

## STAR MEMBER PORTAL ACCESS

### Step 1: Steps for Member Portal Registration

1. **Proceed to the Registration Page:** Navigate to the member portal's registration page.
2. **Enter Your Information:** Input your Member ID, Last Name, and Date of Birth (DOB) in the required fields.
3. **Click Next:** Once all information is entered, click the **Next** button to continue with the registration process.

Register For Member Portal



Member ID

Last Name

Date Of Birth

**Step 2:** Select your health plan (e.g., Imperial Health Plan), then click **Next** to proceed.

Register For Member Portal



MEMENDEZ ERIKA

Health Plan

[Back to Signin](#)

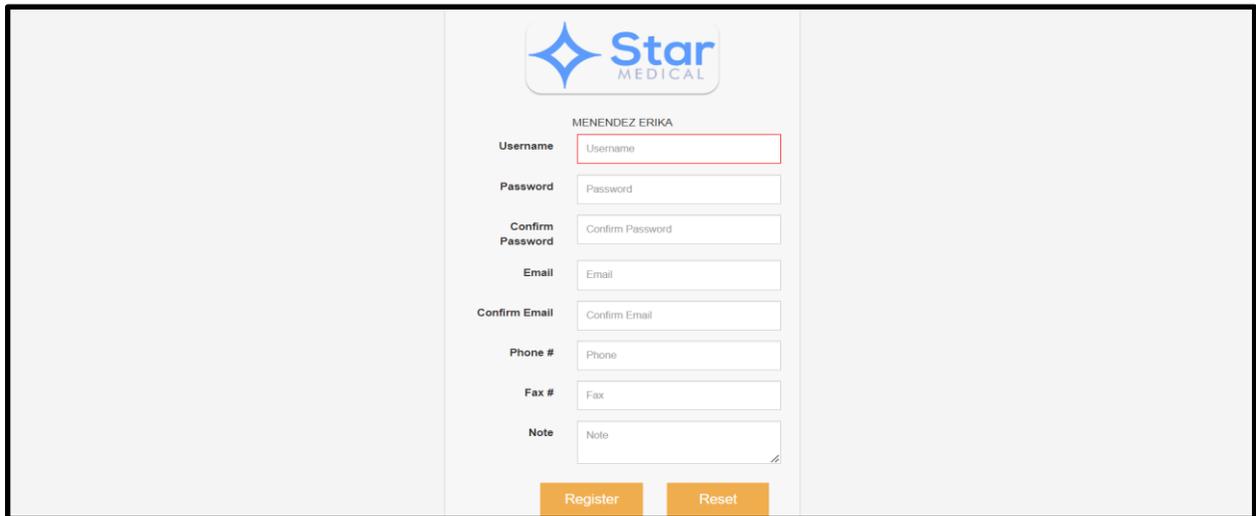
- Please note that each member and/or dependent must register separately and have his/her own login.
- Your log-in information is confidential.

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**Step 3:** Enter the required information in the provided fields:

- Username
- Password (and confirm it)
- Email (and confirm it)
- Phone Number
- Fax Number (if applicable)
- Any additional notes

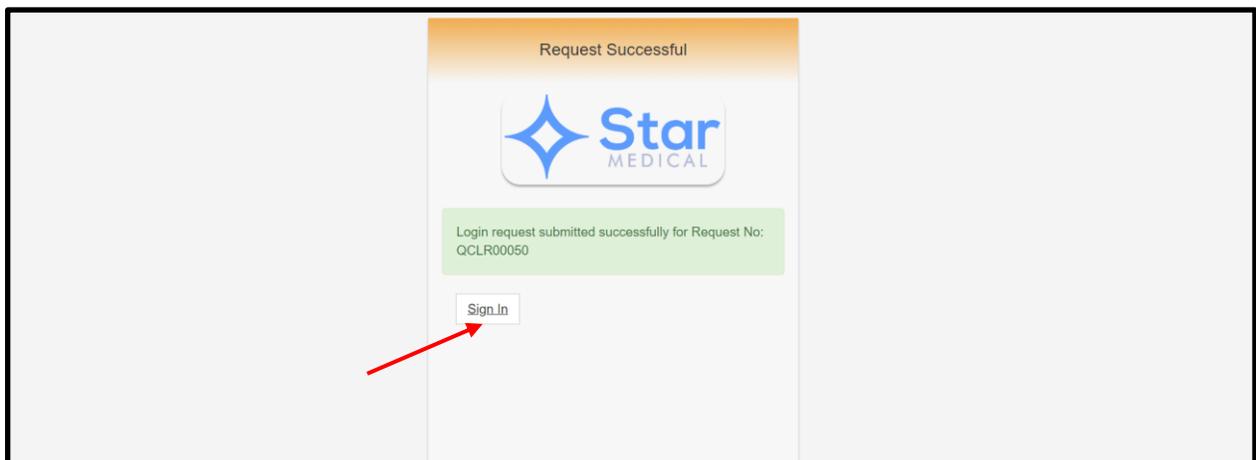
After filling out all the fields, click **Register** to complete the process.



The screenshot shows the Star Medical registration form. At the top is the Star Medical logo. Below it, the name "MENEDEZ ERIKA" is displayed. The form contains several input fields: Username (with a red border), Password, Confirm Password, Email, Confirm Email, Phone #, Fax #, and Note. At the bottom of the form are two orange buttons: "Register" and "Reset".

**Step 4:** After completing the registration process, a **confirmation screen will appear**, indicating that your login request has been successfully submitted. You will see a unique request number for your reference.

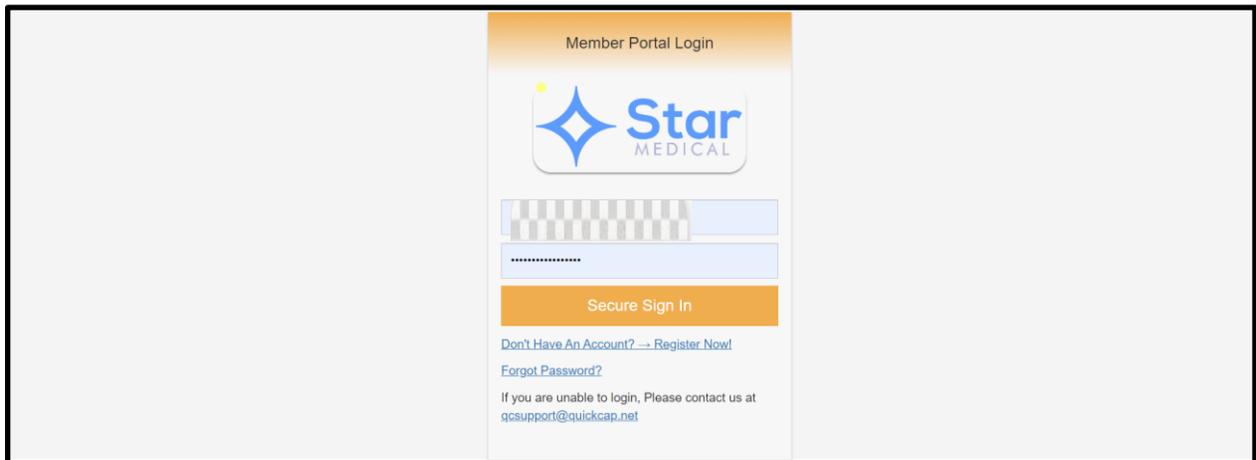
Click **Sign In** to proceed.



The screenshot shows the Star Medical confirmation screen. At the top, it says "Request Successful". Below that is the Star Medical logo. A green box contains the text: "Login request submitted successfully for Request No: QCLR00050". At the bottom, there is a "Sign In" button with a red arrow pointing to it.

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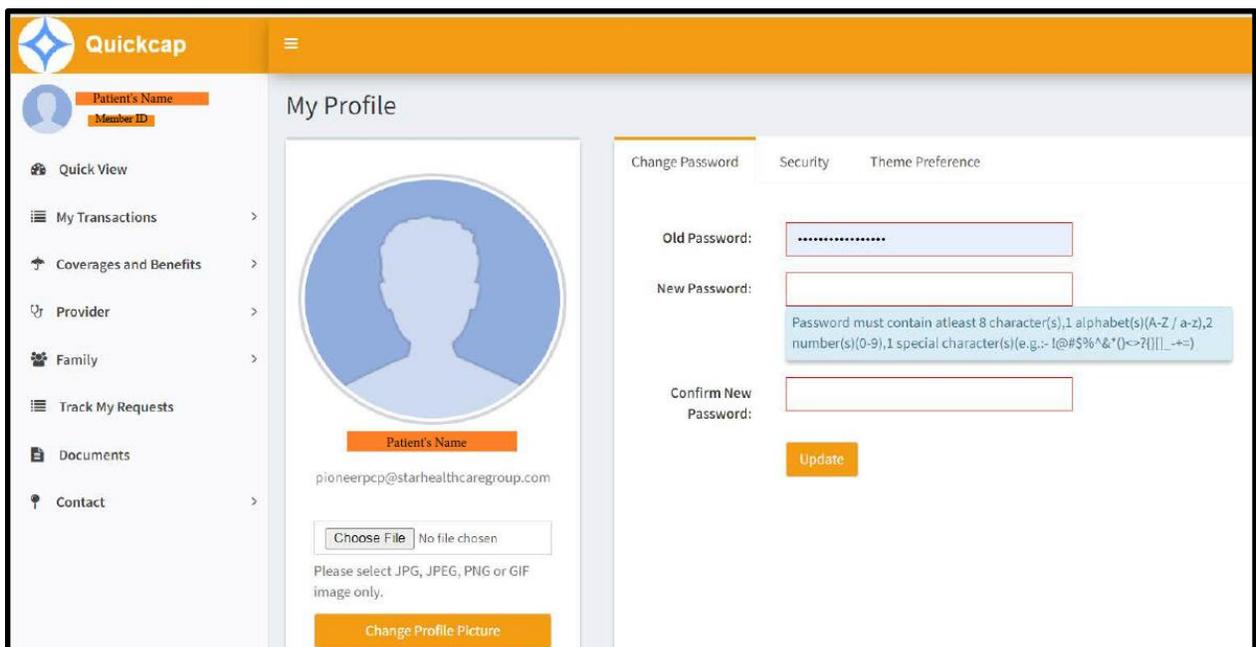
After your member portal account is approved, you can now **sign in easily using your credentials.**



The image shows the Star Medical Member Portal Login page. At the top, it says "Member Portal Login" and features the Star Medical logo. Below the logo are two input fields: one for the username (with a checkered pattern) and one for the password (with asterisks). A prominent orange button labeled "Secure Sign In" is positioned below the fields. Underneath the button, there are links for "Don't Have An Account? → Register Now!" and "Forgot Password?". At the bottom, a note states: "If you are unable to login, Please contact us at [qcsupport@quickcap.net](mailto:qcsupport@quickcap.net)".

### Step 5: Steps After Successful Sign-In:

1. Upon successful sign-in, you will see a notification prompting you to **change your password.**
2. Once your password is updated, you can access and view your transactions, providers, coverages, benefits, and other essential information.



The image displays the "My Profile" page in the Star Medical Member Portal. The page has a navigation sidebar on the left with options like "Quick View", "My Transactions", "Coverages and Benefits", "Provider", "Family", "Track My Requests", "Documents", and "Contact". The main content area is titled "My Profile" and includes a profile picture placeholder, the patient's name, and the email address "pioneerpcp@starhealthcaregroup.com". There is a "Change Profile Picture" button and a file upload section with a "Choose File" button and instructions: "Please select JPG, JPEG, PNG or GIF image only." On the right side, there are tabs for "Change Password", "Security", and "Theme Preference". The "Change Password" tab is active, showing fields for "Old Password", "New Password", and "Confirm New Password", along with an "Update" button. A tooltip provides password requirements: "Password must contain at least 8 character(s), 1 alphabet(s) (A-Z / a-z), 2 number(s) (0-9), 1 special character(s) (e.g.: !@#\$%^&\*()<>?][|\_~+=)".