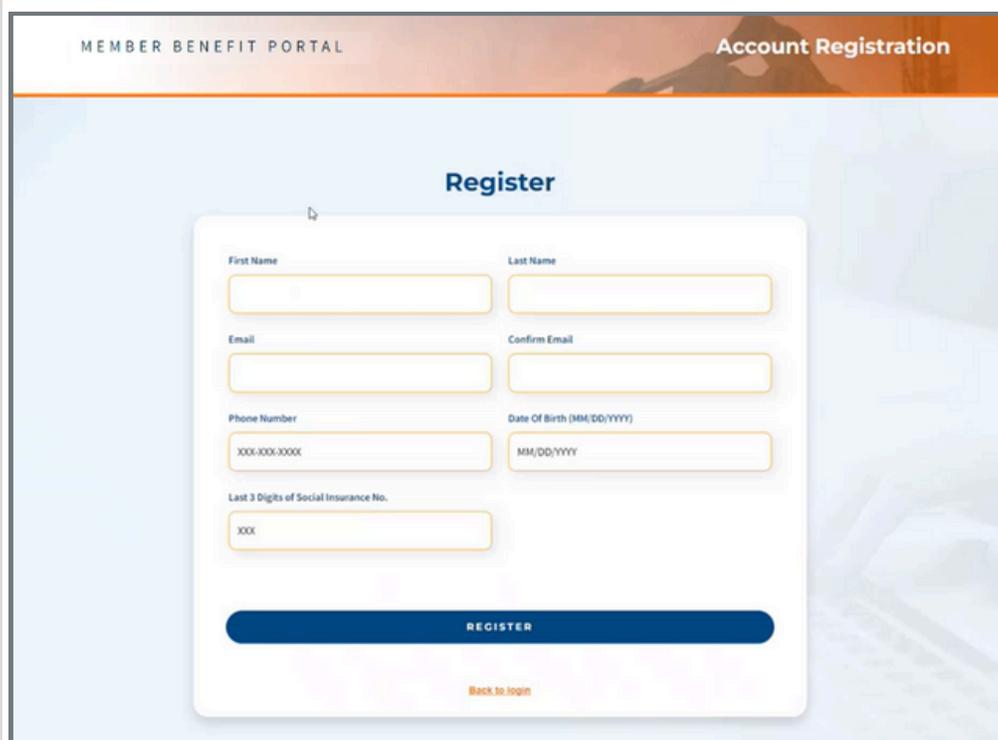
## Step 1

Select the **Create Account** option.



The screenshot shows the 'Member Login' page. The 'Create account' link is highlighted with a blue circle and an arrow pointing to a dashed box on the right. The dashed box contains the same 'Member Login' page with the 'Create account' link highlighted by a blue dashed circle.

The **Member Benefit Portal Account Registration** page opens.



The screenshot shows the 'Account Registration' page. The page has a header with 'MEMBER BENEFIT PORTAL' and 'Account Registration'. The main content area is titled 'Register' and contains a registration form with the following fields:

- First Name
- Last Name
- Email
- Confirm Email
- Phone Number (format: XXX-XXX-XXXX)
- Date Of Birth (MM/DD/YYYY)
- Last 3 Digits of Social Insurance No. (format: XXX)

At the bottom of the form is a blue 'REGISTER' button and a 'Back to login' link.

## Step 2

Enter your registration details: **First Name**, **Last Name**, **Email**, **Date of Birth**, and **last three digits of your Social Insurance Number**.

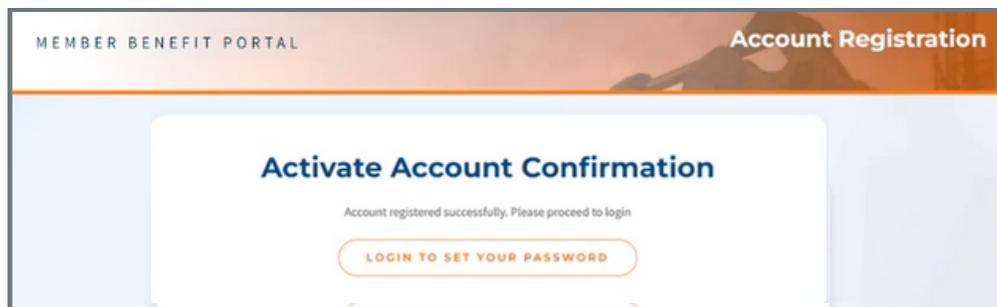
### Note:

Your email will become your username. You will use it to log into the portal once the account has been set up.

## Step 3

Select **Register**.

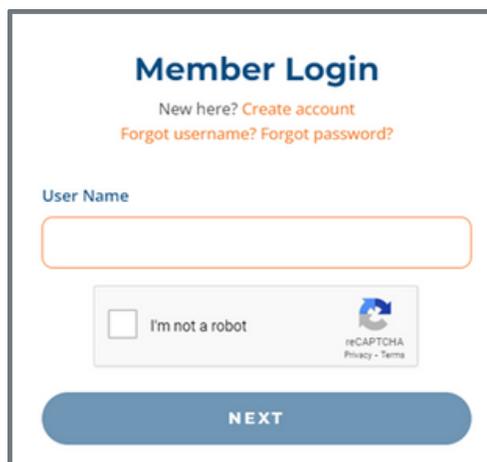
When the details match those in the Administrator's database, the **Activate Account Confirmation** box displays.



## Step 4

Select the **Login to Set your Password** button.

The **Member Login** page displays.

A screenshot of the "Member Login" page. It features a blue heading "Member Login" with links for "New here? Create account" and "Forgot username? Forgot password?". There is a text input field for "User Name". Below the field is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and "reCAPTCHA Privacy - Terms" link. At the bottom is a large blue button labeled "NEXT".

## Step 5

Enter your **Username**.

## Step 6

Select the **I'm not a robot** checkbox, then complete the reCAPTCHA (if requested).

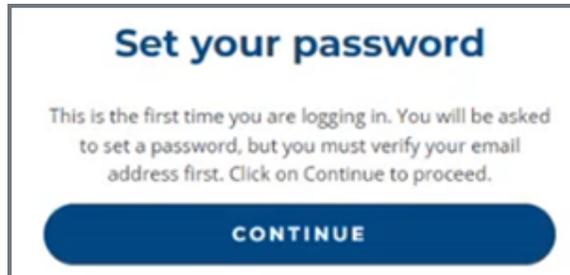
## Step 7

Select **Next**.

The first time you login, you will be asked to set a password. However, before setting a password, you will be asked to verify your email address.

## Step 8

On the **Set your password** page, select **Continue**.



**Set your password**

This is the first time you are logging in. You will be asked to set a password, but you must verify your email address first. Click on Continue to proceed.

**CONTINUE**

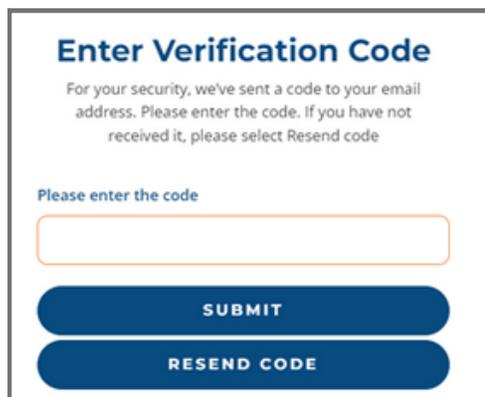
A verification code will be sent to the email address you provided when you registered. Be sure that you have access to that email to retrieve the code.

### Note:

Please check your junk email if you are not able to locate this email.

## Step 9

Enter the verification code received via email.



**Enter Verification Code**

For your security, we've sent a code to your email address. Please enter the code. If you have not received it, please select Resend code

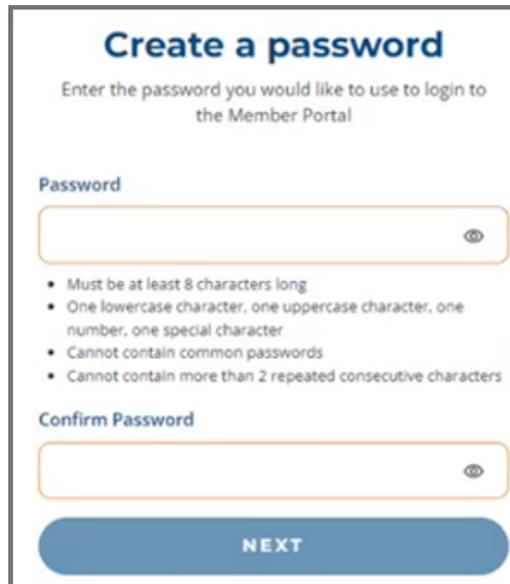
Please enter the code

**SUBMIT**

**RESEND CODE**

## Step 10

Select the **Submit** button. If you did not receive the verification code, select the **Resend Code** option. The **Create a password** page opens.



**Create a password**

Enter the password you would like to use to login to the Member Portal

Password

Confirm Password

- Must be at least 8 characters long
- One lowercase character, one uppercase character, one number, one special character
- Cannot contain common passwords
- Cannot contain more than 2 repeated consecutive characters

NEXT

## Step 11

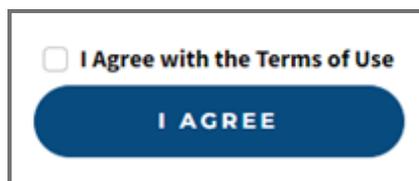
Create a password that meets the specified criteria.

## Step 12

Confirm the password then select **Next**.

## Step 13

Read and accept the **Terms of Use** and **Privacy Statement** by selecting the checkbox.



I Agree with the Terms of Use

I AGREE

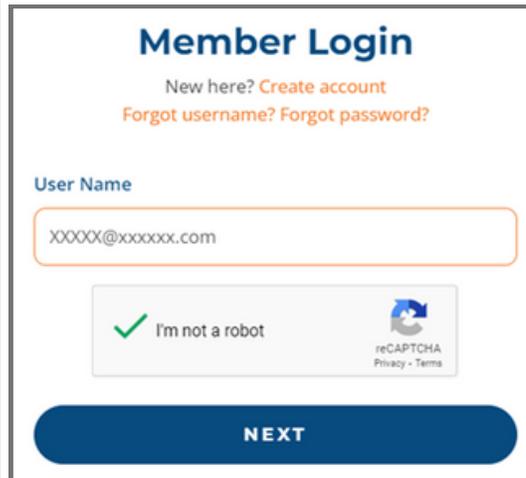
See ***Navigating the Member Portal*** to familiarize yourself with the portal. You have now successfully registered for the member portal.

You will need to first register for an account to access the member portal. Review the How to Create an Account section above for more information. Once you have registered, you can use the username and password that you set up during registration, to log into the portal.

**From the Member Login page (<https://www.memberbenefitportal.com>):**

Step 1

Enter your **Username**. The email address that you used to set up the account is your username.

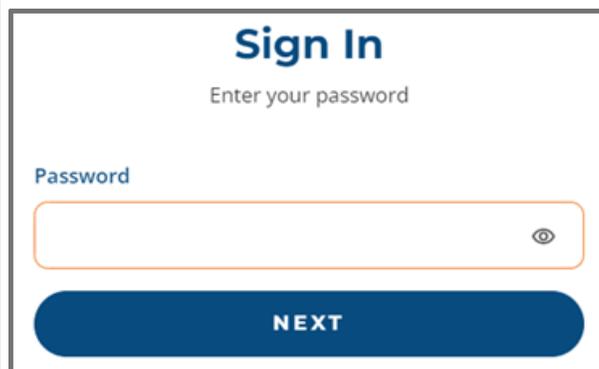


Step 2

Select the **I'm not a robot** checkbox, then complete the reCAPTCHA (if requested).

Step 3

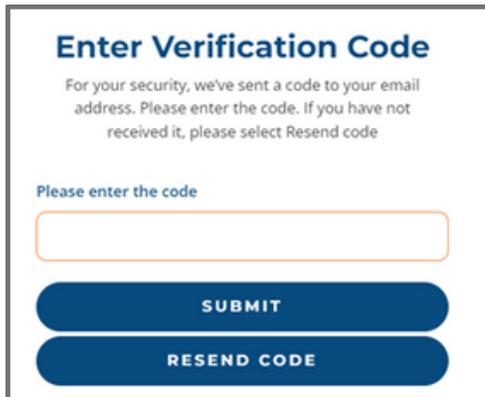
Select **Next**.



Step 4

Enter your **Password**, then select **Next**.

The **Enter Verification Code** page opens.



**Enter Verification Code**

For your security, we've sent a code to your email address. Please enter the code. If you have not received it, please select Resend code

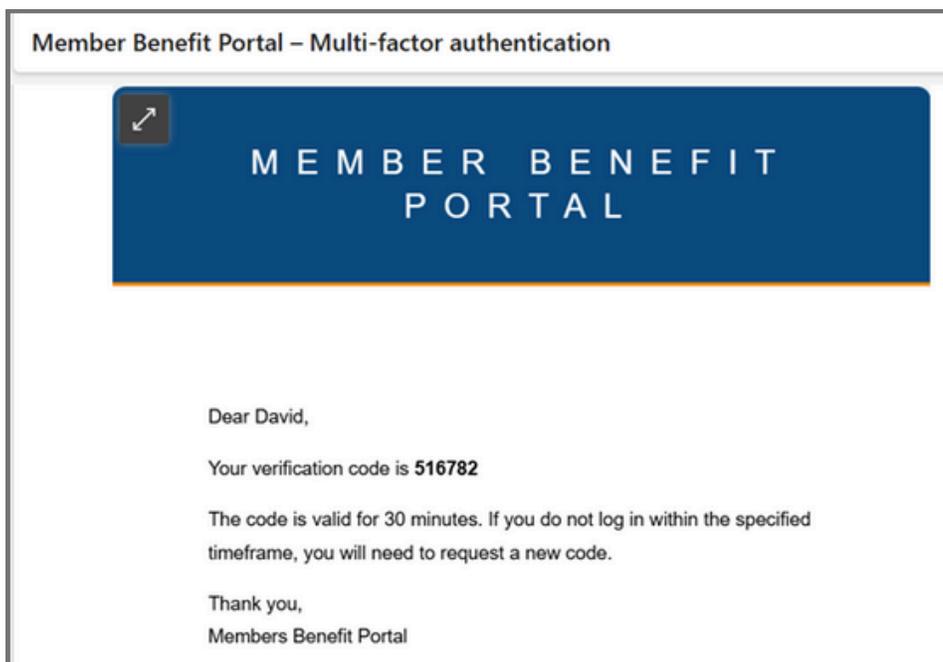
Please enter the code

**SUBMIT**

**RESEND CODE**

## Step 5

Navigate to your email client and copy the verification code you received from the Member Benefit Portal email. For this example, the verification code is **516782**.



Enter the verification code, then select the **Submit** button.

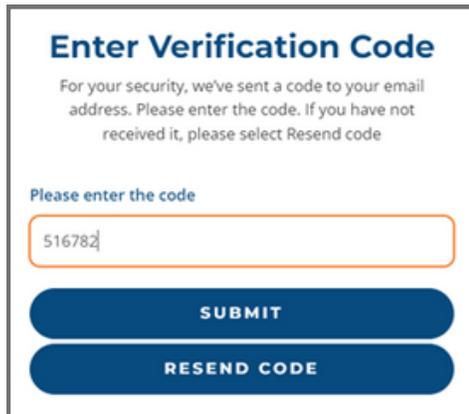
### **Note:**

Please check your junk email if you are not able to locate this email.

# Logging into the Member Portal

## Step 6

Enter the verification code, then select the **Submit** button.



**Enter Verification Code**

For your security, we've sent a code to your email address. Please enter the code. If you have not received it, please select Resend code

Please enter the code

**SUBMIT**

**RESEND CODE**

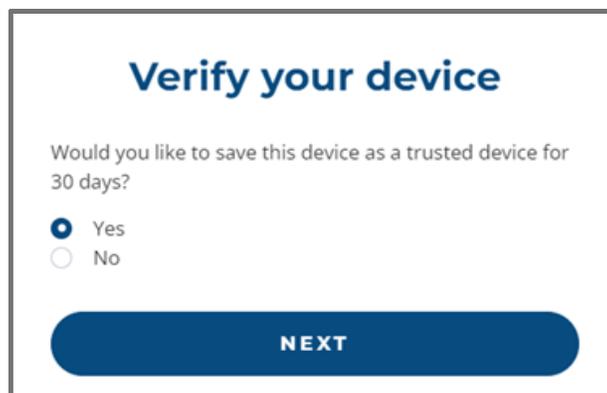
### Note:

If you did not receive the code, select the Resend Code option. Be sure that you are using the same email that you used to register the account.

The **Verify your Device** page opens.

## Step 7

Select **Yes** or **No** depending on the device you are using. If this is your trusted device, select **Yes**. If you are using a temporary workstation, select **No**.



**Verify your device**

Would you like to save this device as a trusted device for 30 days?

Yes

No

**NEXT**

## Step 8

Select **Next**.

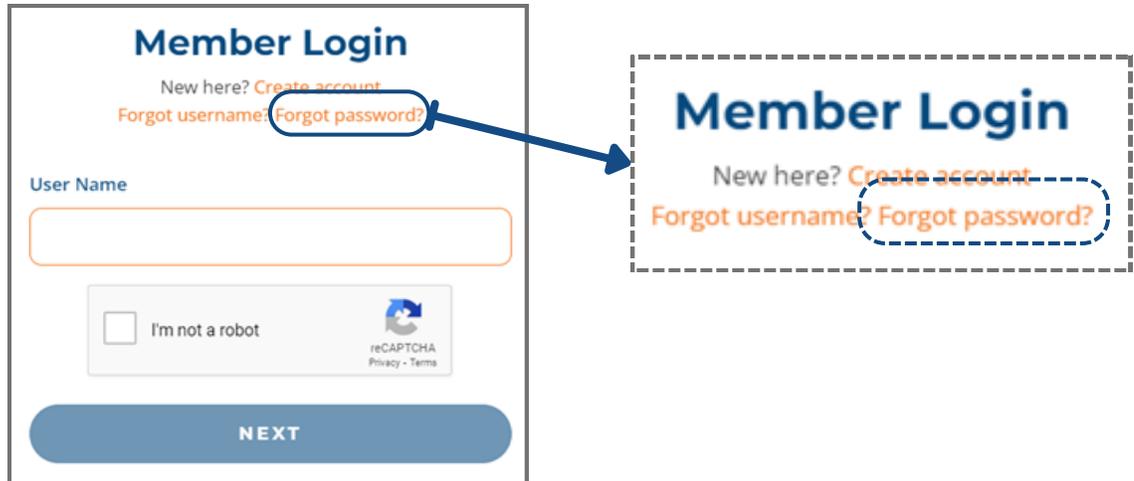
See ***Navigating the Member Portal*** to familiarize yourself with the portal. You have now successfully logged into the member portal.

If you forgot your password, you can change it from the member login page.

From the Member Login page (<https://www.memberbenefitportal.com>):

Step 1

Select the **Forgot password** option.

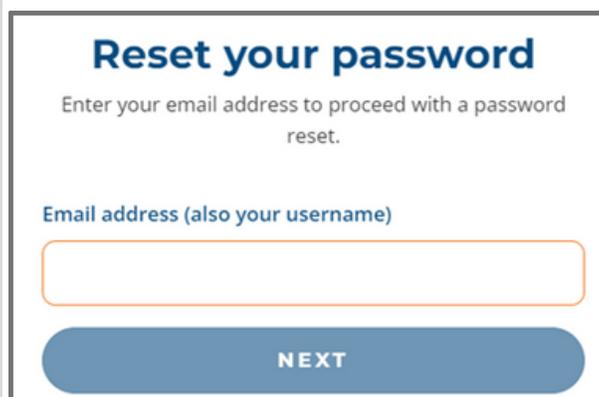


The screenshot shows the 'Member Login' page. At the top, it says 'Member Login' in blue. Below that, there are links for 'New here? Create account' and 'Forgot username? Forgot password?'. The 'Forgot password?' link is circled in blue. A blue arrow points from this link to a dashed blue box on the right. Inside this dashed box is a zoomed-in view of the 'Forgot password?' link, also circled in blue. Below the links is a 'User Name' input field, a reCAPTCHA widget with the text 'I'm not a robot' and 'reCAPTCHA Privacy - Terms', and a blue 'NEXT' button.

The **Reset your password** page opens.

Step 2

Enter your **Email** address, then select **Next**.



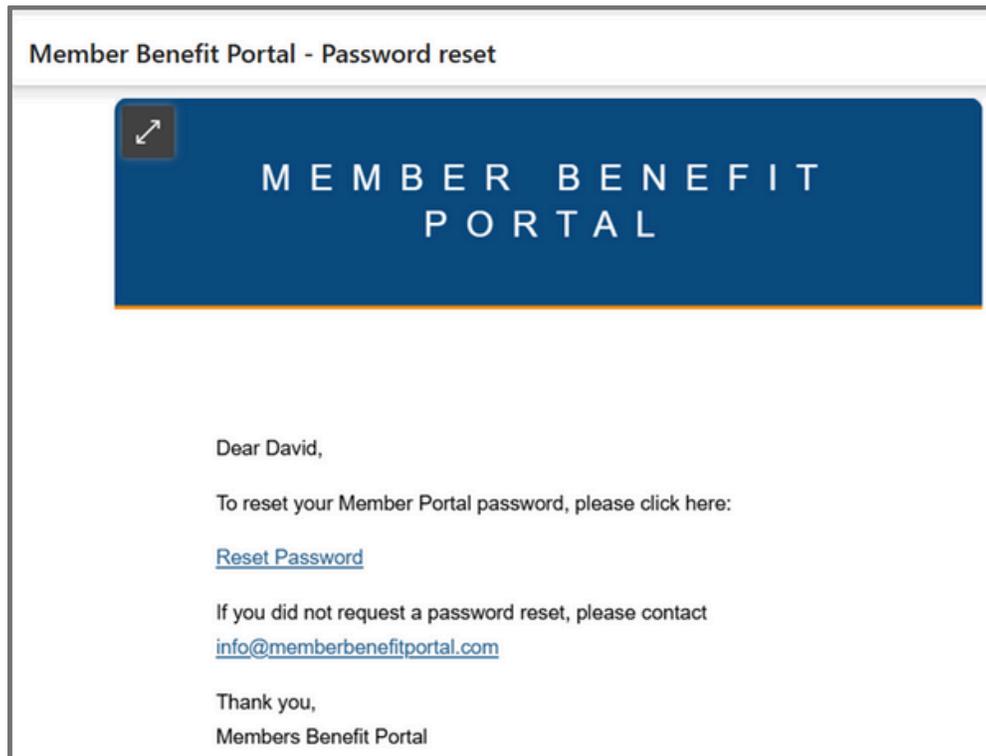
The screenshot shows the 'Reset your password' page. At the top, it says 'Reset your password' in blue. Below that, it says 'Enter your email address to proceed with a password reset.' There is an input field labeled 'Email address (also your username)'. At the bottom, there is a blue 'NEXT' button.

A message will display and an email will be sent to the email address you have provided.

An email has been sent to the email address provided.  
Please follow the link in the email to proceed.

## Step 3

Open your email client and navigate to the password reset email you received.



### Note:

Please check your junk email if you are not able to locate this email.

## Step 4

Select the **Reset Password** link from the email.

The **Create a Password** page opens.

The screenshot shows a web form titled "Create a password". Below the title, it says "Enter the password you would like to use to login to the Member Portal". There are two input fields: "Password" and "Confirm Password". Below the "Password" field, there is a list of requirements: "Must be at least 8 characters long", "One lowercase character, one uppercase character, one number, one special character", "Cannot contain common passwords", and "Cannot contain more than 2 repeated consecutive characters". At the bottom of the form is a blue button labeled "NEXT".

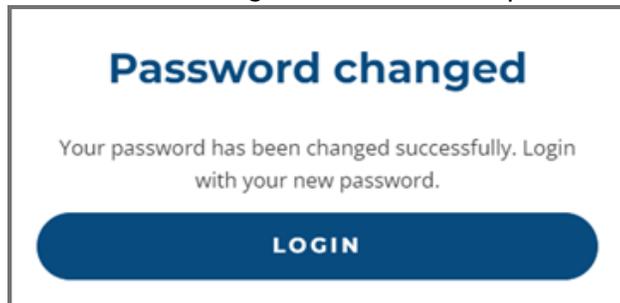
Step 5

Create a password that meets the specified criteria. Please note that the new password cannot be the same as the previous password.

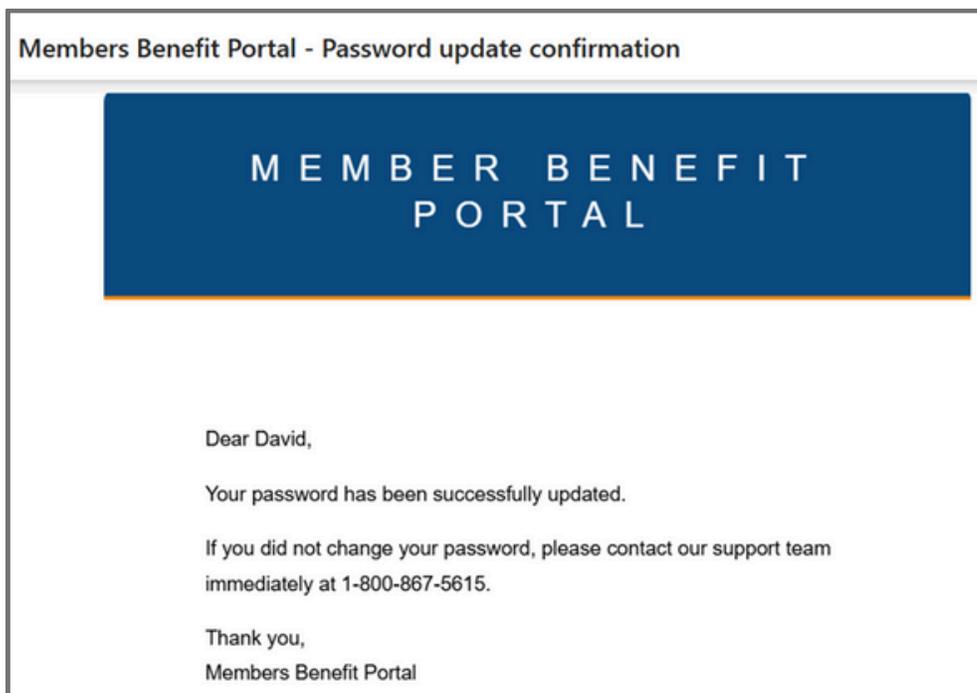
Step 6

Confirm the password then select **Next**.

A **Password changed** confirmation opens.



You will also receive an email confirming the password change.



Step 7

Select the **Login** button to login using your new password.