**SecurePass: General User Job Aid for TLC**

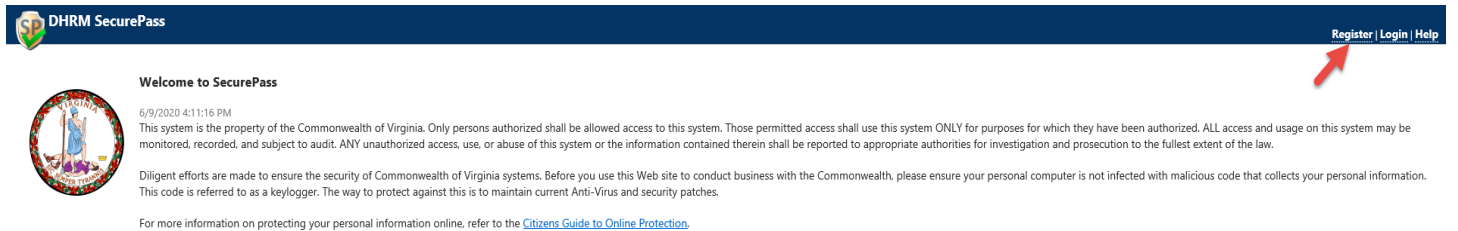
**Part 1: SecurePass User Registration and Login Instructions for TLC**


Step 1: Navigate to SecurePass.
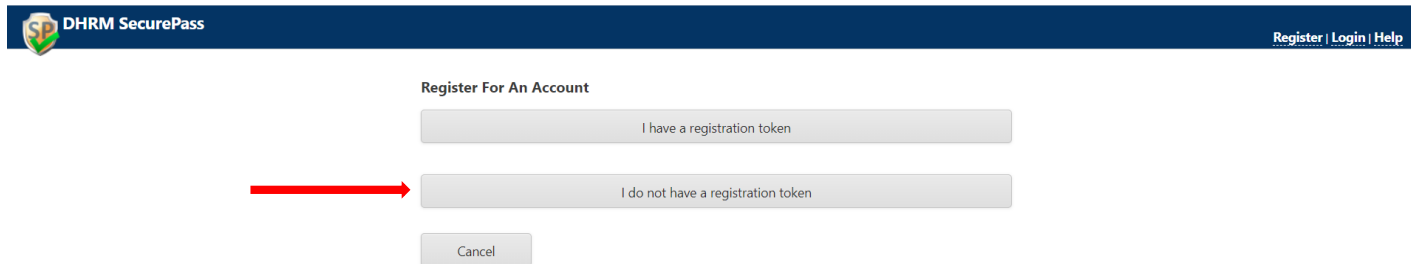
- *https://securepass.dhrm.virginia.gov*


Step 2: Have you already registered with SecurePass? If so, skip to step 6. If not, complete the following steps to self-register with SecurePass.
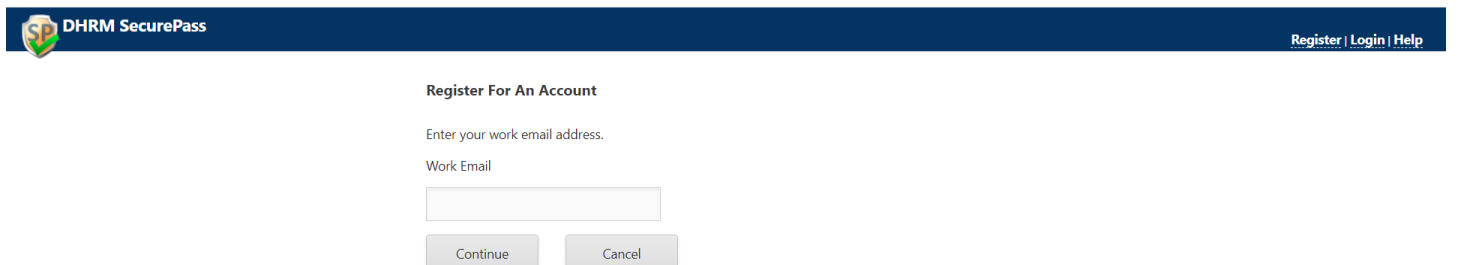
- *Click "Register"*



- Select "I do not have a registration token"



- *Enter your work email*



- Enter your employee ID, and Agency
  *Note: Enter your DHRM-assigned BES ID number (this 7-digit number can be found on your Anthem ID card or any BES enrollment report).*

**Register for an account**

Enter Your DHRM-Assigned ID and Select your Agency

Employee ID:*  [                    ]

Enter Employee ID in 7-digit format (nnnnnnn)

Agency:*  [ Retiree Group Health  ▼ ]

Select your agency

[ Continue ]

- *Confirm your user details.*

**Register for an account**

Confirm User Details - Contact your HR representative if your user details are not correct.
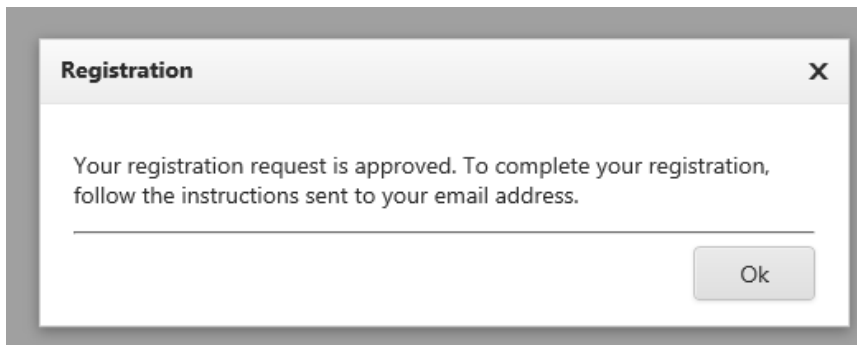
| User Name: | Testy Testor |
| Agency Name: | The Local Choice |
| Work Address1: | 101 N 14TH ST FL 13 |
| Work Address2: | JAMES MONROE BLDG |
| Work City State Zip: | RICHMOND, VA 23219 |
| Work EMail: | Testy.Testor@dhrm.virginia.gov |

[ Confirm ]

[ Cancel ]

- *Your registration request will be automatically approved, allowing you to continue registering your SecurePass account.*

**Registration**                                               ✕

Your registration request is approved. To complete your registration, follow the instructions sent to your email address.

[ Ok ]

- *The registration invitation email will come from "noreply@dhrm.virginia.gov" so be sure to check your spam or junk folder if needed.*

Step 3:   Follow the instructions in the registration invitation.

- *Complete your registration within 24 hours before your Registration Token expires.*
- *If the Registration Token has expired, you must repeat the steps to self-request a new registration invitation.*

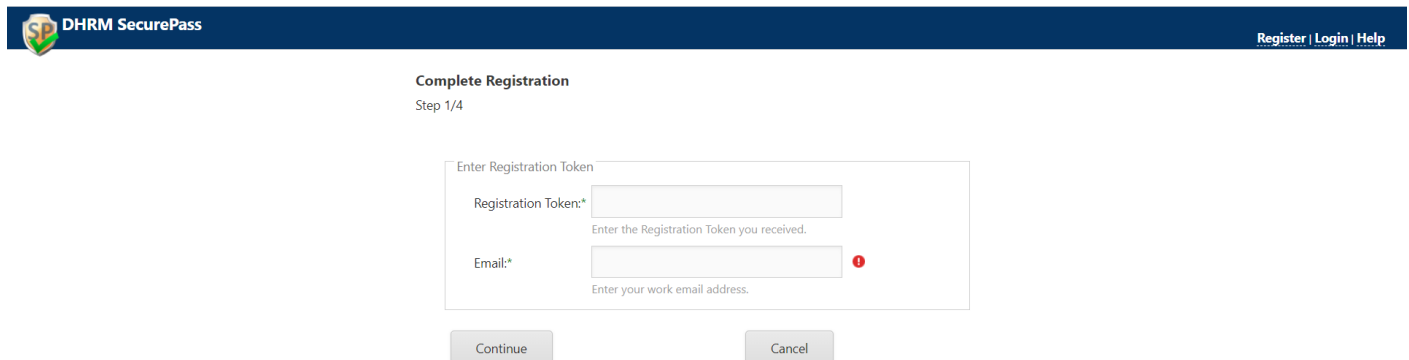Step 4: Visit SecurePass to complete your registration.

- *Use the link provided in the registration email to automatically enter your Registration Token, or visit https://securepass.dhrm.virginia.gov, and in the upper right corner, select "Register" and follow the steps below.*
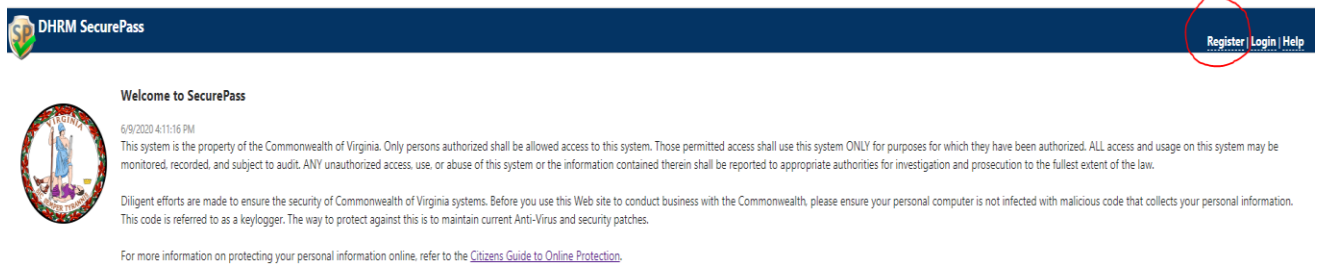


- *Click "I have a registration token"*
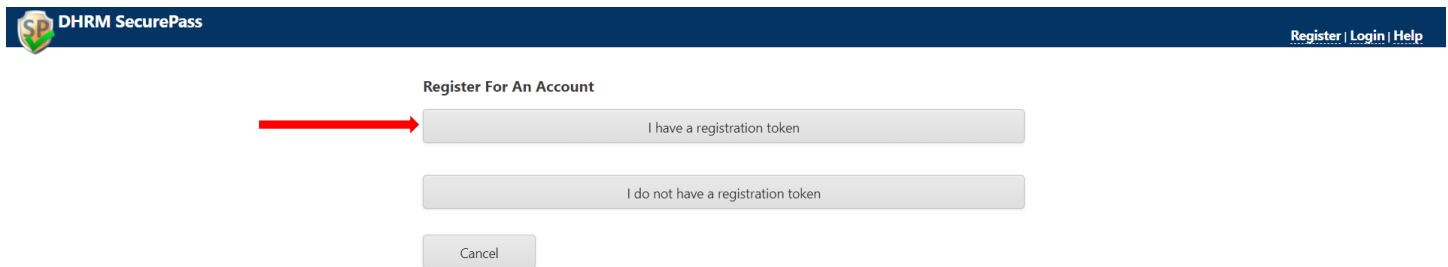


- *Enter the required information*

- *Create a User Name*

**Complete Registration**
Step 2/4

Create User Name

User Name:*  [                    ]
Enter a User Name. A good User Name is at least 8 characters in length and
cannot be easily guessed by someone else.

[ Continue ]

- *Select a personal image and create a long security phrase*
  - Note: When you are instructed to choose your Security Image, be sure to click on the image to update your "Selected Image" and make sure your Security Image matches your Selected Image before proceeding.

**Complete Registration**
Step 3/4

Select a Personal Image and Create a Security Phrase

Image Category:*  [ AnimatedFilmChars                                    ▼ ]

Images:
Click on
the large
image to
update the
Selected
Image

Selected Image:*

Security Phrase:*  [                                              ]
Enter a textual phrase. This phrase will be displayed when you log in for you to verify.

[ Continue ]

- *Choose a password*

**Complete Registration**
Step 4/4

Password Rules:

1. You may not change your password more than once a day.
2. You may not repeat a previously used password.
3. Your password must be at least 9 characters long.
4. You must use at least three of the following:
   a. Upper case letter
   b. Lower lower case letter
   c. Number (0-9)
   d. Special or punctuation character (!,@,#,%,*, etc.)
5. Passwords CANNOT contain:
   a. Two consececutive spaces.
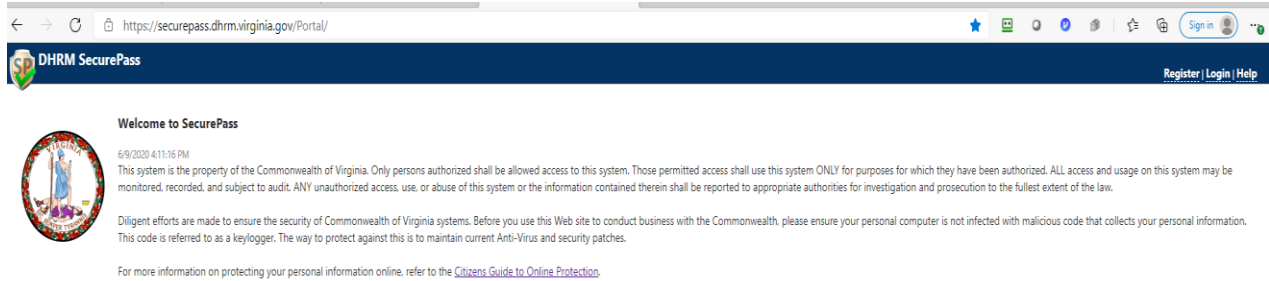   b. Any whitespace character other than a space.

Choose a Password

Password:*          [                    ]
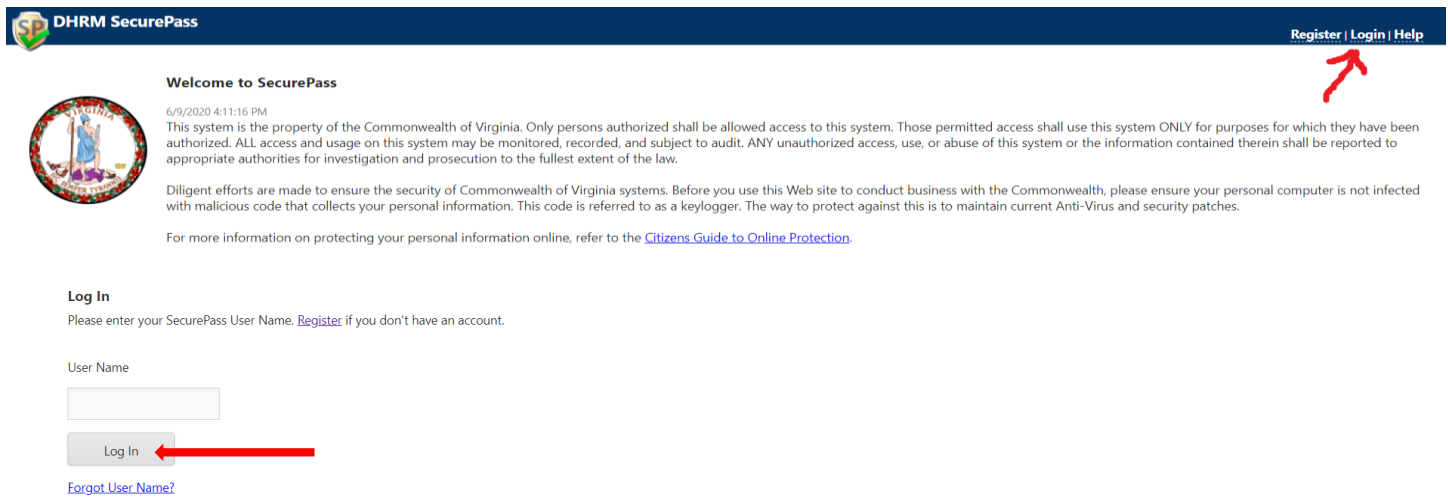
Confirm Password:* [                    ]

[ Submit ]

Step 5:  Return to SecurePass to log in.

- https://securepass.dhrm.virginia.gov
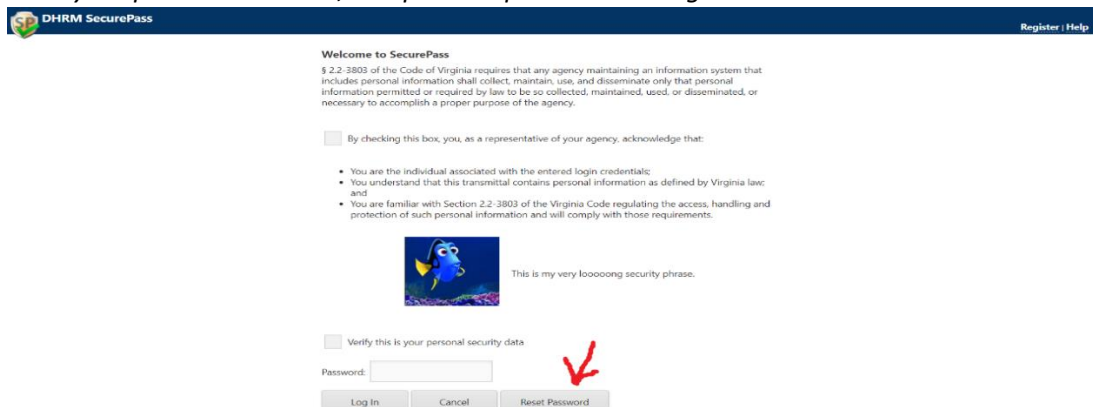


Step 6: Log in to SecurePass (or reset your password).

- *In the upper right corner of the SecurePass webpage, click on "Login"*
- *Enter your SecurePass User Name*
- *Click "Log In"*



- o *Tip: On the Log In page, click "Reset Password" if it has been more than 40 days since you last logged in to SecurePass (or if your account is locked), and follow the instructions presented to reset your password. Once your password is reset, complete steps 6 and 7 to log in.*



- *Check the boxes and enter your Password*
  - o *Click "Log In"*

Step 7: Complete multi-factor authentication.

- *Choose your multi-factor authentication preference (email code or authenticator application)*



- *Enter your verification code and click "Verify"*

Step 8: Log in complete!  Welcome to SecurePass.



- *You have now successfully registered with SecurePass and logged into the system.*
- *There is nothing more for you to do in SecurePass until your application access to Health Benefits Direct has been granted by the Office of Health Benefits.*
- *Next up: Accessing Health Benefits Direct to complete the TLC Renewal Data Sheet.*

Thank you for helping to make this phase of the SecurePass roll out successful!

*End Part 1*

**Part 2:  SecurePass Instructions for Access to Health Benefits Direct and the TLC Renewal Data Sheet**

Step 1:   Complete "SecurePass User Registration" Steps 1-4 (above) to register your SecurePass account.

Step 2: Office of Health Benefits administrators will request and approve your application access to Health Benefits Direct.  If you already have application access to Health Benefits Direct, skip to step 4.

- *Once your SecurePass account is created, OHB administrators will complete the steps to request and approve your application access to Health Benefits Direct.  Please allow 1-3 business days from the date you establish your SecurePass user account for this process to be completed by OHB. It is important to register as soon as possible to guarantee you will be granted application access to Health Benefits Direct prior to the deadline to submit your TLC Renewal Data Sheet.*
- *No action on your part is needed to request access to Health Benefits Direct in SecurePass.  You do not need to notify OHB that your SecurePass account has been created.*

Step 3:   Wait for notification from noreply@dhrm.virginia.gov that your access to Health Benefits Direct has been granted.

- *An email will be sent to the email address you used to register with SecurePass to notify you that your application access to Health Benefits Direct has been approved.  Please remember to check your junk or spam folder for lost email from noreply@dhrm.virginia.gov.*

Step 4:  Return to SecurePass to log in.

- https://securepass.dhrm.virginia.gov
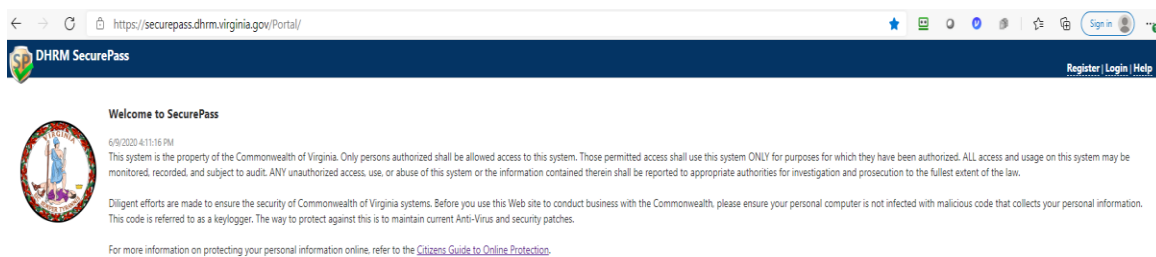


Step 5: Log in to SecurePass.

- *In the upper right corner of the SecurePass webpage, click on "Login"*
- *Enter your SecurePass User Name*
- *Click "Log In"*

**Welcome to SecurePass**

6/9/2020 4:11:16 PM

This system is the property of the Commonwealth of Virginia. Only persons authorized shall be allowed access to this system. Those permitted access shall use this system ONLY for purposes for which they have been authorized. ALL access and usage on this system may be monitored, recorded, and subject to audit. ANY unauthorized access, use, or abuse of this system or the information contained therein shall be reported to appropriate authorities for investigation and prosecution to the fullest extent of the law.

Diligent efforts are made to ensure the security of Commonwealth of Virginia systems. Before you use this Web site to conduct business with the Commonwealth, please ensure your personal computer is not infected with malicious code that collects your personal information. This code is referred to as a keylogger. The way to protect against this is to maintain current Anti-Virus and security patches.

For more information on protecting your personal information online, refer to the Citizens Guide to Online Protection.

**Log In**

Please enter your SecurePass User Name. Register if you don't have an account.

User Name

Log In

I can't remember my SecurePass User Name

- *Check the boxes and enter your Password*
  - o *Click "Log In"*

DHRM SecurePass

Register | Help

**Welcome to SecurePass**

§ 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.

By checking this box, you, as a representative of your agency, acknowledge that:

- 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.

This is my very fooooong security phrase.

Verify this is your personal security data

Password:

Log In     Cancel     Reset Password

Step 6: Complete multi-factor authentication.

- *Choose your multi-factor authentication preference (email code or authenticator application)*

**Second Factor Authentication**          Change Authentication Method

**Your two factor authentication app on your mobile device or computer will provide you with a unique code. Enter the code in the verification box below.**
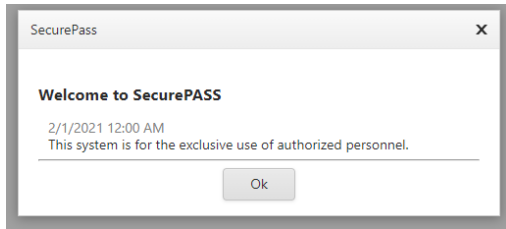
Verification Code

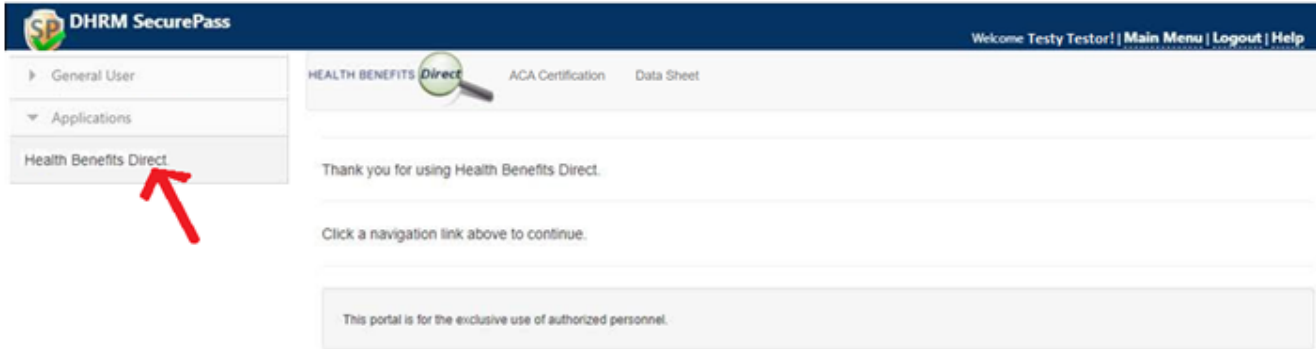Verify

- *Enter your verification code and click "Verify"*
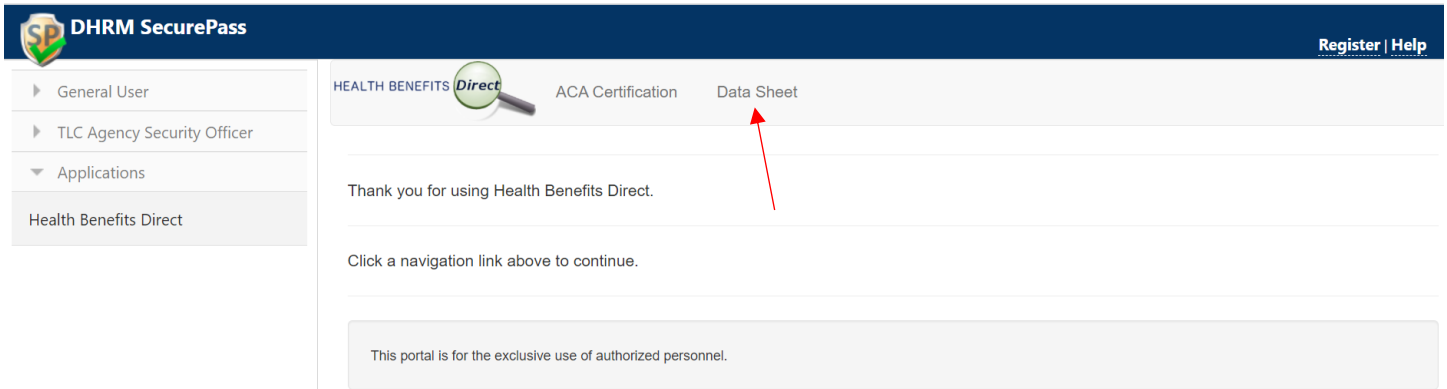
Step 7: Log in complete!  Welcome to SecurePass.

Step 8: Navigate to Health Benefits Direct.

- Click on "Applications" in the left-hand navigation menu, and then click on the "Health Benefits Direct" option.



Step 9: Click on "Data Sheet" to access the Renewal Data Sheet and submit your form.



Once you are in the Data Sheet application, you may want to minimize the left hand margin by clicking on the "caret" as noted below.

If you have any technical problems accessing SecurePass, please contact:  iHelp@dhrm.virginia.gov

Thank you for helping to make this phase of the SecurePass roll out successful!

*End Part 2*