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Health Plan of Nevada and Sierra Health and Life offers a variety of unique products and services to various people throughout Nevada. To meet the needs of every member, @YourService was developed as a helpful tool for everyone to manage their health and their health insurance. The @YourService website is unique to each member who creates an account. Each account is unique based upon the member’s selected products and whether they have purchased their own insurance or receive insurance through their employer.
Create an Account

Are you a new user? Follow the first few pages of this guide to create your account which will grant you access to the @YourService Member Center. You are only a few steps away from taking more control of your health and health insurance.

From the “I am a Member” page of myhpnonline.com, locate the “Create an Account” link within the “Hello, Sign In” field. This will begin your registration process.

![Image of myhpnonline.com sign in page](image-url)
Step 1: Choose your Account Type

Choose your account type. Select the button next to “Member” and select “Next”.

![Create an Account](image)

Account Type

What type of account do you want to create?

I am a:

- Member
- Provider
- Employer
- Broker

Need Help? Read our FAQ

Next Cancel
Step 2: Identification

On the “Identification” screen you will need to enter your 11 digit member number (which can be easily found on your ID card), your first and last name, date of birth and zip code. Once this information is entered, continue on with the registration process by selecting the “Next”.

![Create an Account](image)
Step 3: Sign up for an Account

On this page, enter in your desired user name, the email you want associated with your @YourService account and a security question and answer. Enter in your information into the fields or use the drop down option to select your security question. When all fields have been completed select the “Create an Account” button at the bottom of the page. Remember to store your security question and answer for safety and future reference.
Step 4: Complete

Congratulations, your account has been created! You are now even in more control of your health and health insurance. When the below screen appears, select “Continue”.

Create an Account

Complete

Your account has been successfully created.

A verification email with your activation link has been sent to the email address you provided.

Click the Continue button to return to the main page.

Manage everything electronically!

Thank you for going green and automatically enrolling in paperless Explanation of Benefits (EOB) delivery.

You can switch back to Paper Delivery of your EOBs by editing your Profile Preferences in the "My Account" page.

Continue
A verification email, shown below, has been sent to the address which you provided in Step 3. The email will be sent from DoNotReply@uhc.com with “@YourService – Account Created” as the subject. You will need to verify your account. To do so, click on the @YourService link within the email.
Activate your account

Once you have selected the @YourService link from your verification email the below screen window will appear. On this screen you will need to enter in a new password for your account. The password you choose will need to meet the requirements which are listed to the right of the screen. Decide on a password that meets the requirements, enter it in the “New Password” field as well in the “Confirm New Password” field and select “Submit”. Remember to store your password for safety and for future reference.

The final screen will appear informing you that your account activation is complete. On this screen, click “Continue”.
For your initial log in, you will be given the “Application Rules of Use” to read through. The rules and information will tell you how to further protect your confidential information. Please read through all of the rules before clicking “Accept”. Once you accept the rules of use, your @YourService account will be ready to use. To find out how to use the application read through the rest of this user guide to understand all of the promising and unique features available to you to manage your health and health insurance.

Application Rules of Use

As an authorized user of the HPN/SHL/SD @YourService, you will be given access to private and confidential patient and health plan member data for the exclusive purpose of performing their professional responsibilities. The following rules will govern usage of the system named above at all times:

- Usernames and passwords are to be safeguarded. Disclosing the username and password information to anyone for any reason with the exception of authorized personnel of the entity providing access to the HPN/SHL/SD @YourService application is STRICTLY PROHIBITED.

- The private and confidential data within the HPN/SHL/SD @YourService application is to be safeguarded at all times. The HPN/SHL/SD @YourService application contains information that is confidential and protected from disclosure by law (except for specific legal exceptions or with the individual authorization). The Privacy Act of 1974, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Federal Privacy Rule all protect the confidentiality of all individually identifiable health information.

- Access to private and confidential data within the HPN/SHL/SD @YourService application is to be limited to only such data as is required to carry professional responsibilities.

Use of the HPN/SHL/SD @YourService application is monitored and subject to audit review. Improper disclosure or access to private and confidential information (obtained through the computer or otherwise) may result in immediate termination of system access privileges and possible legal action.

HPN/SHL/SD @YourService expressly reserves the right to make any and all determinations concerning violation of the rules stated herein. Any determination made by us will be final and not subject to any formal review or appeal process.
Forgot Your Password

If you need to reset your password it can be reset in a few simple steps. From the homescreen select “Forgot Your Password” within the “Hello, Sign In” field, see below.
Once “Forgot Your Password” has been selected a new screen will appear which will ask you for your user name which you will need to enter and select “Submit” to proceed with resetting your password. When this step is complete a new screen will display.

On the next screen your user name and previously chosen security question will display. Enter your security question answer and select “Submit”.

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UnitedHealthcare | @YourService Member Guide
Once you have correctly answered your security question the below screen will display. The screen will inform you that a temporary password has been sent to your email registered to your @YourService account.
To complete your password reset, review your email box and open the @YourService – Password Recovery email sent from DoNotReply@uhc.com.

Within this email you will need to select the blue @YourService hyperlink within the body of the email. If the link does not work for you, there will be a link provided which you can copy and paste into your browser instead.

Once this link is selected, you will be taken back to @YourService to finalize the password reset.

A request was made to recover your password for @YourService.

Please click on @YourService to select a new password for your account.

If you are not able to use the link above copy and paste the link https://www.myavsonline.pwde=UZpy5q9fEwz4GV0zcvlD+MaOJFGWsb16OLpx4VJThTnznFzqUGaxQlY8B into your browser.

You did not recover your password?

If you received this email but did not make this request yourself, then please contact us so that the account can be accessed, actions taken, and IP address request come from.

For any questions or issues, please contact an appropriate health plan representative.

Please do not reply to this automated message.

Regards,
@YourService
After you have selected the link, @YourService will display with a “Reset your password” screen. On this screen, you can now enter in your new password. Remember the password you choose will need to meet the requirements which are listed to the right of the screen. Decide on a password that meets the requirements, enter it in the “New Password” field as well in the “Confirm New Password” field and select “Submit”. Remember to store your password for safety and for future reference.
Once you have selected “Submit” on the screen above, you will be taken to the final screen to resetting your password. When you see the screen below, your password reset has been completed. Selecting “Continue” on this screen will take you to your home page of @YourService.
**Forgot Your Username**

If you have misplaced or forgotten your username, it can be emailed to you after completing a few easy steps. From the “I am a Member” screen select “Forgot Your Username” within the “Hello, Sign In” field, see below.
Once “Forgot Your Username” has been selected, a new screen will display which will begin your username recovery. On this screen click the button next to “Member” and select “Next”.

![Recover your username screen](image)

Select “Member” to proceed with username recovery.
The next step will be for you to enter in your account information which @YourService will use to locate and send you your username. On the screen shown below you will need to enter the requested information, each field will need to be populated in order to continue. When you have completed each field, review them for accuracy before selecting “Submit”.

![Recover your username form](image_url)
The screen below will display once your information has been successfully submitted. The screen will inform you that your username has been sent to your email registered to your @YourService account.

To complete your username recovery review your email box and open the @YourService – Forgot Username email sent from DoNotReply@uhc.com. A sample email is displayed below.
Within the body of the email you will find your username. Remember to store your username for safety and for future reference. Once you have your username, select the blue @YourService hyperlink within the body of the email to return you to the @YourService log on screen at myaysonline.com.

From: <DoNotReply@uhc.com>
Date: 
Subject: @YourService - Forgot Username

Welcome to @YourService.

A request was made to recover your username for @YourService.

Your @YourService username is **USERNAME**

To log on

To log on to @YourService, visit the homepage of @YourService and enter your username

You did not submit this request?

If you received this email but did not make this request yourself, then please contact us so any accessed, actions taken, and IP address request come from.

For any questions or issues, please contact an appropriate health plan representative.

Please do not reply to this automated message.

Regards,
@YourService
Once you have selected the blue @YourService hyperlink within the body of the email the log on screen shown below will display. From here enter your username and password to access your @YourService account.