

# New Sign-In Experience Instructions



For new and existing visitors, follow the steps below for a one-time account update to get the best experience and security from your Member Website.

1

**Start** by clicking the “Sign In or Create an Account” button.

2

Sign up with your social account.

OR

Click the “Sign up now” button.

3A

After signing into your social account, you'll need to complete a short form. Click the “Create” button to complete your sign in.

3B

Enter your email address and click the “Send verification code” button.

Use a unique email address that's not the same as another member accessing this website.

4

Check your email inbox for a verification code, enter it on this page and click the “Verify code” button. If you didn't receive an email with the verification code, click the “Send new code” link.

Create a new password, complete all the fields on this page and click the “Create” button. Use the caret and tool tips available for each field to get more detailed information.

**If you have questions, call Essence Customer Service at 1-866-597-9560 (TTY: 711) from 8 a.m. to 8 p.m., seven days a week.** You may reach a messaging service on weekends from April 1 through September 30 and holidays. Please leave a message, and your call will be returned the next business day.

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