# Cooperative.com
Registration Process for New Users

Your co-op offers eligible employees comprehensive benefits to protect you and your family. NRECA's Employee Benefits website is your secure source for benefits information, educational tools and resources. Getting started is quick and simple. First time users can follow these instructions to register and log in to the site.

GETTING STARTED: Visit **cooperative.com** and click on "Member Login." Then select "Register" under "New to the Cooperative Family."
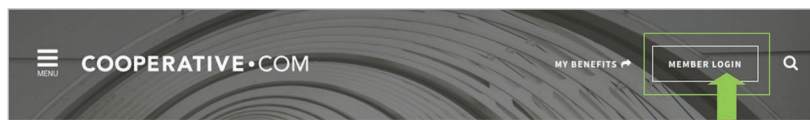
You'll then need to indicate that you participate in NRECA employee benefit programs by selecting the top option and clicking "Continue."

STEP 1: To create an account linked to your employee benefits you will need to verify your identity. Use the drop-down menu to choose one of two options:

> **Option 1.** Enter your Social Security number, first and last names along with your birth date and home postal (or ZIP) code.
>
> **Option 2.** If you have NRECA health benefits, enter your NRECA member ID from your health ID card along with your first and last name, last four digits of your Social Security number, birth date and home postal (or ZIP) code.

Once you've entered this information, click "Continue."

Troubleshooting Tip:
If NRECA has not been updated with your information, check with your benefits administrator to ensure your information has been provided to NRECA. You may also contact NRECA's Member Contact Center at 866.673.2299. Representatives can assist you Monday through Friday, 7 am to 7 pm, Central time.

STEP 2: Once registered, you can update your prefix, job title, nickname and designation. You can also edit your home address or add another address. If you add another address, be sure to check the box indicating which address NRECA should use for mailing your benefits information. You will also be asked to provide a primary email address along with relevant phone numbers. Once you have reviewed, confirmed or modified this information, click "Continue."

STEP 3: Create your account username and password to continue the registration process.

STEP 4: Verify your identity and confirm your email address. NRECA will send you a confirmation email, simply follow the prompts in that email to verify your email address.

STEP 5: Enter your new username and password. Before accessing your account information, you'll need to establish a multi-factor authentication so NRECA can confirm your identity for future log-ins or in case you need to reset your login information. Select **Text Me, Call Me, Use Google Authenticator App** or **Ask Me a Question** from among the options and follow the prompts to establish your method of authentication.

Forgot Your Log-in Information?

If you forget your username or password, you can reset this information by clicking on "forgot your username" or "forgot your password" on the **cooperative.com** login screen. Follow the prompts to recover this information.

Need Assistance?

The Member Contact Center can help you by phone with any registration or log in questions between 7am-7pm, Monday through Friday, Central time, at **866.673.2299.**

Now that you're registered for **cooperative.com** access you can visit NRECA's Employee Benefits website at any time. Simply log in and click on the "My Benefits" link. The website lets you view and manage your retirement and medical benefit online, including access through your computer or smartphone.