

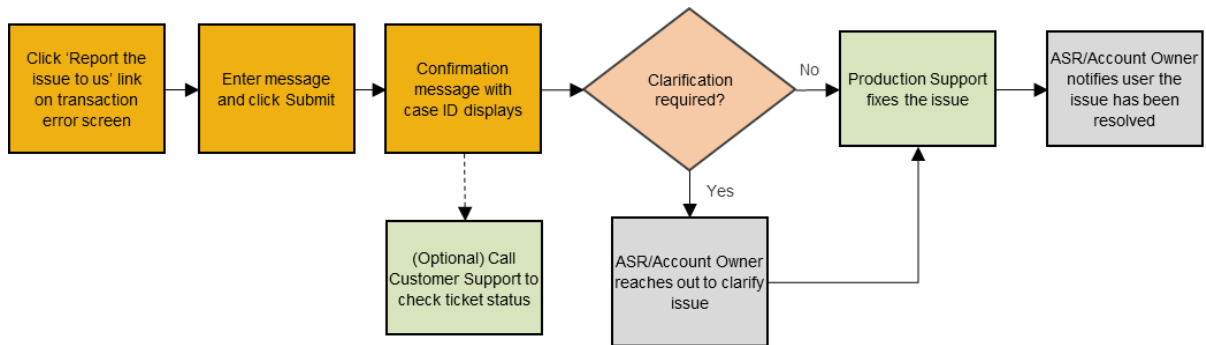
Report an Issue – Pre-Sign in

Quick Reference Guide (QRG)



Registration & Sign in – Report an Issue with Sign in

This Quick Reference Guide (QRG) will provide an overview on the process of reporting an issue related to signing into the Employer Portal.



Let us look at the steps in detail to report an issue with sign in.

Purpose: Report an issue with sign in.



Step 1:

A technical error can occur before signing into the Employer Portal when you try to request access, recover a username, or recover a password.

Note: In this case, we will show the process for reporting a Request Access error.

1. Click **Request Access**.

The screenshot shows the EmblemHealth sign-in interface. It features a white sign-in box on a purple background. The box contains the EmblemHealth logo, fields for 'Username*' and 'Password*', a yellow 'Sign in' button, and links for 'Forgot Username?' and 'Forgot Password?'. Below these links, there is a text prompt: 'If you do not have an account, click below to request access.' At the bottom of the box, a 'Request Access' button is highlighted with a red rectangular border.



Step 2:

1. Enter email address and Group ID.

EmblemHealth
Request For Access
Please enter your email address.

Email* ganesh.sirasana@eh.com Group ID*

*Required information

Next

[Cancel](#)



Step 3:

- The Report an Issue screen displays.
1. It is recommended to attempt to resubmit the transaction.
 2. If the error occurs again, click **report the issue to us**.

EmblemHealth
Report an Issue
An Error occurred in processing your request.
Please **report the issue to us** so we can help or click the Ok button to resume your work.

OK



Step 4:

The Report an Issue screen displays.

1. Enter the details of the error in the **Message** box.

Note: It is important to include specific and detailed information about the error in your message.

2. Click **Next**.

The screenshot shows the 'Report an Issue' form. At the top, the EmblemHealth logo is displayed. Below it is a back arrow and the title 'Report an Issue'. A message reads: 'If you experienced difficulties accessing or using our site, we want to know about it. Please tell us what went wrong.' The form includes a dropdown menu for 'Issue Type' with 'Access Request Issue' selected. There are input fields for 'Group ID*' and 'Subgroup ID'. A text area for 'Message*' contains the text: 'I am unable to submit access request. Please assist with portal access.' Below this are fields for 'Contact Name*' (Ganesh Sirasana), 'Username', 'Email*' (ganesh.sirasana@eh.com), 'Mobile Phone Number', 'Phone Number', 'Ext.', 'First Name' (Ganesh), 'Last Name' (Sirasana), 'Zip' (10001), and 'Last Invoice Number'. A yellow 'Next' button is at the bottom.



Step 5:

A confirmation message with a case number displays.

Note: To check on the status of your case, call customer service. If clarification is needed on your issue, your ASR/Account Owner may reach out to you.

The screenshot shows a confirmation message. At the top, the EmblemHealth logo is displayed. Below it is a back arrow and the text: 'Thank you for your submission. We will resolve your query within 8 Business hours. Your case number is 02425872'. A yellow 'Back to Login' button is at the bottom.

Thank
You

