



FAQs for 2-Step Verification

Overview

Blue Shield of California is proactively enhancing data security by implementing 2- Step Verification for all external portals. This additional layer of protection requires users to verify their identity through a personalized code, reducing unauthorized access and potential data breaches. Starting September 2023, members, brokers, employers, providers, and third-party administrators (TPA) will experience this heightened security protocol when accessing their accounts. The move aligns with Security Compliance requirements, offering more secure online interactions and better safeguarding sensitive information against compromised passwords.

1. How do I get my code for 2-Step Verification?

You'll receive a 2-Step Verification code at the registered email in your online Broker or Employer Portal profile. If a mobile phone number is populated in your broker or employer profile, you will have the option to receive the security code via text to your mobile phone device.

2. Will I have to enter a new code every time? If you choose to select 'Remember me for 30 days' after providing a security code during login, you will not need to enter a new 6-digit code each time you log in. If you do not select 'Remember me for 30 days' during login, you will be prompted for a security code every time.

3. How can I ensure my access to Broker Connection or Employer Connection is uninterrupted?

You must ensure that the email address in your online profile is current and correct. You also have the option to update your mobile phone number in your online profile. PLEASE NOTE: 2-Step Verification is unique to the individual. Each person within your organization, agency, or company who needs access must register for an account on Broker or Employer Connection.

4. What steps can I take if I don't receive an email containing my 2-Step Verification code?

You can request the code be resent if there are any delays in receiving your verification email. The 2-Step Verification code is usually sent instantly. However, there may be delays due to mail server issues. In this case, you can click the 'resend the code' link. Codes are valid for 10 minutes. You may also check your spam or junk folders to see if the email was flagged as spam or junk.

5. Can 2-Step Verification be bypassed?

2-Step Verification is required, however, if you check the box 'Remember me for 30 days' during login you can bypass providing the security code for 30 days.

6. Can I choose to have the 2-Step Verification code sent to my Cell/Mobile phone?

Yes, if your online profile has a mobile phone number populated, you have the option for the code to be sent either to your mobile phone via text or to your registered email address.

7. What happens if I enter an incorrect code?

If you enter an incorrect code three times, your account will be automatically locked temporarily for 10 minutes.

8. What do I do if my account gets locked?

Account lock is only temporary and lasts for 10 minutes. You can attempt your login again after 10 minutes. You are not required to call Broker or Employer Services. Unfortunately, representatives are unable to unlock accounts that have been locked due to exceeding the maximum number of login attempts.

Effective March 2025