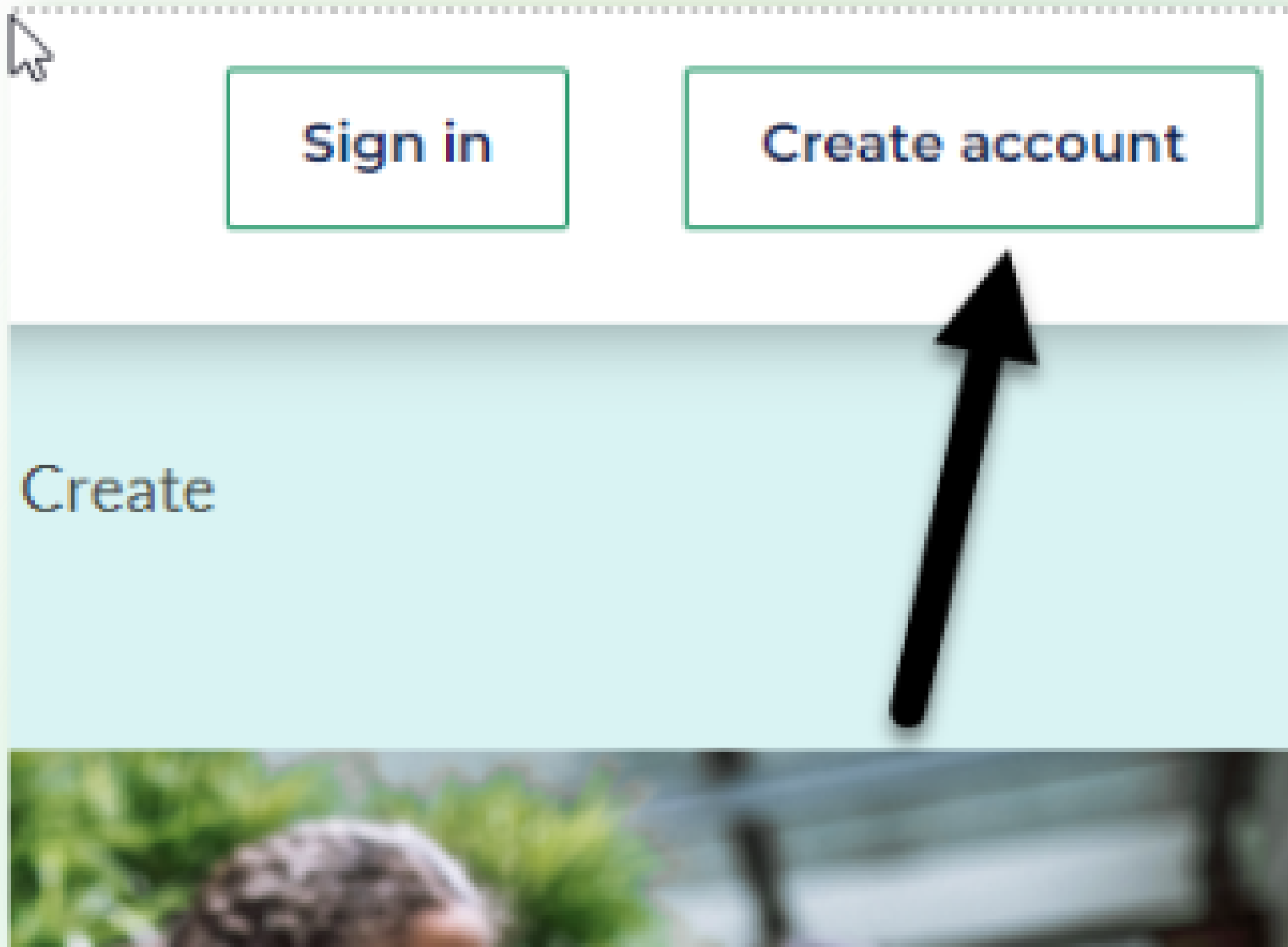
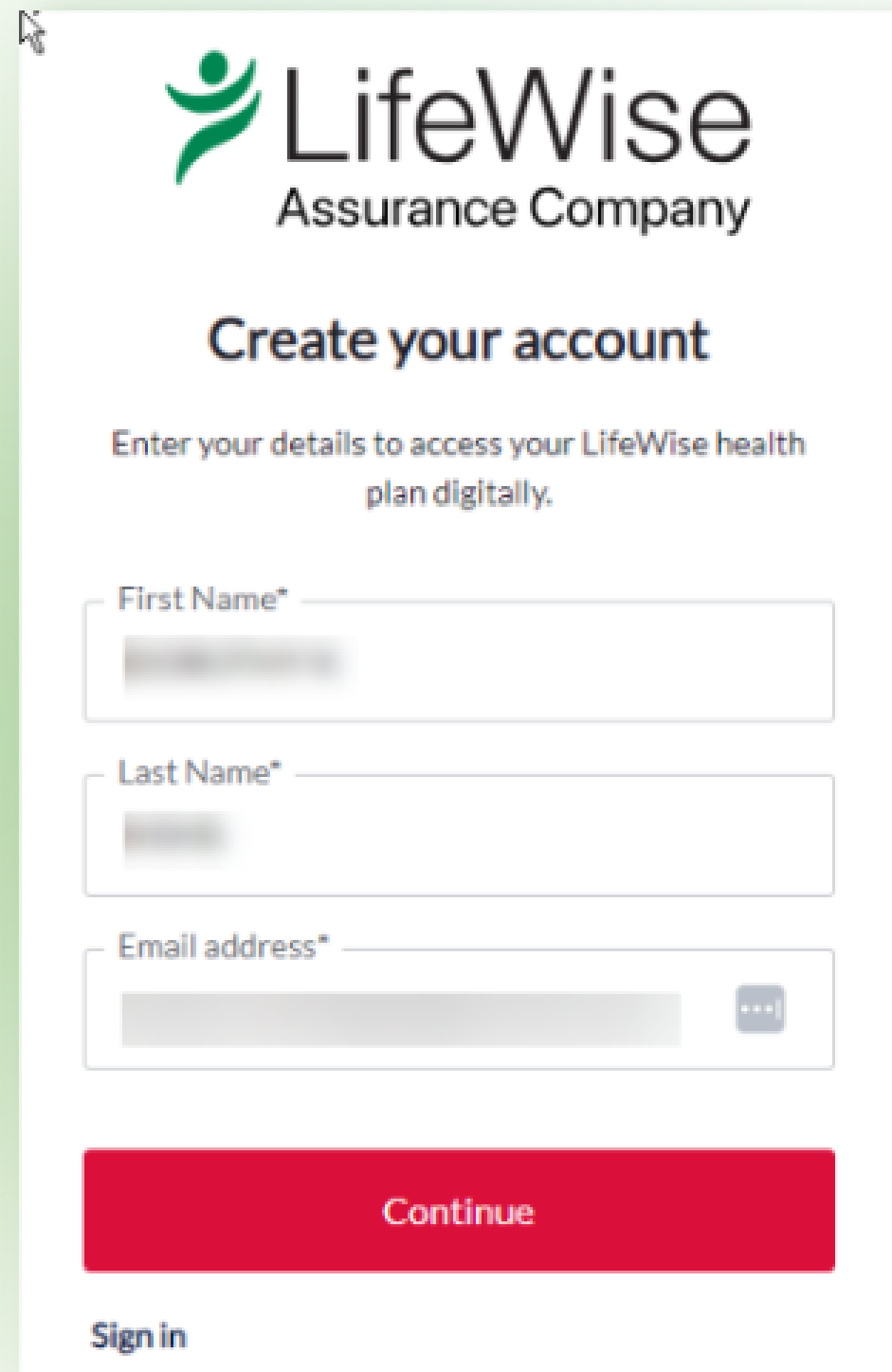


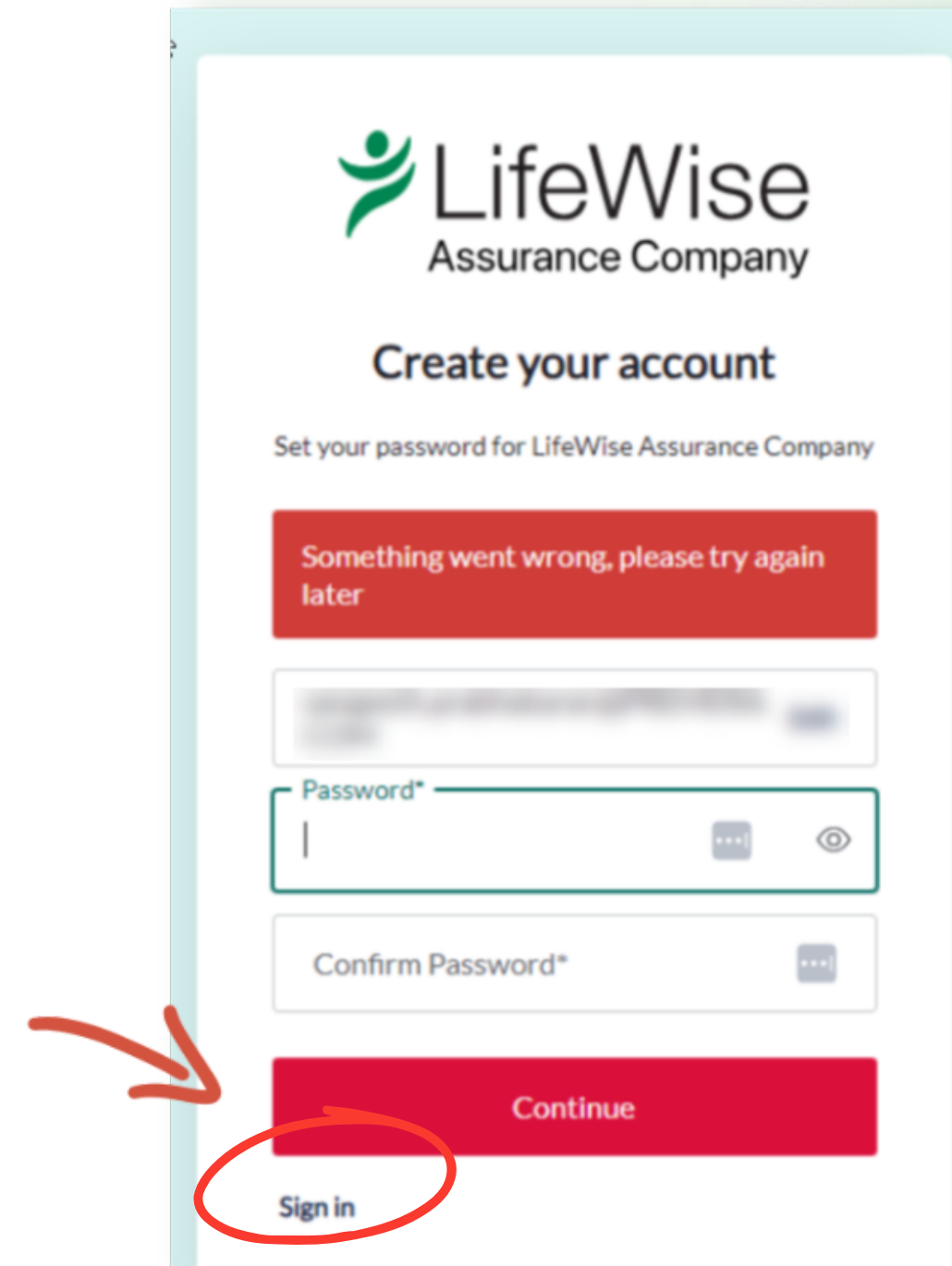


1. Navigate to **Lifewise Portal**
2. Click on create account.

3. Enter your first and last name and your uw email address and continue.



The image shows a web form for creating a LifeWise Assurance Company account. At the top is the LifeWise logo and the text "Assurance Company". Below this is the heading "Create your account" and a subtext "Enter your details to access your LifeWise health plan digitally." The form contains three input fields: "First Name*", "Last Name*", and "Email address*", each with a redacted placeholder. Below these fields is a large red "Continue" button. At the bottom left, there is a "Sign in" link.

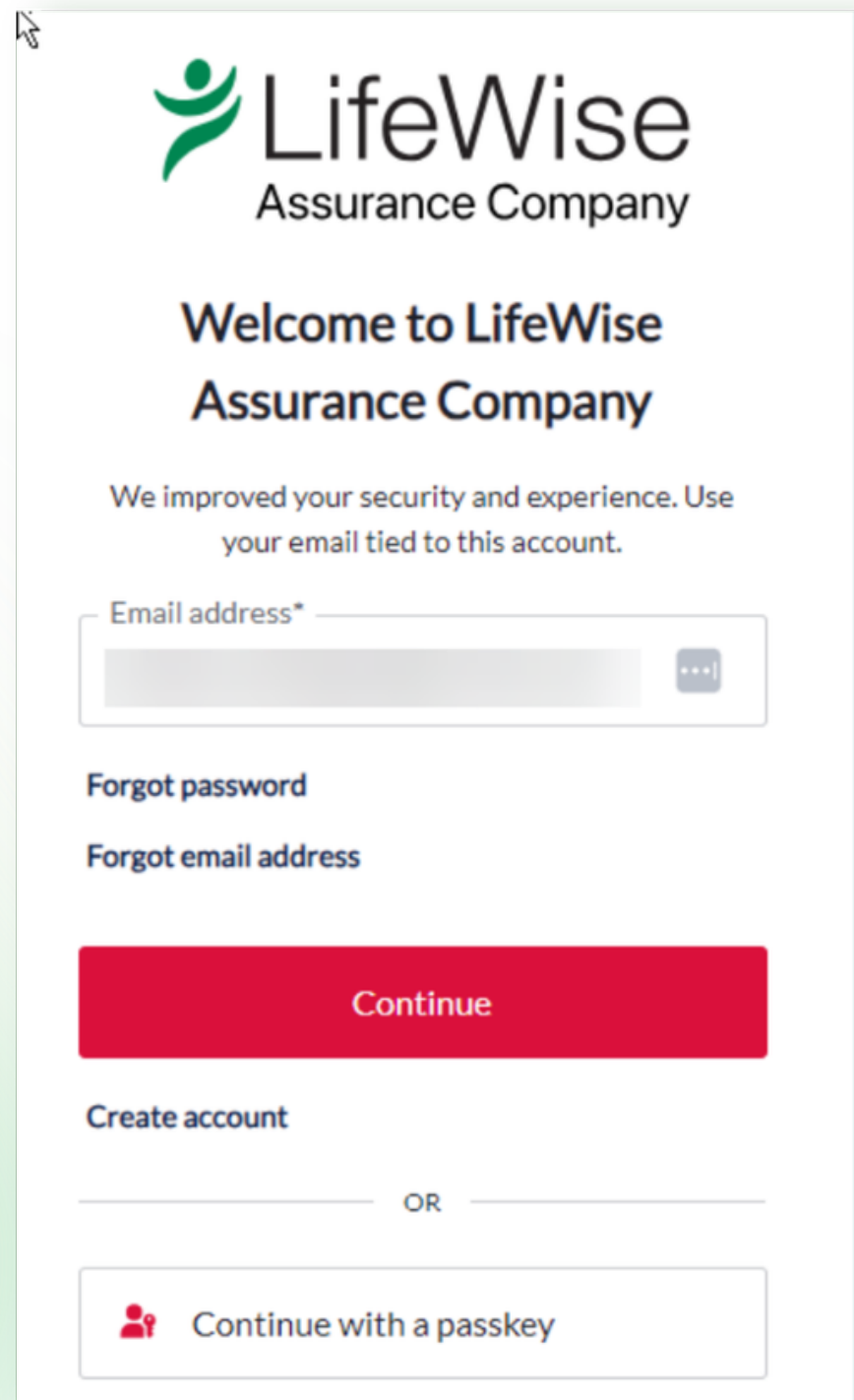


This image shows the same LifeWise account creation form, but with an error message. A red banner at the top of the form area says "Something went wrong, please try again later". Below this, the "First Name" and "Last Name" fields are redacted. The "Password*" field is visible with a red border and a red eye icon. The "Confirm Password*" field is also visible with a red border. A red arrow points to the "Continue" button, which is highlighted with a red circle. Below the "Continue" button, the "Sign in" link is also circled in red.

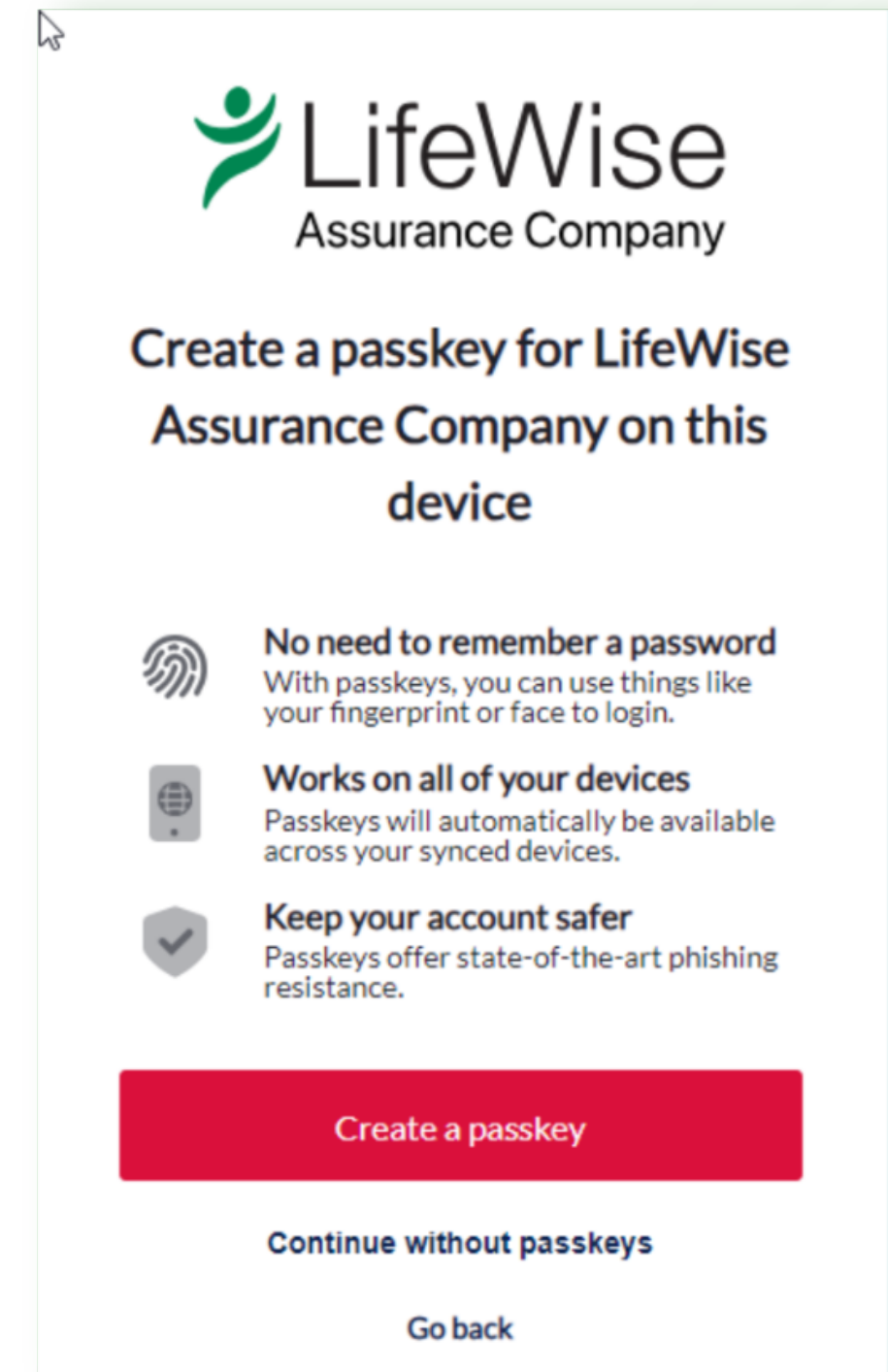
If you get the following error "**Something went wrong, try again**" click "**Sign in**" and enter email address then "forgot password"

At the email screen press "**continue**"

Press "**continue without passkeys**"



The login screen for LifeWise Assurance Company features the company logo at the top. Below the logo, it says "Welcome to LifeWise Assurance Company" and "We improved your security and experience. Use your email tied to this account." There is an "Email address*" input field with a password toggle icon. Below the input field are links for "Forgot password" and "Forgot email address". A large red "Continue" button is positioned below these links. At the bottom, there is a "Create account" link, an "OR" separator, and a button with a person icon labeled "Continue with a passkey".



The passkey creation screen for LifeWise Assurance Company features the company logo at the top. Below the logo, it says "Create a passkey for LifeWise Assurance Company on this device". There are three benefits listed with icons: "No need to remember a password" (fingerprint icon), "Works on all of your devices" (globe icon), and "Keep your account safer" (shield icon). Below these benefits is a large red "Create a passkey" button. At the bottom, there is a link for "Continue without passkeys" and a "Go back" link.



Create your account

Set your password for LifeWise Assurance Company

Edit

Password*

.....

.....

Your password must contain:

- ✓ At least 10 characters
- ✓ At least 3 of the following:
 - ✓ Lower case letters (a-z)
 - ✓ Upper case letters (A-Z)
 - ✓ Numbers (0-9)
 - Special characters (e.g. !@#\$%^&*)
- ✓ No more than 2 identical characters in a row

Confirm Password*

.....

.....

Continue

Set up a password
and press "**continue**"



Enter your password

First time? Use "Forgot password?" link to reset your password.

Edit

Password*

.....

.....

[Forgot password?](#)

Continue

Create account

Log in



Verify your identity

We've sent an email with your code to

sand*****@prem*****

Enter the code*

[Continue](#)

Didn't receive an email? [Resend](#)



Create a passkey for LifeWise Assurance Company on this device

-  **No need to remember a password**
With passkeys, you can use things like your fingerprint or face to login.
-  **Works on all of your devices**
Passkeys will automatically be available across your synced devices.
-  **Keep your account safer**
Passkeys offer state-of-the-art phishing resistance.

[Create a passkey](#)

[Continue without passkeys](#)

[Go back](#)

Enter in the code sent to your email from email address
No Reply Lifewise AC <no-reply@lifewiseac.com>

continue without passkeys

Enter your First name and Last name as written on the MyUW system
NOTE: Use the Identification # and Suffix instead of SSN.



Add a Plan

Provide your plan information to securely access your benefit details, usage, claims and more.

First name

Last name

Identification ⓘ

☒ Use last 4 digits of my SSN

☐ Use Identification # and Suffix ⓘ

Birth date ZIP code Email address ⓘ

mm/dd/yyyy

 When you create an account, you'll be enrolled in electronic (paperless) Explanation of Benefits for claims. Opt for paper in your Account Settings.

Complete Registration

By clicking complete registration, I attest that I am the individual named in this account and that I agree to the [Terms & Conditions](#)



UNIVERSITY of WASHINGTON

Member
IMA MEMBER

Prefix Identification# Suffix
ZNU 99999999 01

Group# 9000031
Rx Group# LWACPOP
BIN# 610014

Date Printed 01/01/2015

R

Medical Network LIFEWISE AC
Dental YES

SHIP PLAN
EMERGENCY ROOM \$100

Finally, click "**Complete Registration**"

If you haven't receive the physical card, you can also find your Identification number in your welcome email by LifeWise



Dear

Welcome to the International Student Health Insurance Plan (ISHIP). Your health plan gives you the services you need to stay healthy while you study at the University of Washington (UW).

FIND THE INFORMATION YOU NEED TO GET HEALTHCARE

Your ISHIP identification (ID) information is found on your LifeWise ID card and in the LifeWise Student Insurance mobile app.



Name:

Subscriber ID number:

Member suffix: 1



If you get an error like “**Unable to verify the information**” or something similar, you can double check your Name, ID number, or press **Log out** and try to **Log in** again

The screenshot shows the LifeWise Assurance Company member dashboard. At the top, the LifeWise logo is on the left, and navigation links for 'Find a Doctor', 'Pharmacy', 'Secure Inbox', and 'Member Services' are on the right. The 'Member Services' link is highlighted in orange. Below the navigation bar, a sidebar on the left lists 'member services' including 'Manage My Account', 'My Account' (highlighted in orange), 'Forms', 'Spending Activity Report', 'Personal Information', 'Go Paperless', 'Print and Order ID Card', 'Tax Form 1095', 'Claims', and 'My LifeWise Plan'. The main content area is titled 'My Account' and features a 'Claims' section with a table. The table has three columns: 'Date(s) of Service', 'Member', and 'Provider'. Below the table are links for 'Search Claims' and 'Privacy Settings'. At the bottom, a 'Common Tasks' section contains five icons with labels: 'Customer Service' (phone icon), 'Find a Form' (document icon), 'Order Prescriptions' (pill icon), 'Preventive Benefits' (apple icon), and 'Go Paperless' (leaf icon).

Date(s) of Service	Member	Provider

[Search Claims](#) | [Privacy Settings](#)

Common Tasks

- Customer Service
- Find a Form
- Order Prescriptions
- Preventive Benefits
- Go Paperless

You have successfully created an account if you see this member dashboard