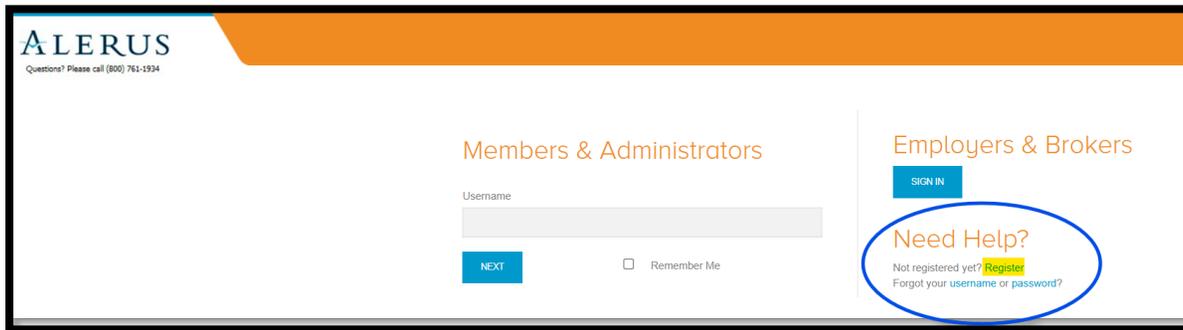


# ALERUS COBRA EMPLOYER & BROKER ONLINE ACCESS

## REGISTERING AND TROUBLESHOOTING

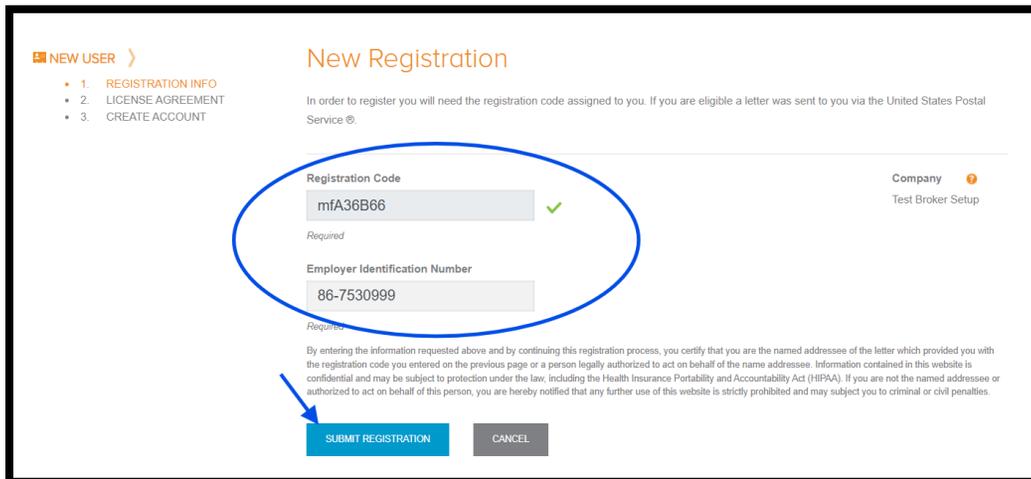
### Getting Started

**STEP 1:** Please visit the Alerus COBRA Portal at <https://cobra.alerus.com>. The Alerus COBRA Portal is most compatible with the latest version of Google Chrome while using a laptop or desktop computer. If you attempt to access the portal in any other web browser, mobile device, tablet or MacBook, you may experience technical difficulties.



**STEP 2:** Click on 'Register' in the 'Need Help?' section.

**STEP 3:** You will be prompted to confirm your Registration Code and Company EIN.



**STEP 4:** Click 'Submit Registration' once all information has been entered.

**STEP 5:** Review the New User License Agreement and check the box next to 'I Accept' if you choose to proceed.

**NEW USER** >

- ✓ REGISTRATION INFO
- 2 LICENSE AGREEMENT
- 3 CREATE ACCOUNT

### New User License Agreement

PLEASE READ THIS AGREEMENT CAREFULLY. IT GOVERNS YOUR ACCESS TO AND USE OF THE APPLICATION and the services and materials provided on the Application. In the agreement below and in our Privacy Policy, the terms "we" and "us" refer to Alerus Retirement and Benefits.

**NEW Application User Agreement** PRINT

APPLICATION USER AGREEMENT

PLEASE READ THIS USER AGREEMENT CAREFULLY. It governs your access to and use of this software application and the services and materials provided on it (collectively, "Application").

BY SELECTING "I ACCEPT" OR BY ACCESSING THE APPLICATION, YOU AGREE TO THE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO BE BOUND BY ALL OF THE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT, YOU MUST PROMPTLY CEASE ALL USE OF THE APPLICATION.

I Accept

I Do Not Accept

Required

**SUBMIT** **CANCEL**

**STEP 6:** Next you will need to enter your email address, username & password. Alerus recommends using your email address as your username whenever possible. When creating a password, a combination of upper and lower case letters, a number, and a special character will be required, (i.e., spr!nG2@24).

If you have previously registered an account using your email address with Alerus, you will have to choose an alternative option. You will be redirected back to the main login page once this is complete.

**NEW USER** >

- ✓ REGISTRATION INFO
- ✓ LICENSE AGREEMENT
- 3 CREATE ACCOUNT

### Portal Username and Password

Please choose a Username and Password to access the site.

Email Address  ✓

Required

Username  BrokerTestAccess ✓

Required

New Password  ✓

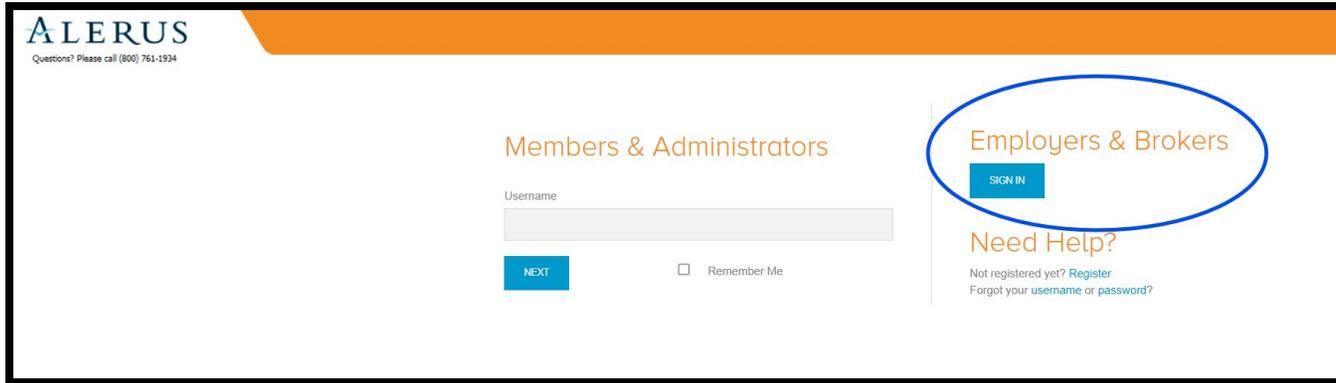
Required

Confirm Password

Required

**SUBMIT & CREATE ACCOUNT** **CANCEL**

**STEP 7:** Click “Sign In”, enter your username and password and click ‘Send Validation Code’.



**ALERUS**  
Questions? Please call (800) 761-1934

Members & Administrators

Username

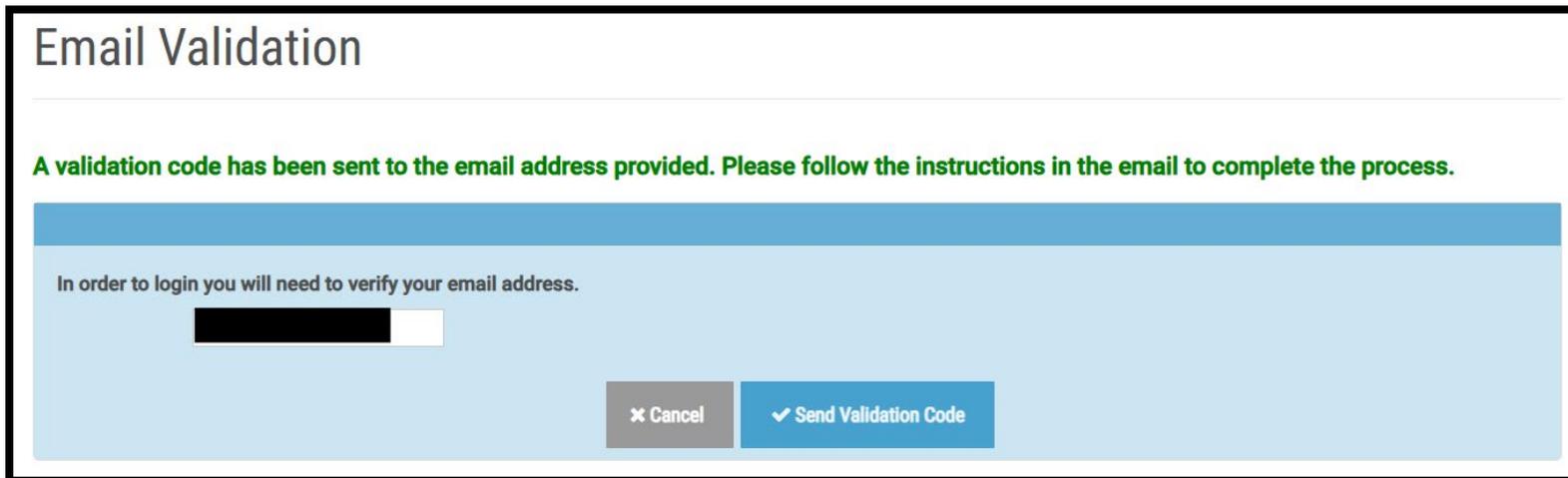
Remember Me

Employers & Brokers

Need Help?

Not registered yet? [Register](#)  
Forgot your username or password?

**STEP 8:** You will receive an email from no-reply@myhealthpayment.com click on ‘Validate Email’ within the body of that communication. Make sure you check your junk folder if you do not receive this link to your primary email folder. Please wait 3-5 mins before requesting another email, too many requests for additional emails may result in a lock on your account.



## Email Validation

**A validation code has been sent to the email address provided. Please follow the instructions in the email to complete the process.**

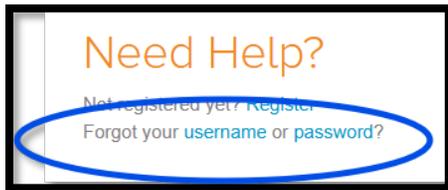
In order to login you will need to verify your email address.

## Troubleshooting

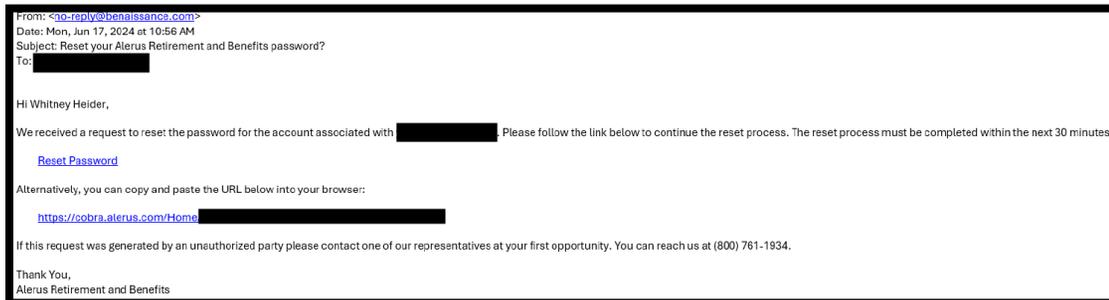
**DO NOT** save your username and password information directly into Google Chrome. For security purposes this is not recommended. Additionally, it can cause issues should you ever need to change your password in the future. If you have already done this, please remove your log-in information from the autofill feature and store your log-in information in a secure location.

Should you ever experience issues with accessing the system, and you have confirmed your log-in information is correct, please clear your cache and cookies from the Google Chrome browser and attempt to log in again.

If you need to reset your password, click [Forgot your username or password?](#) on the home page.



You will need to enter your username into the field provided and click **Submit**. You will receive an email shortly after from [no-reply@benaissance.com](mailto:no-reply@benaissance.com), follow the instructions in the email to reset your password, as necessary.



If issues persist, please contact a COBRA benefit operations specialist for assistance.

### COBRA Benefit Operations Specialist

[cobra@alerus.com](mailto:cobra@alerus.com)

952.253.1261, opt 2

Monday through Friday, 7:30 a.m. - 4:30 p.m. CT