

Via Benefits

Creating your online account

Creating an online account allows you to manage and save your personal information to better help you select and compare plans. To create your account, complete the following steps:

On your computer:

1. Select **Register**, at the top of the page. The *Create an account* page appears.
2. Below **Create an account** provide the required information (Suffix is optional) and select **Next**.
3. Provide your **Social Security number** (SSN), confirm it, and select **Next**.
 - *Please note:* Your SSN is used to determine if your former employer or benefits provider has already sent Via Benefits your information. Your SSN is also used to make sure you don't already have an account.
4. Below **Verify your account**, provide your **Email address** and select **Next**.
 - *Please note:* For security purposes, you need to have your own unique, accessible email address to register. Your email address becomes the unique identifier or username when signing in.
5. Below **Create an account**:
 - Select **Send Code**. You will be emailed a verification code.
 - *Please note:* If you do not get the email, check your junk folder for an email from Willis Towers Watson. You can select **Resend Code** and a new code will be emailed to you.
 - Once you get the email, type the code in the **Enter code** box and select **Next**.
6. Below **Create an account**:
 - Create a **Password** that meets the **Password Requirements**, which are provided onscreen.
 - Check the box to agree to the **Terms of Service** and **Privacy Policy** and select **Next**.
7. Below **Additional security**:
 - Provide the **Phone number** you would like to use when we need to further verify your account.
 - *Please note:* If you need to change your phone number, you must contact us. You cannot update it online.
 - Choose whether you want to receive a text message or phone call when your account needs to be verified.
 - **Text Me** sends you a six-digit verification code to enter online.
 - **Call Me** creates a phone call. When you answer the call, you press the pound (#) key on your phone.
8. Below **Verify your account**, indicate if you would like have your device remembered.

Your account is now created!