

## **Opening the Consumer Portal**

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

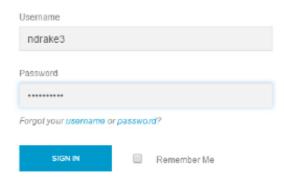
If you have not yet registered, please do so with the Registration Code that was also provided in your New Member Login Notice.

If you misplaced your registration code, please contact COBRA Complete at 855-893-0011 or COBRAComplete@healthaccountservices.com .

#### 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





### **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 .

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

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

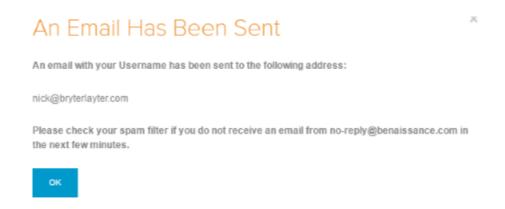


2) Enter your **Email Address** and **Registration Code** and then click the **Submit** button.

# 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

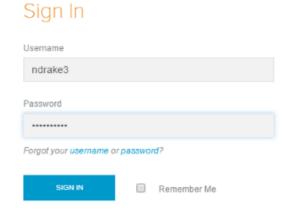


3) A message box displays to inform you that an email containing your username was sent to you. A consumer should check their spam folders if they do not receive this email in their inbox within a few minutes.



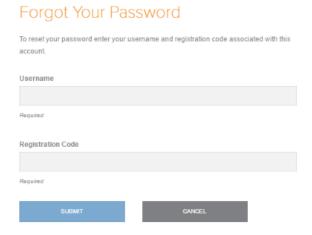
#### To retrieve your password, do the following:

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

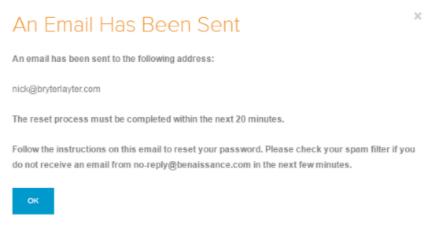




2) Enter your **Username** and **Registration Code** and then click the **Submit** button.



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.



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 .