How to register, update passwords and security questions on umr.com

New and re-registration

Member
• Visit umr.com and click on the Login/Register button.
• Click on Register.
• Select Member from the list of UMR user types and click Next.
• Fill out the we want to get to know you section and click Verify my account. (Note: Have your member ID card handy).
• Enter account details.
• Create a username and password for the account.
• Create security questions and answers.
• Select family member coverage, if applicable.
• Select security settings for access to information.
• Begin using the umr.com portal.

Re-enable a disabled account

Scenario 1: User tries to log in to a disabled account

Member
• When they get the We Can’t Let you Login Just Yet screen, click on Send email to verify account.
• Follow instructions in the email to re-enable the account.

Scenario 2: User tries to log in to a disabled account due to multiple invalid password attempts

Member
• When they get the Forgot Username or Password page:
  • If they forgot their username, complete details in the Forgot Username section and click Send email.
    – Follow instructions to retrieve the username.
  • If they forgot the password, click Reset password.
    – Enter username and click Next.
    – Enter security question answers and click Next.
    – Enter new password and click Submit.

Scenario 3: User tries to log in to a disabled account due to multiple invalid security question attempts

Member
• When they get the We Can’t Let You Sign In Just Yet page, select Send email.
• Follow instructions to re-enable the account.

Forgot username or password

Member
• Select Forgot username or password.
• Select correct user type from the list and click next.
• If they forgot the username, complete details in the Forgot Username section and click Send email.
  – Follow instructions to retrieve your username.
• If they forgot the password, click Reset password.
  – Select user type from list.
  – Enter username and click Next.
  – Enter security question answers and click Next.
  – Enter new password and click Submit.