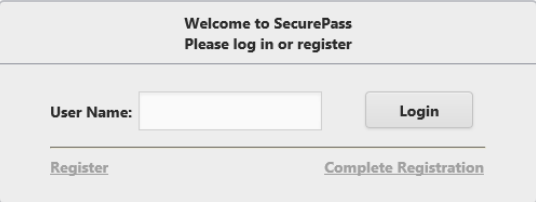
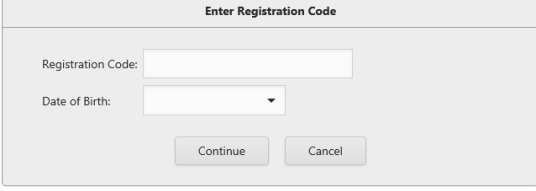



Helpful Information about using SecurePass

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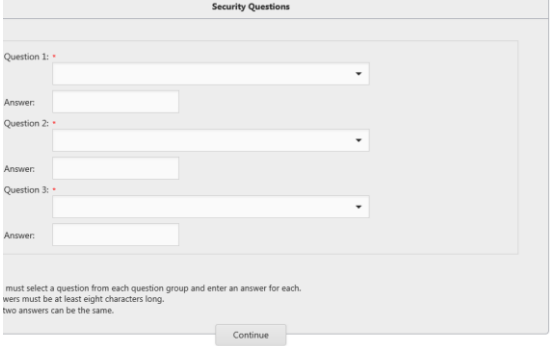
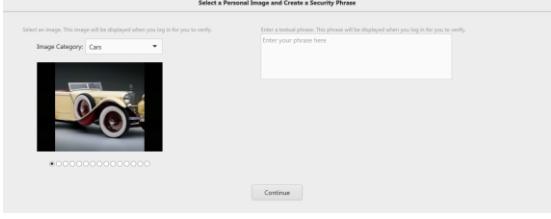
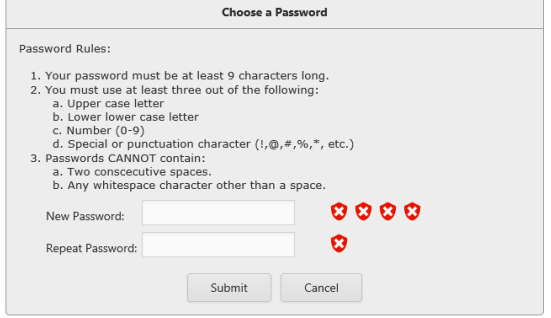
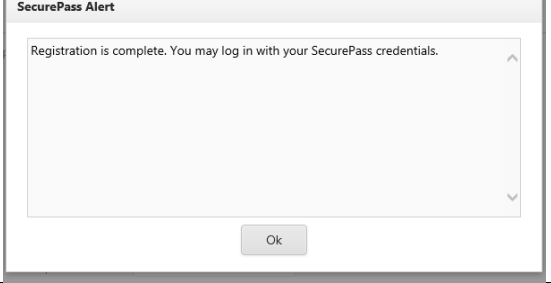
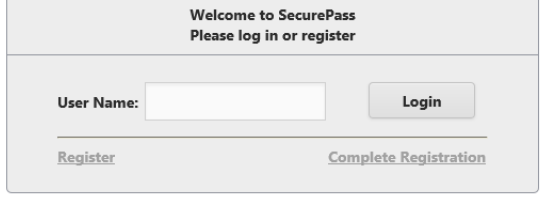
Be sure to type 'SecurePass' in the subject line.

Users who receive a registration invitation email: Pages 1 - 3		
<p>Step 1:</p>	<p>Registration Invitation Email</p>	<p>SecurePass requires you to register an account and DHRM sends to group contacts a registration invitation email. The invitation token is valid for 30 days.</p> <p>BES must be updated if you are a group contact and do not receive the email. State users update BES with PSB100; TLC users submit a Group Data Change form.</p> <p>The email is generally sent 24-48 hours after BES is updated. If you do not receive the email, check to see if your inbox redirected it to your 'junk' or 'spam' folder.</p> <p>The URL for SecurePass is: https://hurman.dhrm.virginia.gov</p>
<p>Step 2:</p>		<p>Skip User Name.</p> <p>Click 'Complete Registration'.</p>
<p>Step 3:</p>		<p>Enter the registration code from the registration invitation email and your date of birth as MM/DD/YYYY.</p> <p>Then, click 'Continue'.</p> <p>If you copy the code, be sure to capture only the characters – no extra space at the beginning or end. If you type the code, be aware that it is case-sensitive.</p>
<p>Step 4:</p>		<p>Create a User Name.</p> <p>The User Name must be 8-36 characters and is not case-sensitive. Your User Name should be one that is easy for you to remember and not easily guessed by someone else.</p> <p>Then, click "Continue".</p> <p>You will need this user name each time you login to SecurePass.</p>

Helpful Information about using SecurePass

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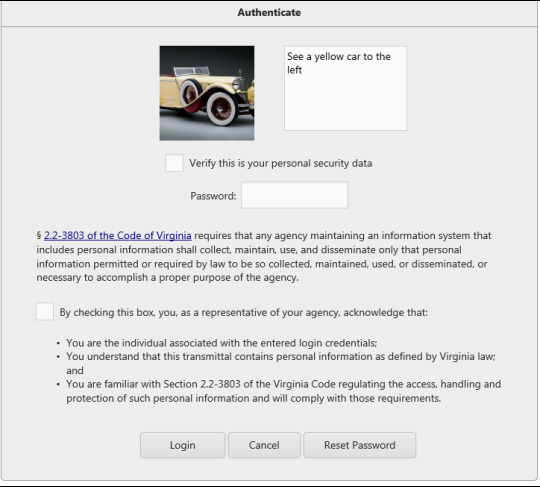
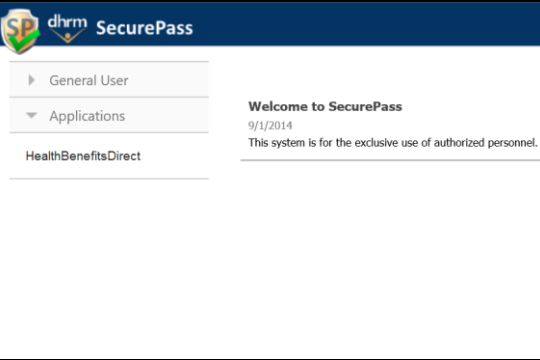
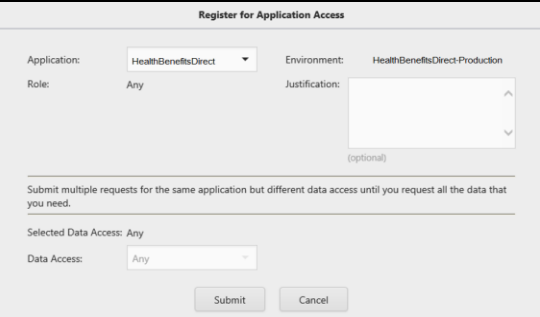
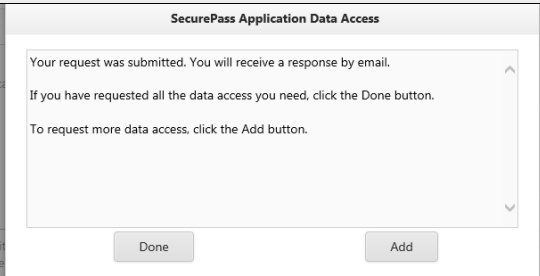
Be sure to type 'SecurePass' in the subject line.

Users who receive a registration invitation email: Pages 1 - 3		
Step 5:		<p>Select and answer 3 security questions. There are 124 to choose from.</p> <p>Answers must be 8-150 characters long and no two answers can be the same. Answers are case-sensitive.</p> <p>When finished, click 'Continue'.</p>
Step 6:		<p>Select a personal image on the left of the page and enter a security phrase in the box on the right of the page.</p> <p>The security phrase must be 25-500 characters long and contain several words. It is not case-sensitive.</p> <p>Next, click 'Continue'.</p>
Step 7:		<p>Create a password using the password rules.</p> <p>The password must be 9-18 characters long, easy for you to remember and not easily guessed by someone else.</p> <p>You will need this password each time you login to SecurePass.</p>
Step 8:		<p>Click 'Ok'.</p>
Step 9:		<p>Enter your User Name.</p> <p>Then, click 'Login'.</p>

Helpful Information about using SecurePass

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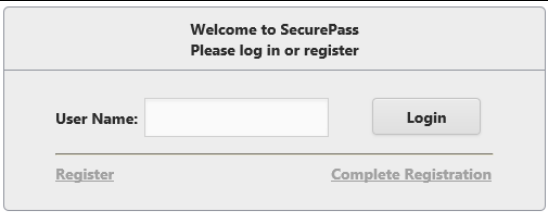
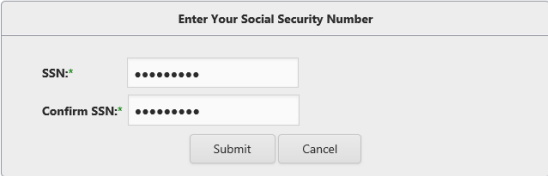
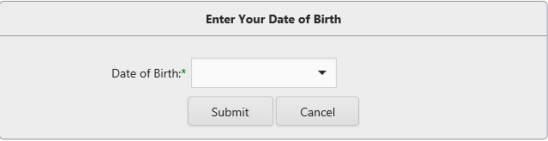
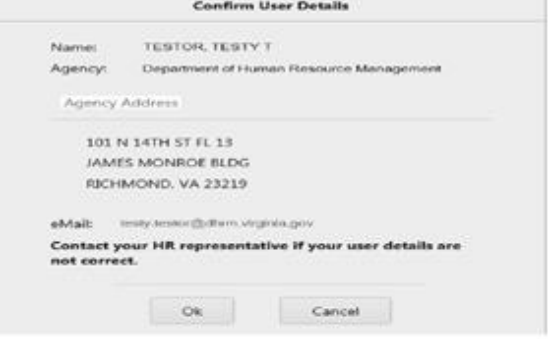
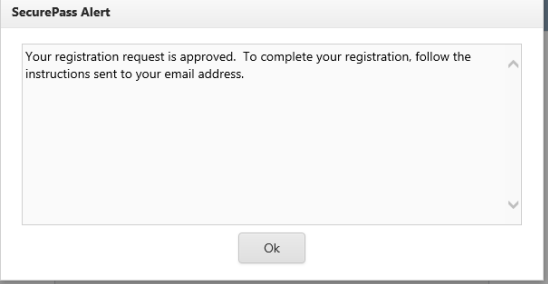
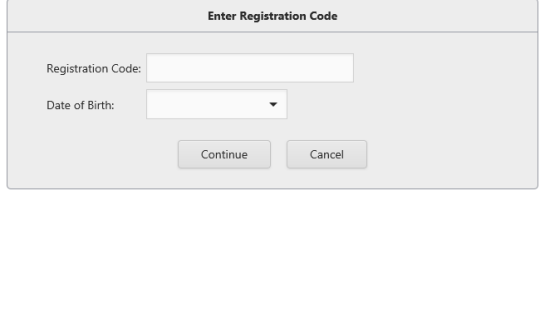
Be sure to type 'SecurePass' in the subject line.

Users who receive a registration invitation email: Pages 1 - 3		
Step 10:		<p>Check the box to verify your personal image and security phrase.</p> <p>Enter your password.</p> <p>Read the acknowledgement and check the box when finished.</p> <p>Then, click 'Login'.</p>
Step 11:		<p>Notice the left navigation menu. Click 'Applications' and then, click the desired application – 'HealthBenefitsDirect'.</p> <p>Wait for the application to load.</p> <p>If you do not see 'Applications' or a desired application is missing, expand 'General User', click 'Register for Application Access' and then, go to Step 12.</p>
Step 12:		<p>Find Application, click the drop down box and select 'HealthBenefitsDirect'.</p> <p>Skip Justification.</p> <p>Find Data Access, click the drop down box and select 'Any'.</p> <p>Then, click 'Submit'.</p>
Step 13:		<p>Click 'Done' and wait for an email approving access.</p> <p>This generally happens on the same day, but may take up to two business days. If you do not receive the email, check to see if your inbox redirected it to your 'spam' or 'junk' folder.</p>
Step 14:	Access Approval Email	<p>When you are approved, return to SecurePass and login with your User Name and Password.</p> <p>Then, repeat Steps 9-11.</p>

Helpful Information about using SecurePass

If you have difficulty with SecurePass, contact support@dhrm.virginia.gov for assistance.

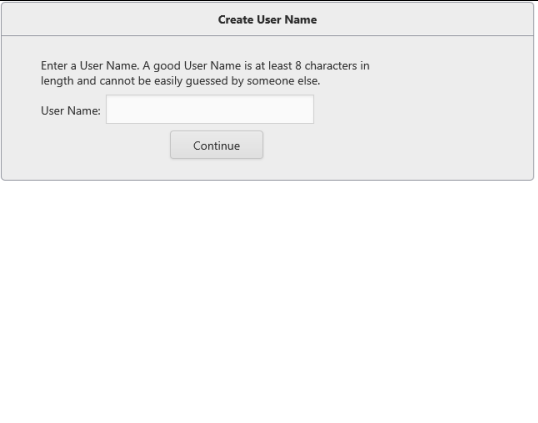
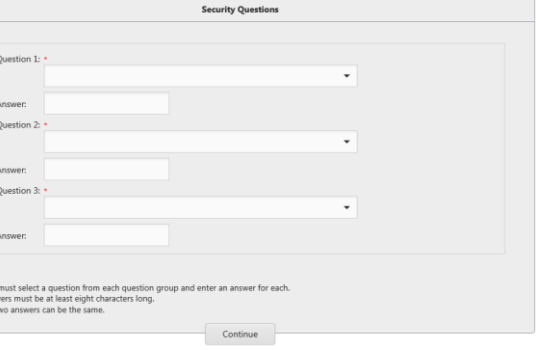
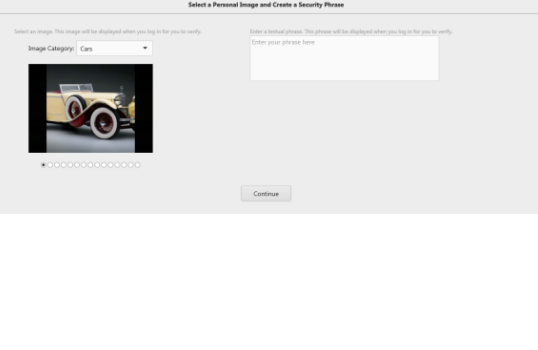
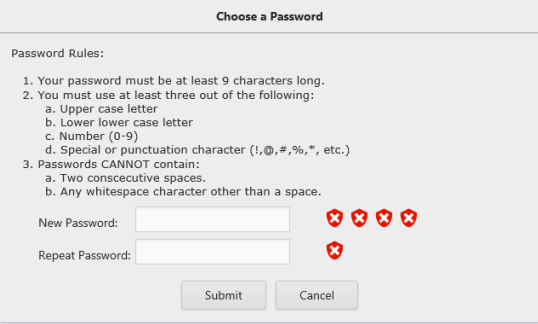
Be sure to type 'SecurePass' in the subject line.

Registered Users who forgot their SecurePass User Name and/or Password: Pages 4 - 7		
<p>Step 1:</p>		<p>Skip User Name.</p> <p>Click 'Register'.</p>
<p>Step 2:</p>		<p>Enter your SSN twice.</p> <p>Then, click 'Submit'.</p>
<p>Step 3:</p>		<p>Enter your date of birth as MM/DD/YYYY.</p> <p>Then, click 'Submit'.</p>
<p>Step 4:</p>		<p>Click 'Ok' to confirm your user details.</p>
<p>Step 5:</p>		<p>Click 'Ok' and wait for the email with instructions to complete the registration.</p> <p>The email is sent right away and should arrive within minutes. If you do not receive the email, check to see if your inbox redirected it to your 'junk' or 'spam' folder.</p>
<p>Step 6:</p>	<p>Registration Approval Email</p>	<p>When you receive the email, return to SecurePass.</p> <p>The URL is: https://hurman.dhrm.virginia.gov</p>
<p>Step 7:</p>		<p>Enter the registration code from the email and your date of birth as MM/DD/YYYY.</p> <p>Then, click 'Continue'.</p> <p>If you copy the code, be sure to capture only the characters – no extra space at the beginning or end. If you type the code, be aware that it is case-sensitive.</p>

Helpful Information about using SecurePass

If you have difficulty with SecurePass, contact support@dhrm.virginia.gov for assistance.

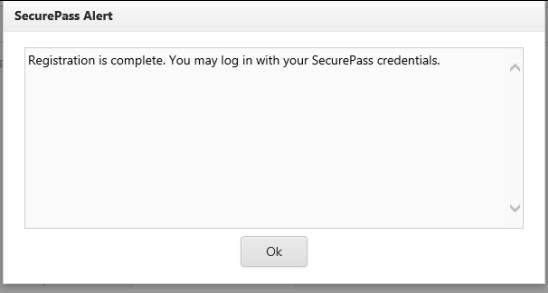
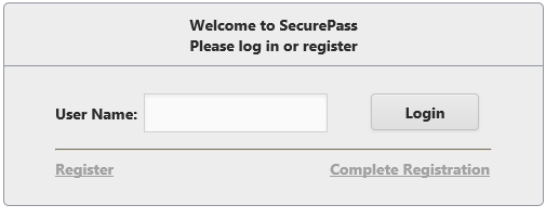
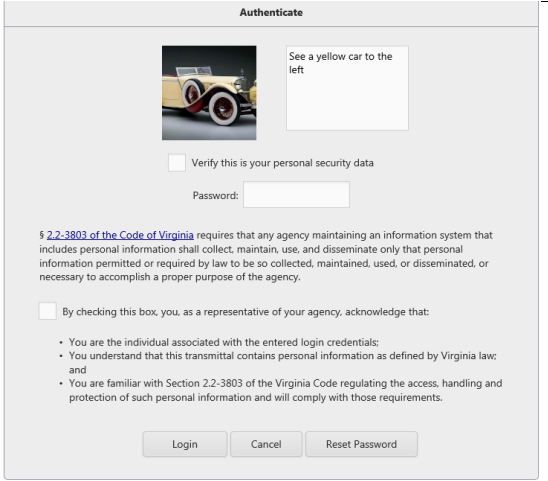

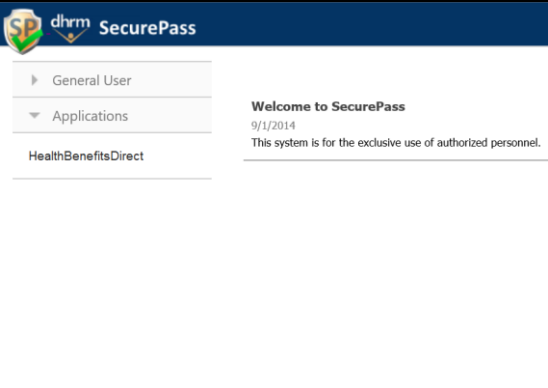

Be sure to type 'SecurePass' in the subject line.

Registered Users who forgot their SecurePass User Name and/or Password: Pages 4 - 7		
<p>Step 8:</p>		<p>Create a NEW User Name. This cannot be the same one used before.</p> <p>The User Name must be 8-36 characters and is not case-sensitive. Your User Name should be one that is easy for you to remember and not easily guessed by someone else.</p> <p>Then, click "Continue".</p> <p>You will need this user name each time you login to SecurePass.</p>
<p>Step 9:</p>		<p>Select and answer 3 security questions. These can be the same ones used before.</p> <p>Answers must be 8-150 characters long and no two answers can be the same. Answers are case-sensitive.</p> <p>When finished, click 'Continue'.</p>
<p>Step 10:</p>		<p>Select a personal image on the left of the page and enter a security phrase in the box on the right of the page. These can be the same ones used before.</p> <p>The security phrase must be 25-500 characters long and contain several words. It is not case-sensitive.</p> <p>Next, click 'Continue'.</p>
<p>Step 11:</p>		<p>Create a password using the password rules. This can be the same one used before.</p> <p>The password must be 9-18 characters long, easy for you to remember and not easily guessed by someone else.</p> <p>You will need this password each time you login to SecurePass.</p>

Helpful Information about using SecurePass

If you have difficulty with SecurePass, contact support@dhrm.virginia.gov for assistance.

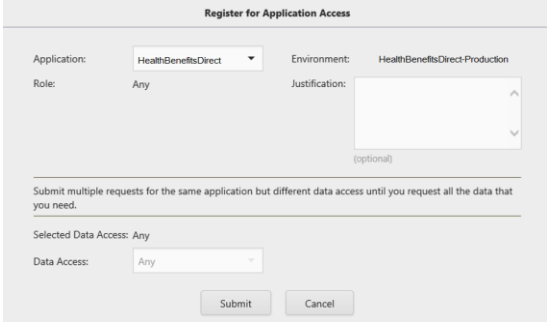
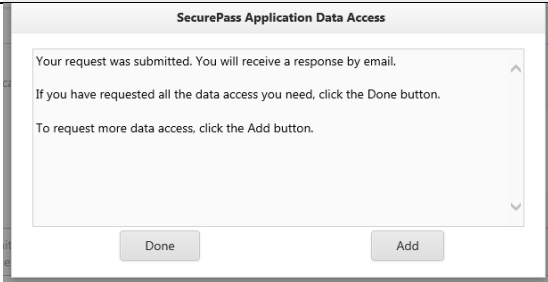
Be sure to type 'SecurePass' in the subject line.

Registered Users who forgot their SecurePass User Name and/or Password: Pages 4 - 7		
Step 12:	 <p>SecurePass Alert</p> <p>Registration is complete. You may log in with your SecurePass credentials.</p> <p>Ok</p>	Click 'OK'.
Step 13:	 <p>Welcome to SecurePass Please log in or register</p> <p>User Name: <input type="text"/> <input type="button" value="Login"/></p> <p>Register Complete Registration</p>	Enter your NEW User Name. Then, click 'Login'.
Step 14:	 <p>Authenticate</p> <p> See a yellow car to the left</p> <p><input type="checkbox"/> Verify this is your personal security data</p> <p>Password: <input type="password"/></p> <p><small>§ 2.2-3803 of the Code of Virginia requires that any agency maintaining an information system that includes personal information shall collect, maintain, use, and disseminate only that personal information permitted or required by law to be so collected, maintained, used, or disseminated, or necessary to accomplish a proper purpose of the agency.</small></p> <p><input type="checkbox"/> By checking this box, you, as a representative of your agency, acknowledge that:</p> <ul style="list-style-type: none"> You are the individual associated with the entered login credentials; You understand that this transmittal contains personal information as defined by Virginia law; and You are familiar with Section 2.2-3803 of the Virginia Code regulating the access, handling and protection of such personal information and will comply with those requirements. <p><input type="button" value="Login"/> <input type="button" value="Cancel"/> <input type="button" value="Reset Password"/></p>	Check the box to verify your personal image and security phrase. Enter your new password. Read the acknowledgement and check the box when finished. Then, click 'Login'.
Step 15:	 <p> dhrm SecurePass</p> <p>General User</p> <p>Applications</p> <p>HealthBenefitsDirect</p> <p>Welcome to SecurePass 9/1/2014 This system is for the exclusive use of authorized personnel.</p>	Notice the left navigation menu. Click 'Applications' and then, click the desired application – 'HealthBenefitsDirect'. Wait for the application to load. If you do not see 'Applications' or a desired application is missing, expand 'General User', click 'Register for Application Access' and then, go to Step 16.

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Be sure to type 'SecurePass' in the subject line.

Registered Users who forgot their SecurePass User Name and/or Password: Pages 4 - 7		
Step 16:		<p>Find Application, click the drop down box and select 'HealthBenefitsDirect'.</p> <p>Skip Justification.</p> <p>Find Data Access, click the drop down box and select 'Any'.</p> <p>Then, click 'Submit'.</p>
Step 17:		<p>Click 'Done' and wait for an email approving access.</p> <p>This generally happens on the same day, but may take up to two business days. If you do not receive the email, check to see if your inbox redirected it to your 'junk' or 'spam' folder.</p>
Step 18:	Access Approval Email	<p>When you are approved, return to SecurePass and login with your User Name and Password.</p> <p>The URL is: https://hurman.dhrm.virginia.gov</p> <p>Then, repeat Steps 13-15.</p>