

## Opening the Consumer Portal

You will access the consumer portal through <https://cobra-complete.com> in the New Member Login Notice, located in your Specific Rights Notice that was mailed to you.

If you have not yet registered, please do so with the Registration Code that was also provided in your New Member Login Notice.

If you misplaced your registration code, please contact COBRA Complete at 855-893-0011 or [COBRAComplete@healthaccountservices.com](mailto:COBRAComplete@healthaccountservices.com).

**After you are registered, to open the consumer portal, do the following:**

- 1) Access <https://cobra-complete.com>.
- 2) Enter your **Username** and **Password** and then click the **Sign In** button. You must enter your password each time you sign in to the consumer portal.

### Sign In

Username

ndrake3

Password

\*\*\*\*\*

[Forgot your username or password?](#)

SIGN IN



Remember Me



## Retrieving Logon Information

You can retrieve your logon information yourself. If you forgot both your username and password, retrieve your username first and then your password. You must enter your registration code to retrieve this information. The registration code is contained in the New Member Login Notice or SPM Welcome Letter that was mailed to you.

If you misplaced your registration code, please contact COBRA Complete at 855-893-0011 or [COBRAComplete@healthaccountservices.com](mailto:COBRAComplete@healthaccountservices.com).

### To retrieve your username, do the following:

- 1) On the Sign In window, click the *Forgot your username* link.

### Sign In

Username

ndrake3

Password

\*\*\*\*\*

[Forgot your username or password?](#)

SIGN IN



Remember Me

- 2) Enter your **Email Address** and **Registration Code** and then click the **Submit** button.

### Forgot Your Username

To reset your username enter your email address and registration code associated with this account.

**Please Note:** If you are a Client or Broker user please contact your Administrator to obtain your username.

Email Address

Required

Registration Code

Required

SUBMIT

CANCEL



- 3) A message box displays to inform you that an email containing your username was sent to you. A consumer should check their spam folders if they do not receive this email in their inbox within a few minutes.

## An Email Has Been Sent

An email with your Username has been sent to the following address:

nick@bryterlayter.com

Please check your spam filter if you do not receive an email from no-reply@benaissance.com in the next few minutes.

OK

**To retrieve your password, do the following:**

- 1) On the Sign In window, click the *Forgot your password* link.

## Sign In

Username

ndrake3

Password

\*\*\*\*\*

[Forgot your username or password?](#)

SIGN IN

Remember Me

- 2) Enter your **Username** and **Registration Code** and then click the **Submit** button.

## Forgot Your Password

To reset your password enter your username and registration code associated with this account.

Username

Required

Registration Code

Required

SUBMIT

CANCEL

- 3) A message box displays to inform you that an email containing password reset steps was sent to you. You should check your spam folders if you do not receive this email in your inbox within a few minutes. The steps to complete the password reset must be completed within 20 minutes of receiving the email.

## An Email Has Been Sent

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An email has been sent to the following address:

nick@bryterlayter.com

The reset process must be completed within the next 20 minutes.

Follow the instructions on this email to reset your password. Please check your spam filter if you do not receive an email from no-reply@benaissance.com in the next few minutes.

OK

If you have further questions regarding logging onto your online COBRA consumer portal, please contact COBRA Complete at 855-893-0011 or [COBRAComplete@healthaccountservices.com](mailto:COBRAComplete@healthaccountservices.com).

