![Banner Medicare logo]

First time Logging into Banner Medicare Broker/Entity Portal

BEFORE YOU BEGIN

Welcome to the Banner Medicare Broker/Entity Portal login user guide. This step-by-step guide will assist you in logging into the broker portal.

Browser Requirements: Google Chrome (Preferred), or Microsoft Edge

Devices Supported: Desktop and Tablets (Landscape View) are supported; phones will be supported in a future release.

You will receive an email from bannermedicarecommunications@bannerhealth.com with username information and a link to reset your password.

I-Pad users - clear your cache and cookies, most I-Pads come with Safari you will need to download Google Chrome or Microsoft Edge. You might need to change your display settings to Landscape in order to see everything on your I-Pad when using Salesforce

RESETTING YOUR PASSWORD

Step 1: Use this link https://mybannerhealthinsurance.my.site.com/BrokerPortal/s/login/
to be taken to the landing page. Click on the forget password hyperlink.

Step 2: Please type in your email address and click on reset password button.

To reset your password, we'll need your email address.

We'll send password reset instructions to the email address associated with your account.

Email Add

Reset Password

Cancel

enter in your email address that you have on file with Banner

Step 3: you will need to go to your email for instructions on changing your password.
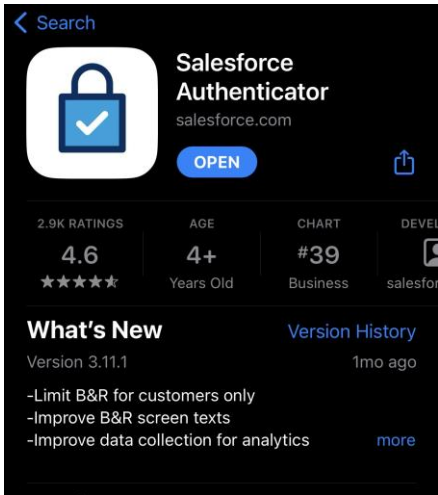

Now, check your email

Check the email account associated with your name for instructions on resetting your password.

Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.

Back to Sign-In

Step 4: You will receive a password rest email from **noreply@salesforce.com** as shown below. Please click on the link in the email.

Step 5: To access the Portal, you will need to download the "Salesforce Authenticator" Application on your mobile device. Which are both available in the Google and Apple store.

DO NOT CHOSE THIS ONE

This is the correct Salesforce Authenticator

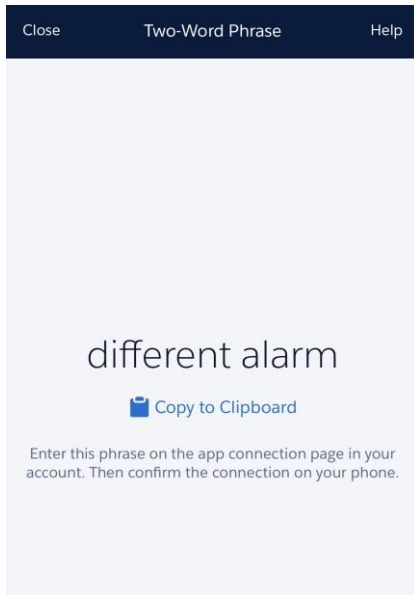Step 6: You will click open the application.

Step 7: Once you have downloaded the App, please follow the steps below to connect your Salesforce Account with the Salesforce Authenticator App:

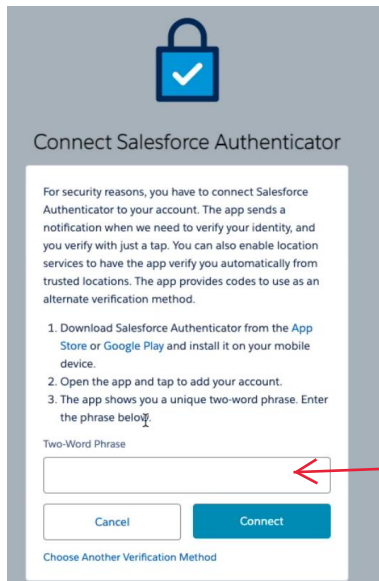1. a) In the app, tap **Add an Account**.

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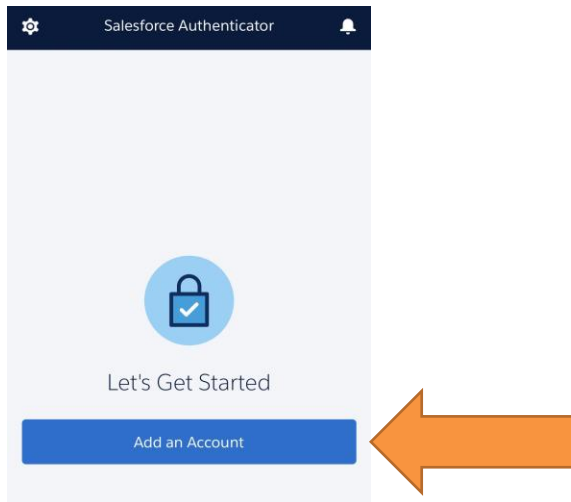
b) In the Salesforce Authenticator App, you will receive two phrase word.

Close   Two-Word Phrase   Help

different alarm

📋 Copy to Clipboard

Enter this phrase on the app connection page in your account. Then confirm the connection on your phone.

Do not click on copy to clipboard - you will enter this 2 word phrase on your laptop, I-Pad or Desktop

c) In your Salesforce browser window, enter the phrase in the Two-Word Phrase field to authenticate your account.

Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Download Salesforce Authenticator from the App Store or Google Play and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

[   ]

Cancel   Connect
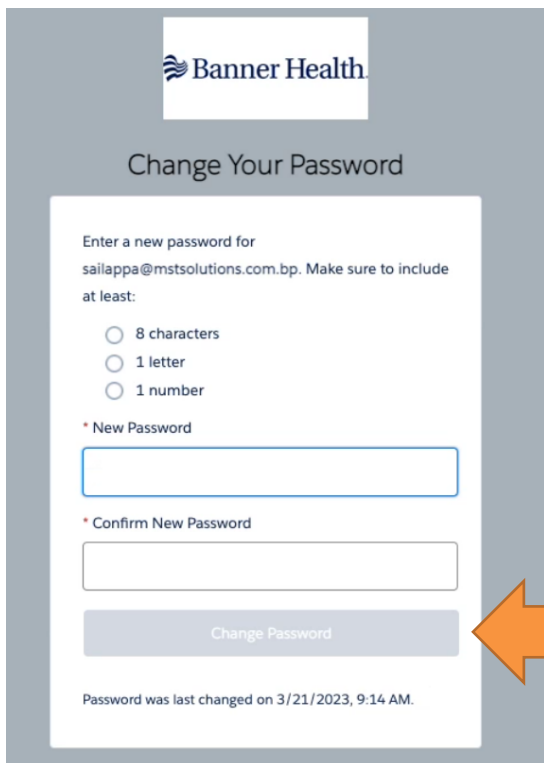
Choose Another Verification Method

This should appear on your laptop, Desktop or I-Pad if you did each step so far, if you don't see this then you missed a step.

Enter the 2 word phrase here

d) In the Salesforce Authenticator app on your mobile device, you see details about the account you're connecting. To complete the account connection, tap **Connect** in the app.

You have now successfully set up the Salesforce authenticator App.

Step 8: Once the app is fully connected to Salesforce, it will redirect you to change your password. Type Password then Click Change Password.

This should appear on you laptop, Desktop or I-Pad if you did all the steps listed above.

AFTER LOG IN

You will now be at your home page.

I wanted to show this to all of you once the SF Authenticator is set up. If it asks for a code all they need to do is go into the app and get the code. It shouldn't need a reset
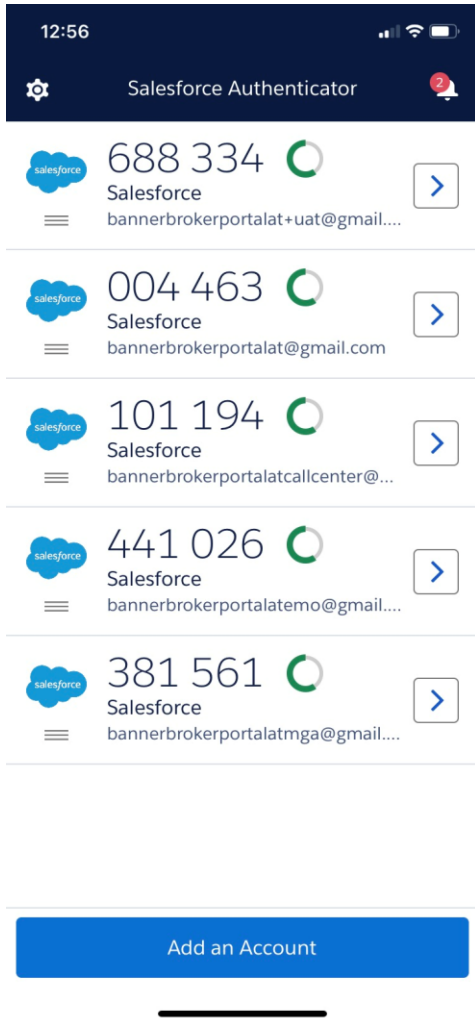
You might get a code instead of the 2 word phrase you have 90 seconds to enter this code on your computer, Laptop or I-Pad or it will time out and you will need to get another code.

You don't need to add an account each time

ADDITIONAL INFORMATION

- www.BannerHealth.com/MA
- www.BannerHealth.com/Rx

- BMA DSNP Customer Care: 877-874-3930
- BMA HMO/PPO Customer Care: 855-549-1857
- Banner Medicare RX Customer Care: 844-549-1859

Broker Support:

- Email:BannerMedicareCommunications@bannerhealth.com
- Phone: 855-231-9243

Broker Managers Information:

Becky Trujillo

- Email: Becky.Trujillo@bannerhealth.com
- Phone: 602-790-6916

Maureen Zeurcher

- Email: Maureen.Zeurcher@bannerhealth.com
- Phone: 602-696-8815

Rocky Garcia

- Email: Rocky.Garcia@bannerhealth.com
- Phone: 520-907-3300