



# How to Create an Account

## Portal Instruction Guide – Policyholder Portal

Click on any Table of Contents section to go directly to that section.

Welcome.....	1
Sign Up.....	2
Secure Your Account.....	3
Verify Your Identity .....	3
Account Registration.....	4
Where to Get Help .....	5

## Welcome

1. Visit the **Policyholder Portal Log in Page** at: <https://portal.mem-ins.com/account-management/login-page>
2. Select **Sign up**.

The screenshot shows the MEM Welcome page. At the top is the MEM logo. Below it is the heading "Welcome". Underneath is the text "Log in to continue to the Customer Portal". There are two input fields: "Email address\*" and "Password\*", each with a small icon to its right. Below the password field is a link for "Forgot password?". At the bottom of the form is a dark blue "Continue" button. Below the button is the text "Don't have an account?" followed by a "Sign up" link that is highlighted with a red box.



## Sign Up

1. Enter a valid **Email Address**.
2. Enter a **Password**.

**NOTE:** Passwords must contain 10 characters, no more than two identical characters in a row, and at least **three** of the following: lower case letters (a-z), upper case letters (A-Z), numbers (0-9), special characters (!@#\$\$%^&\*).

3. Select **Continue**.

The screenshot shows the MEM Sign Up form. At the top is the MEM logo. Below it is the title "Sign Up" and the instruction "Enter an email and a password to continue to MEM | Customer Portal." There are two input fields: "Email address\*" containing "memportaltest@gmail.com" and "Password\*" containing ten dots. Both fields have a red border. Below the password field is a list of password requirements, all marked with green checkmarks: "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. !@#\$\$%^&\*)", and "No more than 2 identical characters in a row". At the bottom is a dark blue "Continue" button with a red border, and a link "Already have an account? Log in".



## Secure Your Account

1. Enter the user's **Phone Number**.
2. Select **Text Message** or **Voice Call** to receive the 6-digit code.
3. Select **Continue**.

**MEM**

### Secure Your Account

Enter your country code and phone number to which we can send a 6-digit code:

United States, US, +1

Enter your phone number

5731231234

How do you want to receive the code?

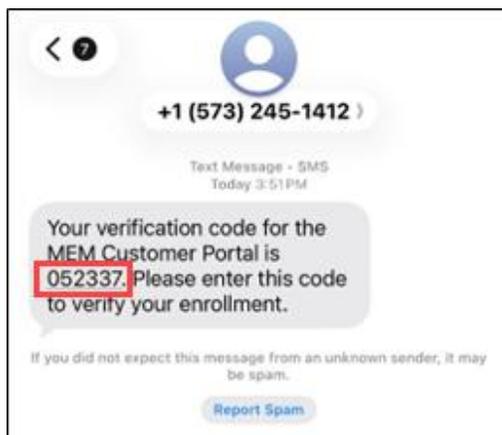
Text message Voice call

Continue

Try another method

## Verify Your Identity

1. Enter the **6-Digit Code** received via text message or phone call.





2. Select **Continue**.

**MEM**

Verify Your Identity

We've sent a text message to:

+ 5731231234 [Edit](#)

Enter the 6-digit code\*

052337

**Continue**

Didn't receive a code? [Resend](#) or [get a call](#)

[Try another method](#)

## Account Registration

1. Enter the user's **First Name**.
2. Enter the user's **Last Name**.
3. Enter the policyholder's **Account Number**.

**NOTE:** The account number is located in the top-right corner of the billing statement.

Billing Statement	
Account Number:	1111111
Statement Date:	07/26/2019
Statement Number:	00000000
Page:	1 of 1
Due Date:	08/15/2019
Amount Due:	\$682.75

4. Enter the policyholder's **Policy Number**.

**NOTE:** The policy number is located on the billing statement. Enter **ONLY** the numbers listed before the dash.

Date	Description
05/31/2019	Previous Balance
	<b>Policy Number</b>
	MEM 1111111-00 (05/26/2019 - 05/26/2020)
	Policy Charges
	Premium



5. Enter the policyholder's **Zip Code**.

**NOTE:** The zip code is located with the address on the billing statement.

Business Name 123 Main St. Columbia, MO <b>65203</b> Zip Code	Page: Due Date: Amount Due:
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6. Select **Add Account**.

### Account registration

First Name

Last Name

Provide the following information to register an account.  
You will be able to add access to other policies once you log in.

Account Number

Policy Number

Zip Code

**By registering, you are agreeing to the following:**

[MEM Electronic Service Terms and Conditions](#)  
[Privacy Policy](#)

## Where to Get Help

If your questions were not addressed within this document, please contact **MEM Customer Care** at [customercare@mem-ins.com](mailto:customercare@mem-ins.com) or by phone at 800.442.0593.