

# Getting Started with NaviNet

Print this page and keep near your computer for tips on NaviNet.



NaviNet

Where healthcare comes together.

## Step by Step Login Instructions for first time users

1. Select Internet Explorer from your programs menu.\*
2. Go to <https://connect.navinet.net>.
3. Enter your NaviNet username and the temporary password received via two separate emails.
4. Review and accept the NaviNet User Agreement.
5. If you are a NaviNet Security Officer, review and accept the NaviNet Security Officer Agreement.
6. Create a unique password. NaviNet passwords are case sensitive and should be six characters including both numbers and letters.
7. Establish your Challenge and Response Questions.

## NaviNet Quick Tips

### NaviNet Home

- NaviNet Home is your source for news about your health plans.
- Return to NaviNet Home by clicking on the NaviNet logo on the top left of the screen.

### Accessing Health Plan Transactions

- Select a health plan from your “Health Plans” list on NaviNet Home.
- Once you are within a health plan transaction menu, the “workflow tracker” will appear under the toolbar.
- Setting up providers for health plan transactions varies from one plan to another. You may need to manage your provider data. To get started, visit “Help” in the toolbar to view User Guides for your health plans.

### NaviNet Navigation

- Be sure to use the toolbar or the workflow tracker instead of the Internet browser back button to navigate within NaviNet.

### NaviNet Security Officer

- Your NaviNet Security Officer is in charge of adding users, granting transaction access and resetting your NaviNet password.
- To find out who your office’s NaviNet Security Officer is, go to My Account/My Security to view your profile.
- The NaviNet Security Officer has access to additional features to manage user and transaction access. Go to “NaviNet Central” in the toolbar and select “NaviNet Administration.”

### NaviNet Customer Service

- Visit “Help” in the toolbar to view user guides, training materials and frequently asked questions.
- Go to My Account and click ‘Open a Case’ to submit a support ticket.

\*NaviNet is not currently compatible with Firefox, Safari, Chrome and other Internet browsers.

