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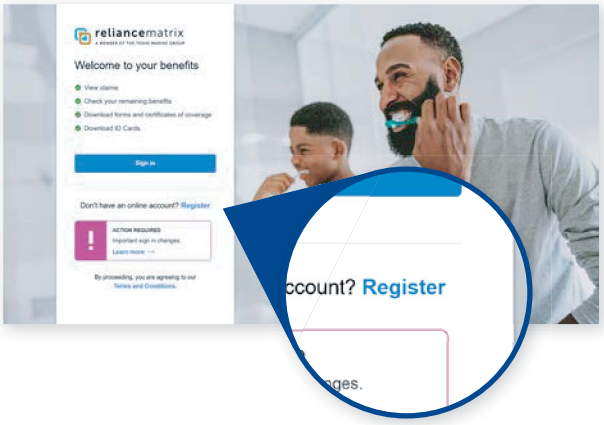
Member Account Registration Guide for Dental Online Access

Access your account at any time.

With your member account, you can access ID cards, view plan details, track claims and find helpful resources, all in one place. Follow this step-by-step guide to register and create your member account.

Get started

1. Visit **reliancematrix.com/individuals/dental-and-vision**.
2. In the **Member Services** section select the **Member Services** link.
3. Click **Register**.



Choose your account type

Member

If you're the primary member, choose 'Member.' Then enter your name, date of birth and ZIP Code 12246 in the required fields.

Dependent

A dependent can be a spouse, domestic partner, or child. To register as a dependent, you'll need to provide the primary member's name, date of birth, and last 4 digits of Student ID, along with your own information.

Validate your identity

There are a few ways to validate your identity and connect to your benefits account.
You will only need to complete one option.

Claims information

If you received a claim or explanation of benefits, enter your claim number and source code. These are located at the bottom right-hand corner of your Explanation of Benefits (EOB).

Email verification

If we have your email address on file, a verification code can be sent to your email address.

Other ways

If neither of those options apply, enter the last 4 digits of your Student ID. **Add 0's to the beginning of the number so the end result is 9 digits. For example, ID# 1234, enter ID# 000001234.

Create your account

Set up your sign in credentials.

1. Enter the email address you would like to use to sign in to your account. We recommend using a personal (or non-work) email address.
2. To verify your email, enter the six-digit code sent to your email address.
3. Optional: Add your phone number as an additional security verification method.
   a. A verification code can be sent via text message or voice call.
4. Create your password using the guidelines on the screen.

Your password should:

- Be a minimum of 15 characters
- Contain at least one number
- Contain at least one uppercase letter
- Contain at least one lowercase letter
- Contain at least one special character
- Not contain part of your username, first name or last name

Sign in to your account

You have now completed the account registration. To sign in to your account, enter your email address and password. Select how you would like to receive your verification code if you chose to set up both your email and phone.

Once you set up your secure account, sign in for access to your plan benefits, certificate of coverage, claim information, benefit maximums, and deductible status. You can access and print ID cards and sign up for online Explanation of Benefits service.

Without signing in, you can access forms, find a provider or nominate a provider for participation in the network. Just go to **reliancematrix.com/individuals/dental-and-vision**.

NOTE: The dental PPO is contracted and maintained through an agreement between Reliance Standard Life Insurance Company and Ameritas Life Insurance Corp. The Dental and Vision Networks are not available in Rhode Island. In Texas, the PPO network and plans are referred to as the Ameritas Dental Network. Certain plan designs may not be available in all states. This brochure is intended for use by agents and brokers only, and is not intended for distribution to the general public. Coverage is provided by policy form series: REL-9000 Ed. 1-05. This piece is not for use in New Mexico.

For more information, visit reliancematrix.com.

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