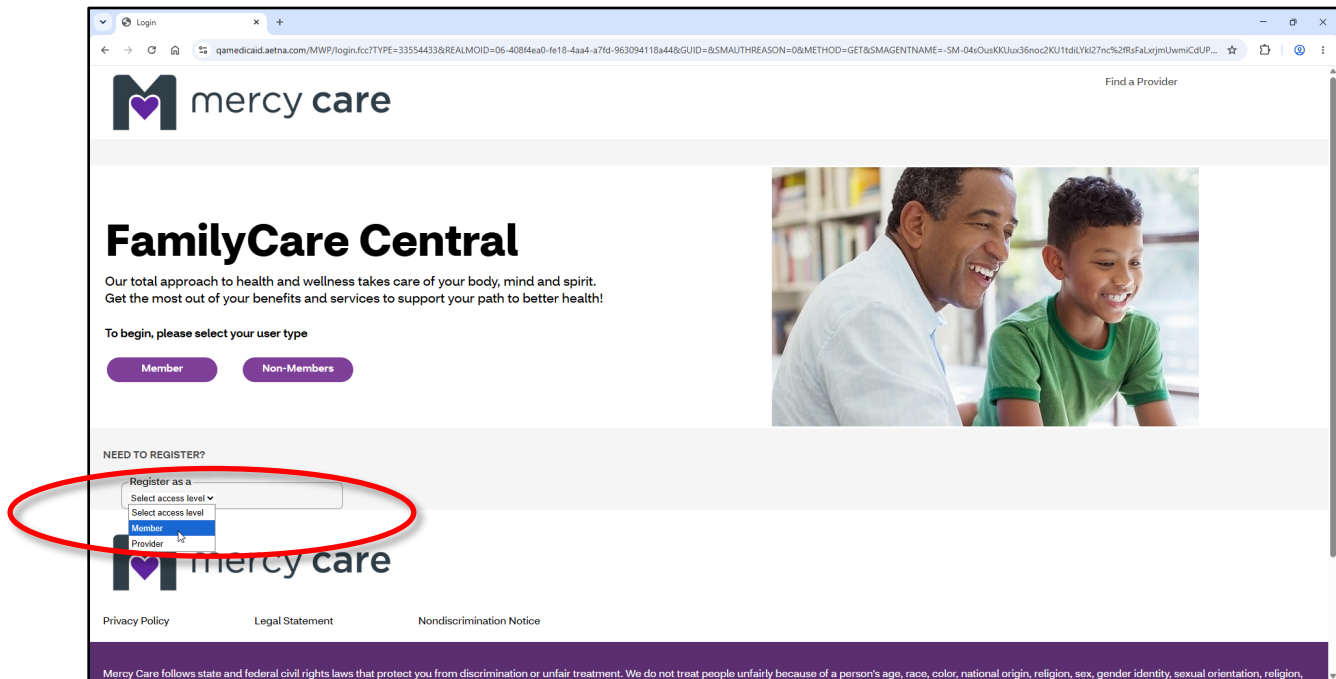
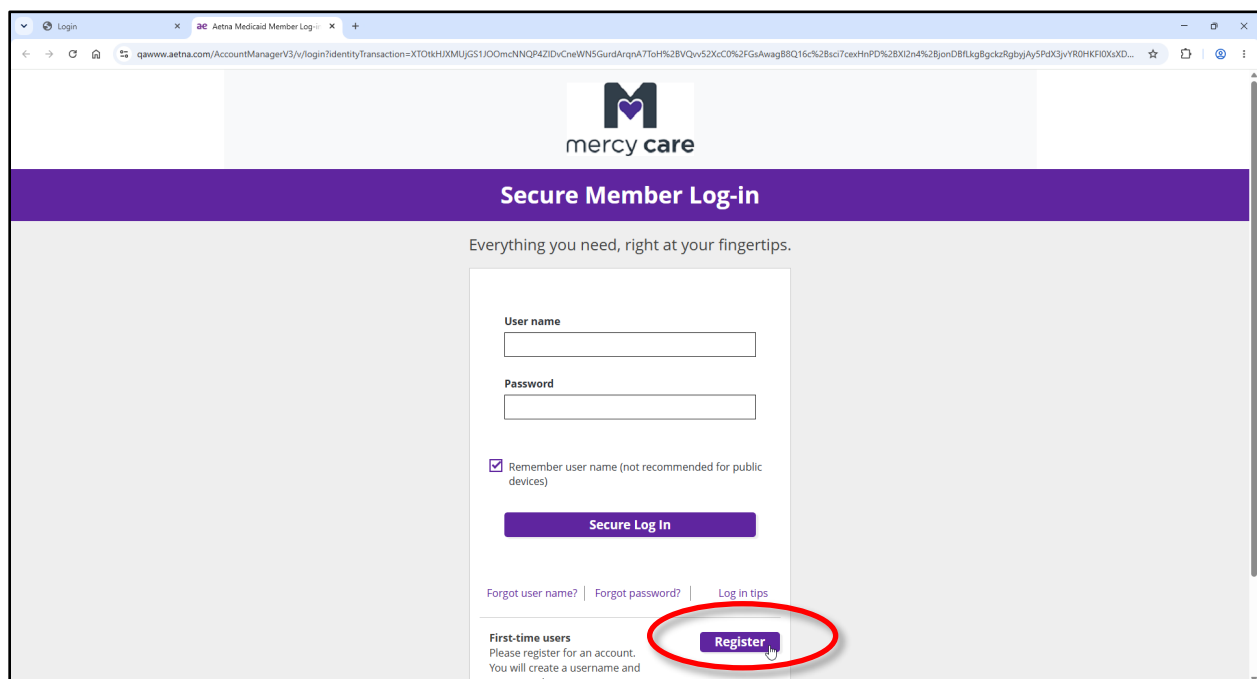


Mercy Care FamilyCare Central Member Registration

1. Navigate to FamilyCare Central. Select **Member** on the dropdown under **NEED TO REGISTER**. This is circled in **RED** below.



2. The Secure Member Log-in page will open on a new tab. At the bottom of the window, click the **Register** button. This is circled in **RED** below.



3. Complete the registration form by entering your:

- Member ID. (This is your AHCCCS ID#)
- First and Last Name.
- Date of Birth.
- ZIP Code.

mercy care

New User Registration

Step 1 of 4 Personal Info

Step 2 of 4 Validate Identity

Step 3 of 4 Create Account

Step 4 of 4 Terms and Conditions

*marked fields are required

Create an Account

To get you set up, we just need some basic info.

Your Member Info

Choose how to create your account. Most people use their Member ID. You can find your Member ID on your ID card, Welcome Letter, or any EOB we sent to you.

☒ Member ID

Member ID*

Need help finding your Member ID?

Your Personal Info

Full first name*

Full last name*

Date of birth*

Zip Code*

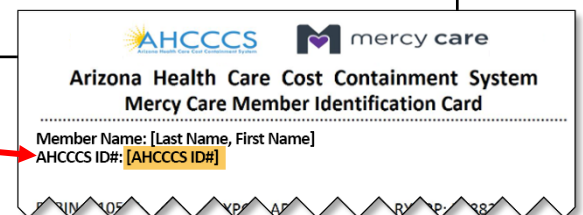
Continue

Privacy Center Terms of Use Nondiscrimination Notice

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The Member ID is your AHCCCS ID#, which will be found on your ID card.

Click the **Continue** button to continue to the next page.



4. Complete the next page of information by:

- Creating a User Name.
- Creating a Password.
- Choosing a security question and providing the answer.
- Providing your email address.

The screenshot shows a web form titled 'Create Account' with a progress bar at the top indicating the current step. The form includes the following fields and elements:

- Create a user name***: A text input field.
- Create a password***: A text input field with a strength indicator icon.
- Retype this password***: A text input field with a strength indicator icon.
- Select a security question***: A dropdown menu with the text 'What is your father's middle name?'.
- Answer***: A text input field.
- Email***: A text input field.
- Verify email***: A text input field.
- Continue**: A purple button at the bottom.
- *marked fields are required**: A note in the top right corner.

Your User Name must include:

- At least 6 characters.
- At least 1 letter.
- At least 1 number.
- No spaces.

You may use these special characters:

_ ~ . @ -

Your password must:

- Contain at least 10 characters.
- Contain no more than 60 characters.
- Contain at least 1 capital letter.
- Contain at least 1 lowercase letter.
- Contain at least 1 number.
- Include no spaces.
- Not contain your full first name, last name, or user name.

Any special characters are allowed, but are not required.

Click the **Continue** button at the bottom of the page to move to the next step.



If the information you have entered is not on file, you will see an error notice. These notices are circled in **RED** below.

The image displays two screenshots of the Mercy Care New User Registration process, each showing a three-step progress bar: Step 1 of 4 (Personal Info), Step 2 of 4 (Validate Identity), and Step 3 of 4 (Create Account). The top screenshot shows an error message at the bottom of the registration form, circled in red: "We're sorry, but we can't find a plan for you. If you have questions, please call the number on your ID card." The bottom screenshot shows a similar error message, also circled in red: "We could not confirm your account. Please check your information and try again. Need help? Please call the Member Services phone number on the back of your ID Card." Both screenshots have the Mercy Care logo at the top.

If you receive either of these messages, please call the Mercy Care Member Services number on the back of your ID card.



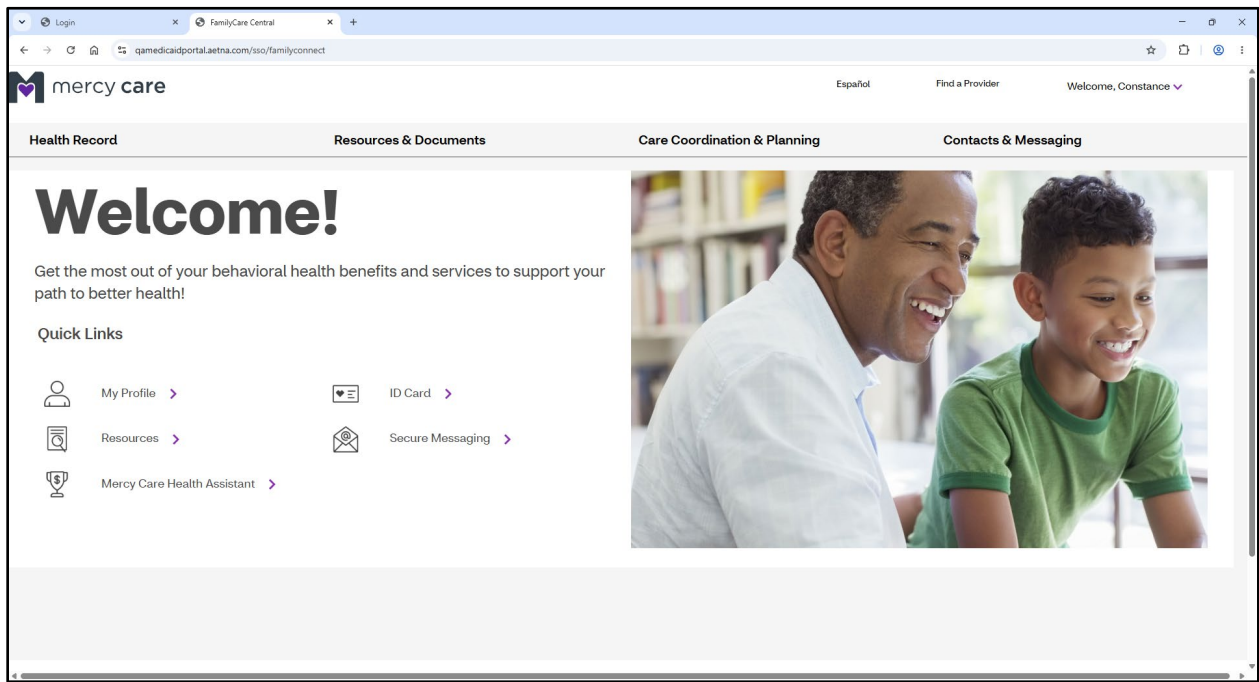
If you already have an account, you will see the message circled in **RED** below. Use the password associated with the user name you see in the *Enter your user name* field. Click **Log In**.

If you have trouble logging in, please call the Mercy Care Member Services number on the back of your ID card.

5. Read the User Agreement. If you agree, click the **I Agree and Continue** button.

Your profile will be created. A popup window will tell you the status of your request.

6. Once your profile is created, the FamilyCare Central Landing page will open.



Document information

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