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.

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.