

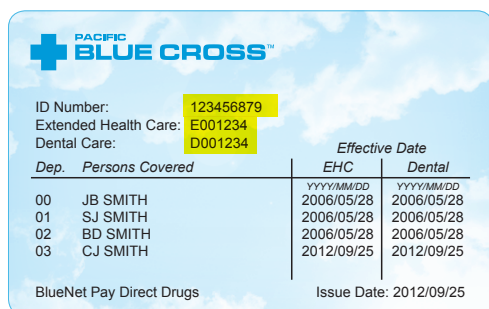
Your benefits on the go

Access your benefits on the go through your Member Profile. For convenience and faster payment submit online claims for prescription drugs, physiotherapy, chiropractic services, massage therapy, acupuncture, naturopathy, podiatry, psychology, vision care and orthodontic expenses.

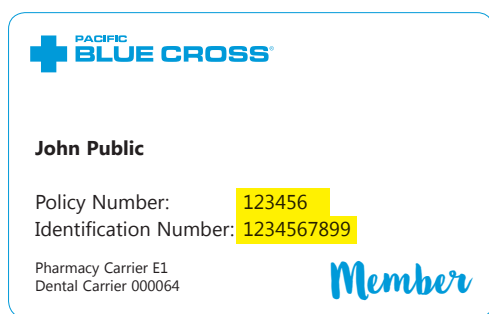
Your ID card

The policy and ID numbers on your old card still work. See examples of both ID cards below. The numbers to use when signing in are highlighted in yellow in the samples below.

OLD



NEW



Questions? Call us:
Phone 604 419-2000
Toll-free 1 877 PAC-BLUE
pac.bluecross.ca

1

HOW TO REGISTER

Go to pac.bluecross.ca and click on *Sign-in* and *Register for Access*.

Need help logging in?

I forgot my password. →
 I want to Register for Access to my Member Profile →
 You can find your Policy Number and ID Number on your Membership Card.



2

Enter your numbers

Enter your Policy and ID numbers from your Pacific Blue Cross ID card. You will also need an email address. Follow the steps to register.

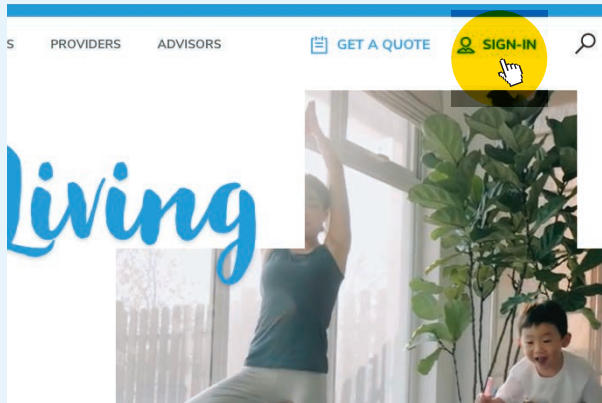
- Enter the Policy and ID numbers **exactly as shown** on your ID card.
- You will be prompted to create a password, three challenge question answers and hints.
 - Challenge question answers** are not case sensitive.
 - Passwords** are minimum eight characters and are case sensitive.

Question	Answer	Hint
What is your favorite pet's name?	<input type="text"/>	*
What city was your first job in?	<input type="text"/>	*
What is your father's middle name?	<input type="text"/>	*

1

HOW TO SIGN INTO YOUR MEMBER PROFILE

Sign in at pac.bluecross.ca.
Click on *Sign-in*.



2

Enter your numbers

Enter your Policy number, ID number and password. Policy and ID numbers need to be entered **exactly as shown** on your ID card. Don't have a new ID card? See *Your ID card* section on page 1.

1

FORGOT YOUR PASSWORD?

Click *I forgot my password*.

2

Enter your numbers

Enter your Policy number and ID numbers.

3

Personal challenge question

Answer a personal challenge question. A temporary password will be emailed to you. Follow the link in the email to reset your password.

Having trouble signing in?

Forgot your challenge question answer?

Please contact us.

Forgot your password and your email address changed since you last signed in?

Without a current email address, you will not be able to retrieve the temporary password to reset your account. Please contact us.

Trouble viewing our website to access your Member Profile?

Our website works best:

- Mobile/Tablet: Safari 11 and Chrome 67.
- Desktop: Internet Explorer 11, Edge 40, Firefox 52, Chrome 63 and Safari 10.
- by ensuring your JavaScript and cookies are turned on.

If you are still having trouble, see *Browser Requirements* at pac.bluecross.ca/browsers for more information.