1. Registration

For assistance registering, contact our Blue Cross Blue Shield of Michigan Web Support Help Desk at 877-258-3932

The **Agent** *must* complete the following steps to register for access to Blue Cross Blue Shield of Michigan's *Agent Secured Services*

1. Go to **bcbsm.com**
2. Click *Login* to display log in options
3. Select *Agent*
4. Click *Register Now*
5. Click *Begin*
6. Review the Principal Administrator Agreement (To print a copy, click *Printable version*)
7. Select *I Agree*, click *Continue*
8. Select one of the following:
   - Agent
   - Managing Agent
   Click *Continue*
9. Complete one of the following administrator registrations:

If you are…	Then…

An agent	1. Key information in the following fields as required:
	   - Agent Number
	   - First Name
	   - Last Name
	   - PIN
	2. Click *Continue*
	3. Proceed to Step **10**

A Managing Agent	1. Key information in the following fields as required:
	   - Managing Agent Number
	   - Managing Agent First Name
	   - Managing Agent Last Name
	   - PIN
	2. Click *Continue*
	3. Proceed to Step **10**

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10. Confirm Company Profile information, click *Continue*
11. Key User Profile information, click *Continue*

> (i) The e-mail address you enter will receive all BCBSM Agent Secured Services related communications. This includes registration approval and changes to your profile or access.

12. Create your Username and Password, click *Continue*
13. Select 2 security questions from the drop-down menu and key your answers in the corresponding fields, click *Continue*
14. Verify all information is correct, click *Continue*

Note: If changes are needed to information you entered, click *Previous* to navigate back to the appropriate screen. Complete your changes, click *Continue* to return to Final Confirmation page

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What happens after I register?

- [x] You will receive an email notification approving your registration for BCBSM Agent Secured Services
- [x] Go to **bcbsm.com** and log in to Agent Secured Services
- [x] Invite new user(s)
- [x] Approve invited user(s) registration
- [x] Assign user(s) group code access
- [x] Grant access (services) to user(s)
- [x] Add Principal Administrator role to at least one user to share or delegate administrative responsibilities

2. Log In

1. Go to **bcbsm.com**
2. Click *Login* to display log in options
3. Select *Agent*
4. Key Username and Password
5. Click *Login*

Result: You have successfully logged in to *BCBSM Agent Secured Services*

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of Michigan

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3. Invite User(s)

1. Log in to *Agent Secured Services*
2. Select *Portal Access*
3. Click *View or Change Profile*
4. Select *Invite User*
5. Key the e-mail address for each person you wish to invite (separate each e-mail address using a comma)
6. Click *Ok*

Result: You have successfully invited a new user

What happens next?

- [x] An e-mail registration request is sent to invited user(s)

- [x] Upon completion, you will receive e-mail notification to approve the registration, assign group codes and grant access to applicable tools for that user

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4. Approve User(s)

1. Log in to *Agent Secured Services*
2. Select *Portal Access*
3. Click *APPROVE REGISTRATION*
4. Click *Approve*
5. Click *Ok*

Result: You have successfully approved an invited user

What happens next?

- [x] Group codes must be added to new user(s)

- [x] Access to tools and applications must be granted to new user(s)

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5. Adding Group Codes

1. Log in to *Agent Secured Services*
2. Select *Group Code Access*
3. Click *All Users*
4. Select user
5. Click *Add Access*
6. To add:
   - All group codes
     - ➤ Under Automatic Updates, Select *Turn On*
   - For select group codes
     - ➤ Select desired group code(s)
     - ➤ Click *Add Access*

Result: You have successfully added group codes to a user

6. Adding Access (Services)

1. Log in to *Agent Secured Services*
2. Select *User Administration*
3. Click *Manage Users*
4. Key user's information in Search field
5. Select desired *search by* option from drop-down
6. Click *Search*
7. Select box next to desired user's name
8. Click *Change*
9. Select or key search criteria for desired service
10. Click *Search*
11. Select service(s)
12. Click *Ok*
13. Click *Submit Now*

Result: You have successfully added services to a user

7. Assign Principal Administrator Role

1. Log in to *Agent Secured Services*
2. Select *User Administration*
3. Click *Manage Users*
4. Key user's information in Search field
5. Select *search by* option from drop-down
6. Click *Search*
7. Select box next to desired user's name
8. Click *Change*
9. Click *Company Information*
10. Select box *Principal Admin*
11. Click *Submit Now*

Result: You have successfully assigned a user as Principal Administrator

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Next Steps?

- [x] Manage your users and enjoy the helpful tools and resources available to you in Blue Cross Blue Shield of Michigan's Agent Secured Services

- [x] For information and support online, click *Help* (located at the bottom of each page)

- [x] For further assistance, contact the BCBSM Web Support Help Desk at 877-258-3932