

# Help is on the way!

Read our troubleshooting tips and frequently asked questions about using our digital tools.

## WellView Portal

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### Registration Issues

#### How do I create a new account?

- Go to [WellView.WellDyne.com](http://WellView.WellDyne.com) and click **Register Now**.
- Enter your Member ID, name and date of birth.
- Create a username and password for your account and log into the member portal.

#### I haven't received an email with my verification passcode. What can I do?

- Check your junk and spam folders. If you don't find it there, doublecheck the spelling of the email address you used during registration to make sure it's correct. Make sure you're using the same email account you used during registration.
- If you don't have access to the email account you registered with, contact the Customer Care Center at the phone number listed on your ID card.

### ID Card

#### I lost my Member ID card, what can I do?

- You can view an electronic copy using the WellView Member Portal.
- Simply log into your account, go to the **Plan Information** area on the home screen and select **View ID Card**.
- Download the mobile app and save your ID card to your phone's wallet. Look for it in your phone's app store.



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## Prescription History

### How can I download my prescription history? I need it for tax purposes.

- Log into your WellView account.
- Select the **Claim History** tab from the top menu.
- Click on the download arrow to the right of the search bar.
- Open the csv file from your downloads.

## WellConnect

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### What is WellConnect?

- WellConnect is a secure text messaging tool that delivers personalized health and prescription information right to your phone.
- From refill reminders to prescription updates, we give you the information you need to make better decisions.

### How do I sign up for WellConnect text messages?

- Go to [WellView.WellDyne.com](http://WellView.WellDyne.com) and log into the portal.
- Under the My Account menu, select **Communications** and choose **WellConnect**.
- Enter your mobile phone number, and accept the terms and conditions.

**For any additional questions, please contact the Customer Care Center at the number listed on your ID card.**