



Registration & Login

User Guide



Table of Contents

First-Time Registration.....	3
Portal Login.....	8
User Account Assistance: Resetting Passwords and Resending PIN.....	13
Forgot Password.....	13



First-Time Registration

This Registration & Login user guide is intended to assist newly hired employees with step-by-step instructions to complete the MyGICLink registration process and log into MyGICLink.

Register for MyGICLink Member Portal and Enroll in GIC Benefits Today!

External Inbox

My GIC Link mygiclinkcustomerservice@mass.gov
to me ▾

Hi JOHN SAMPLE,

As a new employee you have **21 days from your date of hire** to enroll in GIC Benefits. Please log in to myGICLink Self Service Member Portal today to view GIC's benefit guides, utilize the plan comparison tool to see monthly premium rates, an overview of health plan co-pays/deductibles and complete your application to enroll.

Portal Link : <https://mygiclink-nagovolus.sandbox.my.site.com/customerportal/a/login/SelfRegister>

Email to Register : sample@example.com

Your Pin Number is 0011816

Important! If you decide not to enroll in GIC Benefits within 21 days of your hire date you will be eligible to enroll in the future as described below:

Thank you,
Group Insurance Commission

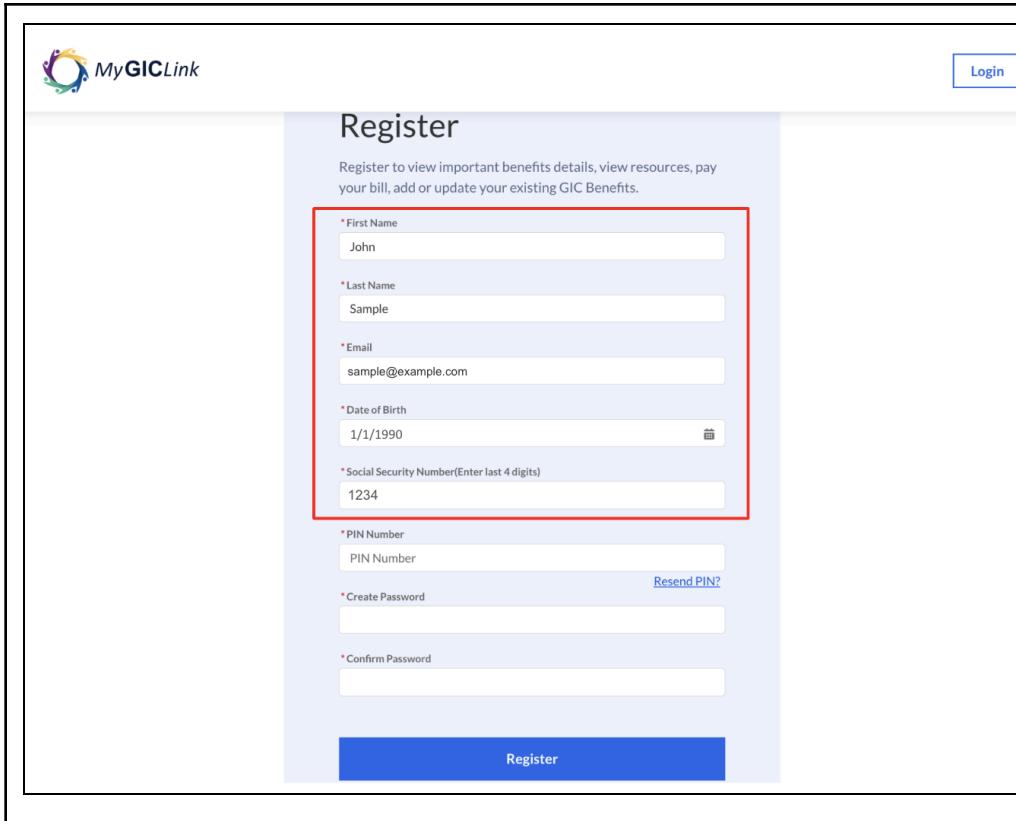
The logo for MyGIC Link, featuring a stylized circular design with three interconnected human figures in blue, green, and yellow, with the text "MyGIC Link" to the right.

During the onboarding process, newly hired employees must provide the GIC coordinator with their email address, which will be provided to the GIC.

Employees with an email address on GIC records will receive a registration email for the MyGICLink member benefits portal.

Employees must:

- Click the **Portal link** provided in the email to complete the registration process.



The screenshot shows the "Register" page of the MyGICLink website. The page has a header with the "MyGICLink" logo and a "Login" button. The main content is a "Register" form with the following fields:

- * First Name: John
- * Last Name: Sample
- * Email: sample@example.com
- * Date of Birth: 1/1/1990
- * Social Security Number (Enter last 4 digits): 1234
- * PIN Number: (empty field)
- * Create Password: (empty field)
- * Confirm Password: (empty field)

A red box highlights the first four fields: First Name, Last Name, Email, and Social Security Number. At the bottom of the form is a blue "Register" button.

Employees must:

- Enter their **First Name, Last Name, Email, Date of Birth**, and the last four digits of their **Social Security Number**.

Note: The information employees enter must match the information the GIC has on record.



MyGICLink

Register

Register to view important benefits details, view resources, pay your bill, add or update your existing GIC Benefits.

*First Name
John

*Last Name
Sample

*Email
sample@example.com

*Date of Birth
1/1/1990

*Social Security Number(Enter last 4 digits)
1234

*PIN Number
0011816

*Create Password

Resend PIN?

*Confirm Password

Register

Now, employees must:

- Enter the Registration **PIN** as it appears on their MyGICLink registration email.

Employees must:

- Create a **Password** and confirm it.
- Click **Register**.



My GIC Link - Verification Code [External](#) [Inbox](#)

My GIC Link mygiclinkcustomerservice@mass.gov
to me ▾

Hi JOHN SAMPLE,

Your verification code is: **278622**

Important: Please use the following internet browsers when accessing the GIC Member Portal: Google Chrome, Microsoft Edge or Safari.

Thank you for using myGICLink.
Group Insurance Commission Team



Note: All enrollments processed through MyGICLink are subject to GIC's eligibility rules. If you have questions contact the GIC at 617-727-2310. Please do not reply or send documents to this automated email.

Employees will receive an email with a **Verification Code**.

A screenshot of the MyGIC Link website showing the 'Verification Code' page. The page has a light blue header with the MyGIC Link logo and a 'Login' button. The main content area has a light gray background with a central box. The box contains the title 'Verification Code' and a message: 'A verification code has been sent via email to sample@example.com. When you receive the code, enter it below.' Below this is a form field labeled 'Verification Code' with the value '278622' entered. A red box highlights this input field. Below the input field is a link 'Didn't receive the code?'. At the bottom of the box is a blue 'Confirm' button, which is also highlighted with a red box.

Employees must:

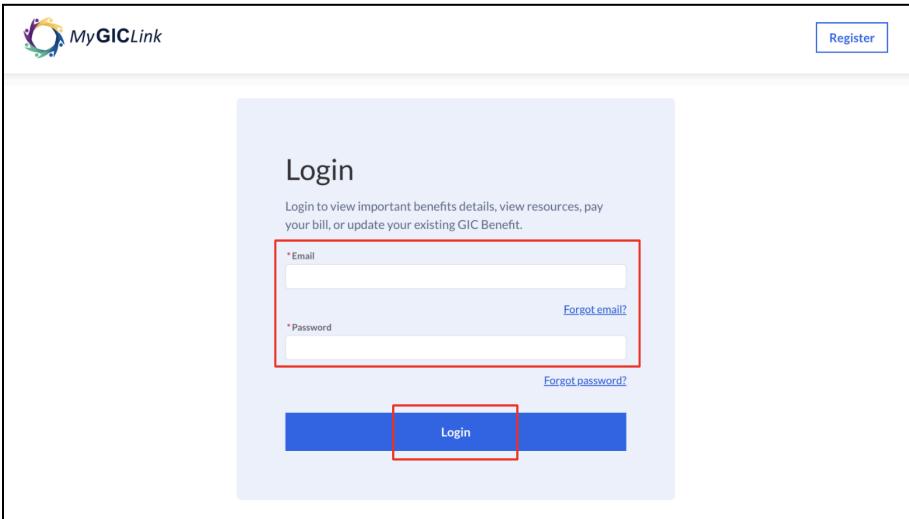
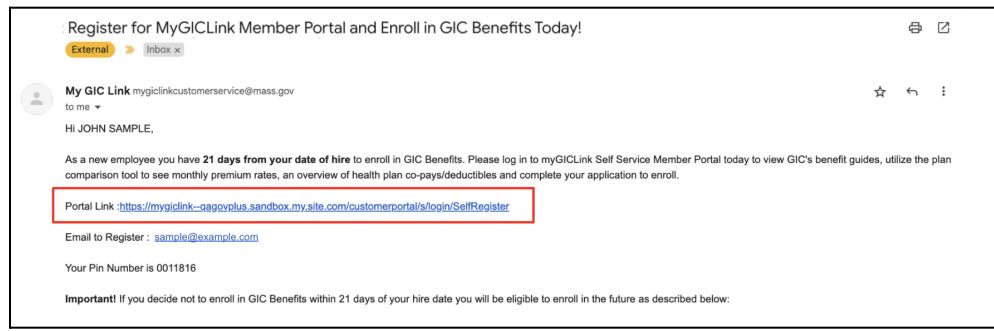
- Navigate back to the Verification Code page.
- Enter the **Verification Code** and click **Confirm** to complete the registration process.



Once the employees have registered, they can log into MyGICLink and access the MyGICLink member benefits portal.



Portal Login

A screenshot of the MyGICLink member benefits portal login page. The page has a light blue header with the "MyGICLink" logo and a "Register" button. Below the header is a "Login" section with a sub-header: "Login to view important benefits details, view resources, pay your bill, or update your existing GIC Benefit." It contains two input fields: one for "Email" and one for "Password", both of which are highlighted with a red box. To the right of the "Email" field is a "Forgot email?" link. To the right of the "Password" field is a "Forgot password?" link. Below the input fields is a blue "Login" button, which is also highlighted with a red box.

For future login attempts, employees must:

- Open the **MyGICLink** member benefits portal. (or)
- Open the Registration email and click the Portal link.

Employees must:

- Enter their **Email** and **Password**, then click **Login**.



My GIC Link - Verification Code [External](#) [Inbox](#)

My GIC Link mygiclinkcustomerservice@mass.gov
to me ▾

Hi JOHN SAMPLE,

Your verification code is: **278622**

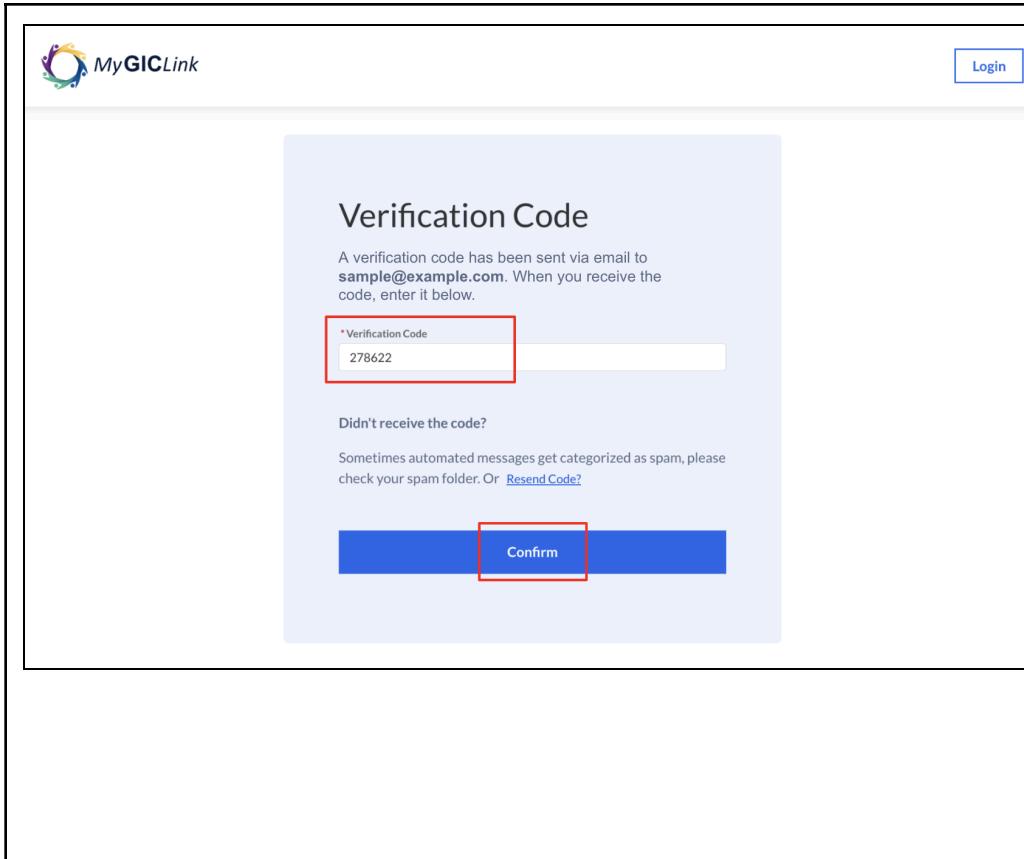
Important: Please use the following internet browsers when accessing the GIC Member Portal: Google Chrome, Microsoft Edge or Safari.

Thank you for using myGICLink.
Group Insurance Commission Team



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Employees must:

- Navigate back to the Verification Code page.
- Enter the **Verification Code** and click **Confirm**.



Welcome to your Benefits Dashboard
JOHN SAMPLE

ENROLLMENT STATUS
Not Enrolled

ENROLL TODAY
View your benefit options and enroll today [Go](#)

MY NOTIFICATIONS

- Stay informed! Receive GIC communications by text message. [Click here to opt-in.](#)
- You have until MM/DD/YYYY to submit your New Hire Enrollment for GIC benefits.

My Application(s)

You do not have any applications in progress at this time.

Benefits Quicklinks

- New Hire Information
- Qualifying Events
- Health Plan/Carrier Directory
- GIC Benefit Guides
- Support Requests
- View and Pay Bill
- Plan Comparison Tool
- Flexible Spending Accounts

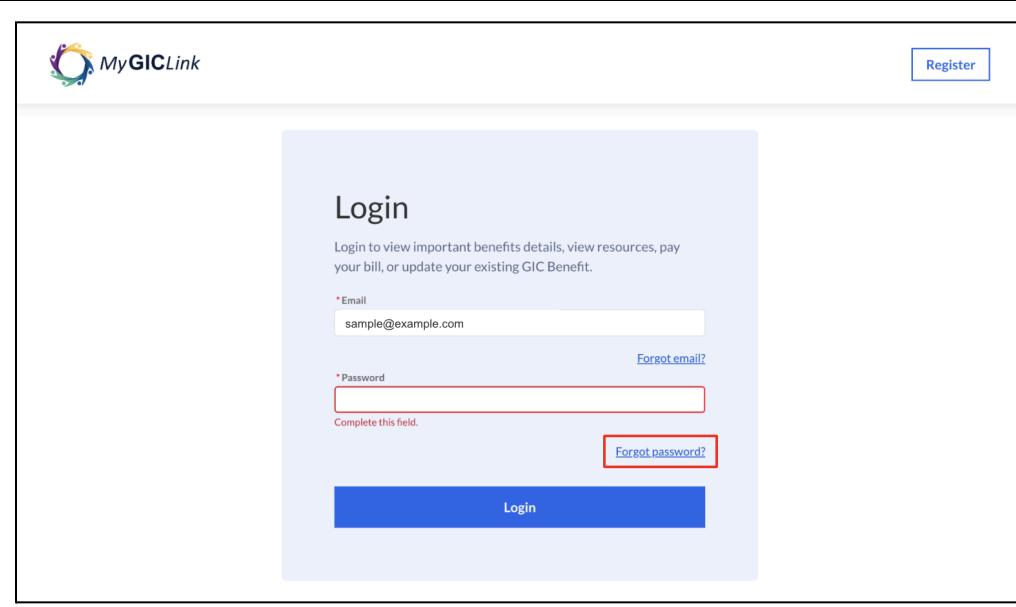
[Chat](#)

Once the employees have completed their login process, they can log into MyGICLink and access the MyGICLink member benefits portal.



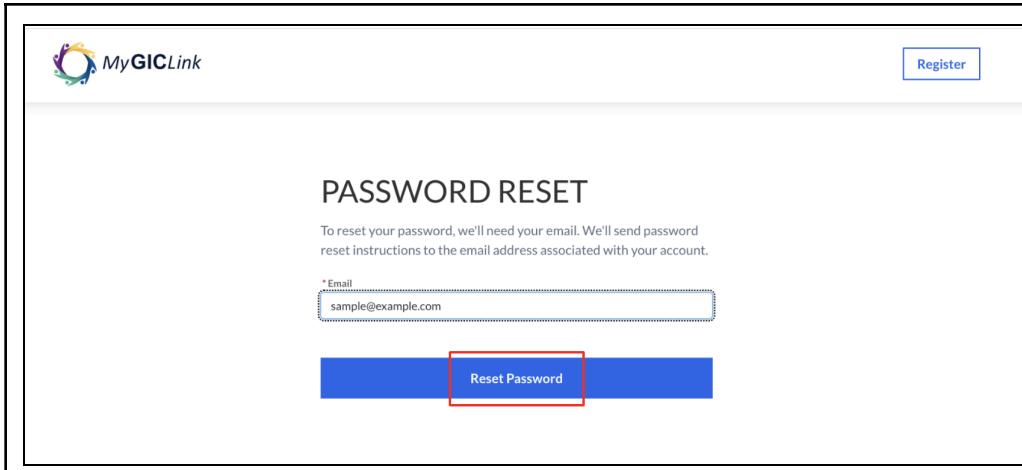
User Account Assistance: Resetting Passwords and Resending PIN

Forgot Password

A screenshot of the MyGIC Link login page. The page has a light blue header with the MyGIC Link logo and a "Register" button. The main content area is titled "Login" and contains instructions: "Login to view important benefits details, view resources, pay your bill, or update your existing GIC Benefit." There are two input fields: one for "Email" containing "sample@example.com" and one for "Password" which is empty and highlighted with a red border. Below the password field is a red error message: "Complete this field." To the right of the password field is a blue "Forgot password?" link. At the bottom is a large blue "Login" button.

Employees must:

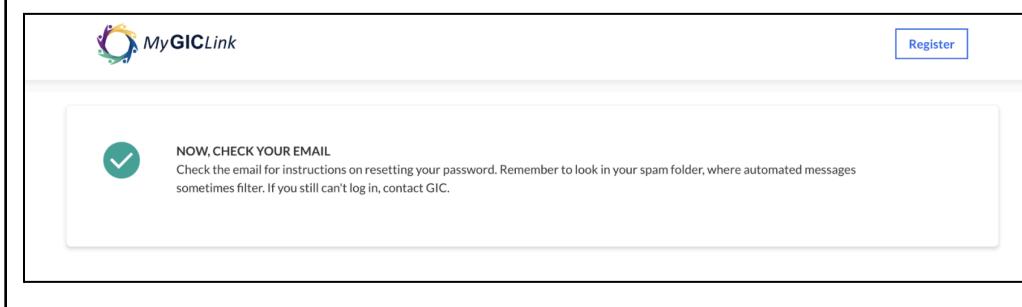
- Click **Forgot Password**.

A screenshot of the MyGICLink password reset page. The page has a header with the logo and a "Register" button. The main section is titled "PASSWORD RESET" and contains the text: "To reset your password, we'll need your email. We'll send password reset instructions to the email address associated with your account." Below this is an input field labeled "*Email" containing "sample@example.com". At the bottom is a blue "Reset Password" button.

Employees will then be directed to the Password Reset page.

Employees must:

- Enter their **Email** address, then click **Reset Password**.

A screenshot of the MyGICLink portal showing a success message. The message is enclosed in a box with a green checkmark icon and the text: "NOW, CHECK YOUR EMAIL" and "Check the email for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact GIC." A "Register" button is also visible in the top right corner.

A success message will be displayed on the portal.



Your new Customer Portal password External Inbox

My GIC Link mygiclinkcustomerservice@mass.gov
to me ▾

Hi JOHN,

Your password has been reset for Customer Portal. Go to:

<https://mygiclink-qagovplus.sandbox.my.site.com/customerportal/secur/forgotpassword.jsp?r=00D3S00000097nZ0053S000002QOqwCjwKmwoPMDBeM1MwMDAwMDA5N25aEp9wMkd0MDAwMDAwMFR3SWMaDzAwNTNTMDAwMDAyUU9dxigzljd6zESEJFnDnlcmvUzlqmiggoG-A0aDHGu9RgTgOrxjXbjl5XvDnsvxA788BWVrClfmlbAkTo-oPTnGSdsJlbtvBbxJLFsyYyIXSlgMvQlyzrGglXT9meFxq&display=page&fnot=97c02dea-1a87-4f70-98ae-e4294164a5741a547cde-fc46-4db5-a750-d13ea439d817>

Thank you for using MyGICLink,

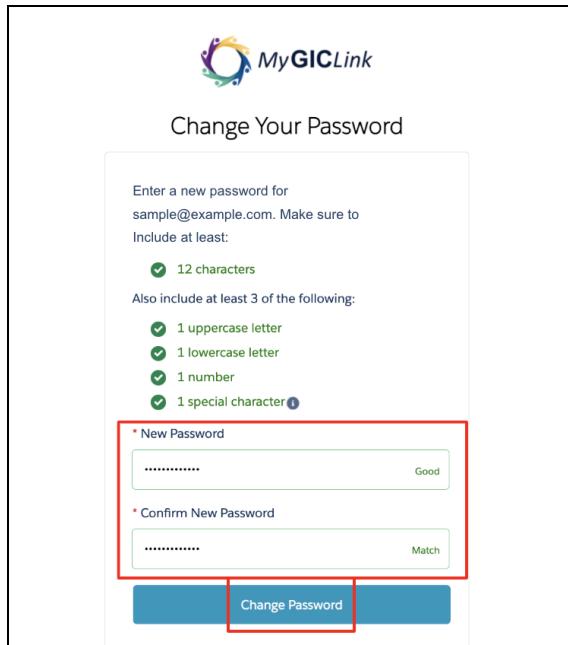
Group Insurance Commission

The logo for MyGIC Link, featuring a circular design with four stylized human figures in blue, yellow, green, and orange, holding hands.

Employees will receive an email with a link to reset their password.

Employees must:

- Click the password reset link.



MyGICLink

Change Your Password

Enter a new password for sample@example.com. Make sure to include at least:

- 12 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character ⓘ

* New Password

..... Good

* Confirm New Password

..... Match

Change Password

Employees must:

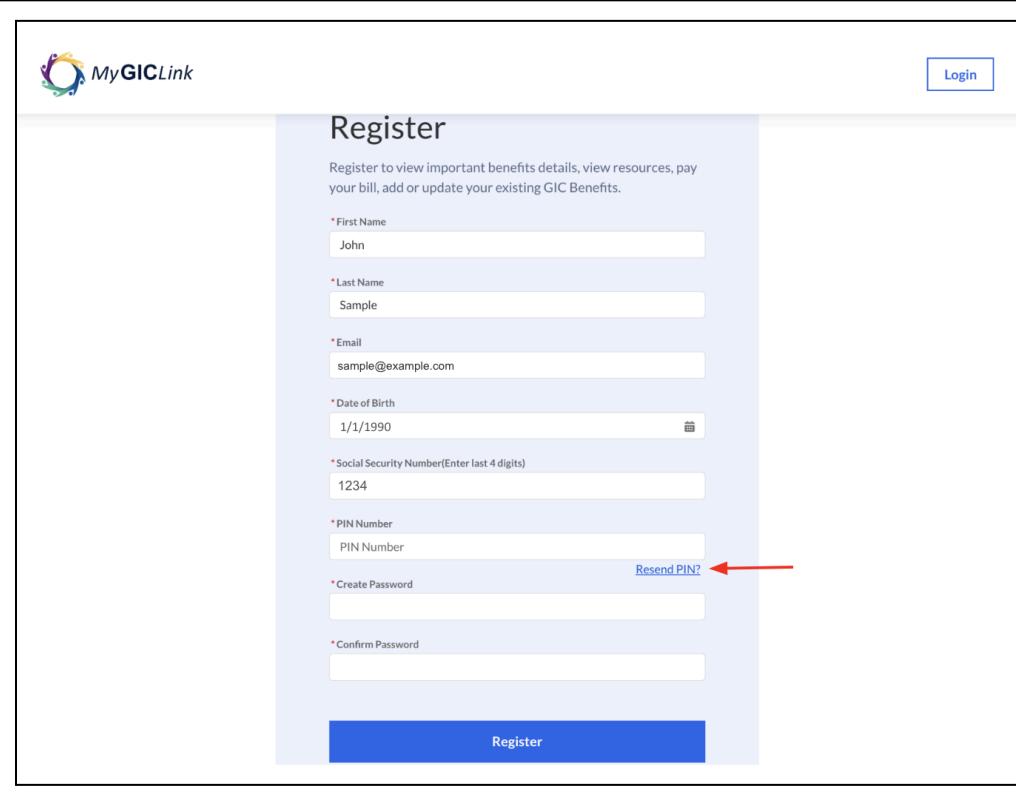
- Create a **New password** satisfying the given criteria and confirm it.
- Click **Change Password**.

The employee's password will be updated.

Now, employees can log in to the MyGICLink member benefits portal using their email and newly created password.



Resend PIN

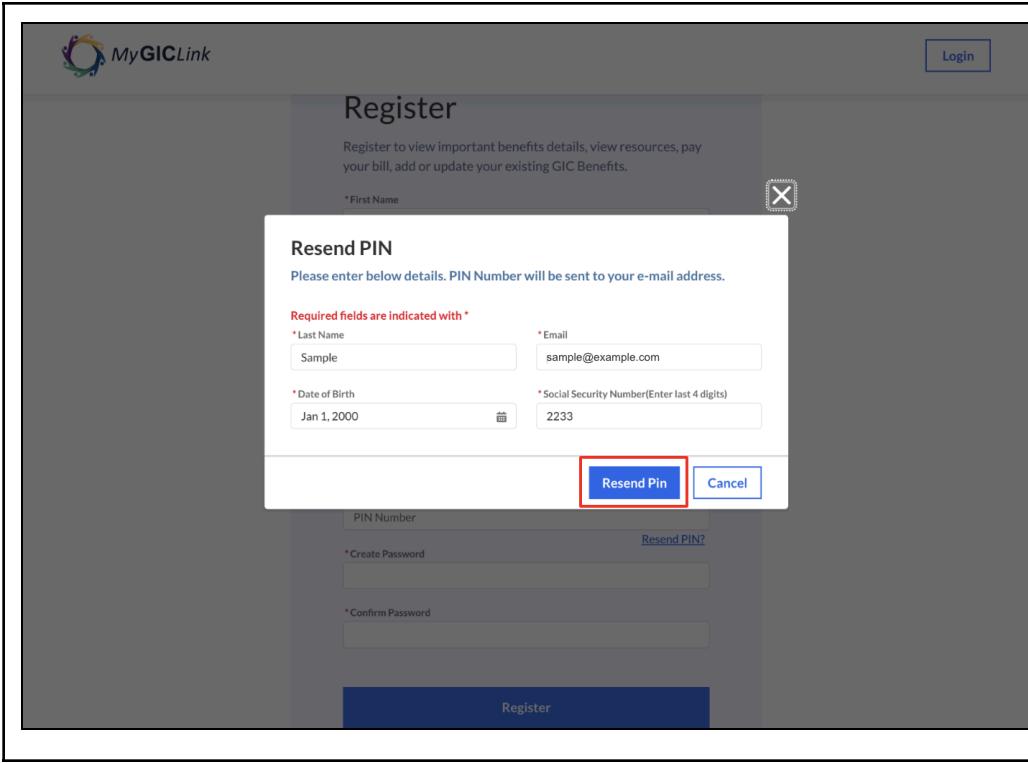


The screenshot shows the "Register" page of the MyGICLink website. The page has a light blue header with the "MyGICLink" logo and a "Login" button. The main content area is titled "Register" and contains fields for First Name (John), Last Name (Sample), Email (sample@example.com), Date of Birth (1/1/1990), Social Security Number (1234), PIN Number (PIN Number), Create Password, and Confirm Password. A red arrow points to a blue link labeled "Resend PIN?" located to the right of the PIN Number field. A large blue "Register" button is at the bottom of the form.

Employees must fill out the registration form when they register for the first time.

If they need their PIN to be resent while filling out the form, they must:

- Click **Resend PIN**.

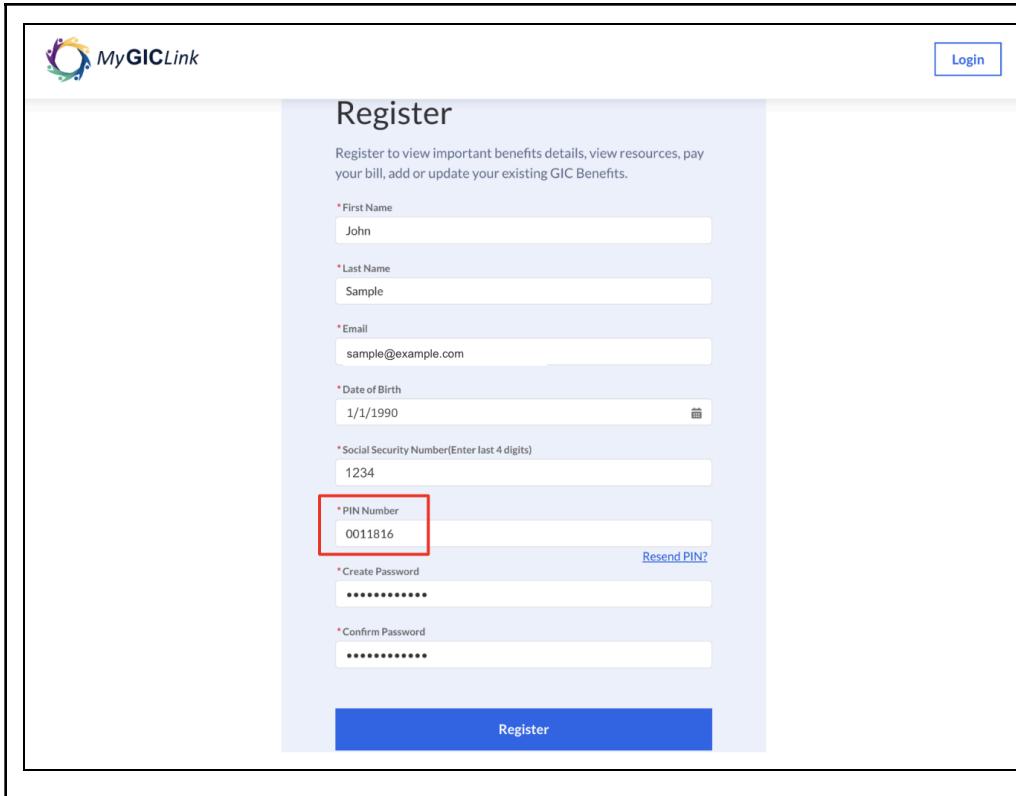


The screenshot shows a 'Register' page with a 'Resend PIN' pop-up window. The pop-up contains fields for First Name (Sample), Last Name (Sample), Email (sample@example.com), Date of Birth (Jan 1, 2000), and Social Security Number (2233). The 'Resend Pin' button is highlighted with a red box. The background shows a registration form with fields for Create Password and Confirm Password, and a 'Register' button at the bottom.

A Resend pop-up window displays on the page with information pre-populated.

Employees must:

- Click **Resend PIN**.



The screenshot shows the "Register" page of the MyGICLink website. The page has a light blue header with the "MyGICLink" logo and a "Login" button. The main content area is titled "Register" and contains the following fields:

- *First Name: John
- *Last Name: Sample
- *Email: sample@example.com
- *Date of Birth: 1/1/1990
- *Social Security Number (Enter last 4 digits): 1234
- *PIN Number: 0011816 (This field is highlighted with a red box.)
- *Create Password: (Redacted)
- *Confirm Password: (Redacted)

At the bottom of the form is a large blue "Register" button. To the right of the "Resend PIN?" link, there is a small "Resend PIN?" link.

Employees will receive a registration email with the PIN Number.

Employees must:

- Copy and paste the PIN in the **PIN Number** field, and continue with the registration process.