

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
- 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.
 - Birthdate
 - Phone Number
 - Member ID or Last 4 of SSN
 - Email Address

Create An Account

One account for all member services

Member Information

Plan Identifiers ⓘ

OR

Credentials



- Create Password
 - Requirements:
 - Must be at least 10 characters long
 - Use mixed-case letters
 - Include at least 1 number
 - Include a special character or symbol

Credentials

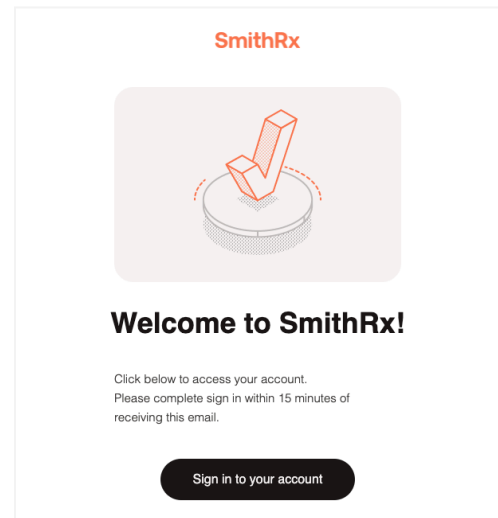
Email
test.email@testemail.com

Create Password
.....

STRONG

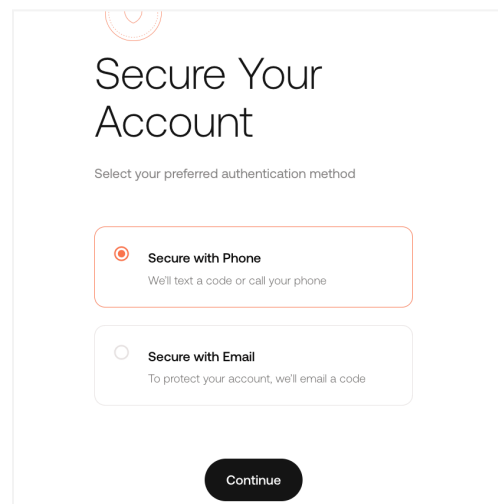
2. Confirm Registered Email

- 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.



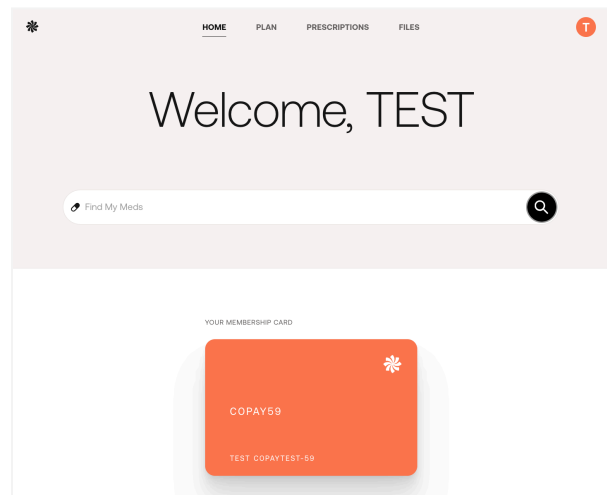
P: 844-454-5201 | E: help@smithrx.com

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



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

P: 844-454-5201 | **E:** help@smithrx.com

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

Forgot Password?

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

Email

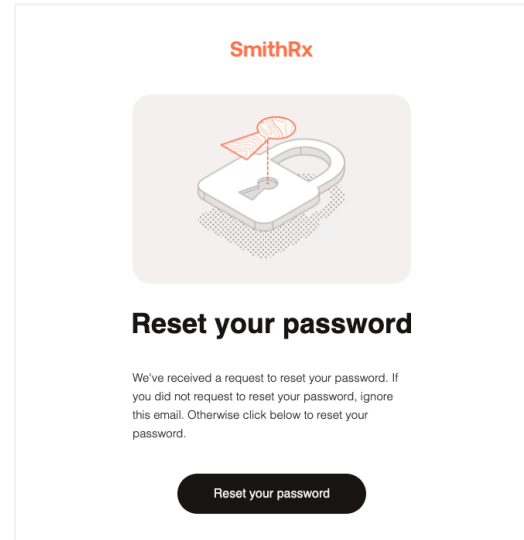
Birthdate

Member ID

Submit



- Click 'Forgot Password' on the 'Enter Your Password' page.
 - Please then enter your: Registered email, DOB, and Member ID
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

Phone: 844.454.5201

Email: help@smithrx.com

Hours

8 am-8 pm ET (Monday - Friday)

11 am-4 pm ET (Saturday)

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