



# TennCare Access Portal Account Creation Reference Guide

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## Overview

The *TennCare Access Portal Account Creation Guide* is a reference document to show partners the step by step instructions for creating a TennCare Access account.

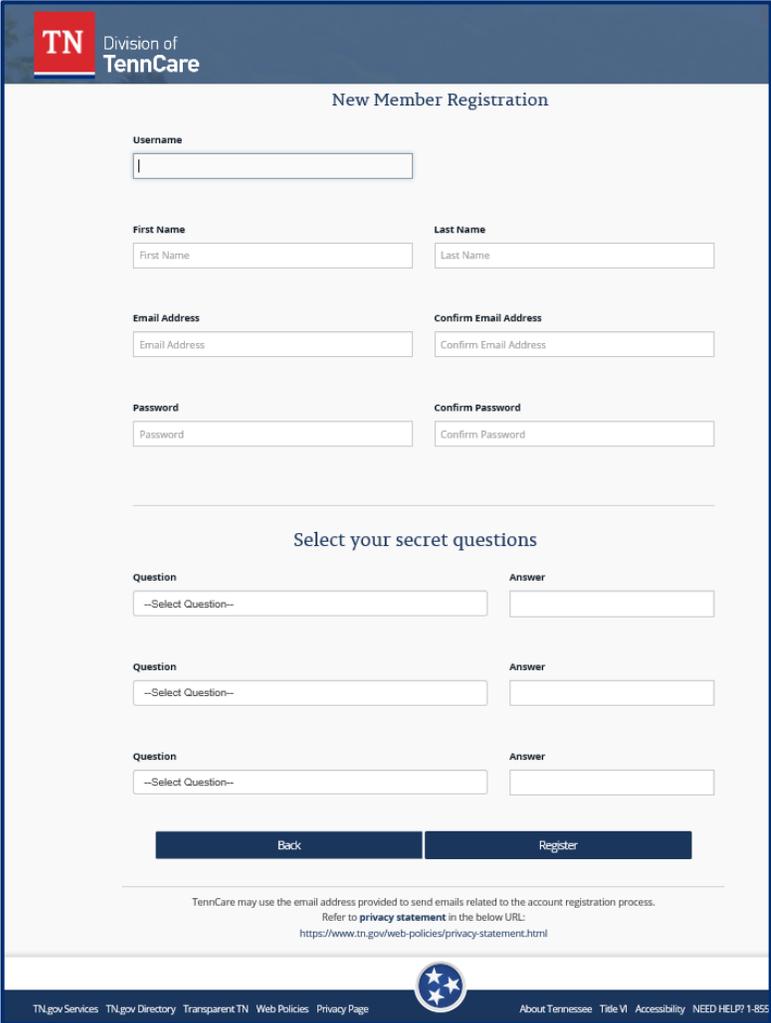
### Before You Begin

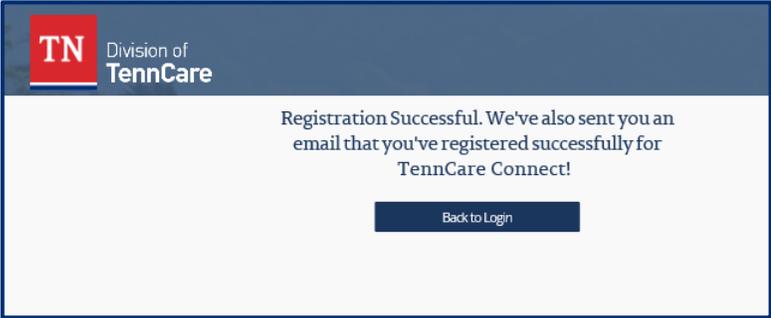
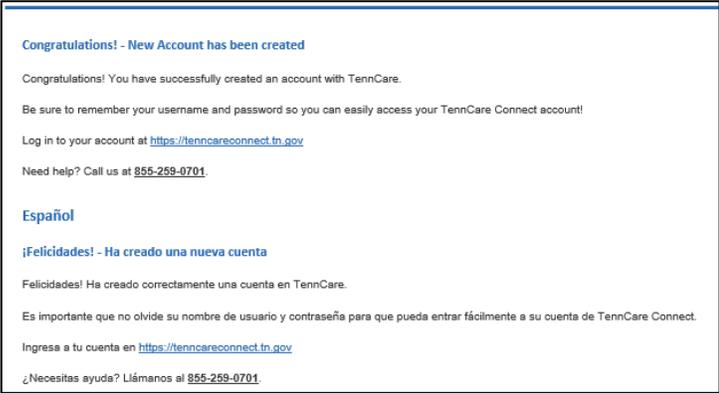
Before you begin, make sure you are using one of the following browsers to complete this process:



## Processing Steps – Create Account

#	Step	Screenshot
1	Go to <a href="http://tenncareconnect.tn.gov">tenncareconnect.tn.gov</a> .	
2	Click <b>Create Account</b> .	

<p>On the <b>New Member Registration</b> page:</p> <p><b>3</b> Enter all fields, following the prompts for <b>Username</b> and <b>Password</b> requirements.</p> <p>In the <b>Select your secret questions</b> section:</p> <p><b>4</b> Select a <b>Question</b> from the drop-down menu and enter a unique <b>Answer</b> for each question.</p> <p><b>5</b> Click <b>Register</b>.</p>	
<p>On the <b>One Time Password sent to your Registered Email Address</b> page:</p> <p><b>6</b> Enter the <b>6-digit One Time Password</b> that was sent to the email address provided.</p> <p><b>7</b> Click <b>Verify</b>.</p> <p><b>Note:</b> If you didn't receive the email, check your junk mail folder. If it's not there, click <b>Resend One Time Password</b> to send a new email and code.</p>	

<p>When the <b>Registration Successful</b> page is displayed, your username is successfully created.</p> <p><b>DO NOT</b> log into the Member Portal. This action will result in your account being incorrectly linked to a member and will delay the creation of your account.</p>	
<p><b>8</b> <b>IMPORTANT:</b> Check your email account to make sure you received the confirmation email that reads "Congratulations – New Account has been created".</p>	

<b>9</b>	<p><b>IMPORTANT:</b> Send your account information to your TennCare Access point of contact.</p> <p>If you don't send this information, you won't be able to access provider features.</p> <p>Once you provide your account information to your TennCare Access point of contact, the team will begin the process of validating your account details. This process typically takes about a week. Once it's completed, your TennCare Access point of contact will email you and confirm your account is now active. You can start using your TennCare Access account.</p>	<p><b>Account Information Required:</b></p> <ul style="list-style-type: none"><li>✓ Full name</li><li>✓ Account email address</li><li>✓ Account username</li></ul>
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