



Registration & Login

Quick Reference Guide





MyGICLink Registration

My GIC Link mygiclinkcustomerservice@mass.gov ... May 9, 2022, 11:08 PM ★ ↩
to sample1@example.com

HI JOHN SAMPLE

GIC has launched an online portal for members to view, compare and change benefits! Please login to the myGICLink Self Service Portal to register.

Portal Link: <https://uat-gicmass.cs33.force.com/customerportal/s/login/SelfRegister>

Email to register : sample1@example.com

Pin Number : **0291938**

...

GIC members with an up-to-date email address on GIC record will receive a MyGICLink registration email.

The email consists of the MyGICLink registration link, email to use to register and a unique PIN number.

(Note: The email used for registration must match what GIC has on record. If the information the member enters does not match GIC records or the GIC does not have their email, they will receive an error message.)

To begin the registration process, members must click the **Portal link**.



Register

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

* First Name

* Last Name

* Email

* Date of Birth

* Social Security Number(Enter last 4 digits)

* PIN Number

[Resend PIN?](#)

* Create Password

* Confirm Password

Once on the MyGICLink registration page, members must:

1. Enter their 'First Name', 'Last Name', 'Email', and 'Date of Birth', 'Social Security Number' (last 4 digits) and 'PIN Number' (provided in the MyGICLink registration email).
2. Create a 'Password'.
3. Click **Register**.

(**Note:** The information the member enters must match the information that GIC has on record. When members enter their date of birth, if members use the pop-out calendar, they must first select the year, then month and day.)

myGICLink gic.mygiclinkcustomerservice@state.ma.us via zizakkbnlwmwo... 11:41 AM (0 minutes ago) to me ▾

Your Verification Code is: 139199

Group Insurance Commission Team

Members will receive an email with a 'Verification Code' and be directed to the Verification Code page.



Verification Code

A verification code has been sent via email to **sample1@example.com**. When you receive the code, enter it below.

* Verification Code

Didn't receive the code?

Sometimes automated messages get categorized as spam, please check your spam folder. Or [Resend Code?](#)

Confirm

Members must:

1. Enter the verification code on the **Verification Code** page.
2. Click **Confirm** to access the MyGICLink Member Benefits Portal.

(**Note:** If members do not see the email with the 'Verification Code', remind them that sometimes automated messages get categorized as spam and to please check their spam folder or click **Resend Code** to receive a new verification code.)

Portal Homepage

The screenshot shows the MyGIC Link portal homepage for user JOHN SAMPLE. At the top, there is a navigation bar with 'Home', 'Benefits', and 'My Profile JOHN SAMPLE'. Below this is a yellow banner for the 'Annual Enrollment Period' from April 6 to May 18, with a 'Get Started' button. The main content area is divided into several sections: a blue 'Welcome to your Benefits Dashboard' for JOHN SAMPLE with an 'Enrolled' status; a 'MY NOTIFICATIONS' section stating 'You do not have any notifications at this time.'; a 'My Application(s)' section with a 'NEW HIRE ENROLLMENT STATUS' indicator and a 'Print This Application' button; and a 'Benefits Quicklinks' section with four cards: 'Qualifying Events', 'Health Plan/Carrier Directory', 'GIC Benefit Decision Guide', and 'Support Requests'.



MyGICLink Login

Members must:

1. Login to the portal by visiting bit.ly/MyGICLinkLogin.
2. Enter their 'Email' address used to register and 'Password'.
3. Click **Login**.

Note: the email used for registration and login must match what GIC has on record.

Members will receive an email with a 'Verification Code' and be directed to the Verification Code page.

Members must:

1. Enter the verification code on the **Verification Code** page.
2. Click **Confirm** to access the MyGICLink Member Benefits Portal.

(**Note:** If members do not see the email with the 'Verification Code', remind them that sometimes automated messages get categorized as spam and to please check their spam folder or click **Resend Code** to receive a new verification code.)



Portal Homepage

The screenshot shows the MyGIC Link portal homepage for user JOHN SAMPLE. At the top, there is a navigation bar with 'Home', 'Benefits', and 'My Profile JOHN SAMPLE'. A dropdown menu is open under 'Benefits', showing 'My Benefits Summary' and 'Qualifying Events'. Below the navigation bar, a yellow banner announces the 'Annual Enrollment Period' from April 6 to May 18, with a 'Get Started' button. The main content area features a blue header with 'Welcome to your Benefits Dashboard' and 'JOHN SAMPLE'. A yellow box indicates the enrollment status is 'Enrolled'. To the right, a 'MY NOTIFICATIONS' section states 'You do not have any notifications at this time.' Below this, the 'My Application(s)' section shows 'NEW HIRE ENROLLMENT STATUS' and 'Dependent(s) Under Review', with a 'Print This Application' button. At the bottom, a 'Benefits Quicklinks' section contains four cards: 'Qualifying Events', 'Health Plan/Carrier Directory', 'GIC Benefit Decision Guide', and 'Support Requests'.

Forgot Password

The screenshot shows the 'Login' form. It has a title 'Login' and a description: 'Login to view important benefits details, view resources, pay your bill, or update your existing GIC Benefit.' There are two input fields: '* Email' and '* Password'. A blue link 'Forgot_email?' is located to the right of the email field. A red box highlights a blue link 'Forgot_password?' located below the password field. At the bottom, there is a blue 'Login' button.

If a member needs to reset or cannot remember their password, members must:

1. Click **Forgot Password?**

Members will be redirected to the 'Password Reset' page.



PASSWORD RESET

To reset your password, we'll need your email. We'll send password reset instructions to the email address associated with your account.

*Email

Members must:

1. Enter their 'Email'.
2. Click **Reset Password**.

(**Note:** the email used for registration and login must match the email that the GIC has on record.)

Members will see a 'Success Message' displayed on the page and receive an email with the 'Password Reset' instructions.

My GIC Link mygiclinkcustomerservice@mass.gov via tg1v1bjpq1.35-9f4eeau.c... 8:25 PM (0 minutes ago) ☆ ↶ ⋮
to sample1@example.com

Hi John Sample,

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

https://uat-gicmass.cs33.force.com/customerportal/secure/forgotpassword.jsp?r=00D35000009F4E0053500002ua2P-CjwKMwoPMDbEMzUwMDAwMDA5RjRFEg8wMkd0MDAwMDAwMFR3SWMaDzAwNTM1MDAwMDAydWEyUBjJlKenkASEMUP1amGMzSdFcg_YDyBq8aDOSUGG9f_mRyZK2ACI5C-d85Kh5e8XwyjilE2B-ThMVslrSLtsU-UWu2zD7QXYXOeFM2dkkQcFd0jlmWnao5wQwRcmPhglw&display=page&fpot=ddf691dd-3069-4501-9637-a7650e64fbf09700cf28-3a9e-4ee7-88da-1273989e901d

Thank you for using MyGICLink,

Group Insurance Commission



Members must:

1. Click the '**Password Reset Link**'.

Change Your Password

Enter a new password for sample1@example.com. Make sure to include at least:

- 10 characters

Also include at least 3 of the following:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character

* New Password

* Confirm New Password

Password was last changed on 6/2/2022 11:32 AM.

Members will be redirected to the 'Change Your Password' page and must create a new password by following the instructions.



Forgot Email

Login

Login to view important benefits details, view resources, pay your bill, or update your existing GIC Benefit.

* Email

* Password

[Forgot email?](#)

[Forgot password?](#)

Login

If a member cannot remember their email, they must:

1. Click **Forgot Email?**.

Members will be redirected to the Resend Email page.

Resend Email

Please enter below details. Email will be send to your e-mail address.

* First Name

* Last Name

* Date of Birth

* Social Security Number(Enter last 4 digits)

Resend

Members must:

1. Enter their 'First Name', 'Last Name', 'Date of Birth', and 'Social Security Number' (last 4 digits).
2. Click 'Resend'.



My GIC Link mygiclinkcustomerservice@mass.gov via zes3elciltzisenrq.hwq9t8w... 8:33 PM (0 minutes ago) ☆ ↶ ⋮
to sample1@example.com

Hi John Sample,

The GIC has launched an online portal for members to view, compare, and change benefits! Please login to the myGICLink Self Service Portal to enroll.


Portal Link: <https://uat-gicmass.cs33.force.com/customerportal/s/login/>

Email : sample1@example.com

GIC eligibility rules apply. Members can view benefits, enroll or change benefits with a qualifying event or make update benefits during Annual Enrollment.

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



A notification will be sent to the email used for registration.