

# Plan Member Portal

How to get started



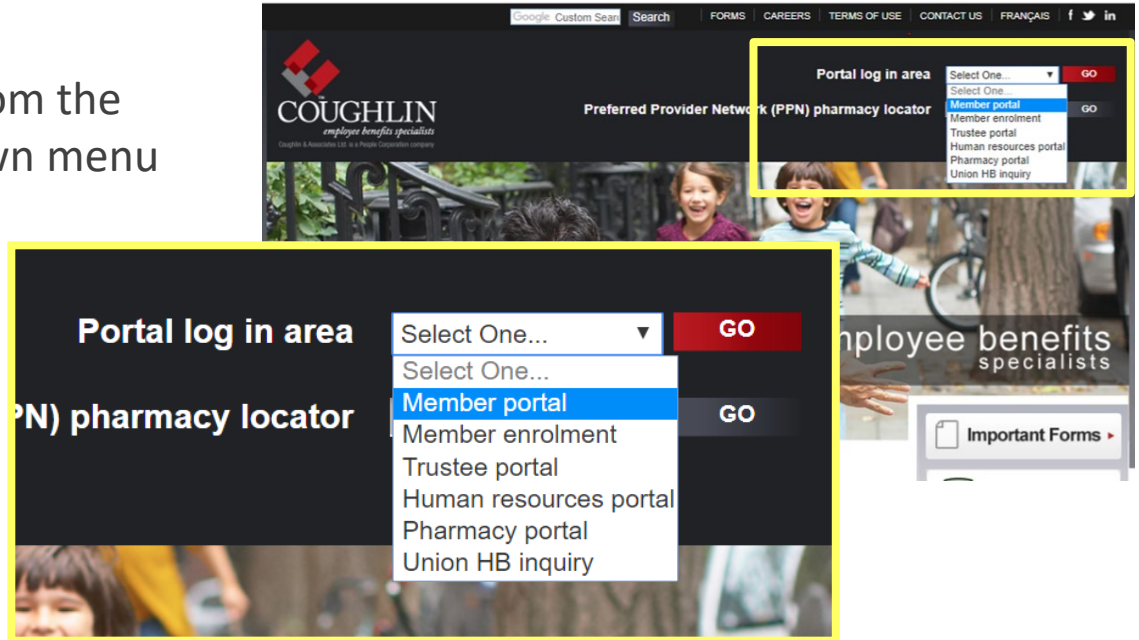
TM/SC  
**COUGHLIN**

*employee benefits specialists*  
*spécialistes des avantages sociaux*

Coughlin & Associates Ltd. is a People Corporation company  
Coughlin & associés Itée est une entreprise de People Corporation

# Accessing the portal

1. Visit [www.coughlin.ca](http://www.coughlin.ca).
2. Select “*Member portal*” from the Portal log in area drop-down menu
3. Click the red **GO** button



# First time users

## To register:

Select “[Click here](#)” located under  
New User? Register now...

\*All members must register to gain access to  
the Plan Member Portal

Plan Member Portal

Member log in

By signing in, you agree to be bound by the terms and conditions contained in the privacy policy, and terms of use, which may have been amended without notice to you.

User ID:  [Forgotten User ID](#)

Password:  [Forgotten Password](#)

**Trouble logging in?**  
Please read our [HELP](#) file. If you require further assistance, contact us during business hours at:  
Ottawa office : 1-888-613-1234  
Winnipeg office: 1-888-204-1234

**New user? Register now...**

[Click here](#) to register for Coughlin & Associates Ltd.'s plan member portal to view plan information and use our online self-service tools

**New user? Register now...**

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# Registration

Enter &  the information below:

- ✓ **identification number;**
- ✓ **plan number;**
- ✓ **temporary password.**

The above information can be found in:

- Plan Member Portal welcome letter,
- claim payment notices, &
- direct deposit notification emails

The screenshot shows the 'Plan Member Portal' registration page. At the top left is the Coughlin logo with the tagline 'empower. enlighten. grow.' and 'COUGHLIN'. At the top right is a 'Logoff' link. Below the header is a 'Privacy Information' link. The main heading is 'Plan Member Registration'. The text asks the user to provide their Identification Number, Plan Number, and Temporary Password. A paragraph explains that registration information is provided on welcome letters, claim payment notices, or direct deposit notification e-mails. Below this are three input fields: 'Identification number:', 'Plan Number:', and 'Temporary Password:'. A 'Submit' button is located below the fields. At the bottom, there is a link to 'portal@coughlin.ca' for questions and a note about VeriSign SSL certificates with a link to 'ABOUT SSL CERTIFICATES'.

**Can't find the information? Don't worry. Contact us:**

Ottawa: 1-888-613-1234 or [info@coughlin.ca](mailto:info@coughlin.ca)

Winnipeg: 1-888-204-1234 or [winnwebmaster@coughlin.ca](mailto:winnwebmaster@coughlin.ca)


We will be happy to assist you.

# Registration

- Enter &  the information below:
- **Your personal information,**
- **Create a user ID, and**
- **Create personal password.**

Remember your:  
**User ID & Password**

You will need it to **log on**  
in the future.

Logoff

## Plan Member Portal

[Privacy information](#)

### Plan Member Registration

Plan Number:	7194
Identification Number:	TEST00003
First Name:	TEST
Last Name:	SAMPLE
Date of Birth:	1950/06/01

\*Telephone (home/cell):   Extension

Enter only numbers including area code please. (ie. 5142221111)

\*User ID:

\*Password:

Must be between 8 and 20 characters and contain at least 1 lowercase letter, 1 uppercase letter, 1 digit and 1 special character.

\*Confirm Password:

\*Email:

\*Confirm Email:

I have read and accept the [Terms of Use](#)

\*Denotes mandatory fields  
If you have questions, please contact us by email at [portal@coughlin.ca](mailto:portal@coughlin.ca)

This site chose VeriSign [SSL](#) for secure e-commerce and confidential communications.  
[ABOUT SSL CERTIFICATES](#)

# Returning members

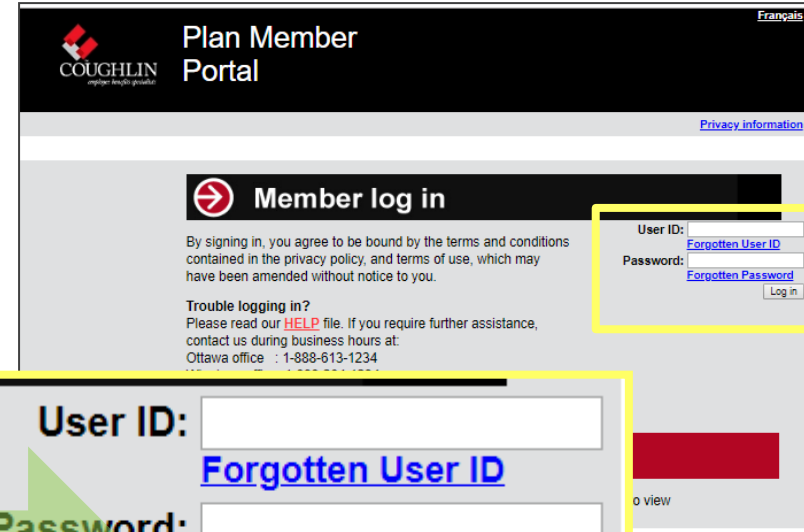
Sign in by entering your:

- **User ID**
- **Password**

& clicking the  button

**Forgotten your ID or Password?**  
Use our retrieval buttons

**IMPORTANT:** Forgotten passwords links are only valid for **24 hours** after issue.



Plan Member Portal Français

[Privacy information](#)

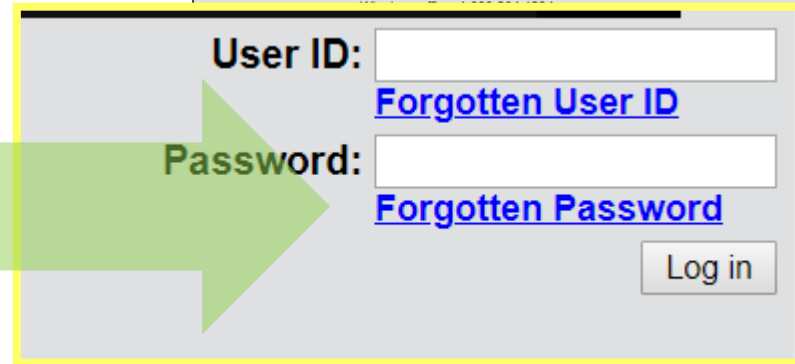
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User ID:  [Forgotten User ID](#)

Password:  [Forgotten Password](#)



# Congratulations!

## You have successfully logged onto the Plan Member Portal

# FAQ's

## **Where do I find my temporary password, personal ID and plan number?**

- Your registration information is provided on your Plan Member Portal welcome letter, claim payment notices, or direct deposit notification emails, as applicable to your plan. If you do not have access to any of these documents, please contact our office ([click here](#)) and we will be pleased to provide you with your access information.

## **My temporary password doesn't work/I can't register**

- Be sure that you are actually on the registration page and not the log in page. You cannot log in until you have registered. Follow the steps outlined in Instructions for first-time users.
- When entering passwords, be sure to use lower case. As well, use correct numerics, rather than letters. For example, use the number one instead of the lower case "L" or the number zero instead of the letter "O".
- Register just once. Do not attempt to register a second time if you have already registered on the portal. If you have registered previously for the portal, follow the member log in procedures.



# FAQ's

## **I tried to reset my password but it didn't work**

- If you have attempted to use the “Forgotten Password” feature on the portal log in page and did not receive an email with a link, please contact our office ([click here](#)).

## **I tried to retrieve my User ID but it didn't work**

- If you have attempted to use the “Forgotten User ID” feature on the portal log in page and did not receive an email with a link, please contact our office ([click here](#)).

## **How do I change my password?**

- If you have already registered and created a password but want to change it, log on to the portal with your existing password and navigate to the “Manage profile” page. Click the “Change Password” button and enter your new password selection.

## **I am getting a “Speedware Autobahn II” error message**

- If you receive a “Speedware Autobahn II” error message, you have likely used your browser's *Back* button to return to an expired session. Return to <https://portal.coughlin.ca/> and log on again.

# FAQ's

## **I can't remember my password/User ID**

- If you have forgotten your password, Click the “Forgotten Password” link in the Member log in section of the portal log in page. Enter your first name, last name, and e-mail address in the appropriate fields and click “Submit”. An e-mail will be sent to you with a link to reset your password.
- If you have forgotten your User ID, click the “Forgotten User ID” link in the Member log in section of the portal log in page. Enter your first name, last name, and e-mail address in the appropriate fields and click “Submit”. An e-mail will be sent to you with a link to retrieve your User ID.

## **I can't log on**

- Verify that you are using the correct User ID and password spelling. Also ensure that your caps lock is not activated. Note: Your User ID and password are ones that you created when you first registered.
- If you are a first-time user of the portal, be sure to register before attempting to log on. Follow the steps outlined in *Instructions for first-time users*.