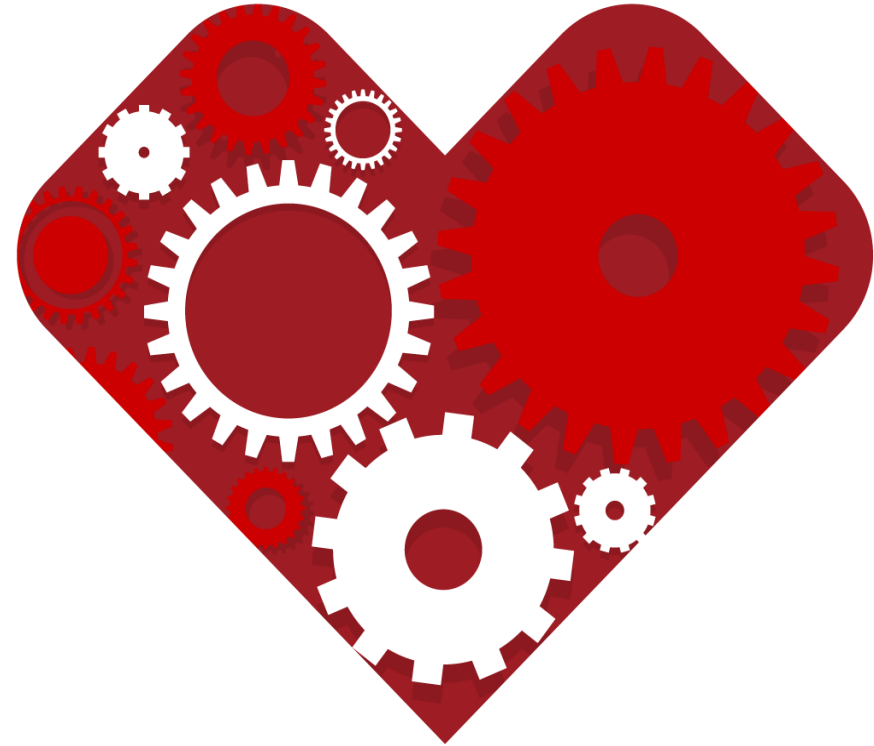




**Registering on  
Caremark.com**



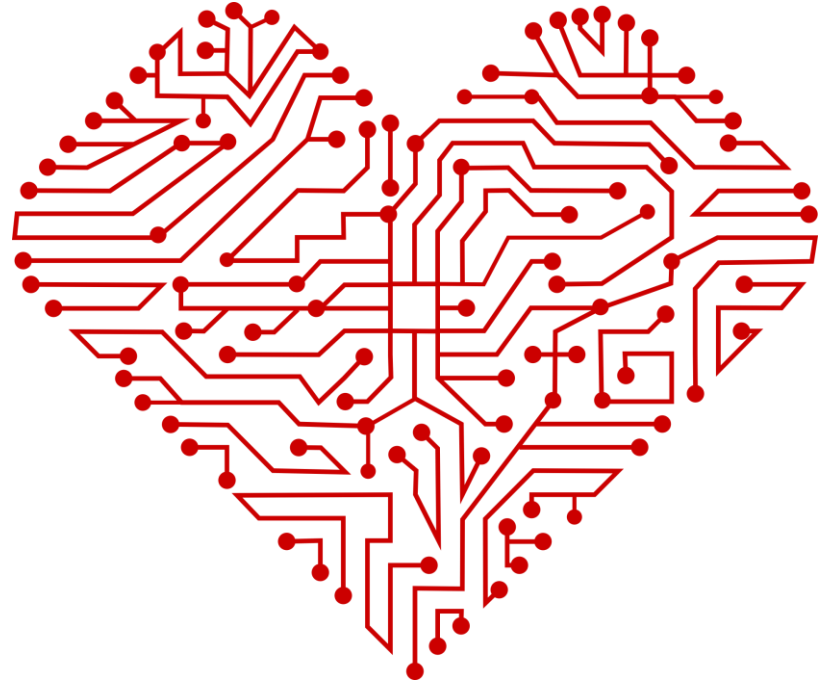
# How to register on Caremark.com

- You can register in any of the following ways:
  1. With a current prescription number
  2. With a member ID
  3. Without a member ID or prescription number
- We will show you how to register using each option and also how to sign up to receive text alerts about your prescriptions
- Go to the appropriate section for a step-by-step guide through the registration process

The screenshot shows the CVS Caremark registration interface. At the top left is the CVS Caremark logo. At the top right is a red 'Sign In' button. Below the logo is the heading 'Register for an account' and a privacy notice with a 'Read more' link. A 'Registration help' link with a headset icon is on the right. Under 'My registration choices', there are two radio button options: 'Prescription number (Mail Rx #)' (selected) and 'Member ID'. A red 'Continue' button is below these options. At the bottom, there is a link for 'Don't have either of these?' that says 'Proceed to enter all your info. >'. Three numbered callouts (1, 2, 3) in pink circles with black arrows point to the 'Prescription number' option, the 'Member ID' option, and the 'Don't have either of these?' link, respectively.

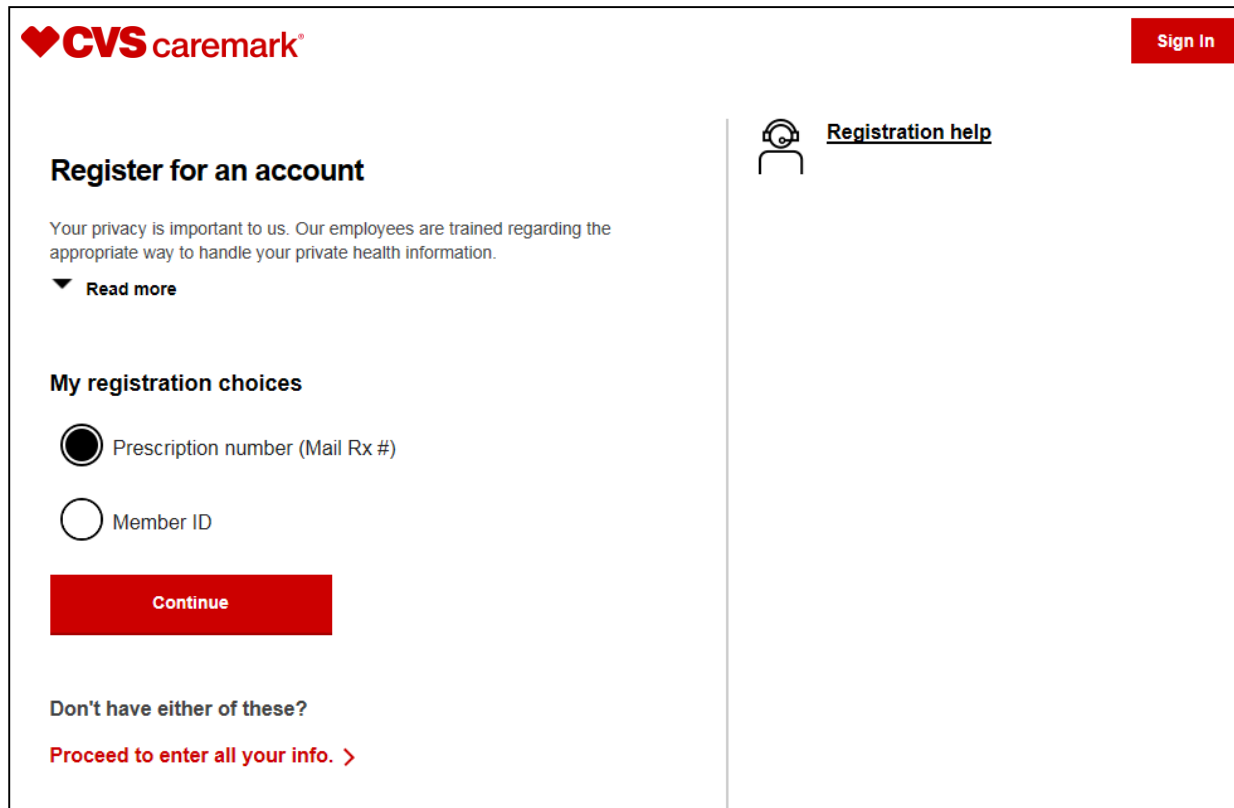


**Registration with a  
prescription number**



# Registration with a prescription number

The default option on the initial registration screen is to register using a prescription number. Simply click 'Continue' to move to the next screen.



The screenshot shows the CVS Caremark registration interface. At the top left is the CVS Caremark logo, and at the top right is a red 'Sign In' button. The main heading is 'Register for an account'. Below this is a privacy notice: 'Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.' with a 'Read more' link. Under 'My registration choices', the 'Prescription number (Mail Rx #)' option is selected with a radio button, while 'Member ID' is unselected. A large red 'Continue' button is positioned below the choices. At the bottom, there is a link: 'Don't have either of these? Proceed to enter all your info. >'. On the right side, there is a 'Registration help' link with a headset icon.

# Registration with a prescription number (cont.)

**CVS caremark** Sign In

1 2

**Registration - Step 1 of 2: Enter information**

All fields are required, except for those marked optional.

**Choose an option**

Prescription number (Mail Rx #) ✓

**Prescription number**

Prescription number

9-digit mail order Rx number

▶ **How to locate Rx number**

**Date of birth**

MM/DD/YYYY

MM/DD/YYYY

**Continue**

**Registration help**

**How to locate Rx number**

**caremark.com**

TEL 888-000-0000

**RX 123456789**

QTY: 180

**REFILLS: No Refills Remain**

The 9-digit number must be from a prescription filled by CVS/caremark. You can find it on the medicine bottle, tube, jar, other packaging or invoice. Enter only the numbers.

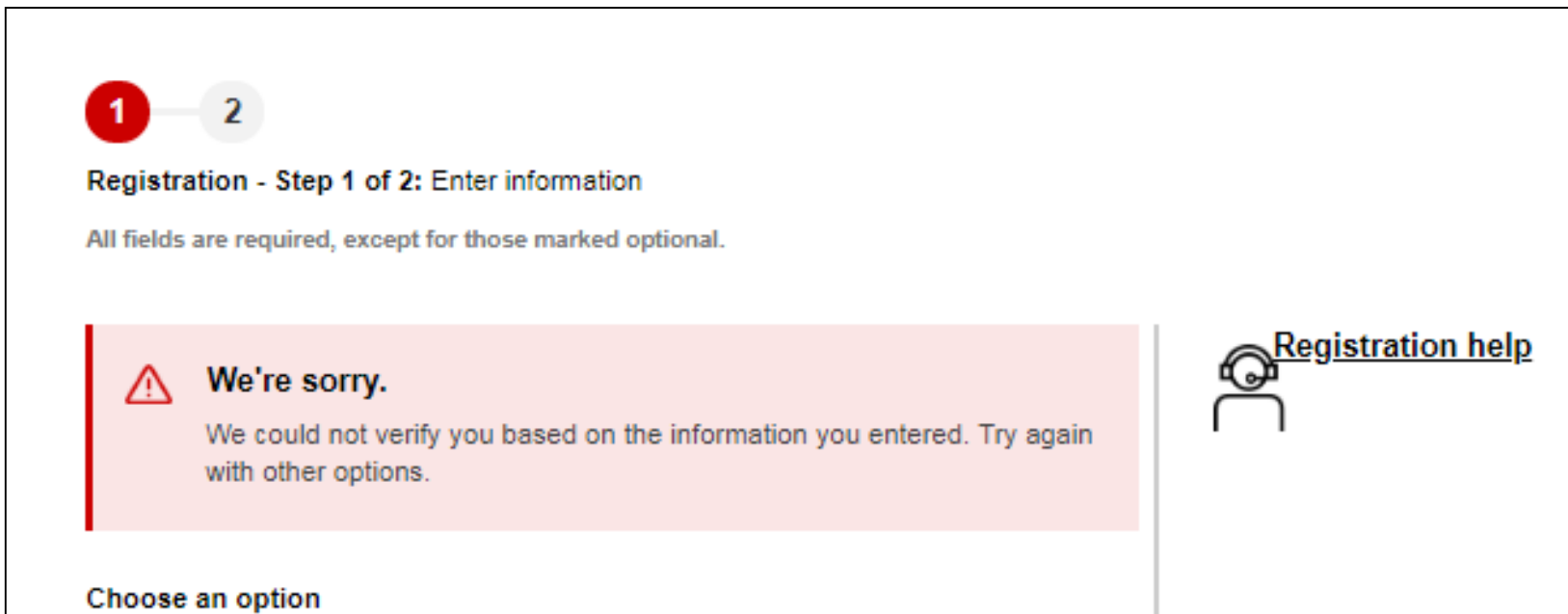
- Enter in a prescription number from a prescription filled by CVS Caremark
- If you need help finding the number, click the arrow by 'How to locate the Rx Number'
- Enter your date of birth
- Click 'Continue'

*(Please note: You can always choose to register with other information)*

# Registration with a prescription number (cont.)

## Having Issues?

- A message will provide advice.
- You can also click on the 'Registration Help' button for additional information or to connect to Customer Care.





The screenshot shows a registration process with two steps. Step 1 is active, and a red error message is displayed. The error message states: "We're sorry. We could not verify you based on the information you entered. Try again with other options." To the right of the error message is a "Registration help" button with a headset icon. Below the error message, there is a "Choose an option" label.

1 — 2

**Registration - Step 1 of 2: Enter information**


All fields are required, except for those marked optional.

 **We're sorry.**  
We could not verify you based on the information you entered. Try again with other options.

 [Registration help](#)

Choose an option

# Registration with a prescription number (cont.)



**1** — **2**

Registration Step 2: Setup Profile

For: Car Feb ✓ (verified)

**Email Address**

▶ What we do with your email address

**Password**

**SHOW**

Must contain 8 characters, at least 1 uppercase letter, at least 1 lowercase letter and no special characters

**Confirm Password**

**SHOW**

Must contain 8 characters, at least 1 uppercase letter, at least 1 lowercase letter and no special characters

**Security Question 1**

**Security answer**

Must contain at least 3 characters, and not match your username or password

To complete the registration process, simply enter your email address, create a password and set a couple of security questions. This will help ensure that you can get back into your account if you ever forget your information.

**Security Question 2**

**Security answer**

Must contain at least 3 characters, and not match your username or password

Yes, I want to receive text notifications

I want to opt in to paperless options.

▶ What is paper-less options?

I agree to the **Terms & Conditions**

**Register**

You can also choose to receive text notifications instead of email, and choose paperless options

*(More details on next screen)*

# How to receive text alerts

- At the end of the registration process, you can choose to receive notifications about your medications by text
- You can also choose to go paperless

## How to choose text alert

Yes, I want to receive text notifications

### Mobile Phone

555-555-5555

By checking this box, I agree to receive text messages from or on behalf of CVS Caremark about my prescriptions, health and plan information, and marketing opportunities at this phone number. Consent is not a condition of purchase and may be revoked at any time. Your carrier's message and data rates apply. View full **SMS Terms and Conditions**.

## How to choose paperless

I want to opt in to paperless options.

### ▼ What is paperless options?

Paperless options include Medication Guides and may include Explanations of Benefit (EOB) statements.

### Here are a few benefits:

View, print and download at any time  
Store them securely online.  
Cut down on clutter.

A Medication Guide provides FDA-approved information about safe and effective use of a drug to help you avoid serious side effects.


An Explanation of Benefits (EOB) is a record of your prescription claims that have been processed for the month.

(Note: You may go back to receiving paper statements at any time by updating your preferences.)



# Registration with your prescription number is now complete

A message will confirm your registration

Sign In

## Congratulations

You have successfully registered your account.

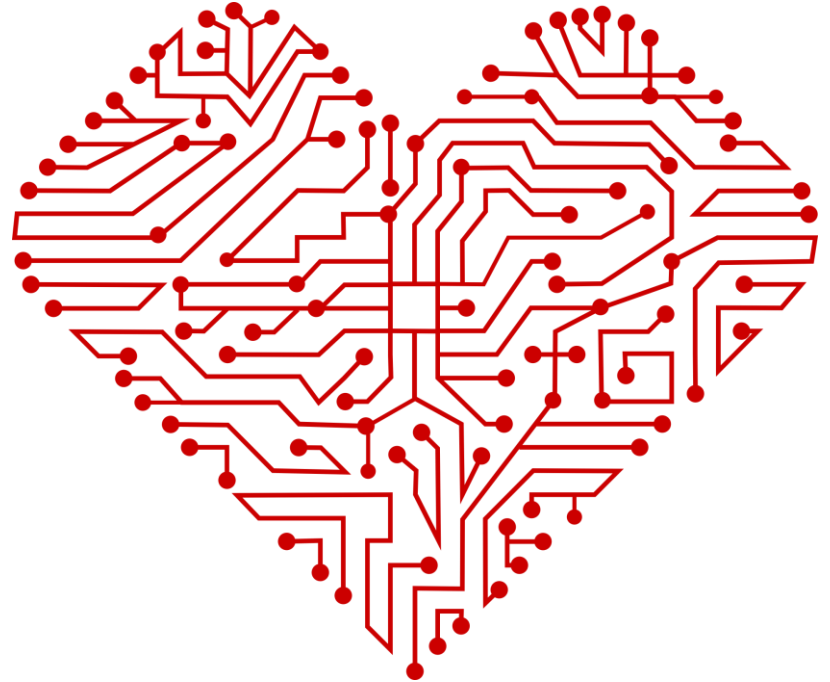
You will be automatically logged into your prescriptions dashboard after a few moments. Thank you for your patience.

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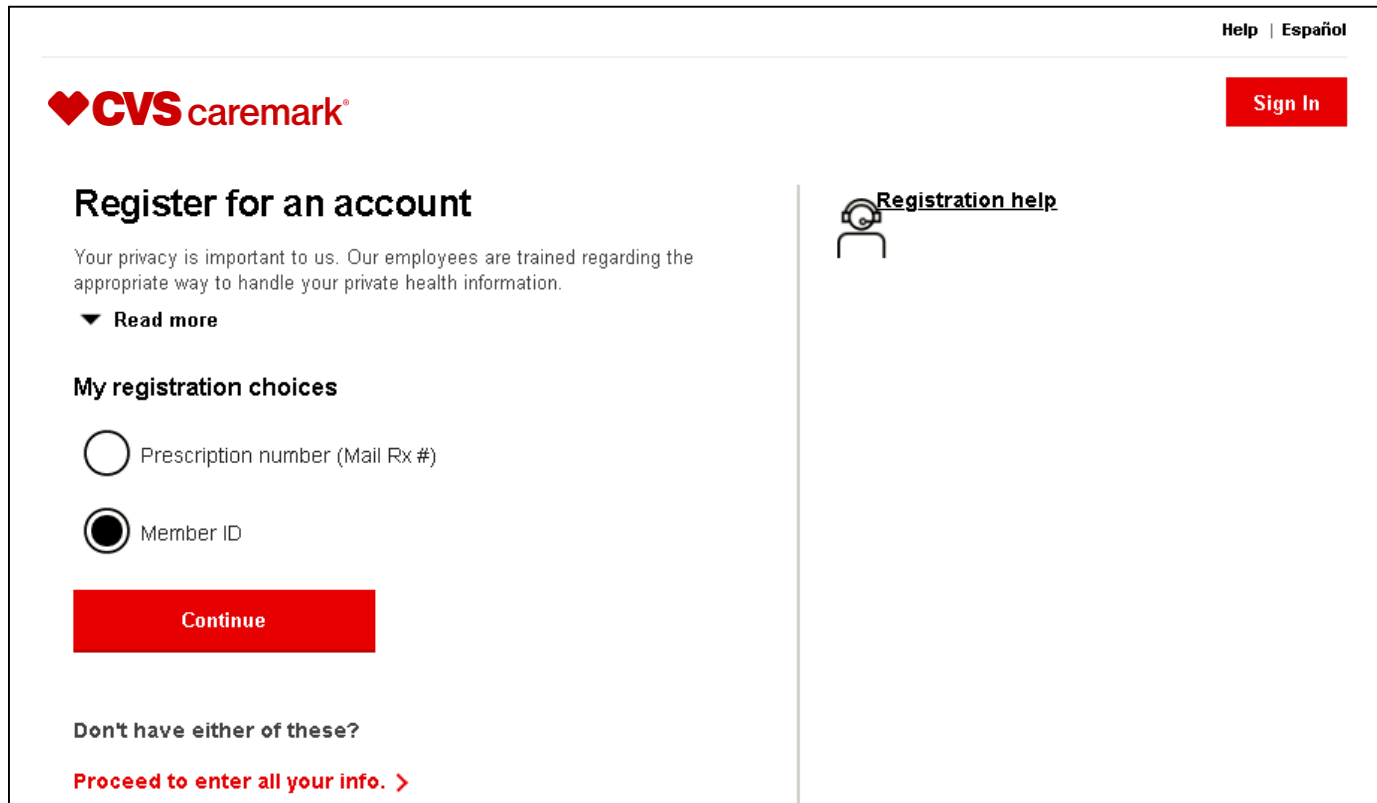


# Registration with your member ID



# Registration with your member ID

If you wish to register using your member ID, choose that option on the initial registration screen. Simply click 'Continue' to move to the next screen.



The screenshot shows the CVS Caremark registration interface. At the top right, there are links for 'Help' and 'Español'. The CVS Caremark logo is in the top left. A red 'Sign In' button is in the top right. The main heading is 'Register for an account'. Below it, a privacy notice states: 'Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.' There is a 'Read more' link with a downward arrow. Under 'My registration choices', there are two radio button options: 'Prescription number (Mail Rx #)' and 'Member ID'. The 'Member ID' option is selected. A red 'Continue' button is below the options. At the bottom, there is a link: 'Don't have either of these? Proceed to enter all your info. >'. On the right side, there is a 'Registration help' link with a headset icon.

# Registration with your member ID (cont.)

- Enter your member ID, name and date of birth
- Click 'Continue'

**1** — **2**

**Registration - Step 1 of 2: Enter information**

All fields are required, except for those marked optional.

**Choose an option**

Member ID

**Member ID**

Member ID

Enter only letters and/or numbers

**How to locate member ID**

**First name**  **Last name**

First name  Last name

Enter your full first name, not a nickname. Enter your full last name.

**Date of birth**

MM/DD/YYYY

MM/DD/YYYY

**Continue**

If you need assistance locating your member ID, click the arrow next to 'How to locate member ID' and an instructional box will open

**How to locate member ID**

How do I enter my benefit or "member" ID number?

XXXXXXXXXXXXXX

JOHN SMITH  
ID XXXXXXXXXXXXXXXX

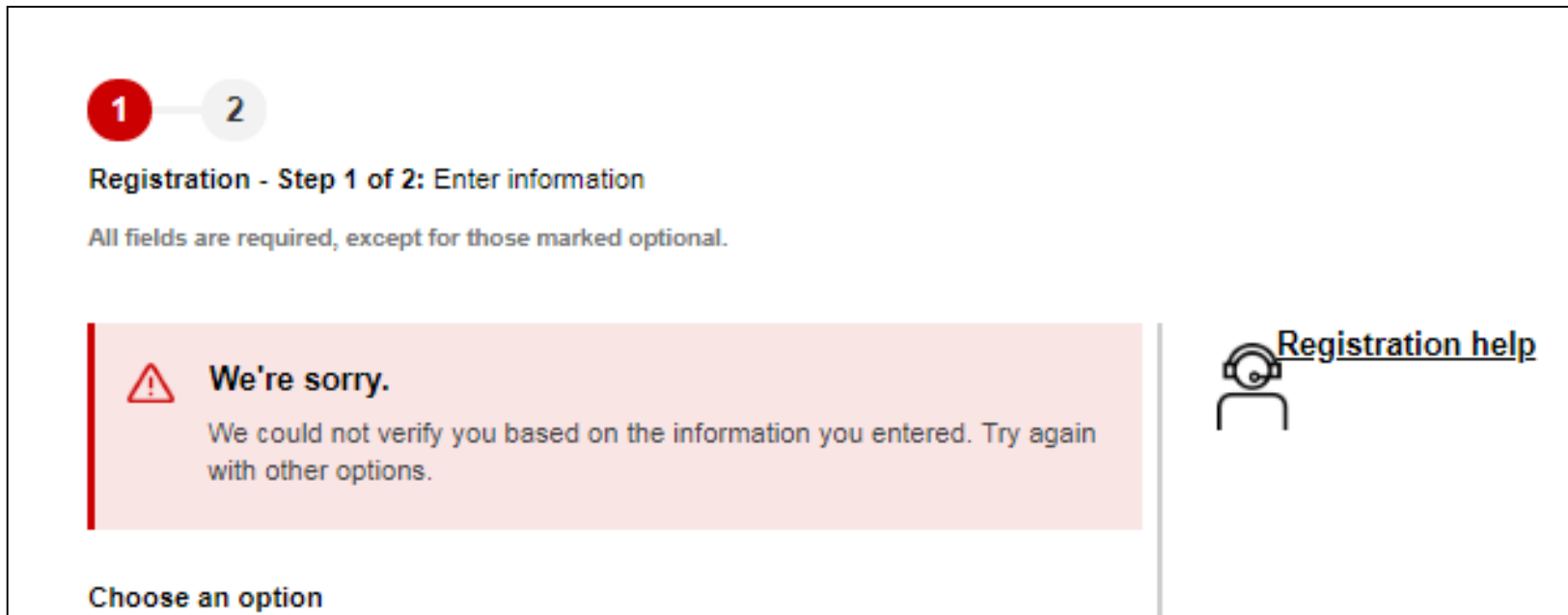
EXBIN: 123456  
EXPCB: CDE  
EXGRP: WXYZ  
ISSUER: 12345

Include all numbers and letters listed after "ID"  
If your ID number is not accepted, **try to enter it without the first three letters**  
If your ID number is not accepted, and it ends with 00, 01, 02, 03, etc., **please try entering your ID number without the last two digits**

# Registration with your member ID (cont.)


## Having Issues?

- A message will provide advice.
- You can also click on the 'Registration Help' button for additional information or to connect to Customer Care.



The screenshot shows a registration interface. At the top, there are two steps: '1' in a red circle and '2' in a grey circle. Below this, the text reads 'Registration - Step 1 of 2: Enter information' and 'All fields are required, except for those marked optional.' A red error message box contains a warning icon and the text: 'We're sorry. We could not verify you based on the information you entered. Try again with other options.' To the right of the error box is a 'Registration help' button with a headset icon. At the bottom left, there is a 'Choose an option' button.

# Registration with your member ID (cont.)



**1** — **2**

Registration Step 2: Setup Profile

For: Car Feb ✓ (verified)

Email Address

▶ What we do with your email address

Password

SHOW

Must contain 8 characters, at least 1 uppercase letter, at least 1 lowercase letter and no special characters

Confirm Password

SHOW

Must contain 8 characters, at least 1 uppercase letter, at least 1 lowercase letter and no special characters

Security Question 1

What is your mother's maiden name - Q2? ▼

Security answer

Security answer

Must contain at least 3 characters, and not match your username or password

Security Question 2

What is the name of your college - Q3? ▼

Security answer

Security answer

Must contain at least 3 characters, and not match your username or password

Yes, I want to receive text notifications

I want to opt in to paperless options.

▶ What is paper-less options?

I agree to the **Terms & Conditions**

**Register**

To complete the registration process, simply enter your email address, create a password and set a couple of security questions. This will help ensure that you can get back into your account if you ever forget your information.

You can choose to receive text notifications instead of email, and choose paperless options

*(More details on next screen.)*

# How to receive text alerts

- At the end of the registration process, you can choose to receive notifications about your medications by text
- You can also choose to go paperless

## How to choose text alert

Yes, I want to receive text notifications

**Mobile Phone**

555-555-5555

By checking this box, I agree to receive text messages from or on behalf of CVS Caremark about my prescriptions, health and plan information, and marketing opportunities at this phone number. Consent is not a condition of purchase and may be revoked at any time. Your carrier's message and data rates apply. View full **SMS Terms and Conditions**.

## How to choose paperless

I want to opt in to paperless options.

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An Explanation of Benefits (EOB) is a record of your prescription claims that have been processed for the month.

(Note: You may go back to receiving paper statements at any time by updating your preferences.)

# Registration with your member ID is now complete

A message will confirm your registration

Sign In

## Congratulations

You have successfully registered your account.

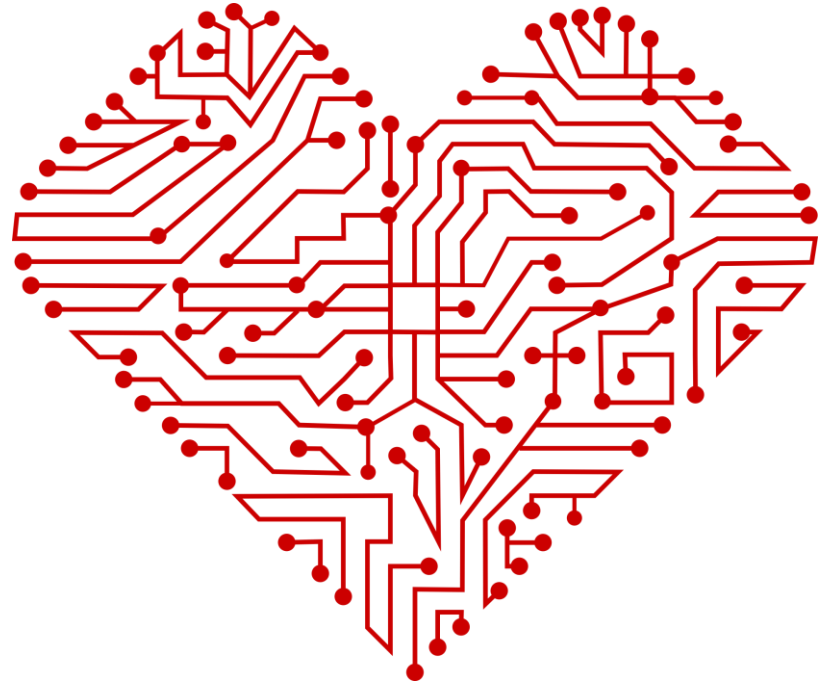
You will be automatically logged into your prescriptions dashboard after a few moments. Thank you for your patience.

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**Registration without  
a prescription number  
or member ID**



# Registration without a prescription number or member ID

- Choose 'Don't have either of these?' if you need to register without a prescription number or member ID
- Click 'Continue'

**CVS caremark** Sign In

## Register for an account

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

▼ Read more

Prescription number (Mail Rx #)

Member ID

**Continue**


**Don't have either of these?**

[Proceed to enter all your info. >](#)

[Registration help](#)

# Registration without a prescription number or member ID (cont.)

## Complete the form



**1** — 2 — 3

**Registration - Step 1 of 3:** Enter information

All fields are required, except for those marked optional.

**Choose an option**

Have no ID

**First name**  **Last name**

Enter your full first name, not a nickname. Enter your full last name.

**Date of birth**

MM/DD/YYYY

**Street address**

*(Avoid using &, <, or >.)*

**Street address 2 (optional)**

*(Avoid using &, <, or >.)*

**ZIP code**

**Gender:**

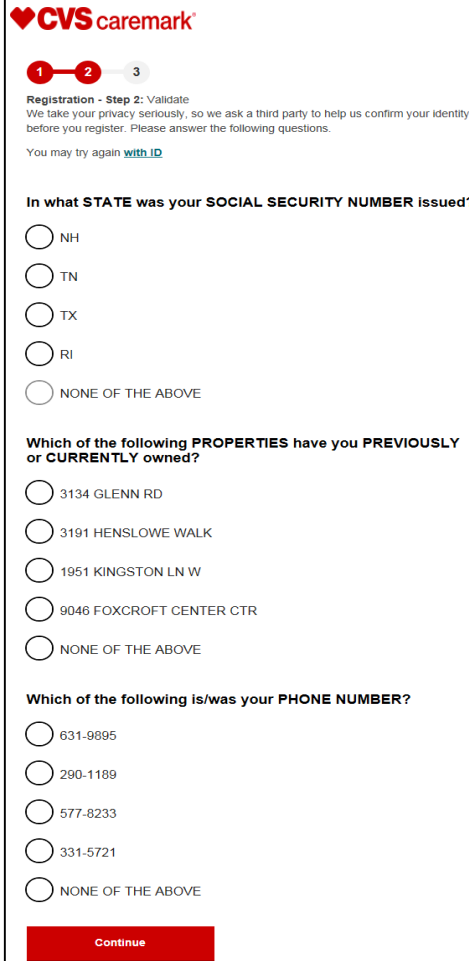
Female

Male

**Continue**

# Registration without a prescription number or member ID (cont.)

- You will then be asked three questions that were designed by a third-party company for your privacy. These questions are meant to confirm your identity. Sample questions include:
  - In what state was your Social Security number issued?
  - Which of the following was a previous phone number?
- Correctly answering these questions, together with the personal information that you previously entered, confirms your identity



**CVS caremark**

1 — 2 — 3

**Registration - Step 2: Validate**  
We take your privacy seriously, so we ask a third party to help us confirm your identity before you register. Please answer the following questions.  
You may try again [with ID](#)

**In what STATE was your SOCIAL SECURITY NUMBER issued?**

NH  
 TN  
 TX  
 RI  
 NONE OF THE ABOVE

**Which of the following PROPERTIES have you PREVIOUSLY or CURRENTLY owned?**


3134 GLENN RD  
 3191 HENSLowe WALK  
 1951 KINGSTON LN W  
 9046 FOXCROFT CENTER CTR  
 NONE OF THE ABOVE

**Which of the following is/was your PHONE NUMBER?**

631-9895  
 290-1189  
 577-8233  
 331-5721  
 NONE OF THE ABOVE

**Continue**

# Registration without a prescription number or member ID (cont.)



**1** — **2** — **3**

Registration Step 2: Setup Profile

For: Car Feb ✓ (verified)

**Email Address**

▶ What we do with your email address

**Password**

**SHOW**

Must contain 8 characters, at least 1 uppercase letter, at least 1 lowercase letter and no special characters

**Confirm Password**

**SHOW**

Must contain 8 characters, at least 1 uppercase letter, at least 1 lowercase letter and no special characters

**Security Question 1**

**Security answer**

Must contain at least 3 characters, and not match your username or password

To complete the registration process, simply enter your email address, create a password and set a couple of security questions. This will help ensure that you can get back into your account if you ever forget your information.

**Security Question 2**

**Security answer**

Must contain at least 3 characters, and not match your username or password

Yes, I want to receive text notifications

I want to opt in to paperless options.

▶ **What is paper-less options?**

I agree to the **Terms & Conditions**

**Register**

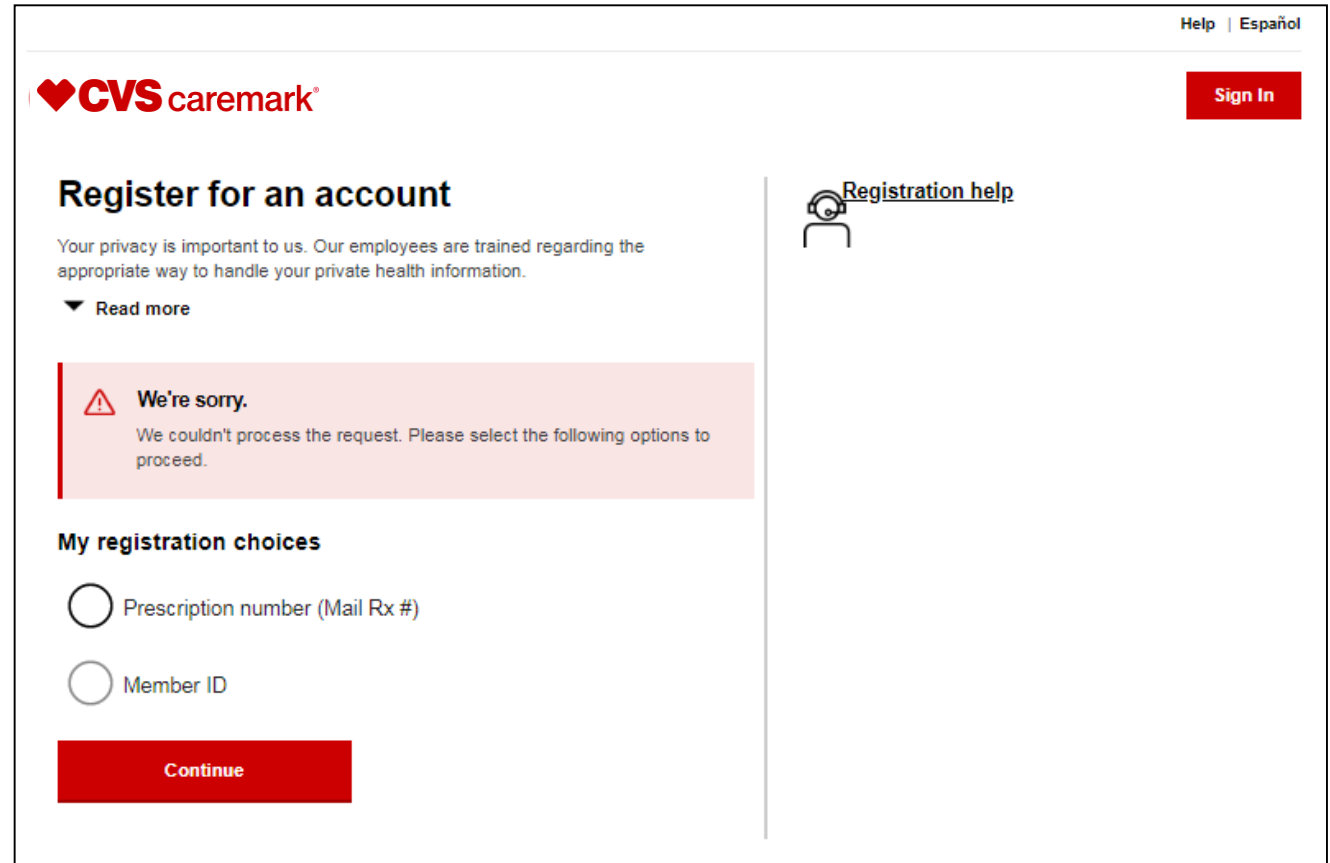
You can also choose to receive text notifications instead of email, and choose paperless options

*(More details on next screen)*

# Registration without a prescription number or member ID (cont.)

## Having Issues?

- A message will provide advice
- You can also click on the 'Registration Help' button for additional information or to connect to Customer Care



Help | Español

**CVS caremark** [Sign In](#)

### Register for an account

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

[Read more](#)

**We're sorry.**  
We couldn't process the request. Please select the following options to proceed.

#### My registration choices

Prescription number (Mail Rx #)

Member ID

[Continue](#)

[Registration help](#)

# How to receive text alerts

- At the end of the registration process, you can choose to receive notifications about your medications by text
- You can also choose to go paperless

## How to choose text alert

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(Note: You may go back to receiving paper statements at any time by updating your preferences.)

# Registration without a prescription number or member ID is now complete

A message will confirm your registration



[Sign In](#)

## Congratulations

You have successfully registered your account.

You will be automatically logged into your prescriptions dashboard after a few moments. Thank you for your patience.

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