



ALERUS COBRA EMPLOYER ONLINE ACCESS REGISTRATION AND TROUBLESHOOTING

Getting Started

Using a desktop or laptop computer, open Google Chrome and type <https://cobra.alerus.com> into the URL. Please do not use a cellphone, tablet, or MacBook for this process, those devices are not compatible.

If you have **not** utilized this software previously, your username will be your email address. If your email address has been registered to this same software (while with a different TPA), you cannot re-register using that same email address. If this applies to you, please contact a COBRA benefit operations specialist for further assistance.

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).

Registering Your Account

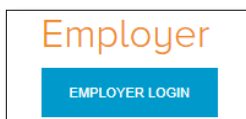
1. Click **New User Registration**



2. Enter your registration code, then click **Submit Registration**

3. You will be asked an additional security question, you will need your groups EIN
4. To validate your account, enter your email address and click **Send Validation Code**

5. A validation email will come from no-reply@myhealthpayment.com
 - If you do not receive the email within approximately 15 minutes of the request, please check your spam/junk inbox or check with your IT department to see if your company's firewall is blocking the email or has it in quarantine
 - Please be sure that any email from "@alerus.com" is whitelisted by your organization
6. **IMPORTANT:** Once you have registered your account, moving forward you will need to log in using the **Employer Login** button on the homepage of the screen

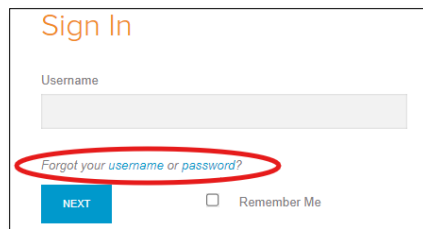


Troubleshooting

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.

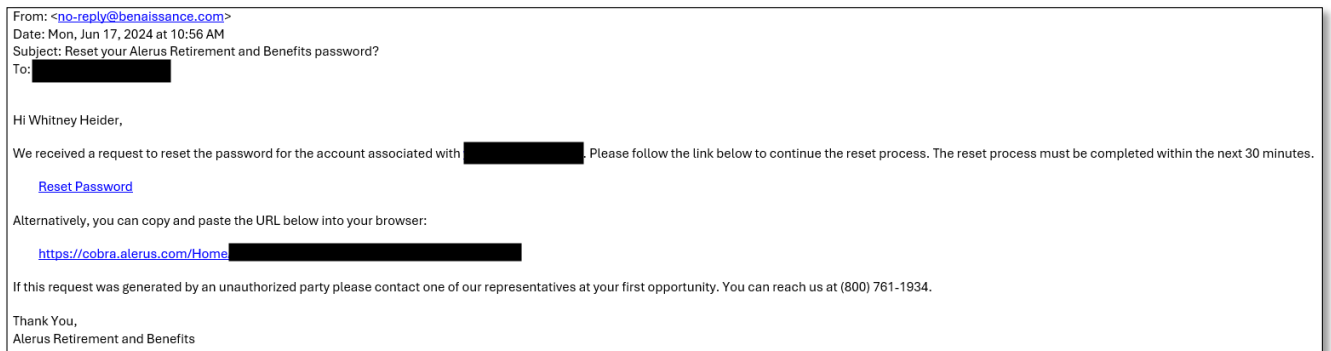
Should you ever experience issues with accessing the system, and you have confirmed your log-in information is correct, please clear your cache and cookies from the Google Chrome browser and attempt to log in again.

If you need to reset your password, click **Forgot your username or password?** on the home page.



The image shows a 'Sign In' form. At the top, it says 'Sign In' in orange. Below that is a 'Username' label and a text input field. Under the input field, the text 'Forgot your username or password?' is circled in red. To the right of this text is a checkbox labeled 'Remember Me'. At the bottom left of the form is a blue button labeled 'NEXT'.

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, follow the instructions in the email to reset your password, as necessary.



The image shows an email template for a password reset. The header includes the sender 'no-reply@benaissance.com', the date 'Mon, Jun 17, 2024 at 10:56 AM', the subject 'Reset your Alerus Retirement and Benefits password?', and a redacted 'To:' field. The body of the email starts with 'Hi Whitney Heider,' followed by a message stating that a password reset request was received for an account associated with a redacted name. It provides a blue link 'Reset Password' and an alternative instruction to copy and paste a URL into a browser, with the URL 'https://cobra.alerus.com/Home' followed by a redacted segment. A disclaimer follows, stating that if the request was generated by an unauthorized party, the user should contact representatives at (800) 761-1934. The email concludes with 'Thank You, Alerus Retirement and Benefits'.

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

COBRA Benefit Operations Specialist

cobra@alerus.com

952.253.1261, opt 2

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