



## HealthPartners Log-on Instructions

Do you have a **healthpartners.com/wellbeing** username and password?

### YES:

1. Go to **healthpartners.com/wellbeing**
2. Enter your **Company Name: NSP Schools**
3. Enter your Username and Password
4. Click *Log on*

If you don't remember your username or password, try using the *Forgot Username* and *Forgot Password* links. To have your password reset, call HealthPartners Customer Service at **952-883-7800** or toll free at **800-311-1052**, Monday through Thursday, 8 a.m. to 8 p.m. CST, and Friday, 8 a.m. to 6 p.m. CST.

### NO:

1. Go to **healthpartners.com/wellbeing**
2. Click *Register for an account* below the log on fields
3. Enter your Company Name and click *Continue*
4. Indicate you have HealthPartners insurance through **NSP Schools** by clicking *Yes*
5. Enter your 8-digit member ID in the *Member ID* field
6. Complete the required fields and click *Continue*
7. Create your username and password, select security questions
8. Read the terms of the site and click the box to continue
9. Click *Continue*

### Need help?

Call HealthPartners Customer Service at **952-883-7800** or toll free at **800-311-1052**, Monday through Thursday, 8 a.m. to 8 p.m. CT, and Friday, 8 a.m. to 6 p.m. CT.

## To log on with an existing account:

1. Go to **healthpartners.com/wellbeing**
2. Enter your company name: **NSP Schools**
3. Enter your Username
4. Enter your Password
5. Click *Log on*

The screenshot shows the 'Log on to Well-being' page. It features a grid of four colored squares with icons: a green square with a flower, an orange square with a sneaker, a red square with a bird, and a blue square with a bicycle. To the right is a login form with the following fields and elements:

- \*Company name**: Input field with callout 2.
- \*Username**: Input field with callout 3.
- \*Password**: Input field with callout 4. Below it, the text 'Passwords are case sensitive' is displayed.
- Log on**: A dark blue button with callout 5.
- [Register for an account](#): A link with a person icon.
- [Forgot username?](#) or [Forgot password?](#): Links for account recovery.

At the bottom of the page, there is a footer with the text: © 2016 HealthPartners [About Us](#) | [Contact Us](#) | [Privacy](#) | [Terms](#) Powered by HealthPartners®

6. Click *Take My Health Assessment*

**Login tip:** If you don't remember your username or password, try using the [Forgot Username](#) and [Forgot Password](#) links. To have your password reset, call HealthPartners Customer Service.

## To register for an account:

1. Go to **healthpartners.com/wellbeing**
2. Click *Register for an account* below the log on fields

**Log on to Well-being**

\*Company name

\*Username

\*Password

Passwords are case sensitive

**Log on**

2 [Register for an account](#)

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

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3. Enter your Company: **NSP Schools** and click *Continue*

**Register for an account**

Enter the name of the company that is offering you a well-being program. Be sure to enter the company name as provided to you by your employer.

\* indicates a required field

\* **Company name**

**Continue**

**Log on help**

**Customer service**

952-883-7800 📞  
800-311-1052 (toll-free) 📞  
877-222-2794 (TTY) 📞  
8:00am – 8:00pm CST, Monday – Thursday  
8:00am – 6:00pm CST, Friday

4. Indicate you have HealthPartners insurance through **NSP Schools** by clicking **Yes**

**Register for an account**

You have indicated

If you have HealthPartners insurance through NSP Schools, you should use your HealthPartners username and password to log on.

Do you currently have HealthPartners insurance through NSP Schools?

**Yes** **No**

**Log on help**

**Customer service**

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**As a medical health plan member:**

5. To begin the registration process complete step 1 of 2:

- Enter your 8-digit member ID
- Your date of birth
- Click *Continue*

**myHealthPartners registration (Step 1 of 2)**

Complete two easy steps to sign up for your personal myHealthPartners account. Once you sign up, you can view your claims and account balances, get started with online delivery of your plan documents and more!

For step 1, enter your 8-digit member ID number exactly as shown next to "ID" on your HealthPartners membership card, and enter your date of birth.

[Need help registering for an account?](#)

\* Indicates a required field

\* **8-digit member ID number**

\* **Date of birth (MM/DD/YYYY format)**

**Continue**

**Log on help**

**Customer service**

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6. To finish the registration process complete step 2 of 2:

- Create a Username
- Create a Password
- Enter your email address
- Complete the security questions
- Read and agree to the terms and conditions
- Click *Continue*

**myHealthPartners registration: Step 2 of 2**

**Welcome Judy**

Fill out all of the information on this page to complete your registration for a myHealthPartners account.  
[Need help registering for an account?](#)

\* indicates a required field

**\*Create username**  
 Your username must be at least eight characters. It may contain letters and/or numbers, can't contain spaces and is not case sensitive.

**\*Create password**  
 Your password must be at least eight characters. It may contain letters and/or numbers and is case sensitive.

**\*Confirm password**

**\*Email address**

**\*Confirm email address**

Set up three security questions. If you forget your password, you'll be able to reset it by answering these questions.

**\* Security question one**  
Select a question

**\* Answer one**

**\* Security question two**  
Select a question

**\* Answer two**

**\* Security question three**  
Select a question

**\* Answer three**

I have read and agree to the [Terms and Conditions](#)

**Continue**

7. Follow the prompts and complete the health assessment.