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**.