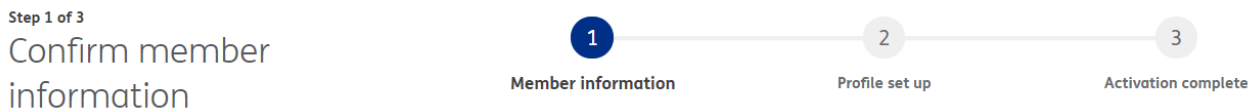


New Member Registration: 2- Step Authentication Process

From the Go365 website, select Sign In and then “Activate Online Profile”

The screenshot shows the Go365 website interface. At the top left is the Go365 logo and a 'Sign in' link. At the top right is a 'Member Help' dropdown menu. The main heading is 'Your Humana profile'. Below this are two columns. The left column is titled 'Sign in' and contains a form with fields for 'Username or verified email address' and 'Password', a 'Sign in tips' link, a 'Sign in' button, and a link for 'Forgot your username or password?'. The right column is titled 'Don't have a profile?' and contains a paragraph of text and a blue 'Activate online profile' button with a right arrow.

Step 1: Member Information: Select and enter your ID option, Date of Birth (please use XX/XX/XXX format) and zip code associated with your policy. Select Continue.



First, we need to confirm that you are a Go365 member.

* Required

Please provide your ID information below.

Select ID option *

△ Select ID option is required

Date of birth *

ZIP code *

Continue →

Cancel activation

The 'Get Help' modal window is open. It features a 'Get Help' title, a 'Close X' button, and a 'Get Help' icon. Below the title is a sample member ID card with fields for 'Subscriber', 'Subscriber Name', 'Coverage Type', 'EOP', 'Group ID', 'Employee Name', 'Member ID', 'Member Name', and 'Member Name'. Below the card is the text 'This is NOT insurance.' and a link 'Where is my member ID located?'. Below the link is the text 'You will find your member ID on your member ID card. Enter your full member ID in'. At the bottom is a 'Contact us' link.

Step 2: Profile Set Up: Enter and confirm your email address, create a username and password for your account.



Step 2 of 3

Profile set up



Thanks for confirming your member information! Now we'll get your secure profile set up using an email address that's unique to you-do not use a shared or family email address.

[Get Help](#)

* Required

Email *

Confirm email *

Username *

- Must be 6 to 15 characters.
- Does not contain spaces or special characters and lower case letters only
- Username cannot be your Humana Member ID.

Password *

 [Show](#)

Confirm Password *

 [Show](#)

Step 3: Activation Complete: You will see your username and email address associated with your profile! Select “Sign in now and get started” to continue.



Step 3 of 3

Welcome



Your profile is complete!

You now have access to Member, Go365 and HumanaPharmacy!

[Sign in now to get started →](#)

Your username is

Your verified email address is

We have good news! We're now using 1 sign-in for all 3 Humana sites, so you can easily access all of your Humana accounts with 1 username and password. Also, if you update your sign-in information in 1 place, it is automatically updated everywhere.



Here is how to activate your 2-Factor Authentication!

From the sign in page, enter your username and password. Select “Sign in”



Sign in

Member He

Your Humana profile

MyHumana



Humana
Pharmacy

Sign in

Enter your existing sign-in information to access all of your accounts. [Learn more](#)

Username or verified email address

Password

 [Show](#)

Sign in tips

Sign in →

Forgot your [username](#) or [password](#)?

Don't have a profile?

Start your online profile today and you'll have immediate access to your MyHumana, Humana Pharmacy and Go365 accounts all in one place.

Activate online profile →

Add 2-Factor Authentication: Choose your preferred method of authentication from Email or Text. Then enter your email or phone number.

Add 2-factor authentication

Before you sign in, we need to add 2-factor authentication to your profile. This extra step helps secure your accounts so that only you can access them.

[Get Help](#)

[What is 2-factor authentication?](#)

How would you like to receive confirmation code?

We recommend using text message as the best option to secure your device.

 Email Text

* Required

Email

The email address you choose to verify is the one you can sign in to your profile with.

By continuing, you agree that we can use your email address for account security verification purposes.

Send confirmation code →

[Cancel](#)

A code will be sent to your preferred method. Enter the code received and select “Submit code”

Add 2-factor authentication

Before you sign in, we need to add 2-factor authentication to your profile. This extra step helps secure your accounts so that only you can access them.

[Get Help](#)

[What is 2-factor authentication?](#)

We just sent a confirmation code to you at

This confirmation code is temporary and will expire after 5 minutes.
If the code has expired, select the 'Resend code' link to receive a new code.

* Required

Enter Code *

Didn't get the code? [Resend code](#) or [edit security methods](#).

[Submit code](#) →

[Cancel](#)

(Do not select this if you are on a shared device, like at a public library)

Check this so we remember what device you're using. This means we won't need to send you a code the next time you sign into your Humana profile.

Once your email or phone number has been verified, you will see a confirmation screen.

Before you sign in, we need to add 2-factor authentication to your profile. This extra step helps secure your accounts so that only you can access them.

[Get Help](#)

[What is 2-factor authentication?](#)

Your 2-factor authentication method is set up.

Select continue and we'll take you to the sign in page now.

Email verified

(Optional) Add additional security

We'll keep this on file for you, and you can easily change your preferred method on your Manage Humana profile at any time.

Remember this device [?](#)

(Do not select this if you are on a shared device, like at a public library)

Check this so we remember what device you're using. This means we won't need to send you a code the next time you sign into your Humana profile.

[Continue](#) →

There is also the option to add additional security by verifying the additional method of authentication. After you enter the information, a code will be sent to verify the secondary authentication method. Enter the code and “Submit code”

(Optional) Add additional security
We'll keep this on file for you, and you can easily change your preferred method on your Manage Humana profile at any time.

We just sent a confirmation code to you at [redacted].
This confirmation code is temporary and will expire after 5 minutes.
If the code has expired, select the 'Resend code' link to receive a new code.

* Required

Enter Code *

Didn't get the code? [Resend code](#) or [edit security methods](#).

Submit code →

Cancel additional security

(Do not select this if you are on a shared device, like at a public library)

Check this so we remember what device you're using. This means we won't need to send you a code the next time you sign into your Humana profile.

Once this has been verified, you will see both options as verified. Choose which method you prefer, check the “Remember this device box” and “Continue” to sign in.

You have successfully added an additional security method.
Select continue and we'll take you to the sign in page now.

<input checked="" type="checkbox"/> Email verified	<input checked="" type="radio"/> Preferred security method
<input checked="" type="checkbox"/> Text verified	<input type="radio"/> Preferred security method

Remember this device ⓘ

(Do not select this if you are on a shared device, like at a public library)

Check this so we remember what device you're using. This means we won't need to send you a code the next time you sign into your Humana profile.

Continue →

How 2-Factor Authentication works when logging in!

After signing in with your Username and Password, a code will automatically be sent to your authentication method of choice. Enter the code, re-enter your password and check "Remember this device" to access your account.

For your security, we need to verify that it's you before you sign in. Since you are using a new device to sign in, this extra step helps secure your accounts so that only you can access them.

We just sent a confirmation code to



This confirmation code is temporary and will expire after 5 minutes. If the code has expired, select the "Resend code" link to receive a new code.

* Required

Enter code *

Didn't get your code? [Resend code.](#)

Re-enter password *

 [Show](#)

Remember this device [i](#)

(Do not select if you are on a shared device, like at a public library)