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Producer Experience Portal

Producer Experience Portal: Registration & Login User Guide

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Table of Contents

1.	<u>Registration Process</u>	<u>Slides 3-5</u>
2.	<u>Login Flow</u>	<u>Slides 6-7</u>
3.	<u>Verify Your Account Options</u>	<u>Slides 8-11</u>
4.	<u>Forgot Username</u>	<u>Slides 12-13</u>
5.	<u>Forgot Password</u>	<u>Slides 14-17</u>
6.	<u>Home Page</u>	<u>Slides 18</u>
7.	<u>Report an Issue</u>	<u>Slide 19</u>

Registration Process: Step 1 of 3: Enter Producer Information

Please access Producer Experience Portal Registration page:

- <https://groupauthenticator.bcbs-inmot.com/#/producer/login>

1. Select “New User? Register Here”
 2. “Accept” Terms of Use (current active version will be displayed) **OR**
“Reject” Terms of Use and Registration will be cancelled.
 3. Enter Producer Number (Only enter one of your producer numbers)
 - Producer Number should be 9 digits. Please prefix with 0 if your Producer Number is less than 9 digits.
 4. Enter National Producer Number
 5. Enter your Zip Code (zip code of the Producer ID being used for registration; must match zip code associated with either your BAPSM account or your current business address.)
 6. Select “Continue” button to navigate to next step
- * **NOTE:** Once Registration information is submitted, it will go through various checks and validation to successfully register producer

Figure 1

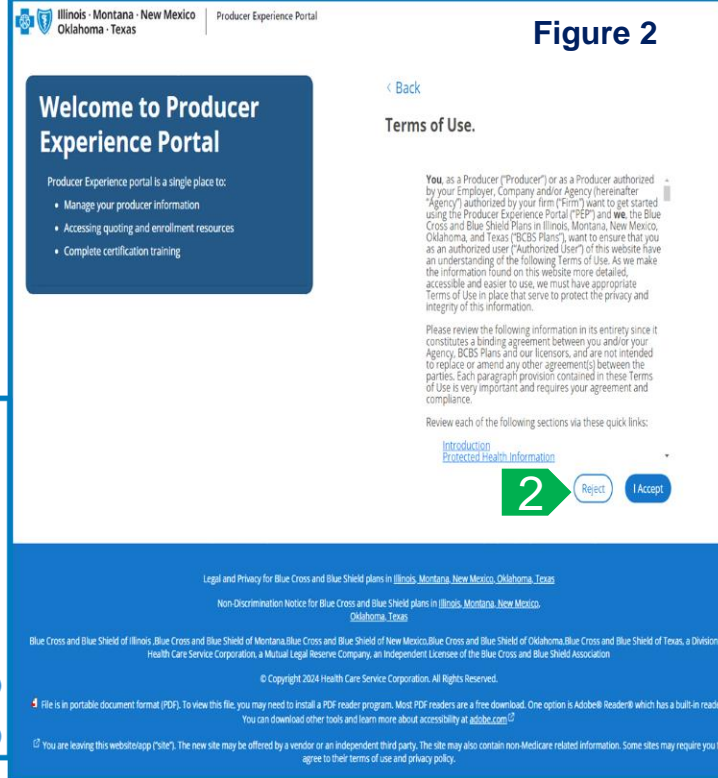
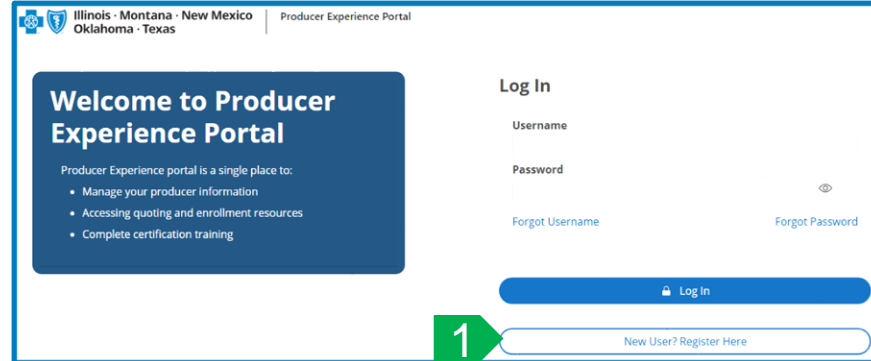
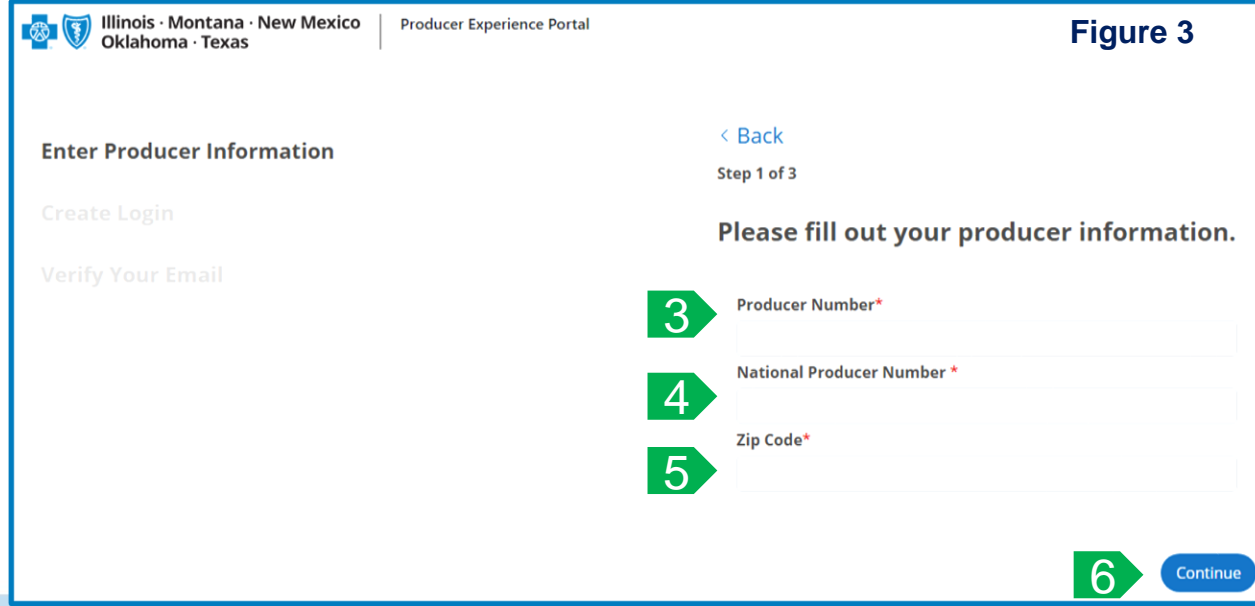


Figure 3



Registration Process:

Step 2 of 3: Create Your Secure Login

To create login:

1. Enter Username
 - Allowed Characters: A-Z, a-z, 0-9
 - Length of the username: minimum 7 characters
 - No special characters, periods or dots allowed
2. Enter Password*
 - Must meet the criteria listed under Password Must Have and Password Cannot Have
3. Select "Create Login" button

Figure 4

Illinois · Montana · New Mexico
Oklahoma · Texas | Producer Experience Portal

Enter Producer Information [< Back](#)
Step 2 of 3

Create Login

Verify Your Email

Create Your Secure Login.

Username*

Password*

Password Must Have	Password Cannot Have
<input type="radio"/> 8-40 characters	<input type="radio"/> More than two sequential characters Like 123 or ABC
<input type="radio"/> An uppercase letter	<input type="radio"/> More than two repeated characters Like 111 or AAA
<input type="radio"/> A lowercase letter	<input type="radio"/> Abbreviations for months Like Jan, Feb, or Mar
<input type="radio"/> A number	<input type="radio"/> Abbreviations for days Like Mon, Tue, or Wed
<input type="radio"/> A special character ~!@#\$%^&*(){}	<input type="radio"/> Restricted terms Appl, Asdf, Basic, Cadam, Demo, Focus, Game, Net, New, Pas, Ros, Sign, Sys, Tso, Valid, Vtam, Log
	<input type="radio"/> A special character = _ - +

[Create Login](#)

Registration Process: Step 3 of 3: Verify Your Email

1. Once Registration is submitted successfully, producer will land on Step 3 of 3: Verify Your email.
2. Producer will receive an email where they will Verify Registration by selecting "Confirm Your Email Address" hyperlink
 - o Email and Links will be valid for 7 days or until user selects the link once.
3. Once email address is confirmed, user will be able to login into to Producer Experience Portal by selecting "Return to Log In" button
4. If producer does not receive an email, they can select "Resend Email Link" button

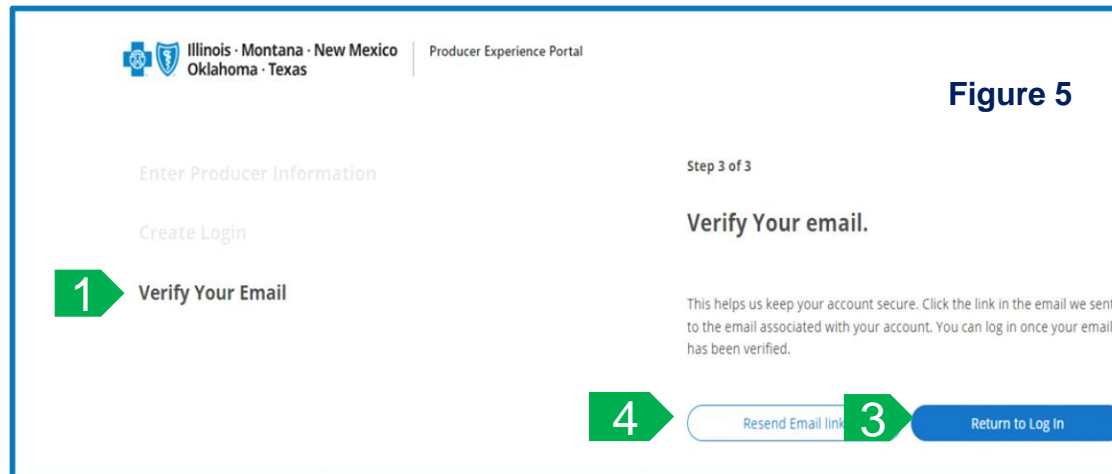


Figure 5

Your Account Information

Hello,

Thank you for starting the registration process for Producer Experience Portal, a valuable online tool to help you grow your business, save time and serve your clients.

To complete your registration, you'll need to confirm your email address. Please use the link below to confirm your email address:

2 [Confirm Your Email Address](#)

Producer Experience Portal gives you instant access to these and other features:

- Generate online quotes and process enrollments
- Access commission statements
- Obtain product information and forms and keep up to date on news and regulatory updates

When you access the site for the first time, you'll be prompted to create a new password. To protect your information, do not share your user ID or password with anyone.

Note: DO NOT REPLY TO THIS EMAIL. If you did not request this change, or if you believe you have received this email in error, please call our Internet Help Desk at [1-888-706-0583](tel:1-888-706-0583).

Thank you,
Blue Cross and Blue Shield of
Illinois, Montana, New Mexico, Oklahoma, Texas

Producer Experience Portal

Disclaimer
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[Legal and Privacy](#)

Login

Navigate to Login Page:

<https://groupauthenticator.bcbs-inmot.com/#/producer/login>

1. Enter Username
2. Enter Password
3. Select "Log In" button

NOTE: Upon login, producer will be required to verify his/her/their account

NOTE: If user enters incorrect password (5) times, their account will be locked. Their account will be unlocked automatically after 30 minutes.

Figure 7

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Oklahoma · Texas

Producer Experience Portal

Welcome to Producer Experience Portal

Producer Experience portal is a single place to:

- Manage your producer information
- Accessing quoting and enrollment resources
- Complete certification training

Log In

1 Username

2 Password

[Forgot Username](#) [Forgot Password](#)

3

Login – Typing DNA

1. Once user provides their Username and Password to Login for the first time, they will see this page where they will need to type a pattern 3 times.
2. User can select checkbox next to Remember this device for 30 days to bypass this page.
 - **NOTE:** Typing DNA will be required again after 30 days.
3. Select "Submit" button to Login.
 - Once User selects "Submit" button they will be taken to Verify your Account step.

NOTE: If user needs to reset the typing DNA, they can contact Service Desk to create ticket.

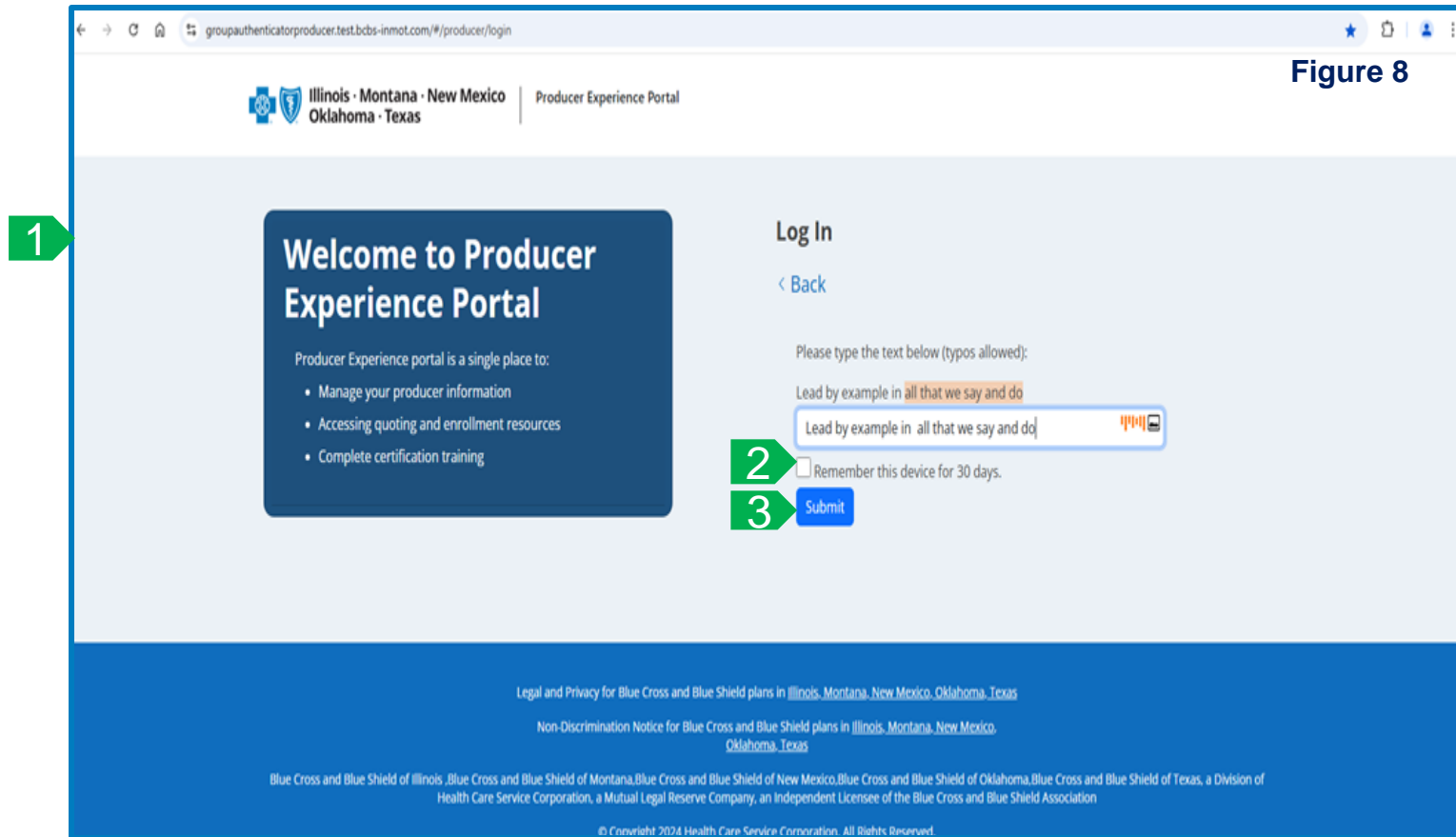


Figure 8

Login: Verify your Account

Three ways to Verify Your Account:

1. Send verification code to the email address on the Producer Record

[Verify Account by Email >](#)

2. Send verification code to the mobile phone number on the Producer Record

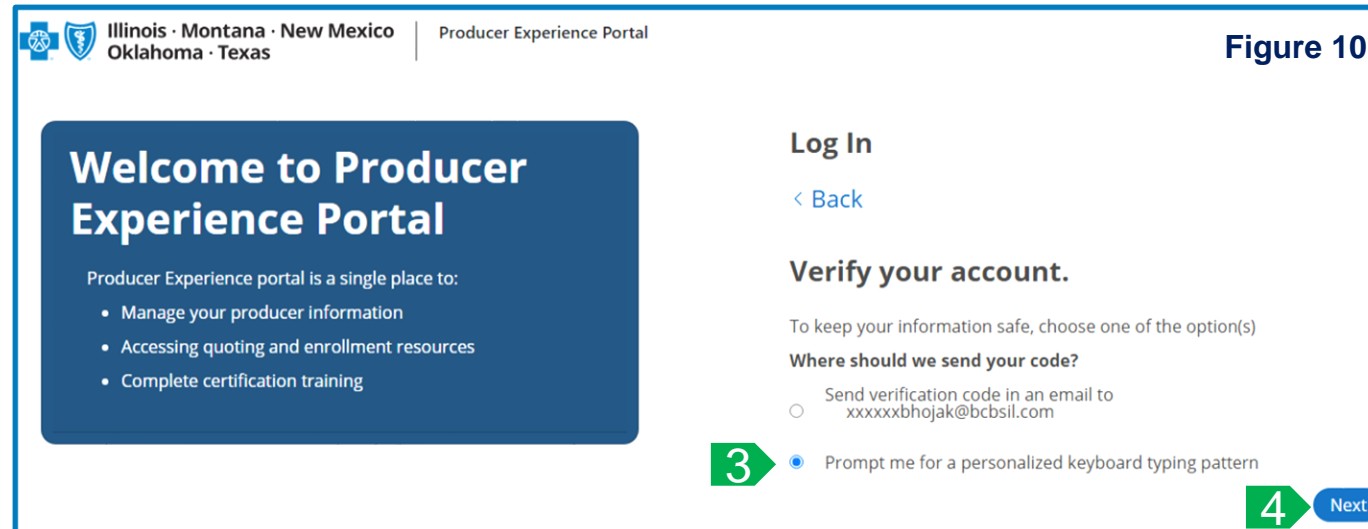
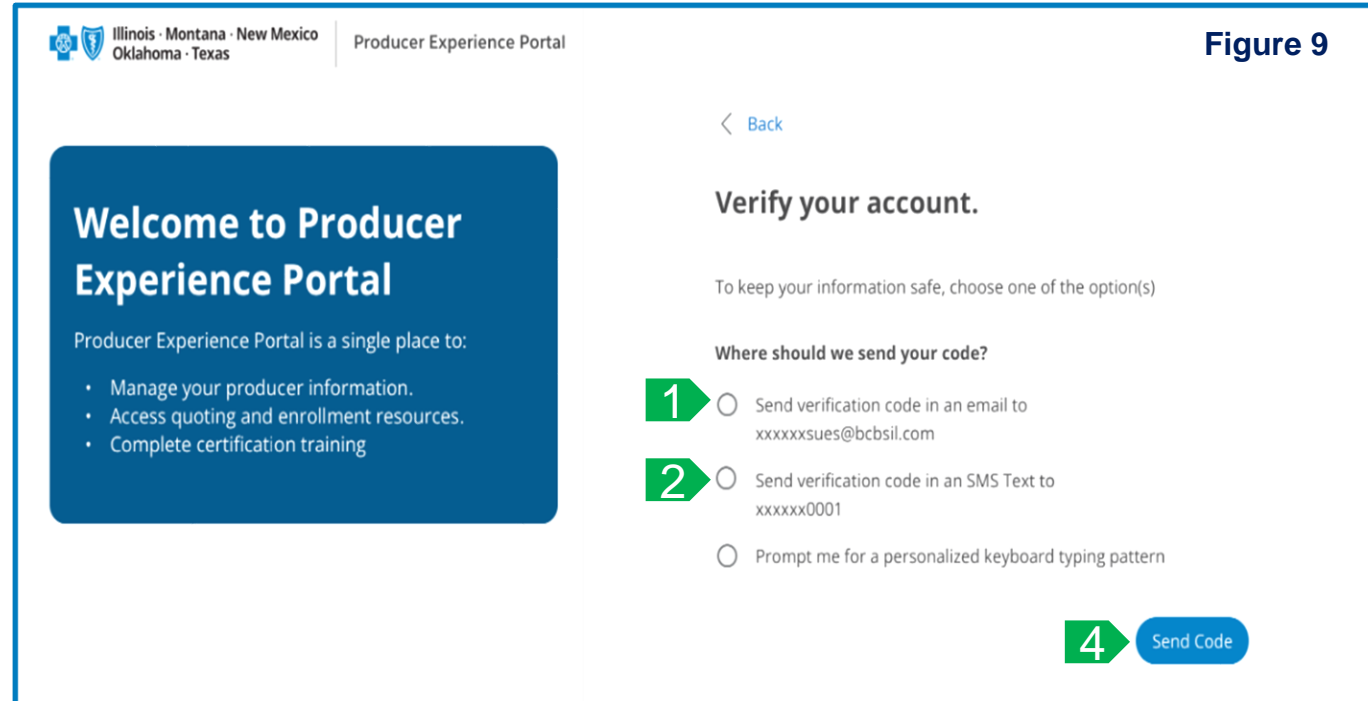
[Verify Account by SMS Text >](#)

3. Prompt me for personalized keyboard typing pattern

[Verify Account by Keyboard Pattern >](#)

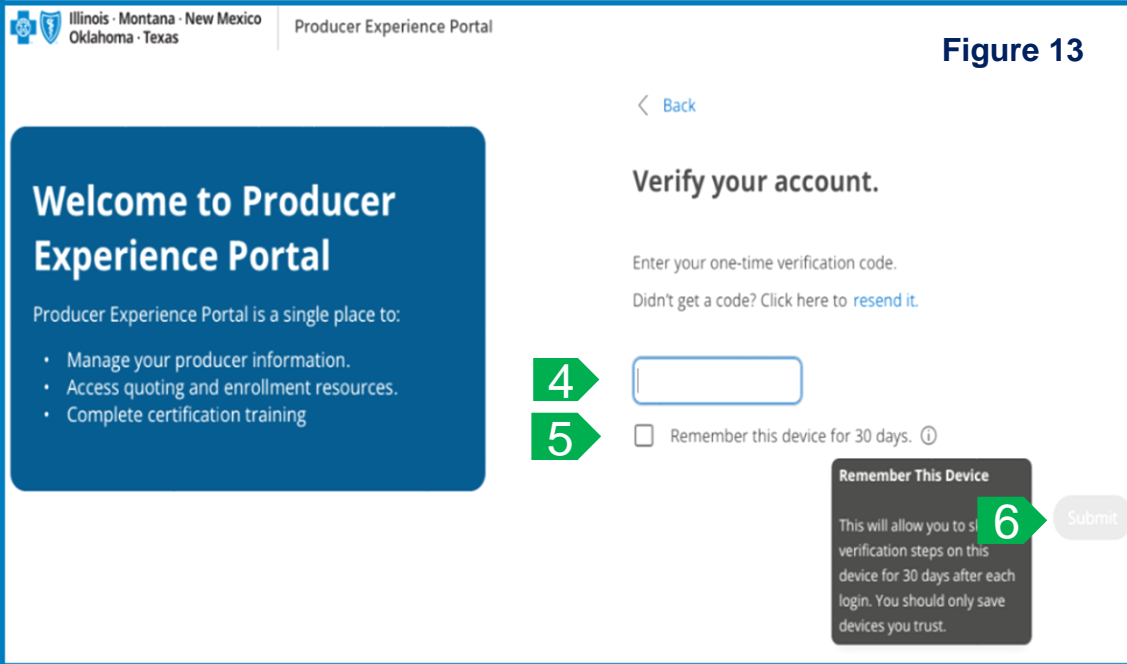
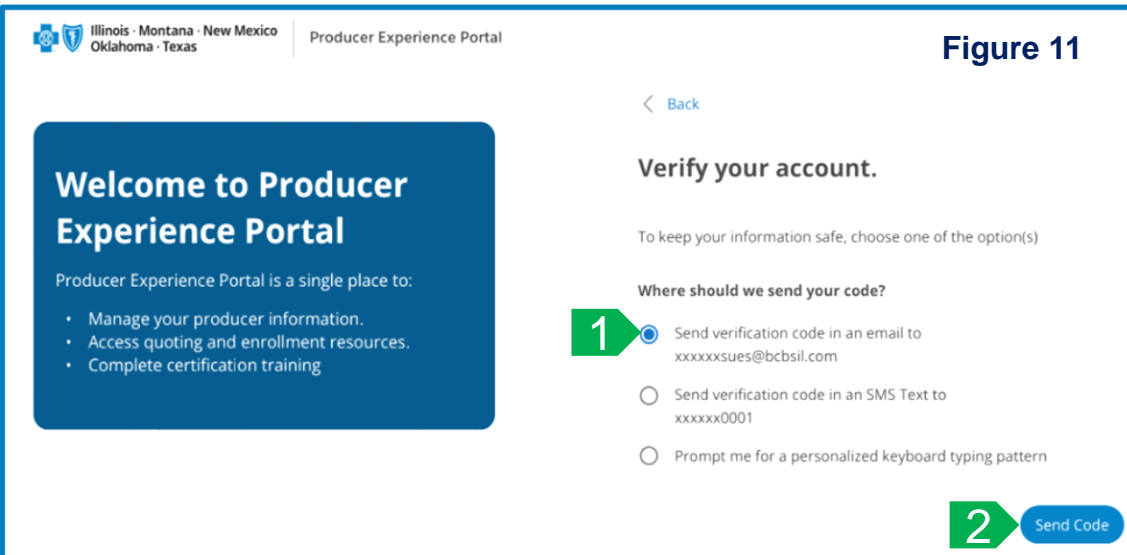
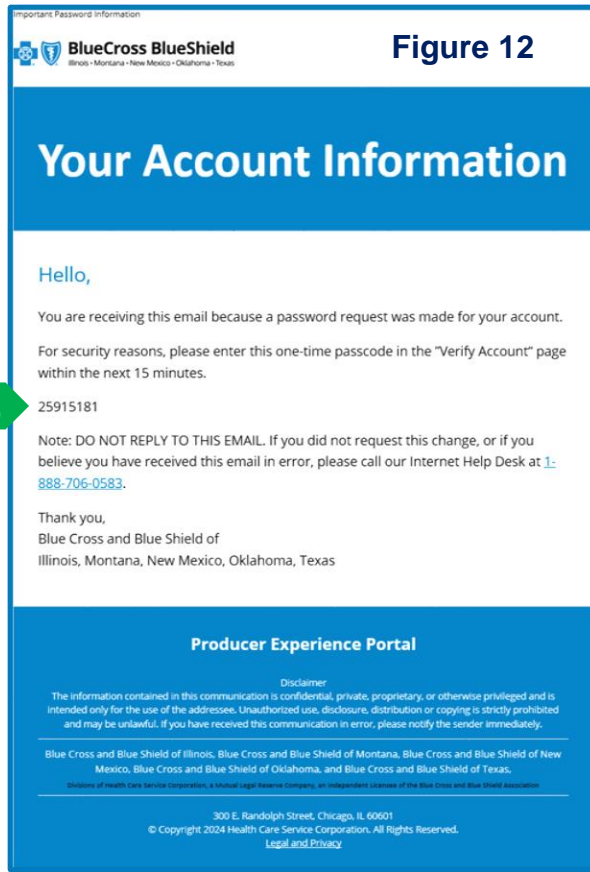
4. Upon selecting verification method, select “Send Code” or “Next” button to receive the code or move to the next step for Option 3.

* **NOTE:** This option is only available if Mobile number exists on the Producer Record. Producers must register phone number through BAP to add it.



Login: Verify your Account by Email

1. Select radio button for "Send verification code in an email to xxxname@email.com"
2. Select "Send Code" button
3. Check your email for One Time Password (OTP)
4. Enter your OTP in the text field on Verify your account page
5. Select checkbox for Remember this device for 30 days, if user does not want to verify account on each login.
 - User will see messaging regarding this when they hover over tooltip icon
6. Select "Submit" button to login



Login: Verify your Account by SMS Text

3

1. Select radio button for "Send verification code in a SMS Text to xxxxxx0001"
2. Select "Send Code" button
3. Check your phone for SMS Text for One Time Password (OTP)
4. Enter your OTP in the text field on Verify your account page
5. Select checkbox for Remember this device for 30 days, if user does not want to verify account on each login.
 - User will see messaging regarding this when they hover over tooltip icon
6. Select "Submit" button to login

NOTE: This option is only available if Mobile number exists on the Producer Record. Producers must register phone number through BAP to add it.

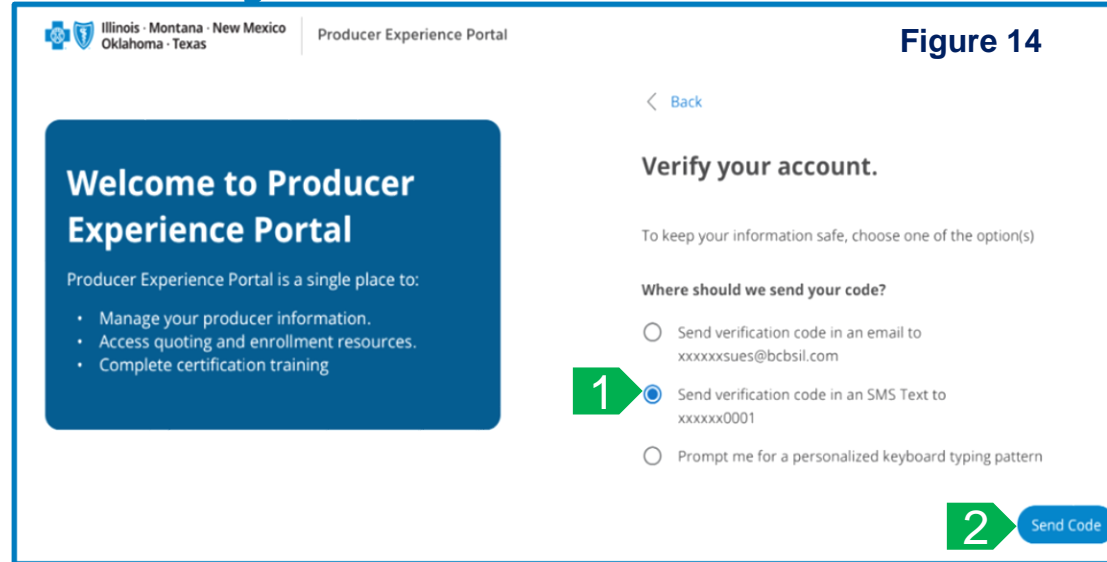


Figure 14

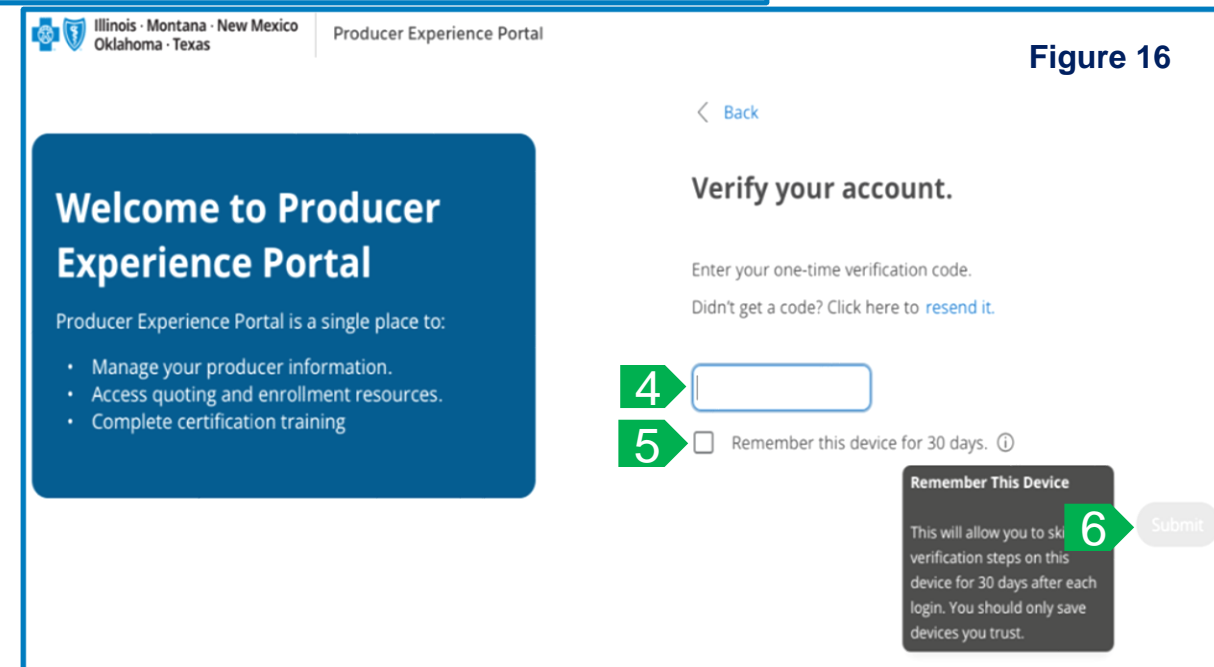
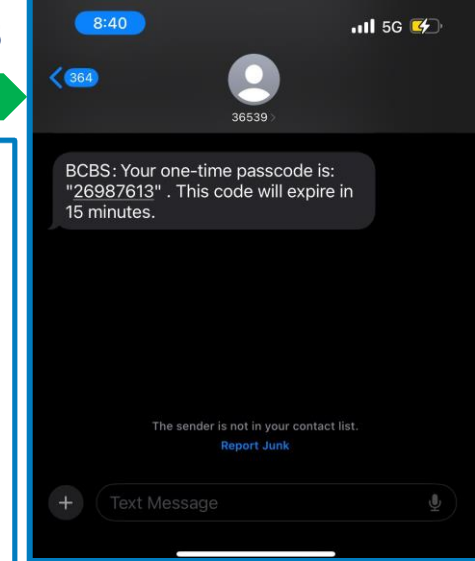


Figure 16



Login: Verify your Account by Keyboard Pattern

1. Select radio button for “Prompt me for personalized keyboard typing pattern”
2. Select “Next” button
3. On the next page you will be required to type highlighted sentence three (3) times as it appears
4. Select checkbox for Remember this device for 30 days, if user does not want to verify account on each login.
 - User will see messaging regarding this when they hover over tooltip icon
5. Select “Submit” button to login

NOTE: If user needs to reset the typing DNA, they can contact Service Desk to create ticket.

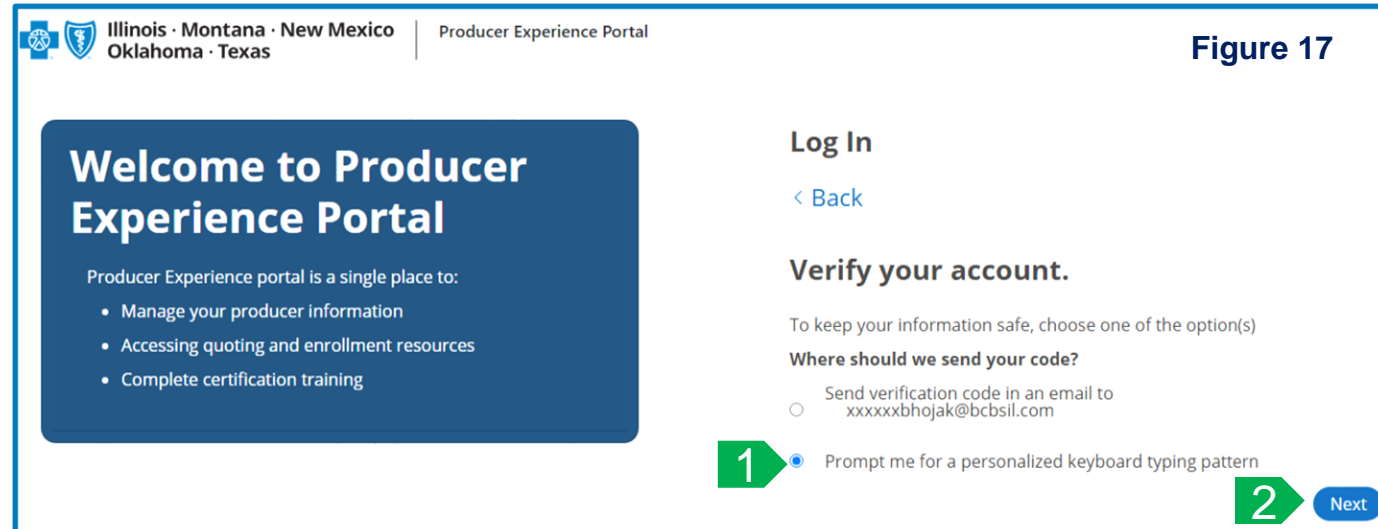


Figure 17

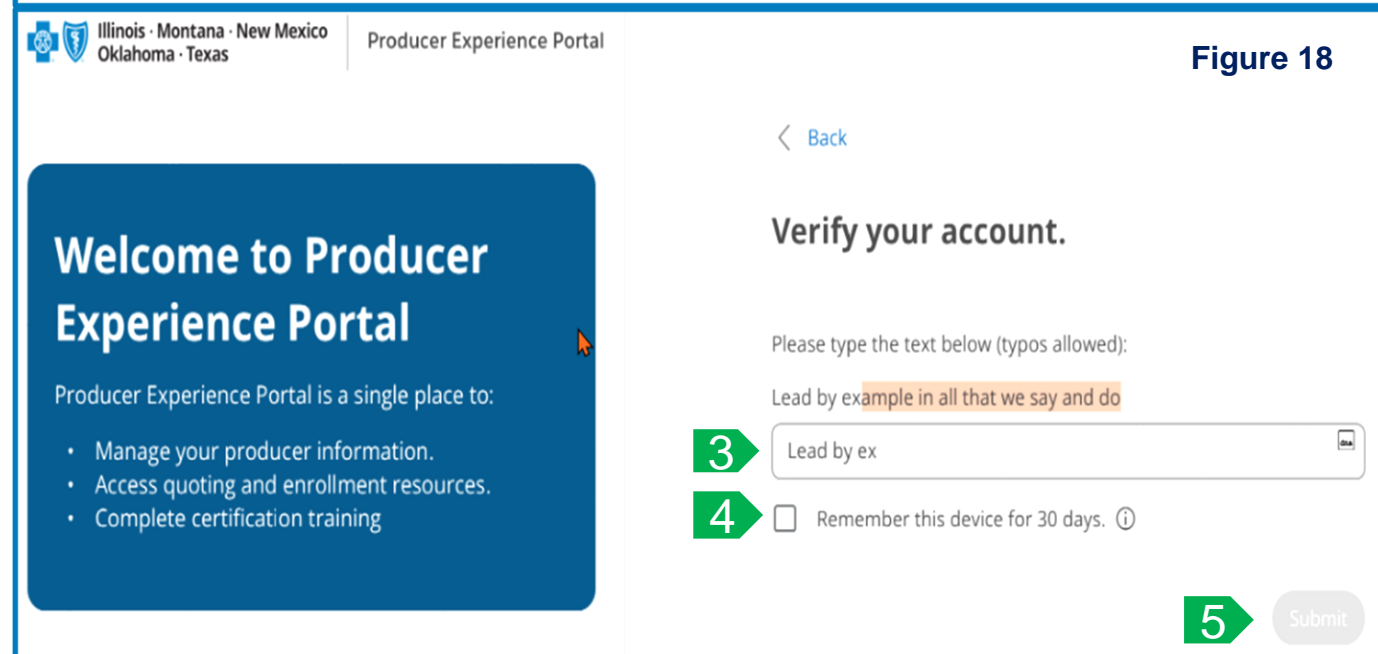


Figure 18

Login: Forgot Username

Navigate to Login Page:

<https://groupauthenticator.bcbs-inmot.com/#/producer/login>

1. Select “Forgot Username”
2. Enter the email address associated with your account (email would be from data retrieved from Producer Record)
 - Email address must in correct format otherwise user will see an error “Please enter a valid email address.”
3. Select “Send Email” button

NOTE: Users can select the “Forgot Username” or “Forgot Password” hyperlinks to unlock their account.

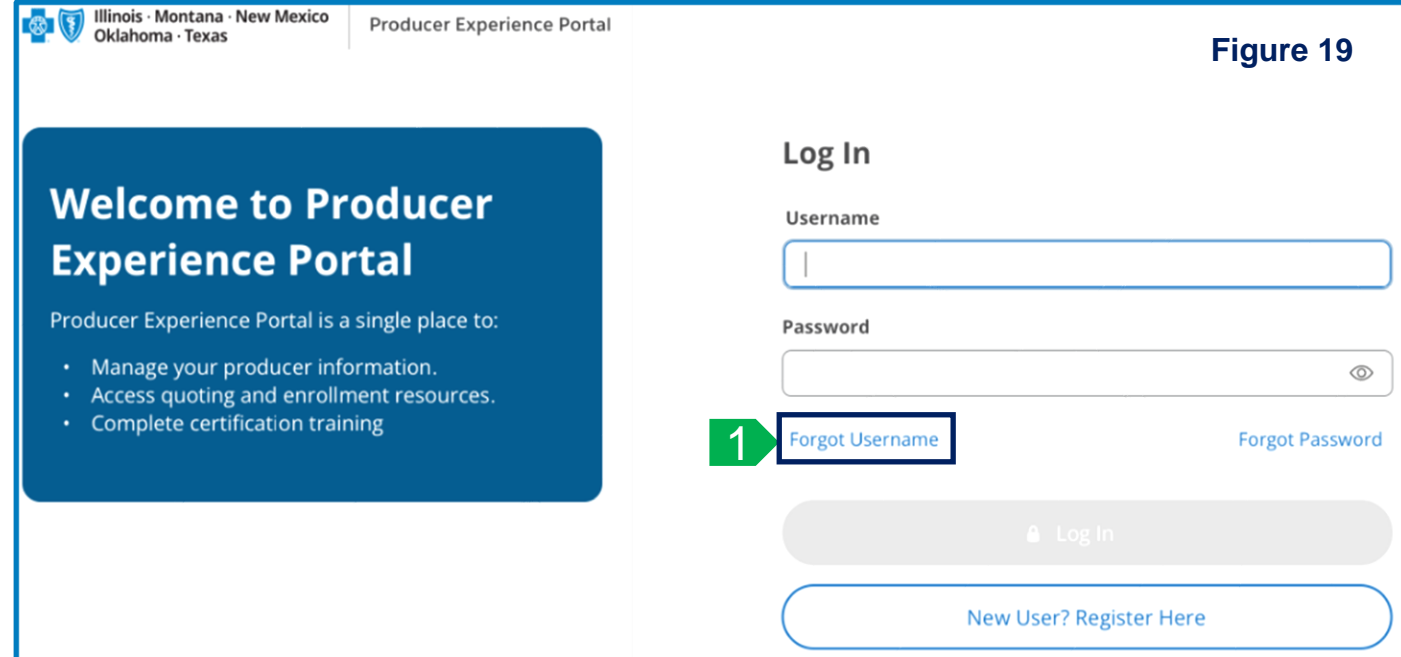


Figure 19

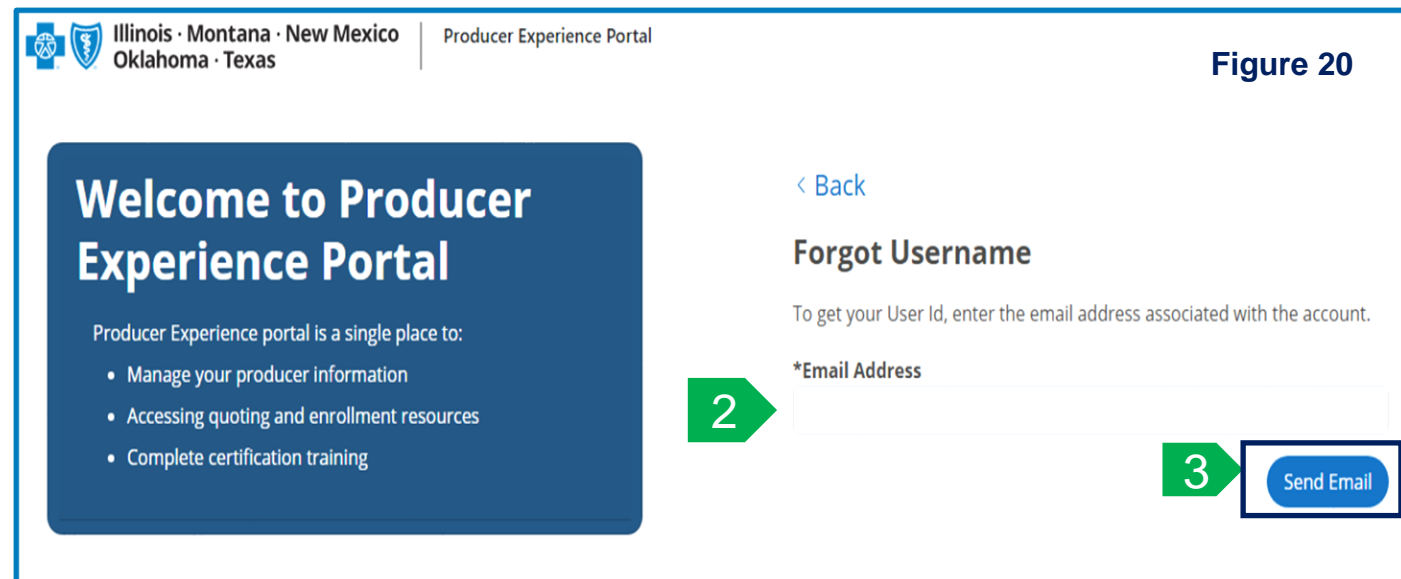


Figure 20

Login: Forgot Username

1. User will see message stating an email has been sent to specified email address if an account exists.
2. If user account exist for the email address provided, user will receive an email with username.
3. Username will be listed in the email
4. For additional assistance, user can call the Internet Help Desk at 1-888-706-0583
5. If user does not receive an email, they can select "Resend Email" button

1

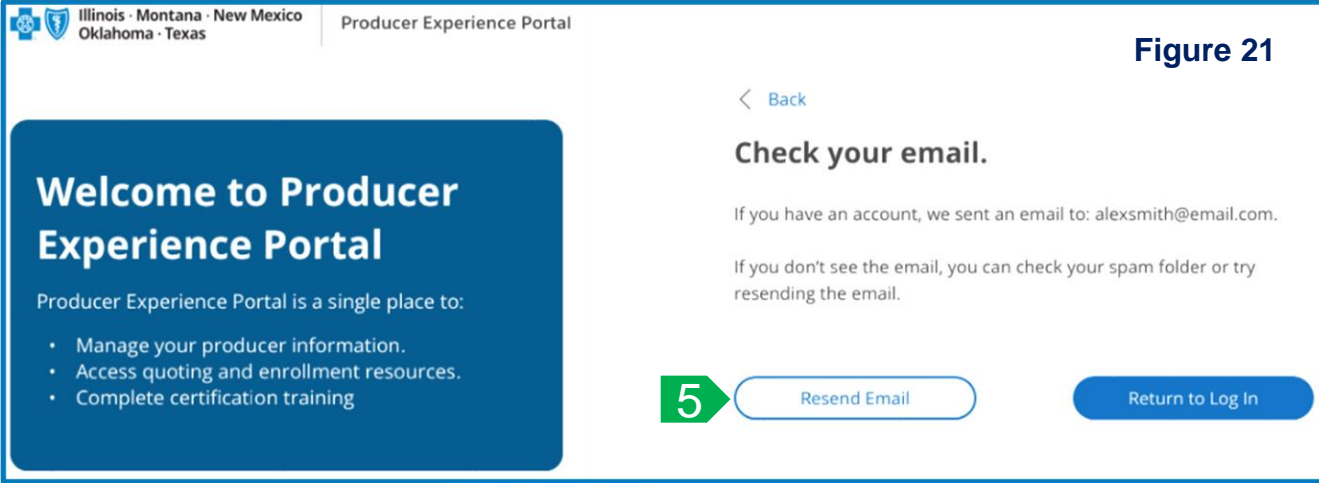


Figure 21

2

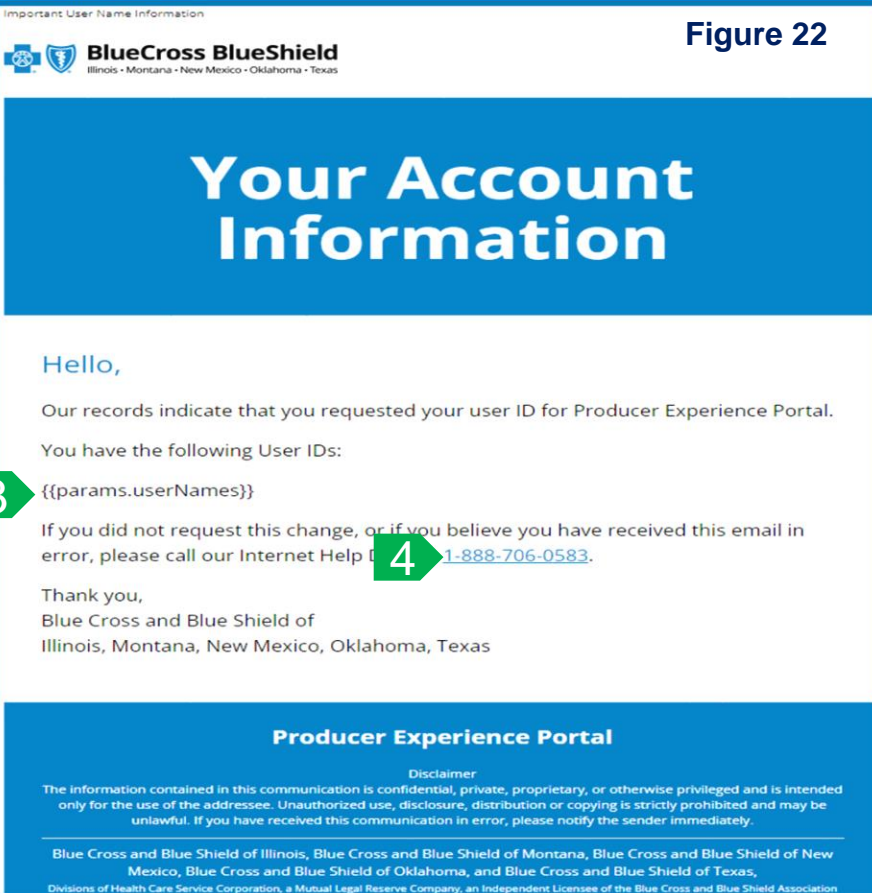


Figure 22

3

4

Login: Forgot Password

Navigate to Login Page: <https://groupauthenticator.bcbs-inmot.com/#/producer/login>

1. Select "Forgot Password"
2. Enter Username
3. Select "Find Account" button

NOTE: Users can select the "Forgot Username" or "Forgot Password" hyperlinks to unlock their account.

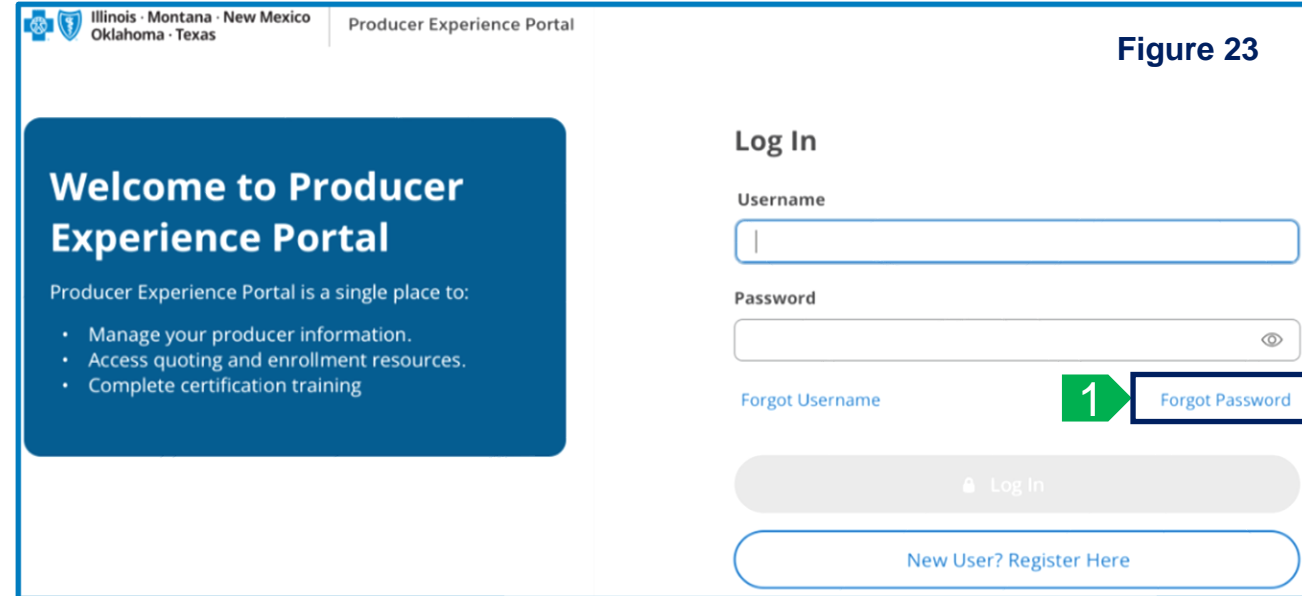


Figure 23

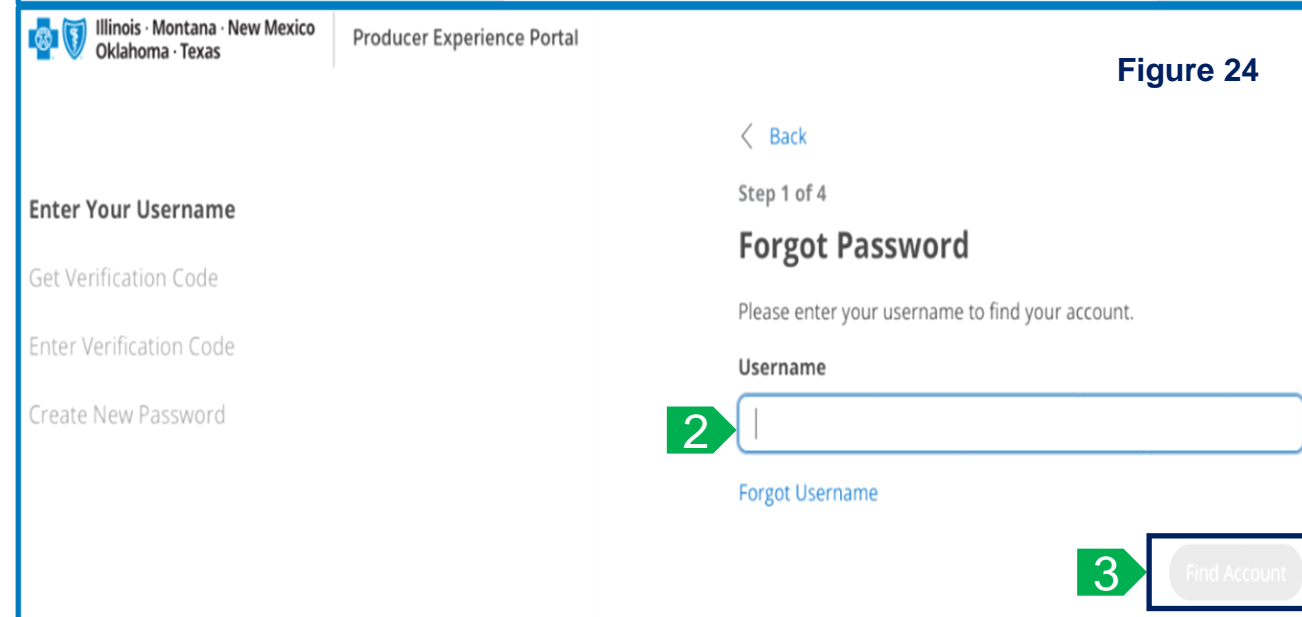


Figure 24

Login: Forgot Password – Get Verification Code

1. If active Account is found, user will have option to select one of the two verification methods below to get One Time Password (OTP):
 - A. Send an email
 - B. Send me a text message*
2. Select “Send Code” button
3. User will receive an email with One Time Password (OTP), **OR**
4. User will receive a SMS Text message with One Time Password (OTP)*

* **NOTE:** This option is only available if Mobile number exists on the Producer Record. Producers must register phone number through BAP to add it.

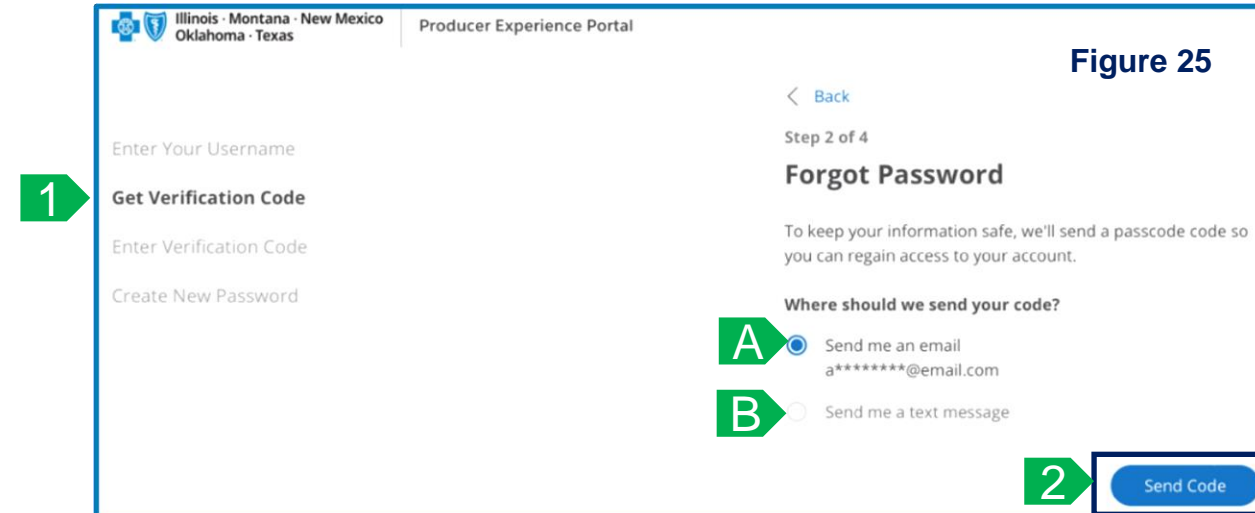


Figure 25

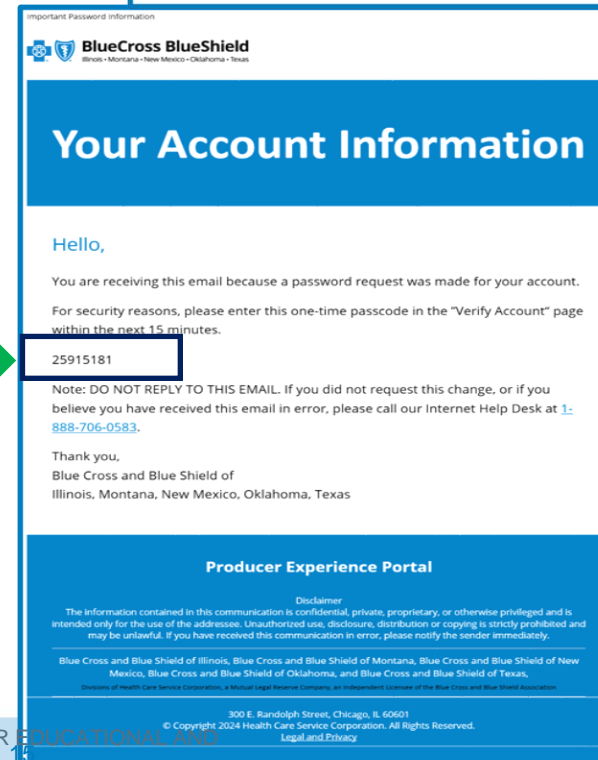
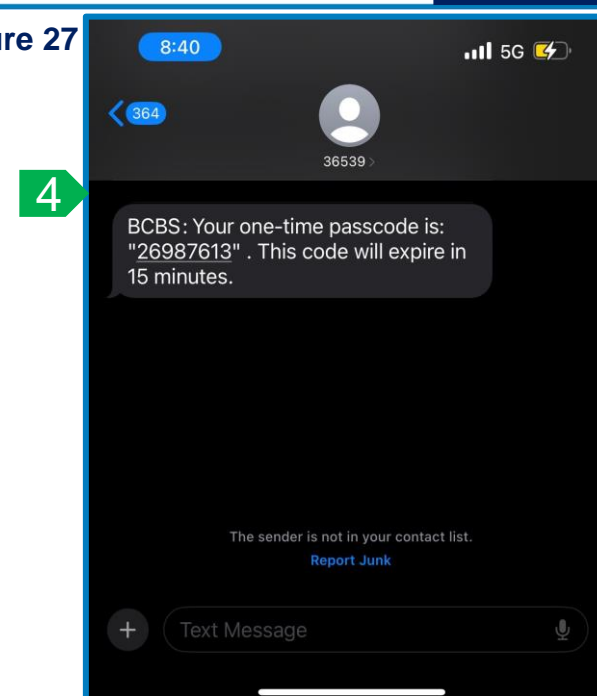


Figure 26

Figure 27



Login: Forgot Password – Enter Verification Code

1. Once user receives Verification Code, User will enter the One Time Password (OTP)
 - OTP should be 8 characters
2. Select “Continue” button
3. If OTP is incorrect, user will see error message.
 - If OTP is correct, user will land on Create New Password Step 4 of 4
4. User will have an option to have the OTP resent via method selected in prior step

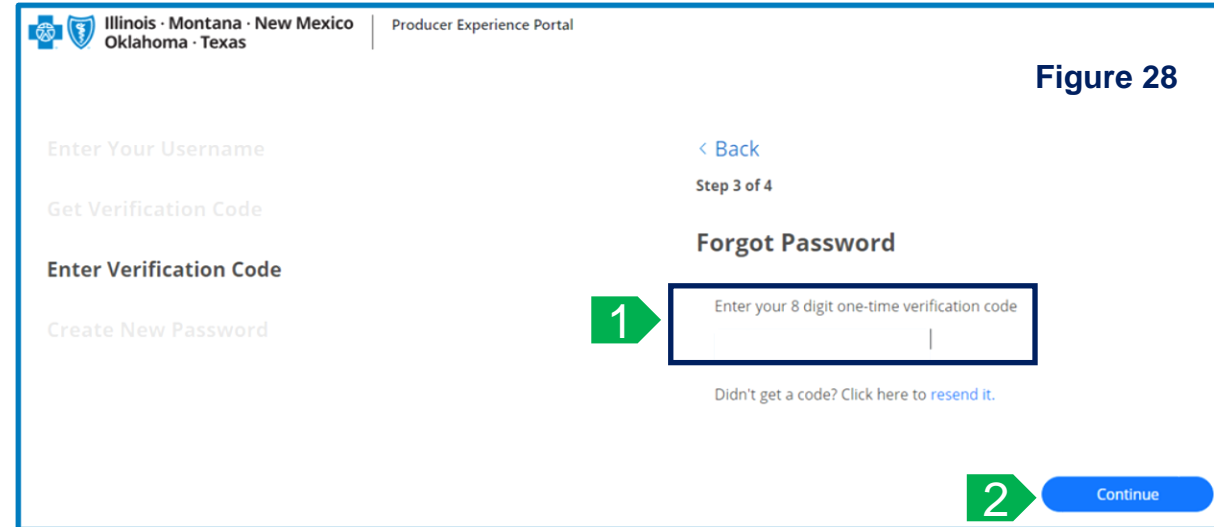


Figure 28

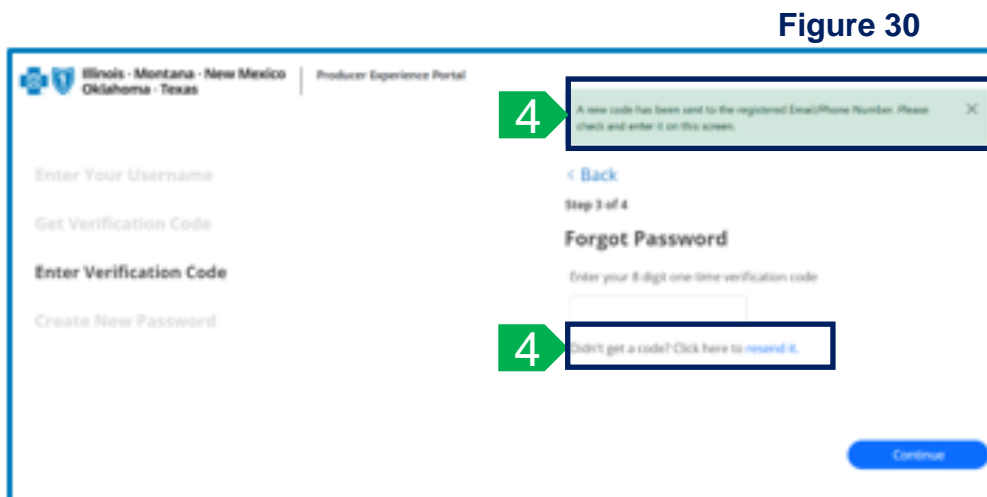


Figure 30

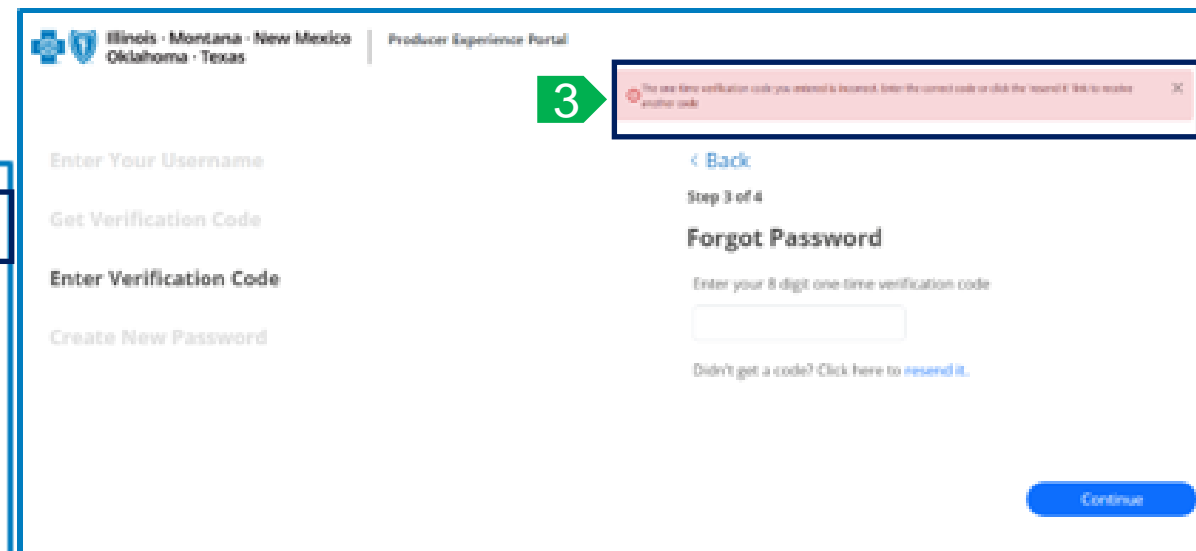


Figure 29

Login: Forgot Password – Create New Password

1. If user enters correct One Time Password (OTP), User will land on Create New Password page (Step 4 of 4)
2. New password should NOT be any of the 10 previously used passwords
3. Select “Update Password” button
4. Upon successfully updating to new password, user will receive an email with message and land on Login page

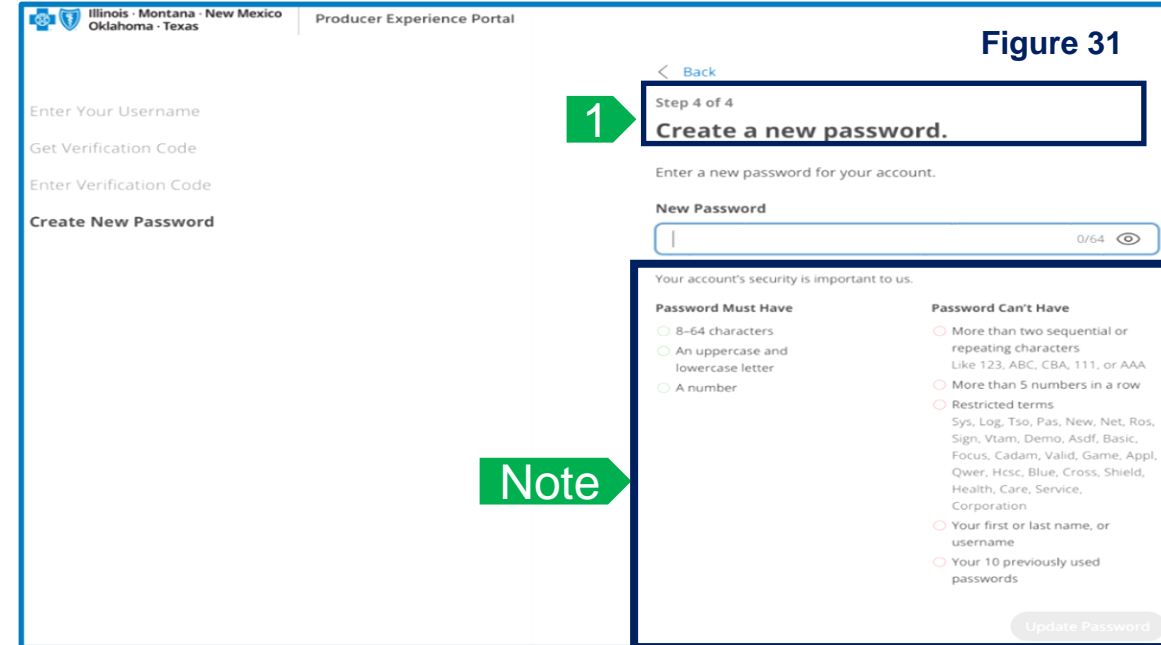


Figure 31

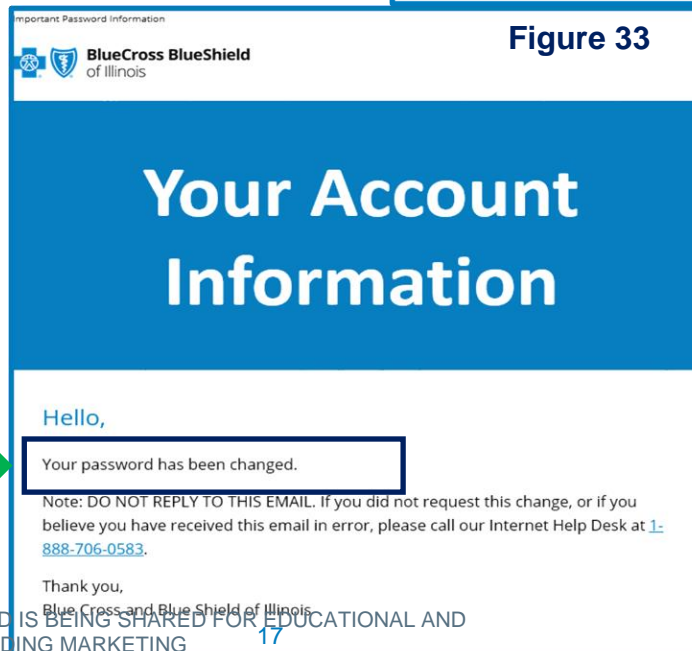


Figure 33

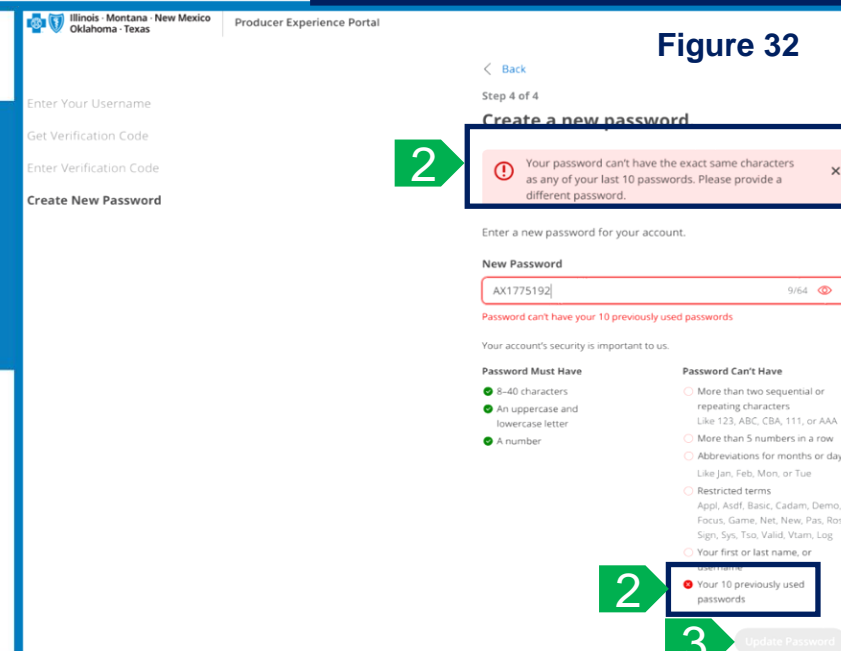


Figure 32

* **NOTE:** Please read Password Must Have and Can't Have before selecting new password.

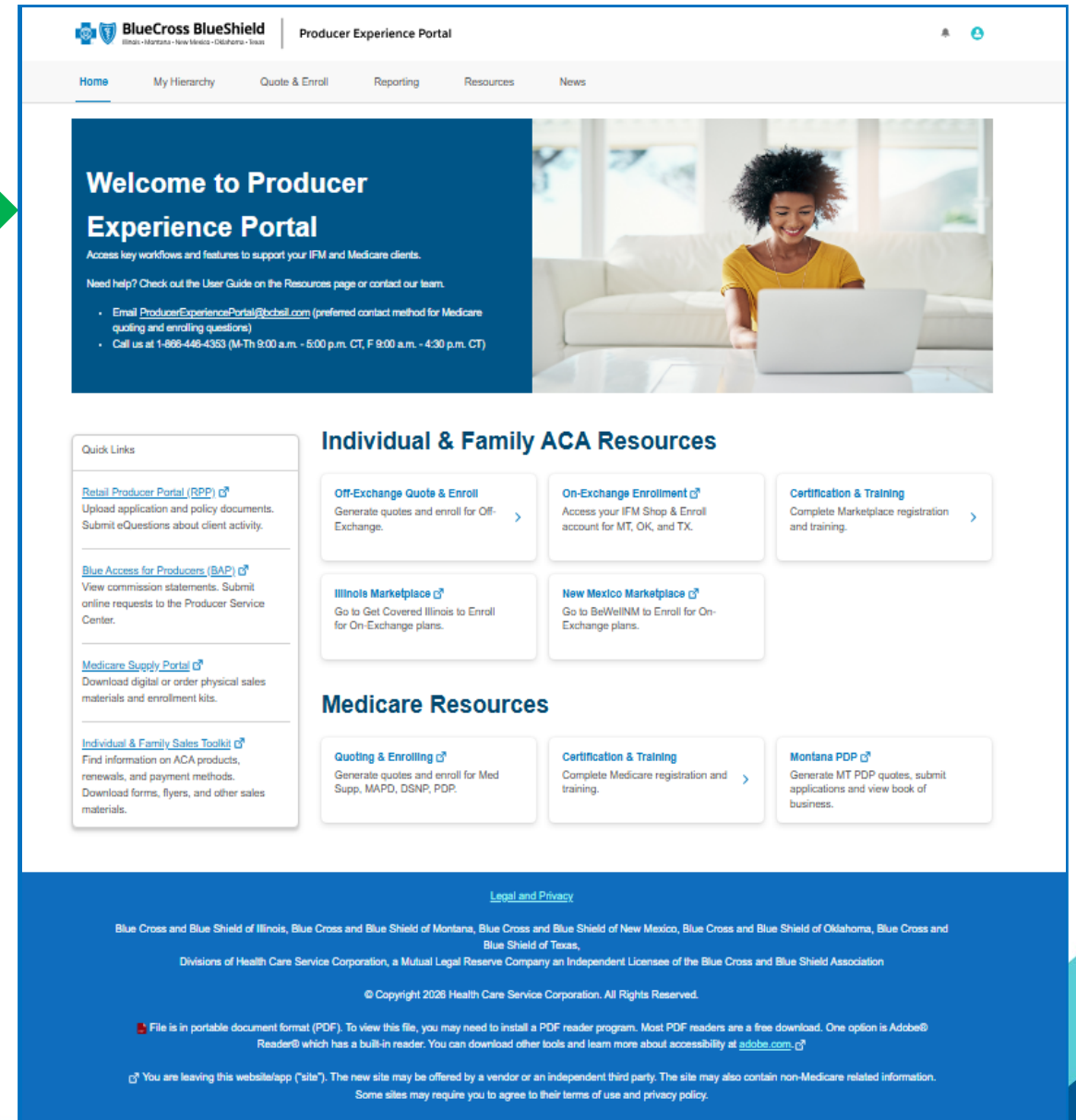
Home Page

1. Once user is authenticated, they will land on the Home page where they can:

- View My Information
- Logout
- Navigate to Home
- View My Hierarchy
- View/Add My Delegates
- Quote & Enroll
- Commissions & Reporting
- Navigate to different Resources

Figure 34

1. Authenticated user



How to report an Issue

- **If you identify any errors or experience any PEP specific Quoting or Enrollment issues, please:**
 - Send email to: ProducerExperiencePortal@bcbsil.com
- **Emails must include:**
 - Detailed Description of Issue/Error Message
 - Full Screen Screenshot preferred
 - Steps taken prior to receiving the error
 - Client/Contact Name – (Where applicable)
 - Agent Name/Producer ID
 - Product Type and State
 - ACA Medical / ACA Dental / MAPD / PDP / DSNP / Med Supp
 - Date/Time issue was observed

