

# Updated member registration and login experience

We're making it easier for your members to register and log in to their Health Advocate services and access the help they need. **Here's what you need to know** about this streamlined member experience.

## New registration process for non-registered members

For members who have registered, nothing will change. But for non-registered members who register using HealthAdvocate.com/members (not your organization's vanity URL) and/or the mobile app, the registration process will be slightly different.

### Old way

Members who needed to register selected their organization from a drop-down menu on the Health Advocate website

### New way

Members who need to register will input a code, unique to their organization, when registering and logging in to Health Advocate for the first time when they're using the mobile app or the general URL (HealthAdvocate.com/members)

Once the member registers, they never need to enter the code again.

## Frequently Asked Questions

### Why is the registration process changing?

We heard feedback that it was tedious to have members search for their organization via a drop-down list to register. To reduce the time and effort they were spending on this task, we implemented codes to make the process quicker and easier. These codes are used to identify what organization a member belongs to.

### Why do only new registrants who are using the general URL or the mobile app need to use the code?

Previously, members were identified by selecting their organization. We are replacing that step with a custom client vanity URL and code to streamline your members' online experience.

### What if a member forgets their code or vanity URL?

They can contact Health Advocate for assistance and we will help them.

### Will my organization's code be added to our member communications?

Yes. Member communications produced after 12/12/24 will include your organization's code.

### What doesn't change/isn't affected by this update?

- **For registered members**, nothing changes
- **For non-registered members** who register on a web browser (not the mobile app) using your organization's vanity URL, nothing changes
- Dependents who receive an invite via the dependent registration tool will not have to enter a code. The link in their invite will take them to the correct location.
- Single Sign On (SSO) connections remain intact
- Bookmarked web pages remain accessible (a redirect ensures no links "dead-end")
- Your organization's existing vanity URL stays the same