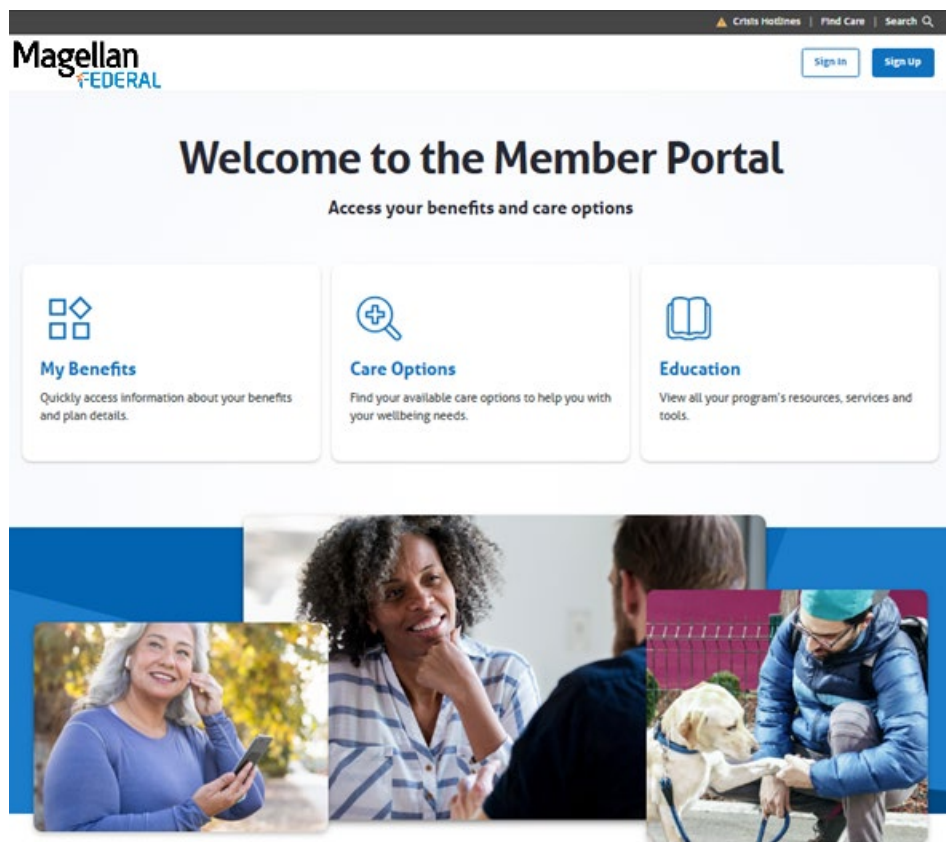


Section 1: How to Create a New Account

1. Open your web browser and type Member.MagellanHealthcare.com in the address bar.
2. You should arrive at the “Welcome” page below. Click on the blue “Sign Up” button.

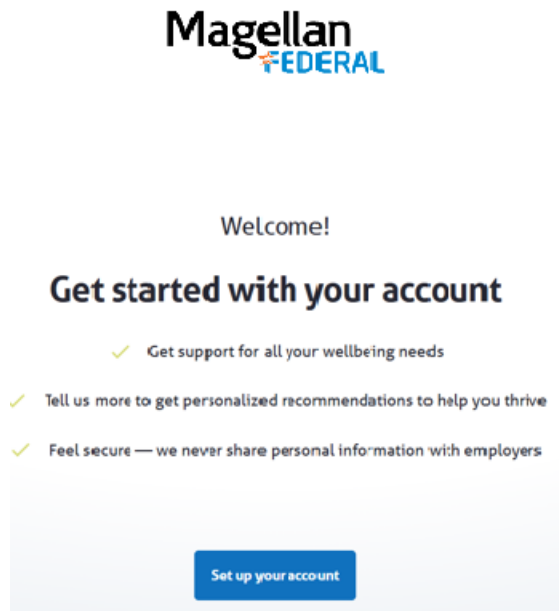


3. You should arrive at the “Let’s find your benefits” page below. Select your company name from the drop-down menu and click the blue “Continue” button.

Company Name for DONCEAP - Department of Navy



4. You should arrive at the “Welcome!” page below. Click on the blue “Set up your account” button.



- 5. You should arrive at the registration page below. Fill in all the fields and check the box to the left of “I agree with the Terms of Use, Disclaimer and Privacy Policy.” Click on the blue “Create Account” button.

The registration form includes the following fields and elements:

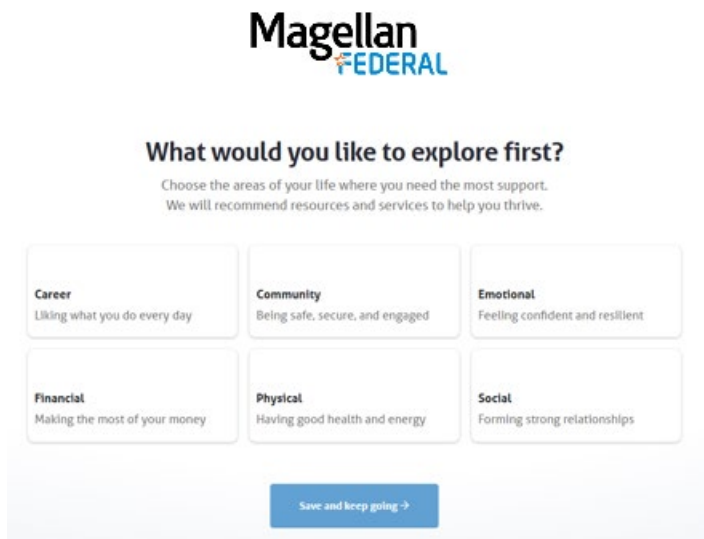
- First Name *
- Last Name *
- Date of Birth * (format: MM/DD/YYYY)
- Street Address *
- City/Town *
- State * (dropdown menu)
- Zip *
- What is your preferred email address? * (with eye icon)
- Create your password * (with eye icon)
- Confirm password *
- I agree with the Terms of Use, Disclaimer and Privacy Policy.
- < Back button
- Create Account > button
- Already have an account? [sign in](#) link

- 6. You should arrive at the “Your account is created!” page below. Click on the blue “Keep going” button.

The confirmation page features:

- Magellan FEDERAL logo
- Header: **Your account is created!**
- Decorative horizontal line
- Text: Tell us what you're looking for, and we'll personalize your dashboard to get you started.
- Keep going → button

- 7. You should arrive at the “What would you like to explore first?” page below. Choose one or more areas of your life where you feel you need the most support. This information is confidential and is used to create your personal experience. Then click the blue “Save and keep going” button.



- 8. You should arrive at the “How do you feel” page below where you will be asked how you feel about your life on a scale of 0 to 10. Remember, all your answers are completely confidential, and your employer won’t see your individual information.

Select a value from 0 to 10, where 0 is the worst possible life, or you don’t know how you are feeling (and that’s OK!) and 10 is the best possible life. Then click the blue “Save and Finish” button.





How do you feel about your life?

Please imagine a ladder with steps numbered from zero at the bottom to ten at the top. The top of the ladder represents the best possible life for you and the bottom of the ladder represents the worst possible life for you.

On which step of the ladder would you say you personally feel you stand at this time, assuming that the higher the step the better you feel about your life, and the lower the step the worse you feel about it?

Which step comes closest to the way you feel?

Best Possible Life

10
9
8
7
6
5
4
3
2
1
0

Worst Possible Life (or Don't Know)

← Back Save and Finish →

9. You should see the following screen that indicates your personal dashboard is being created:



10. Once that's complete, you're at your personal dashboard and ready to start your wellbeing journey!



Not sure where to start?

Our Member Guide can help you navigate the member website to find the right care and resources.

[View Member Guide](#)

Quick Links

[Find Care](#)

[Newsletters](#)

[Monthly Learning Events](#)

[Grievances](#)

[All Resources](#)

Support for every step on your journey

Connect with a professional

Get professional care on-site support from coaches, and case providers.

[View all services](#)

Access tools and programs

Boost your well-being with self-help tools, mobile apps, and targeted support programs.

[View all tools](#)

Explore our learning library

Learn and grow with our extensive library of articles, videos, and webinars.

[View all resources](#)

Trending Resources

Digital Emotional Wellbeing Program, Powered by NeuroFlow

Featured

Wellbeing Coaching

Featured

Discourse Center, Powered by LifeMatic

Featured

Virtual Counseling, Powered by BetterHelp

Featured

Counseling with Appointment Assist

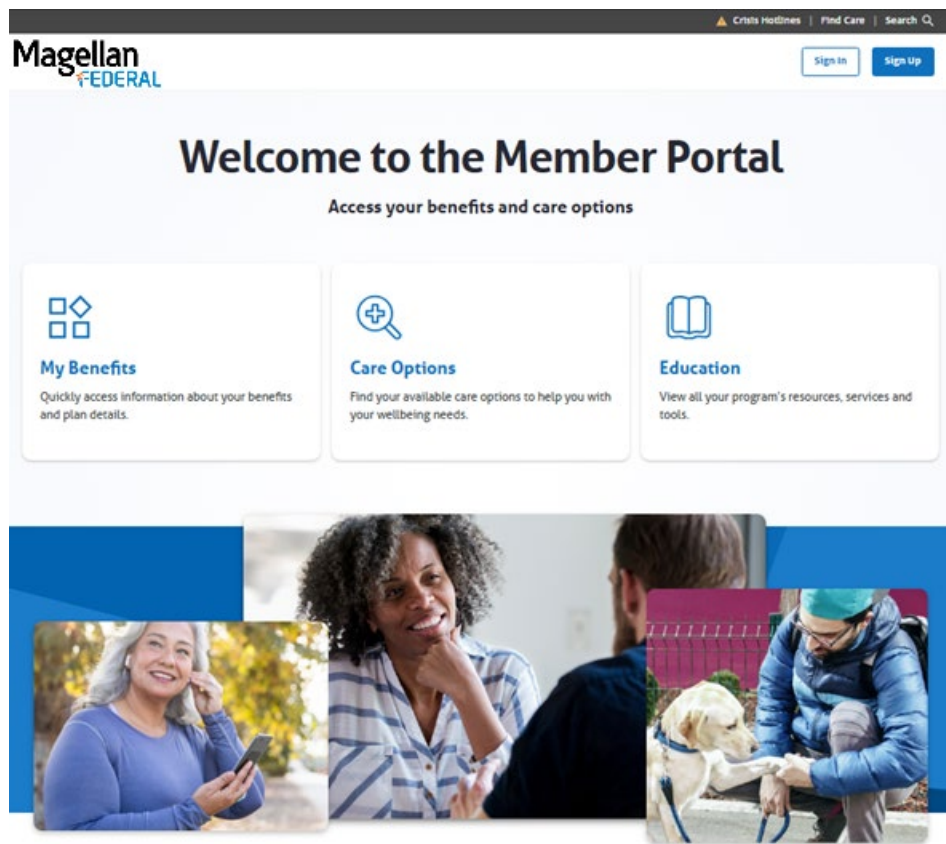
Featured

Community Resources

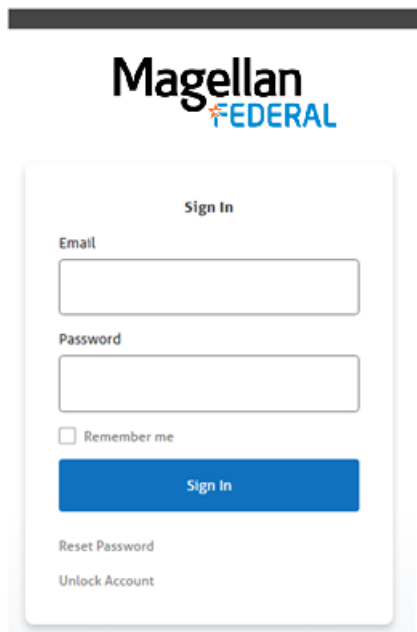
in MyEAP

Section 2: How to Sign In to an Existing Account

1. Type Member.MagellanHealthcare.com in your browser address bar.
2. You should arrive at the “Welcome” page below. Click on the white “Sign In” button.



3. You should arrive at the login page below. Enter your MagellanHealthcare.com email address (username) and password. Click the blue “Sign In” button.



4. You should arrive at the “Let’s find your benefits” page below. Select your company name from the drop-down menu and click the blue “Continue” button.



5. You should arrive at the “Welcome!” page below. Click on the blue “Set up your account” button.





Welcome!

Get started with your account

- ✓ Get support for all your wellbeing needs
- ✓ Tell us more to get personalized recommendations to help you thrive
- ✓ Feel secure — we never share personal information with employers

[Set up your account](#)



- 6. You should arrive at the registration page below. Fill in all the fields and check the box to the left of “I agree with the Terms of Use, Disclaimer and Privacy Policy.” Click on the blue “Create Account” button.



Let's start by registering your account.

First Name *

Last Name *

Date of Birth *

Street Address *

City/Town *

State *

Zip *

What is your preferred email address? * ⓘ

Create your password * ⓘ

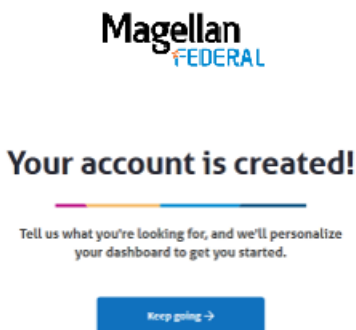
Confirm password *

I agree with the [Terms of Use](#), [Disclaimer](#) and [Privacy Policy](#).

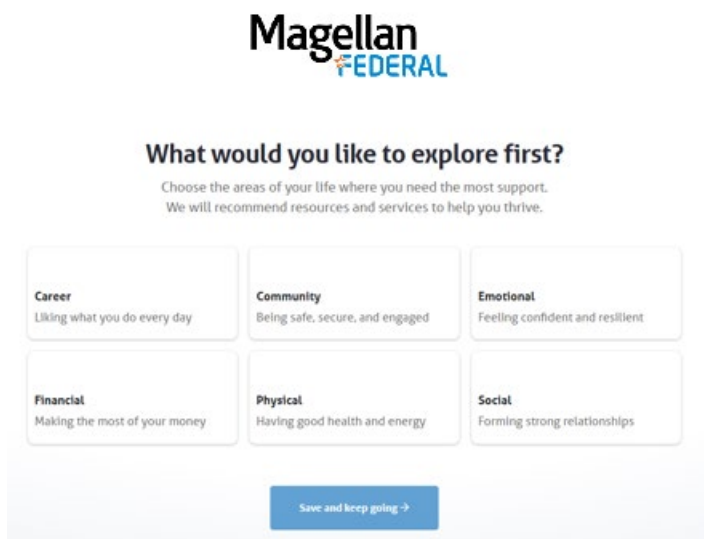
Already have an account? [sign in](#)



- 7. You should arrive at the “Your account is created!” page below. Click on the blue “Keep going” button.



- 8. You should arrive at the “What would you like to explore first?” page below. Choose one or more areas of your life where you feel you need the most support. This information is confidential and is used to create your personal experience. Then click the blue “Save and keep going” button.



- 9. You should arrive at the “How do you feel” page below where you will be asked how you feel about your life on a scale of 0 to 10. Remember, all your answers are completely confidential, and your employer won’t see your individual information.

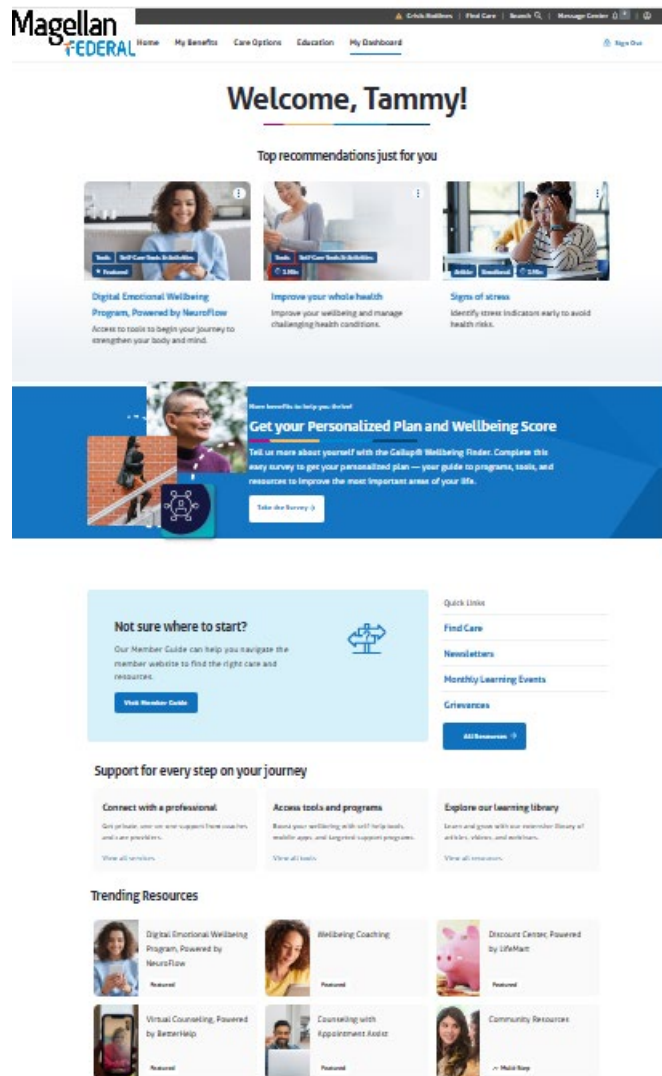
Select a value from 0 to 10, where 0 is the worst possible life, or you don’t know how you are feeling (and that’s OK!) and 10 is the best possible life. Then click the blue “Save and Finish” button.



10. You should see the following screen that indicates your personal dashboard is being created:



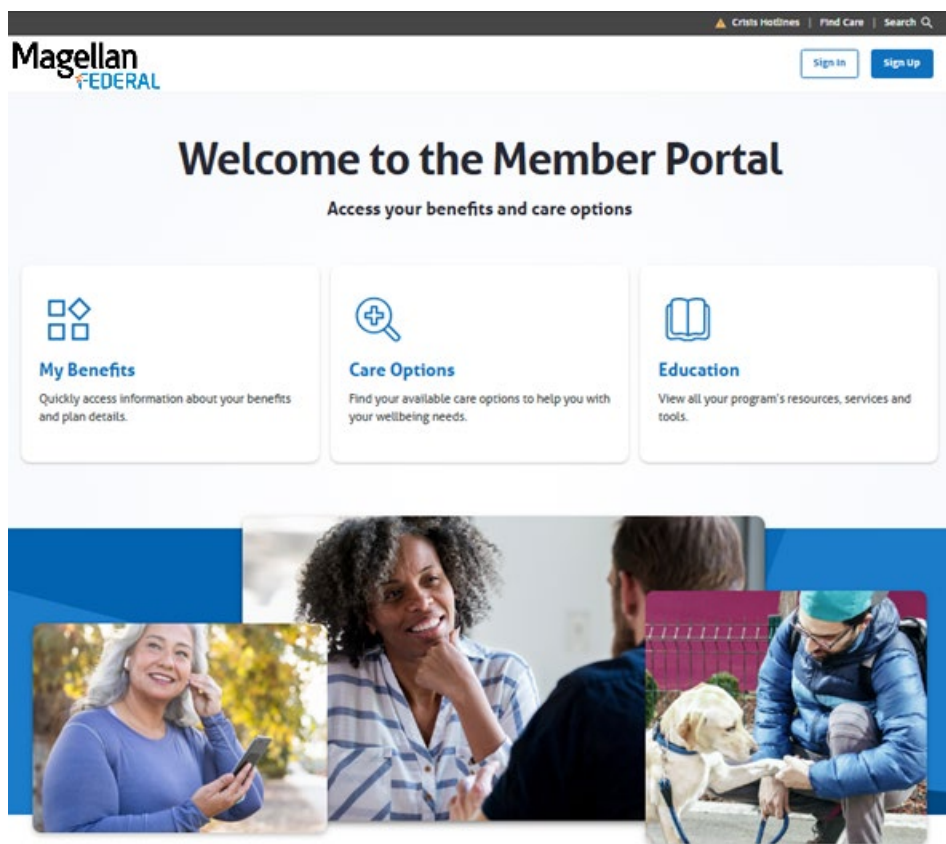
11. Once that's complete, you're at your personal dashboard and ready to start your wellbeing journey!



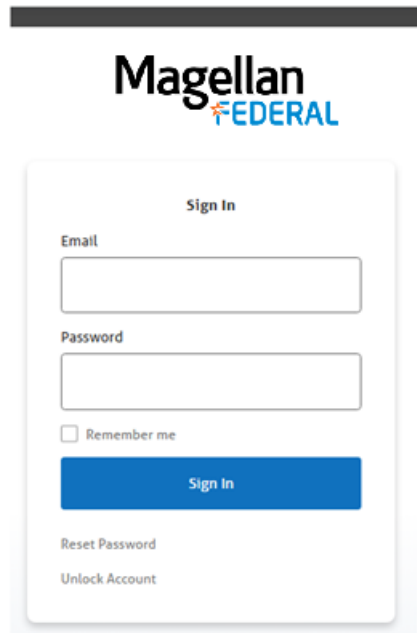
Section 3: How to Reset Your Password

As a security measure, if you request a new password more than once in a 48-hour period, your account will be locked. You'll need to wait 48 hours from when you received the password reset email. This is to ensure the security and privacy of your information.

1. Go to Member.MagellanHealthcare.com. You should arrive at the “Welcome” page below. Click on the white “Sign In” button.



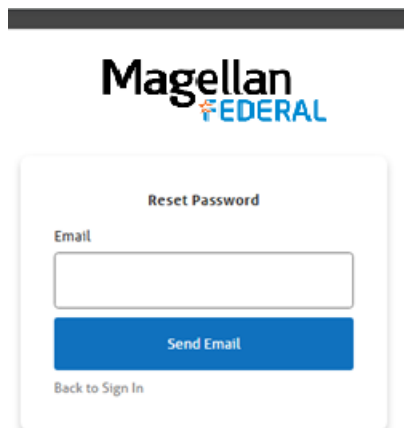
2. You should arrive at the login page below. Click on “Reset Password”



The screenshot shows the Magellan FEDERAL Sign In page. At the top is the Magellan FEDERAL logo. Below it is the title "Sign In". There are two input fields: "Email" and "Password". Below the "Password" field is a checkbox labeled "Remember me". A blue button labeled "Sign In" is positioned below the checkbox. At the bottom of the form are two links: "Reset Password" and "Unlock Account".

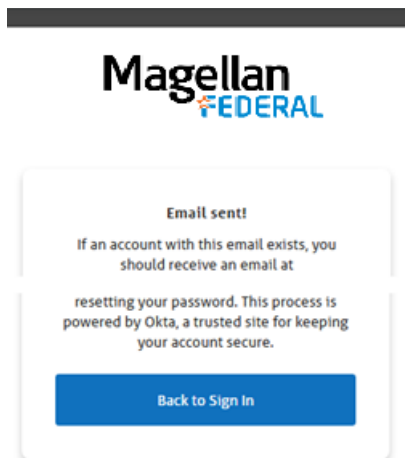
3. You should see the “Reset Password” screen below. Enter your email address in the “Email” field and click the blue “Send Email.”

Remember, if you request a new password more than once in a 48-hour period, your account will be locked. You’ll need to wait 48 hours from the time of the email to reset your password. This is to ensure the security and privacy of your information.

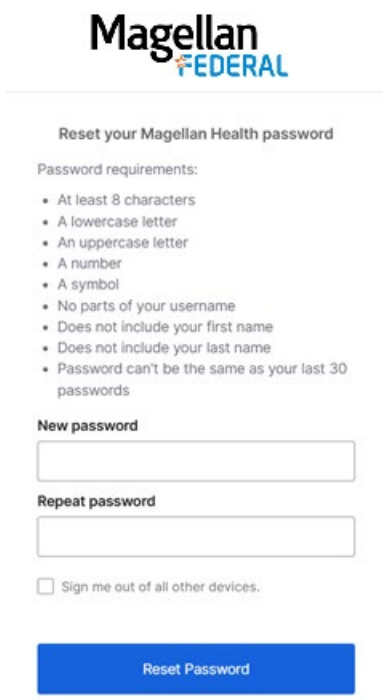


The screenshot shows the Magellan FEDERAL Reset Password page. At the top is the Magellan FEDERAL logo. Below it is the title "Reset Password". There is one input field labeled "Email". Below the "Email" field is a blue button labeled "Send Email". At the bottom of the form is a link labeled "Back to Sign In".

4. You should see the “Email sent!” screen below. Check your email for a message from “Okta” with the subject line “Account password reset.” Click on the blue “Reset Password” button in the email.



You should be taken to a screen that looks like the one below. Follow the instructions to create a new password.



- 5. Once you have created your new password, [click here to go to the home page](#), and then click on the white "Sign In" button. Log in with your email and new password.

