



Blue Cross and Blue Shield of Minnesota

# Service Cooperatives Group Level Clients

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## Requesting Security

for

## Interactive Client Reporting

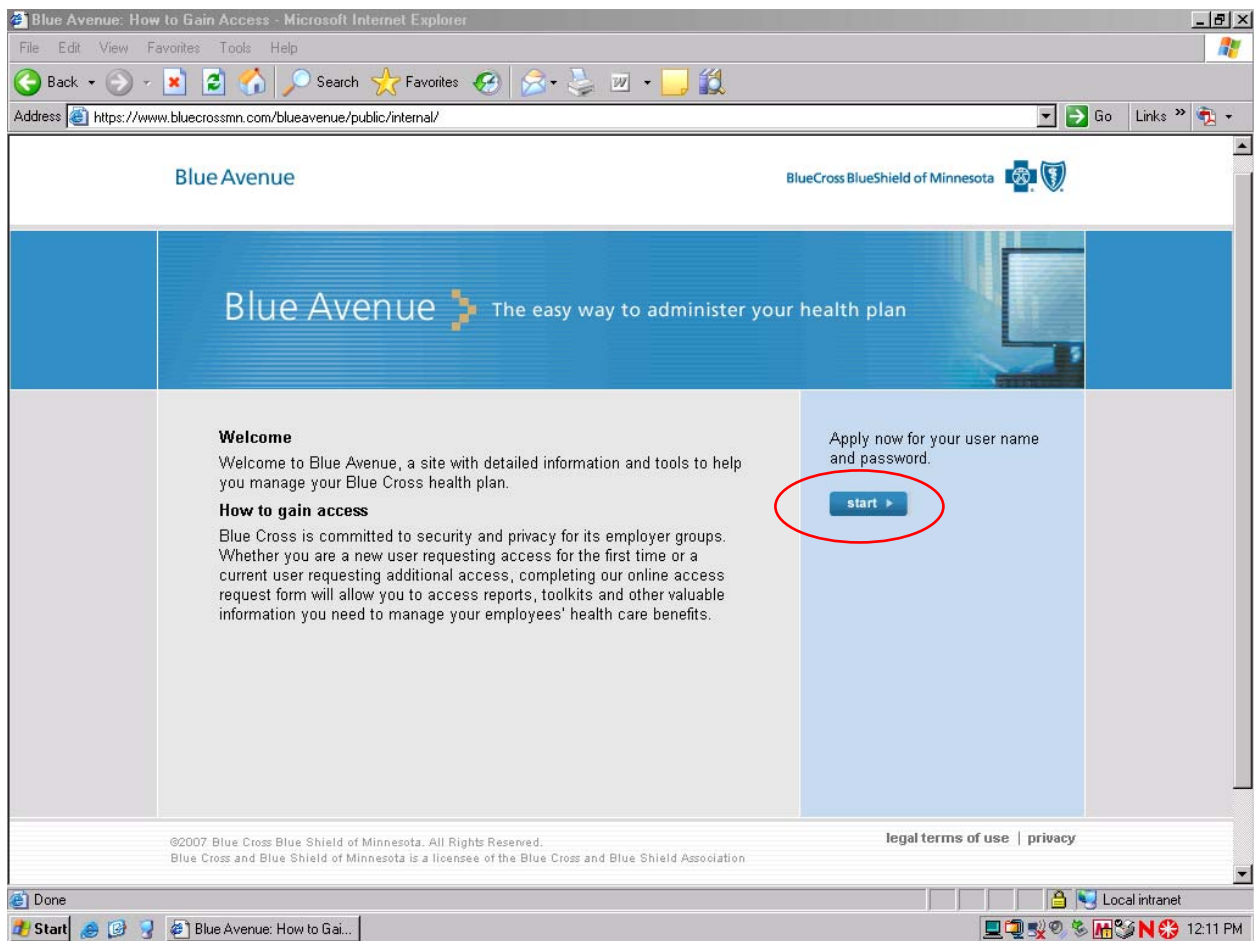
Fall 2008

## Requesting Security Access: Service Cooperative Group Level

To request security access for Interactive Client Reporting you first need to access BlueAvenue using the address below:

<https://www.bluecrossmn.com/blueavenue/public/internal/>

The BlueAvenue home page will display. Click on the **start** button to apply for your user name and password.



## Complete the Online Request for Access Form:

In three easy steps you can complete the online Request for Access form.

### Step 1

- Select your Service Coop by highlighting and clicking on it from the Service Coop drop-down box. (Leave the employer tax ID field blank. This does not apply to you.)
- Enter your business email address.
- Review your entries carefully for accuracy.
- Click on the **continue** button.

The screenshot shows a Microsoft Internet Explorer browser window titled "BlueAvenue : Request for Access (Step 1 of 3) - Microsoft Internet Explorer". The address bar shows the URL: <https://www.qa.bluecrossmn.com/eClient/landing/accessRequest/initi>. The page content includes the "Blue Avenue" logo and a banner image of a man working on a laptop. Below the banner, the heading "request for access" is displayed, followed by "STEP 1 OF 3". A message states: "Gaining access to Blue Avenue is as easy as 1-2-3. Please begin by entering information below." The form area is titled "Step 1 of 3: Enter required information" and contains the following fields:

- Your employer tax ID:\* (Two empty input boxes separated by a hyphen)
- OR --
- Service Co-Op:\* (A dropdown menu with "Northeast - Schools" selected)
- Your business email:\* (An input box containing "email@abc.com")

At the bottom right of the form area are two buttons: "cancel" and "continue >". The browser's status bar at the bottom shows "Done" and "Local intranet".

## Step 2

- Enter your information as indicated below: *(see illustration on page 5)*
  - **Request Type:**
    - If you are a first time Blue Avenue user, select “New Account”.
    - If you are a current/previous Blue Avenue user, select “Update Account for User ID “. (This request type will also be used if in the future if you need to modify or add access.) Enter your current Blue Avenue User ID.
  - **Your name:** First and last names are required. Middle initial is optional.
  - **Date of birth:** Enter your birthdate in the format mm/dd/yyyy. (Date of birth is required so we can verify your identify when calling for assistance, and to help us distinguish between users with similar names.)
  - **Employer name:** Enter your employer group name as completely as possible.
  - **Employer address, phone, fax:** Enter this information as completely as possible.
  - **User Category:** Use the dropdown box and select “Group Leader”.
  - **Group Access:** Please leave the default setting to “All Groups”. (This will not impact your security request.)
  - **PIN Section:**
    - If you are first time Blue Avenue user and entering this request as a “New Account”, enter a 4-digit numerical PIN of your choosing that does not have repeating numbers, and is easy for you to remember.
    - If you are a current/previous Blue Avenue user, re-enter your existing Blue Avenue PIN.
- Review your entries carefully for accuracy.
  - If you need to make corrections on this page, you may use any of the options below:
    - Move your cursor to a particular field to make a correction.
    - Click on the **clear** button at the bottom of the screen. This clears all the fields where the user entered information on this screen
    - Click on the **cancel** button at the bottom of the screen. This cancels the security request altogether and you may choose to start a new request.
  - If all entries are complete and accurate, click the **continue** button at the bottom of the screen.

**request for access** STEP 2 OF 3

Please enter your information below. Click "continue" to proceed to step 3.

**Step 2 of 3: Enter required information and create a PIN**

**Service Co-op:** Northeast - Schools [edit information](#)

**Email Address:** email@abc.com

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**All fields marked with \* are required.**

**Request Type:**  New Account  
 Update Account for User ID:

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**Your Name:**     
First\* MI Last\*

**Date of Birth:**   
mm/dd/yyyy

**Employer Name:**

**Employer Address:**

**City\* / State\* / Zip:**  MN

**Business Phone:** (  )  -  Ext.

**Fax:** (  )  -

**User category:**  Employee

**Group Access:**  All Groups  
 Only these groups:

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**New requests: Create a Personal Identification Number (PIN)**

In order to be assigned a user name and password you must first create a PIN.  
Be sure to choose a PIN that you will remember. If you forget your user name or password, you will need to provide us with your PIN to regain access to the site.

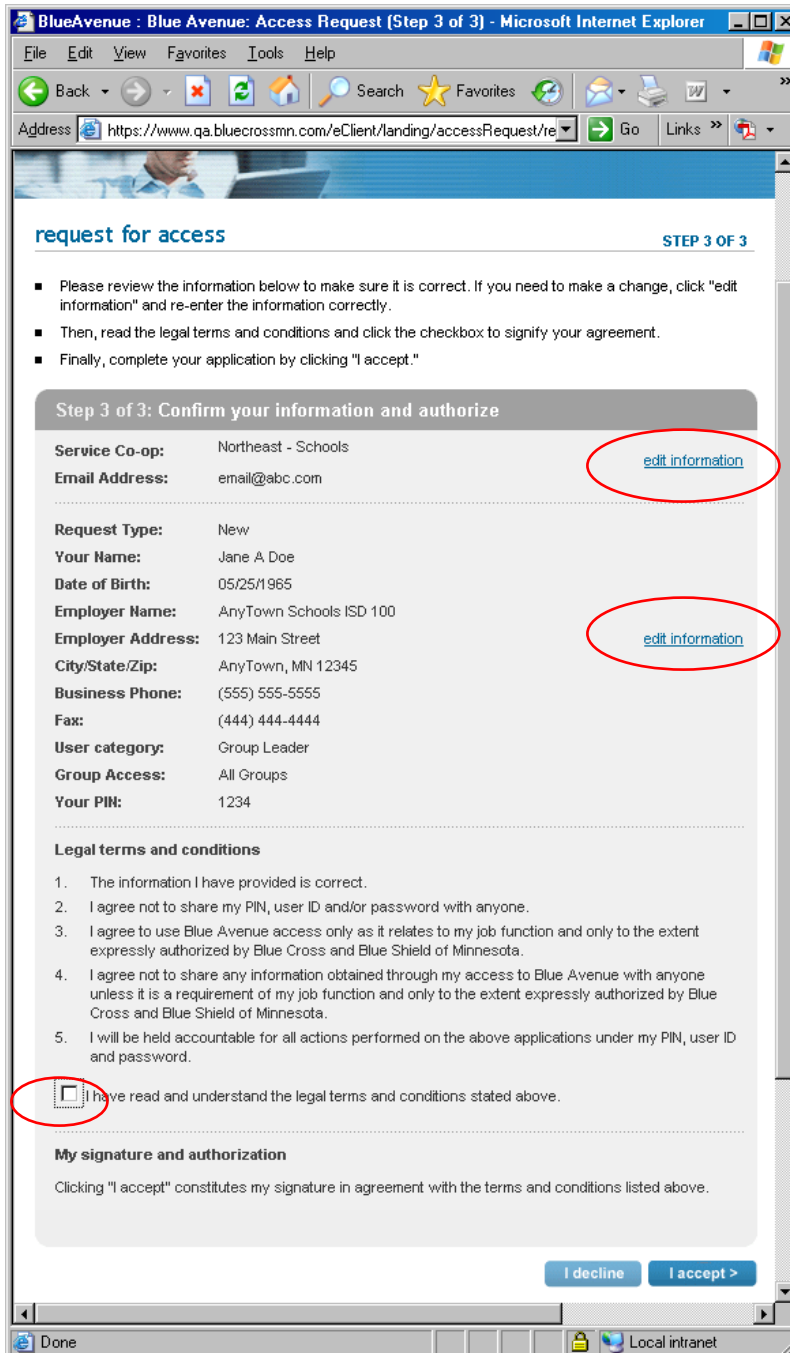
**Updating an existing account?** Re-enter your current PIN.

**Enter your PIN:**  Use 4 non-repeating numbers.  
Existing Blue Avenue users enter current PIN.

Done Local intranet

**Step 3** Review your information for accuracy and completeness. (see illustration below)

- You can make changes by clicking “edit information” in each section and re-entering the correct information.
- Review the Legal Terms and Conditions. Check the statement “**I have read and understand the legal terms and conditions stated above.**”
- Complete the request by clicking the **I accept** button at the bottom of the page.



## Print Completed Application Page (Recommended)

- When you have completed your request for access, please click **print page** to keep a record of your transaction. After you receive your user ID and initial password, your PIN is required when you first log in. (Your PIN may also be needed for future transactions such as additional security requests or other interactions.)

**request for access** COMPLETED

Your request has been submitted. Please print this page as a record of your agreement with us.

A Blue Cross representative will contact you with your user name and password so you can access Blue Avenue. Thank you for completing the application process.

**Application completed: Thank you for submitting your request**

<b>Service Co-op:</b>	Northeast - Schools
<b>Email Address:</b>	email@abc.com
<b>Request Type:</b>	New
<b>Your Name:</b>	Jane A Doe
<b>Date of Birth:</b>	05/25/1965
<b>Employer Name:</b>	AnyTown Schools ISD 100
<b>Employer Address:</b>	123 Main Street
<b>City / State / Zip:</b>	AnyTown, MN 12345
<b>Business Phone:</b>	(555) 555-5555
<b>Fax:</b>	(444) 444-4444
<b>User category:</b>	Group Leader
<b>Group Access:</b>	All Groups
<b>Your PIN:</b>	1234

**Legal terms and conditions**

- The information I have provided is correct.
- I agree not to share my PIN, user ID and/or password with anyone.
- I agree to use Blue Avenue access only as it relates to my job function and only to the extent expressly authorized by Blue Cross and Blue Shield of Minnesota.
- I agree not to share any information obtained through my access to Blue Avenue with anyone unless it is a requirement of my job function and only to the extent expressly authorized by Blue Cross and Blue Shield of Minnesota.
- I will be held accountable for all actions performed on the above applications under my PIN, user ID and password.

**My signature and acceptance**

I, Jane A Doe, have accepted the terms and conditions above for access to Blue Avenue

[print page](#) [return to main page >](#)

## **Next Steps**

A Blue Cross representative will review and approve your security request. You will be contacted if additional information or changes are needed.

After your security set up is complete, the representative will contact you with your User ID and an encrypted initial password.

At that point, you can log onto BlueAvenue by following the instructions in the “Service Cooperatives – Group Level Interactive Client Reporting User Guide”.

## **Need Help?**

For technical issues or problems with signing into ICR, please contact the Service Desk at: 651-662-7741 or 1-866-251-6741.

For report content questions, please contact your Blue Cross Account Manager.