

Guide to Using GuidanceResources® Online



First-time users, follow these simple instructions and start exploring the resources offered to you on GuidanceResources® Online.

- Go to **guidanceresources.com** to reach the website.
- Once on the guidanceresources.com home page, click the **Register** tab.
- Enter your **Organization Web ID** and click the Register button.
- If you are not a current BCBS member, you will need to select “No” when prompted with the question “Based on your organization’s web id, your account uses benefit information during registration to validate user eligibility for additional features of the website. Are you considered an eligible employee or spouse based on your benefit information?”
- On the next page, you will be asked to enter the first five (5) characters of the name of your company or organization. When you’ve finished, click the Submit button on the bottom of the page.
- On the next page, you will be asked to select your company from a drop down menu. When you’ve finished, click the **Submit** button at the bottom of the page.
- You will then be asked to enter a **User Name** and **Password**. Both can be anything you would like but should be something you will remember. The **User Name** (often your name) must be at least six characters long and should have no spaces (for example: joesmith). Follow the steps to create the username and password including entering an email address. Once completed a verification code will be sent to your email. Retrieve the code and use when prompted to enter the code for two factor authentication

For Future Logins

You will not have to enter all of the demographic information again. You will only need to remember your **User Name** and **Password**. When you get to Step 2 above, instead of clicking on the **Register** tab, use the **Login** section and enter your **User Name** and **Password** and click the **Login** button. This will take you directly to GuidanceResources® Online.

If you have any problems registering or logging into GuidanceResources® Online, email Member Services at **memberservices@compsych.com**.



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24/7 Live Assistance:
Call: 1.844.213.8968
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Online: guidanceresources.com
App: GuidanceNowSM
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