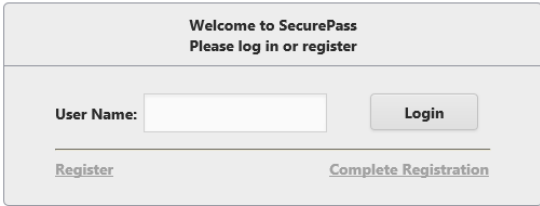
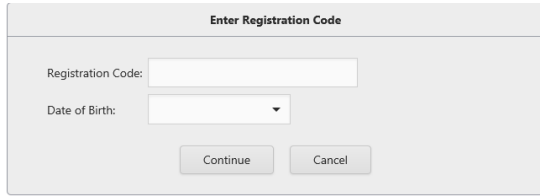
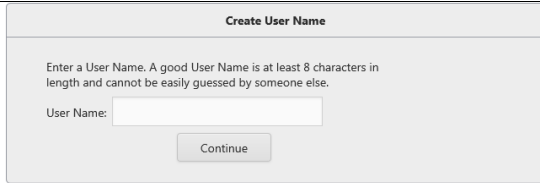


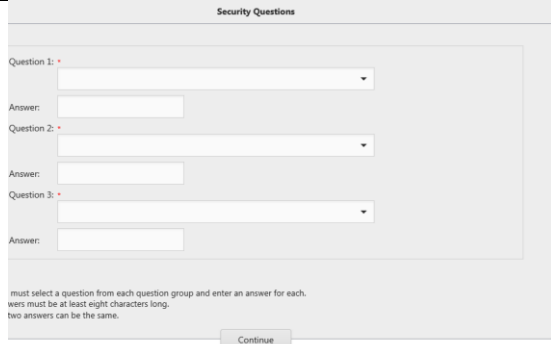

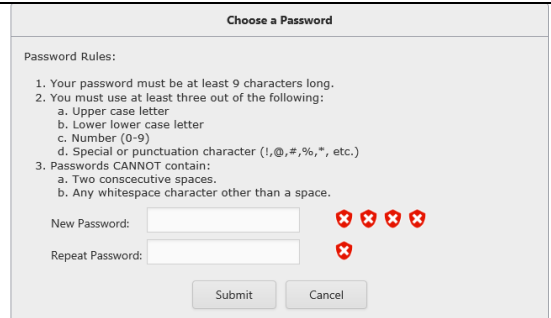
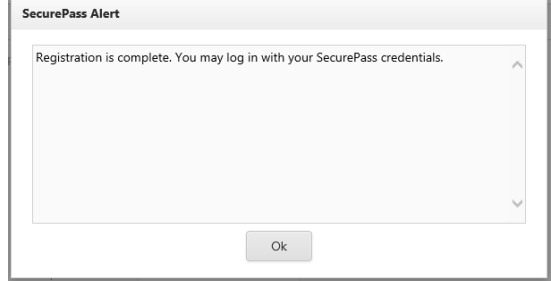
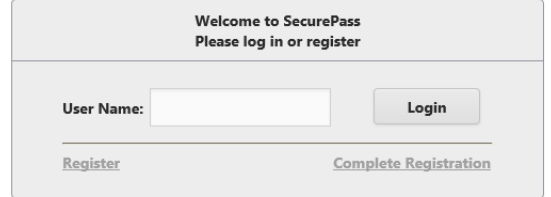
Helpful Information about using SecurePass

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Users who receive a registration invitation email: Pages 1 - 3		
Step 1:	Registration Invitation Email	<p>SecurePass requires you to register an account and DHRM sends to group contacts a registration invitation email. The invitation token is valid for 30 days.</p> <p>BES must be updated if you are a group contact and do not receive the email. The email is generally sent 24-48 hours after BES is updated. State users update BES with PSB100; TLC users submit a Group Data Change Form.</p> <p>Use the link in the email to go to SecurePass. The URL is: https://hurman.dhrm.virginia.gov</p>
Step 2:		<p>Skip User Name,</p> <p>Click 'Complete Registration'.</p>
Step 3:		<p>Enter the code from the registration invitation email and your date of birth as MM/DD/YYYY.</p> <p>Then, click 'Continue'.</p> <p>If you copy the code, be sure to capture only the characters – no extra space at the beginning or end.</p>
Step 4:		<p>Create a User Name.</p> <p>The User Name must be at least 8 characters that is easy for you to remember and not easily guessed by someone else.</p> <p>Then, click "Continue".</p> <p>You will need this user name each time you login to SecurePass.</p>

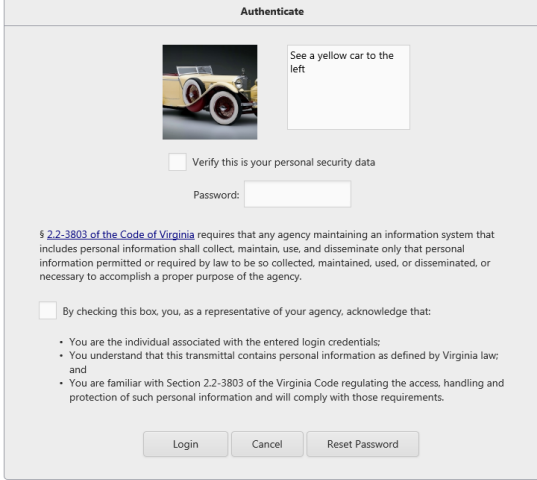
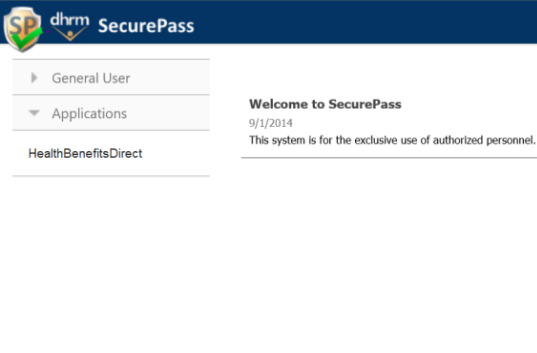
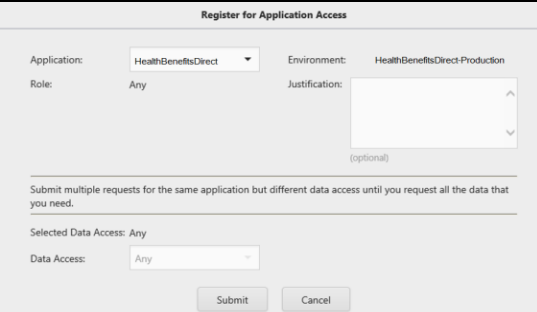
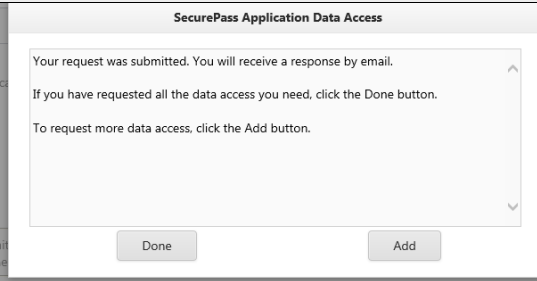
Helpful Information about using SecurePass

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Users who receive a registration invitation email: Pages 1 - 3		
Step 5:		<p>Select and answer 3 security questions.</p> <p>Answers must be at least 8 characters long and no two answers can be the same.</p> <p>When finished, click 'Continue'.</p>
Step 6:		<p>Select a personal image on the left of the page and enter a security phrase in the box on the right of the page.</p> <p>The security phrase must be at least 25 characters long and contain several words.</p> <p>Next, click 'Continue'.</p>
Step 7:		<p>Create a password using the password rules.</p> <p>The password must be at least 9 characters long, easy for you to remember and not easily guessed by someone else.</p> <p>You will need this password each time you login to SecurePass.</p>
Step 8:		<p>Click 'Ok'.</p>
Step 9:		<p>Enter your User Name.</p> <p>Then, click 'Login'.</p>

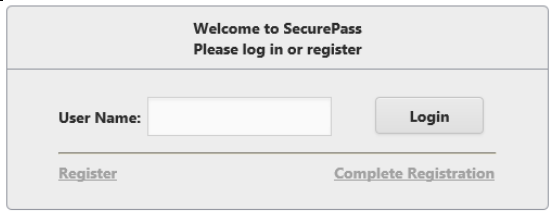
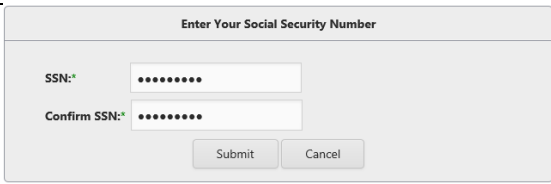
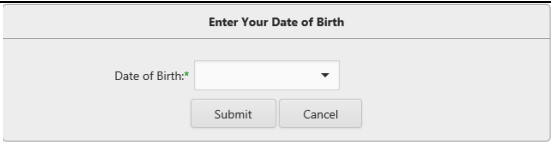
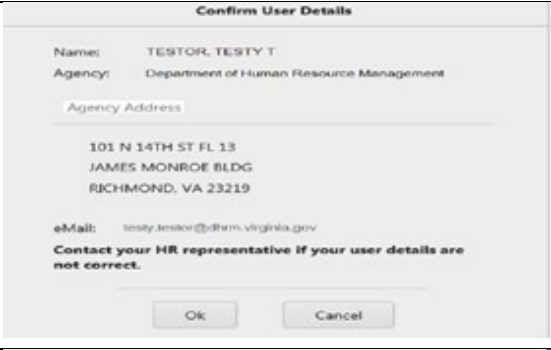
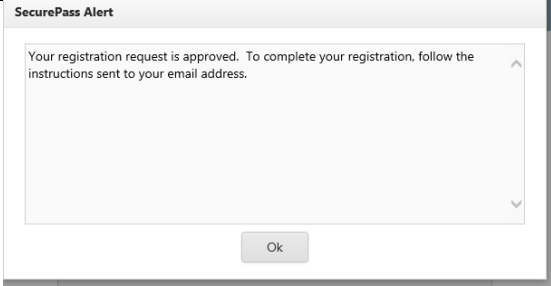
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Users who receive a registration invitation email: Pages 1 - 3		
Step 10:		<p>Check the box to verify your personal image and security phrase.</p> <p>Enter your password.</p> <p>Read the acknowledgement and check the box when finished.</p> <p>Then, click 'Login'.</p>
Step 11:		<p>Notice the left navigation menu. Click 'Applications' and the desired application – 'HealthBenefitsDirect'.</p> <p>Wait for the application to load.</p> <p>If you do not see 'Applications' or a desired application is missing, expand 'General User', click 'Register for Application Access' and then, go to Step 12.</p>
Step 12:		<p>Find Application and select 'HealthBenefitsDirect'.</p> <p>Skip Justification.</p> <p>Find Data Access and select 'Any'.</p> <p>Then, click 'Submit'.</p>
Step 13:		<p>Click 'Done' and wait for an email approving access.</p> <p>This generally happens on the same day, but may take up to two business days.</p>
Step 14:	<p>Access Approval Email</p>	<p>When you are approved, return to SecurePass and login with your User Name and Password.</p> <p>Then, repeat Steps 9-11.</p>

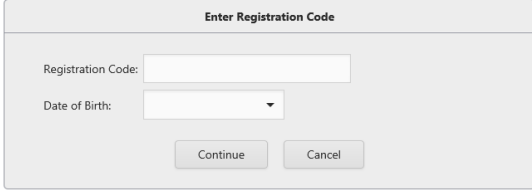

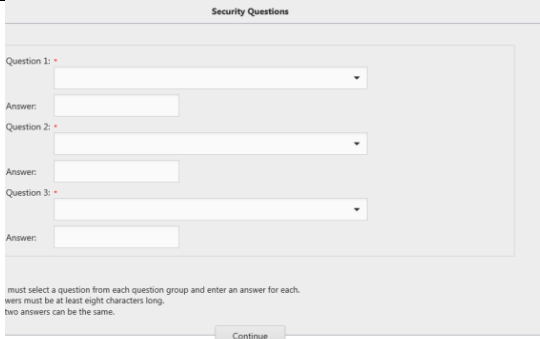
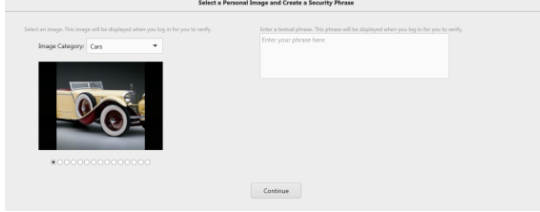
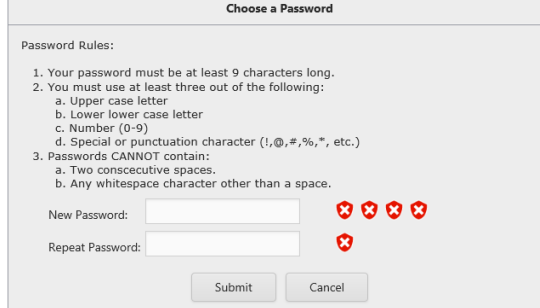
Helpful Information about using SecurePass

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Registered Users who forgot their SecurePass User Name and/or Password: Pages 4 - 7		
Step 1:		<p>Skip User Name.</p> <p>Click 'Register'.</p>
Step 2:		<p>Enter your SSN twice.</p> <p>Then, click 'Submit'.</p>
Step 3:		<p>Enter your date of birth as MM/DD/YYYY.</p> <p>Then, click 'Submit'.</p>
Step 4:		<p>Click 'Ok' to confirm your user details.</p>
Step 5:		<p>Click 'Ok' and wait for the email with instructions to complete the registration.</p>
Step 6:	<p>Registration Approval Email</p>	<p>When you receive the email, return to SecurePass.</p> <p>The URL is: https://hurman.dhrm.virginia.gov</p>

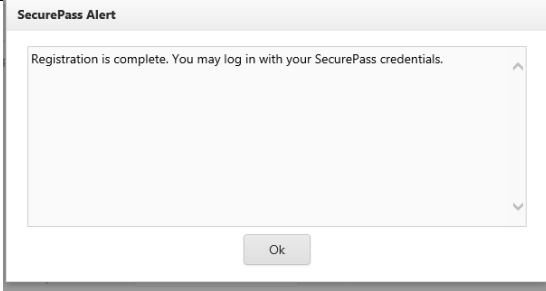
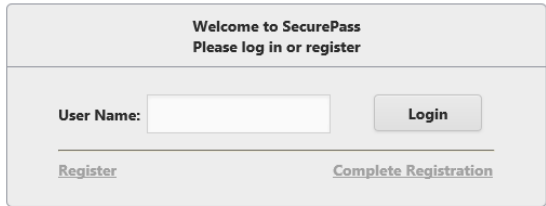
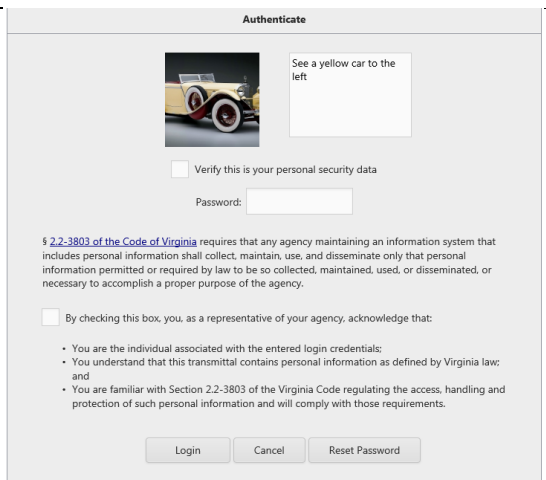
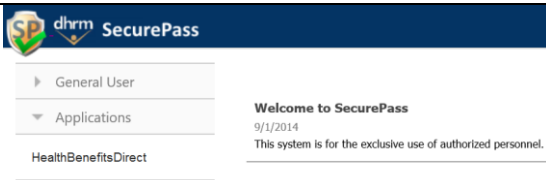
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Registered Users who forgot their SecurePass User Name and/or Password: Pages 4 - 7		
Step 7:		<p>Enter the code from the email and your date of birth as MM/DD/YYYY.</p> <p>Then, click 'Continue'.</p> <p>If you copy the code, be sure to capture only the characters – no extra space at the beginning or end.</p>
Step 8:		<p>Create a User Name.</p> <p>The User Name must be at least 8 characters that is easy for you to remember and not easily guessed by someone else.</p> <p>Then, click "Continue".</p> <p>You will need this user name each time you login to SecurePass.</p>
Step 9:		<p>Select and answer 3 security questions.</p> <p>Answers must be at least 8 characters long and no two answers can be the same.</p> <p>When finished, click 'Continue'.</p>
Step 10:		<p>Select a personal image on the left of the page and enter a security phrase in the box on the right of the page.</p> <p>The security phrase must be at least 25 characters long and contain several words.</p> <p>Next, click 'Continue'.</p>
Step 11:		<p>Create a password using the password rules.</p> <p>The password must be at least 9 characters long, easy for you to remember and not easily guessed by someone else.</p> <p>You will need this password each time you login to SecurePass,</p>

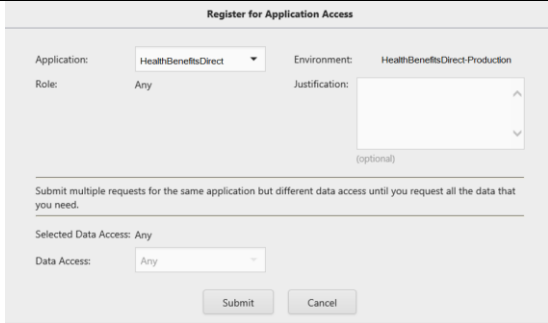
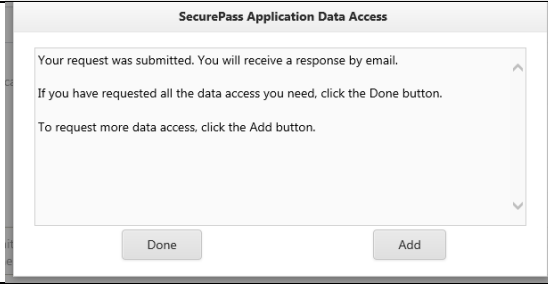
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Registered Users who forgot their SecurePass User Name and/or Password: Pages 4 - 7		
Step 12:	 <p>A dialog box titled "SecurePass Alert" with a message: "Registration is complete. You may log in with your SecurePass credentials." and an "Ok" button at the bottom.</p>	Click 'Ok'.
Step 13:	 <p>A login screen titled "Welcome to SecurePass Please log in or register". It features a "User Name:" input field, a "Login" button, a "Register" link, and a "Complete Registration" link.</p>	Enter your new User Name. Then, click 'Login'.
Step 14:	 <p>An "Authenticate" screen. It shows a small image of a yellow car on the left and a text box on the right that says "See a yellow car to the left". Below this is a checkbox labeled "Verify this is your personal security data" and a "Password:" input field. There is also a paragraph of legal text and a checkbox for agency acknowledgment. At the bottom are "Login", "Cancel", and "Reset Password" buttons.</p>	Check the box to verify your personal image and security phrase. Enter your new password. Read the acknowledgement and check the box when finished. Then, click 'Login'.
Step 15:	 <p>The SecurePass dashboard. On the left is a navigation menu with "General User" and "Applications" (expanded to show "HealthBenefitsDirect"). On the right is a "Welcome to SecurePass" message dated 9/1/2014, stating "This system is for the exclusive use of authorized personnel."</p>	Notice the left navigation menu. Click 'Applications' and the desired application – 'HealthBenefitsDirect'. Wait for the application to load. If you do not see 'Applications' or a desired application is missing, expand 'General User', click 'Register for Application Access' and then, go to Step 16.

Helpful Information about using SecurePass

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Registered Users who forgot their SecurePass User Name and/or Password: Pages 4 - 7		
Step 16:		<p>Find Application and select 'HealthBenefitsDirect'.</p> <p>Skip Justification.</p> <p>Find Data Access and select 'Any'.</p> <p>Then, click 'Submit'.</p>
Step 17:		<p>Click 'Done' and wait for an email approving access.</p> <p>This generally happens on the same day, but may take up to two business days.</p>
Step 18:	Access Approval Email	<p>When you are approved, return to SecurePass and login with your User Name and Password.</p> <p>The URL is: https://hurman.dhrm.virginia.gov</p> <p>Then, repeat Steps 13-15.</p>