

Member Portal Quick Start Guide

Creating a SmithRx account will allow you to get the most from your pharmacy benefits. Here, you'll find key plan information, ID card, history of prescriptions, important notifications, and tools to save on your medications.

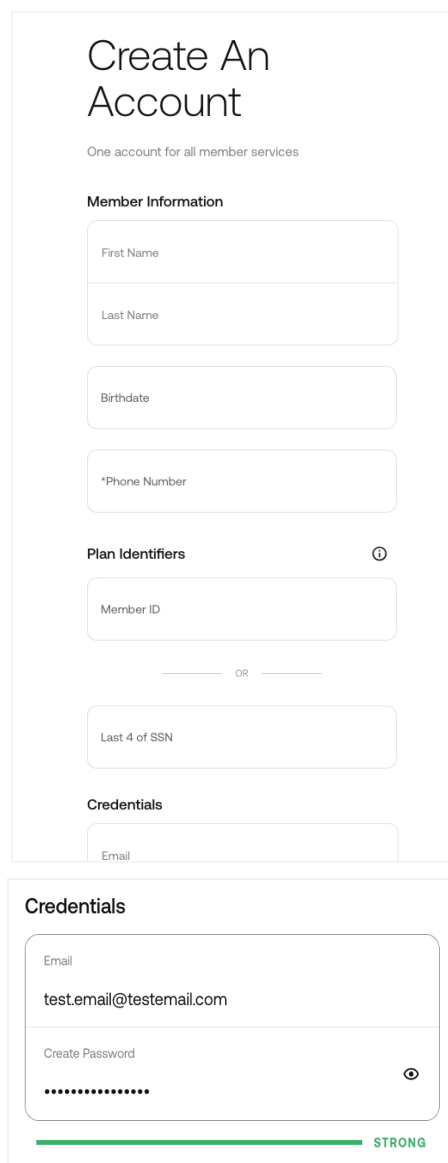
Access the member portal: member.mysmithrx.com

Registration

If you already have an **existing** account with SmithRx, registration is **not** required. Dependents can also set up an account, and registration is not age-restricted. However, each person on the plan must use a different email address.

1. Create An Account

- Go to member.mysmithrx.com/login
- Click "Create an account"
- Fill out the information using the required fields
 - First & Last Name (This must match the spelling and format provided by your employer. Please reach out to your HR department if you are having issues).
 - Birthdate
 - Phone Number
 - Member ID or Last 4 of SSN
 - **Personal Email Address**
- Create Password - Requirements:
 - Must be at least 10 characters long
 - Use mixed-case letters
 - Include at least 1 number
 - Include a special character or symbol



The screenshot shows the 'Create An Account' form for SmithRx. The form is titled 'Create An Account' with the subtitle 'One account for all member services'. It is divided into several sections: 'Member Information' with fields for First Name, Last Name, Birthdate, and *Phone Number; 'Plan Identifiers' with fields for Member ID and Last 4 of SSN, separated by an 'OR' indicator; and 'Credentials' with fields for Email and Create Password. The Create Password field includes a strength indicator showing 'STRONG' with a green bar.

Create An Account

One account for all member services

Member Information

First Name

Last Name

Birthdate

*Phone Number

Plan Identifiers ⓘ

Member ID

OR

Last 4 of SSN

Credentials

Email

Create Password

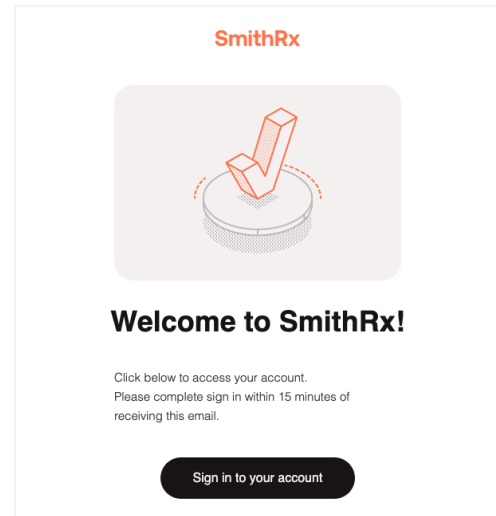
test.email@testemail.com

STRONG

Registration continued...

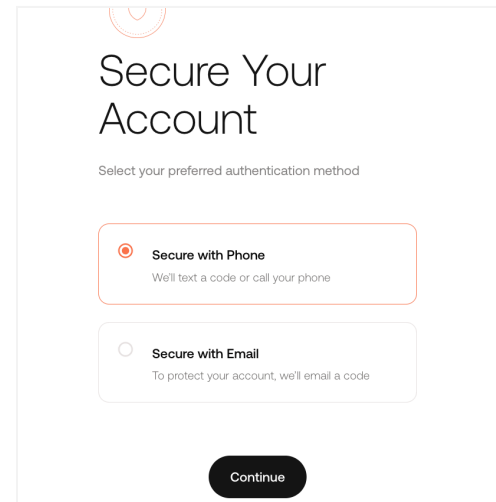
2. Confirm Registered Email

- Once you've clicked "Create Account," we will send a verification email to the email that you used to register.
- Please find the "Welcome to SmithRx Portal" email from hello@smithrx.com in your inbox. You'll need to click the "Sign in to your account" link to complete registration. This must be done within 5 days of receiving the email, or you'll need to register again to receive a new link.
- If you are not seeing this email, it may be in your spam folder.



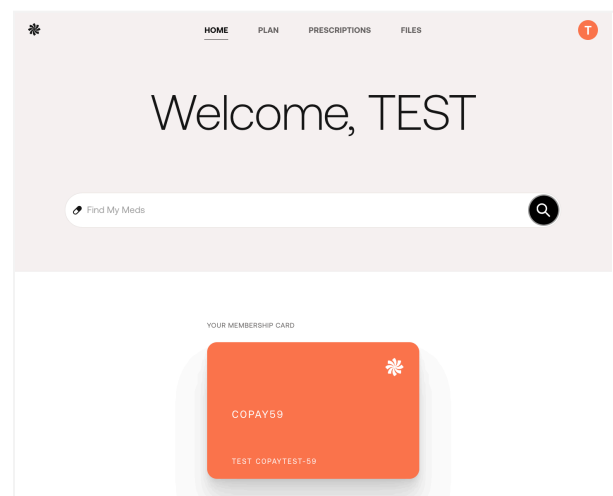
3. Multi-Factor Verification

- You will be prompted to set up Multi-Factor Verification (MFV) once you've logged in for the first time. MFV is not required so you can skip this step if you'd like. If you are not seeing this prompt, you can set it up through your profile page.



4. Homepage

- After completing or skipping MFV, you will now be on the homepage of your account.
- Here, you can find the 'Find my Meds' tool and view your SmithRx membership card.
- You will be prompted to follow a guided walkthrough of the SmithRx Member Portal to help you easily navigate.



Troubleshooting

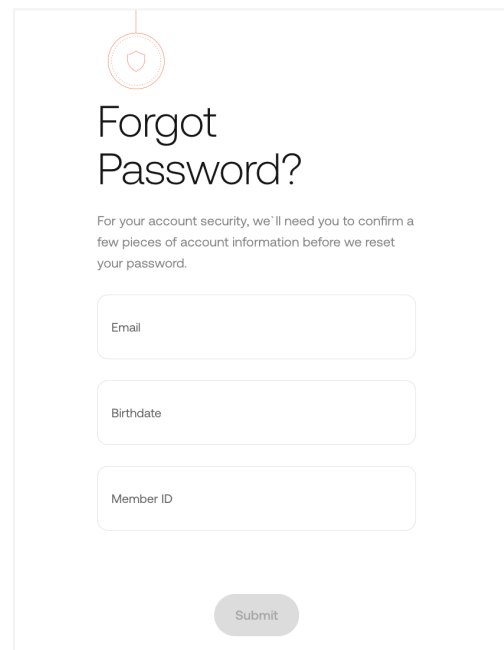
ACCOUNT LOCKS

On the 5th invalid login attempt within 5 hours, your account will be locked for 5 hours. We recommend a password reset after the lock is lifted.

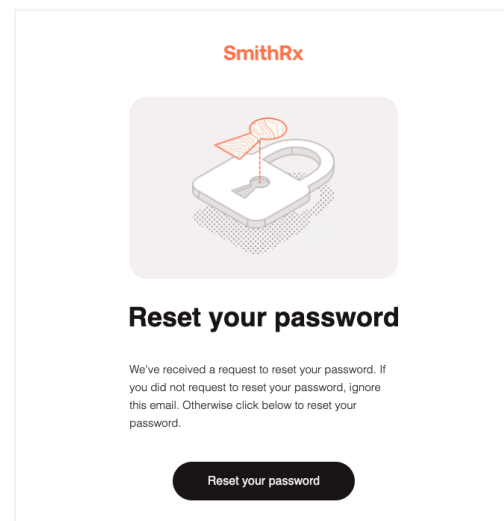
PASSWORD RESET

Please follow these steps to reset your password. If you still cannot reset your password, it's possible that you may have not fully registered and will need to complete Step 2 from the previous section.

1. Forgot Password
 - Go to member.mysmithrx.com/login
 - Click 'Forgot Password' on the 'Enter Your Password' page.
 - Please then enter your: Registered email, DOB, and Member ID
2. Reset Password
 - After clicking "Reset Password", you will receive an email with a link to reset your password.



The image shows a web form titled "Forgot Password?". At the top left is a red shield icon. Below the title, a message states: "For your account security, we'll need you to confirm a few pieces of account information before we reset your password." There are three input fields: "Email", "Birthdate", and "Member ID". At the bottom is a grey "Submit" button.





Member Support

If you have an issue and need to contact us, you can connect with a Member Specialist.

Contact

Chat at www.SmithRx.com

Call 844.454.5201

Email help@smithrx.com

Hours

Virtual Agent 24/7

Live Chat Mon.-Fri. 8 am - 5 pm MT

Phone 8 am-8 pm ET (Monday - Friday)

11 am-4 pm ET (Saturday)