

# SmithRx Member Portal

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## ACCESSING THE PORTAL

Creating a SmithRx account will allow you to get the most from your pharmacy benefits. Here, you'll find key plan information, ID cards, history of prescriptions, and ways to connect directly with our team.

### Registration

Registration is **not** required if you already have an **existing** account with us. Dependents can also set up an account, and registration is not age-restricted. However, each person on the plan must use a different email address.

1. Create An Account
  - Go to [member.mysmithrx.com/login](https://member.mysmithrx.com/login)
  - Click "Create an account"
  - Fill out the information using the required fields
    - First & Last Name - This must match the spelling and format provided by your employer. Please reach out to your HR department if you are having issues.
    - Instead of the 13-digit member ID from your ID card, use the 8 digit ID number that results from removing the 3-digit alpha prefix and the last two digits. (Ex: if an ID card says ABC1234567890, use 12345678 to create a member portal profile). Or, use your SSN instead of member ID.

## Create An Account

One account for all member services

**Member Information**

**Plan Identifiers** ⓘ

OR

**Credentials**



- Birthdate, Phone Number, Email Address
- Create Password:
  - Requirements: 8 characters minimum / Must not be part of the member's email address. A strong signal will appear once the requirements are met.

**Credentials**

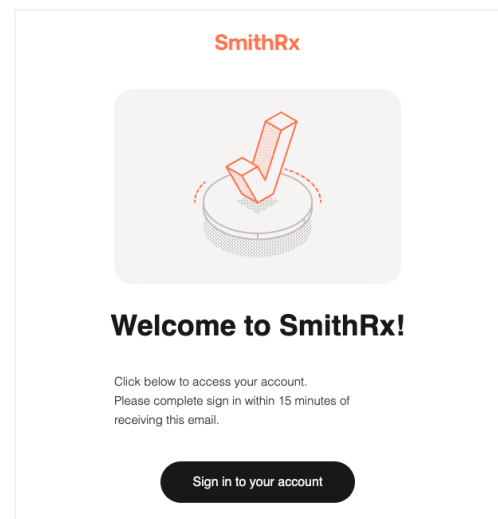
Email  
test.email@testemail.com

Create Password  
.....

STRONG

## 2. Confirm Registered Email

- Once you've clicked "Create Account," we will send a verification email to the email that you used to register.
- Please find the "Welcome to SmithRx Portal" email from hello@smithrx.com in your inbox. You'll need to click the "Sign in to your account" link to complete registration. This must be done within 15 minutes of receiving the email.
- If you are not seeing this email, it may be in your spam folder.



## 3. Multi-Factor Verification

- You will be prompted to set up Multi-Factor Verification (MFV) once you've logged in for the first time. MFV is not required so you can skip this step if you'd like. If you are not seeing this prompt, you can set it up through your profile page.

**Secure Your Account**

Select your preferred authentication method

**Secure with Phone**  
We'll text a code or call your phone

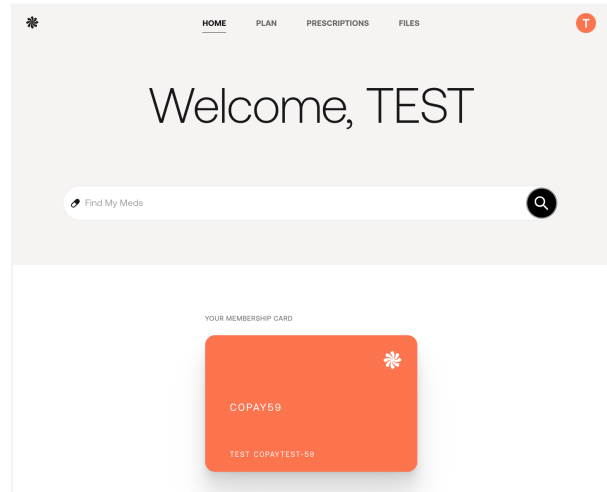
**Secure with Email**  
To protect your account, we'll email a code

[Continue](#)



#### 4. Home Page

- After completing or skipping MFV, you will now be on the homepage of your account. Here, you can find the 'Find my Meds' tool and view your SmithRx membership card.



## TROUBLESHOOTING

### Account Locks

On the 5th invalid login attempt within 5 hours, your account will be locked for 5 hours. We recommend a password reset after the lock is lifted

### Password Reset

Please follow these steps to reset your password. If you still cannot reset your password, it's possible that you may have not fully registered and will need to complete step 2 from the previous section.

1. Forgot Password
  - Go to [member.mysmithrx.com/login](https://member.mysmithrx.com/login)
  - Click 'Forgot Password' on the 'Enter Your Password' page.
  - Please then enter your: Registered email, DOB, and Member ID

Forgot Password?

For your account security, we'll need you to confirm a few pieces of account information before we reset your password.

Email

Birthdate

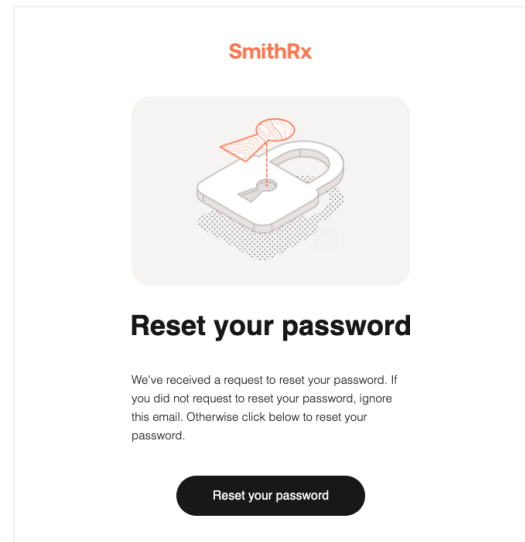
Member ID

Submit



## 2. Reset Password

- After clicking "Reset Password", you will receive an email with a link to reset your password.



## Member Support

If you have an issue and need to contact us, you can connect with a Member Specialist.

### Contact

Chat: At [www.SmithRx.com](http://www.SmithRx.com)

Phone: 844.454.5201

Email: [help@smithrx.com](mailto:help@smithrx.com)

### Hours

8 am-8 pm ET (Monday - Friday)

11 am-4 pm ET (Saturday)

**P:** 844-454-5201 | **E:** [help@smithrx.com](mailto:help@smithrx.com)

**A:** 300 Brannan St. Suite 601 San Francisco, CA 94107

[smithrx.com](http://smithrx.com)