



### Here's how to update your Email via Empower ME:

1. Select **My Account**.
  2. From the dropdown select **Manage Profile**.
  3. On the Manage Profile screen, select **General Information**.
  4. Via the Email field, enter your current Email address.
  5. Scroll down and select **Save Changes**.
  6. An "Add a Note?" box displays. Type "Updating email address." Select **Submit**.
  7. A "Success" screen appears. Select **OK**.
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### If you have never logged in to Empower ME it is necessary to reset your password:

1. Upon arriving at the login page select **Forgot Password?**
2. A "Forgot your Password?" screen appears.
3. In the Username field enter your Member ID (your ID is printed on the back of your Member ID card), then click **Reset Password**.
4. A screen indicating "Password Recovery!" displays indicating please check your email. Select **OK**.
5. A "Password Assistance for Member Self-Service" email will be received via the email address that you have on record at the Crosby Wellness Center.
  - Check your Spam/Junk folder if the email was not delivered to your Inbox.
  - Contact the Crosby Wellness Center for assistance if the email is not received.
6. The email includes a temporary password. Click the link within the email; you will arrive at the Empower ME login screen.
7. Via Username enter your Member ID as it is listed on the back of your member ID card; in the Password field enter the temporary password that is listed in the password assistance email.
8. Select **Login**.
9. An "Update Password" screen displays. Complete the fields as follows:
  - a. **Current Password:** Enter the temporary password listed within the email.
  - b. **New Password:** Create/enter your new password.
  - c. **Confirm Password:** Enter your new password a second time.
  - d. Select **Change Password**.
10. A screen displays "Updating password – Saved!" Your password has been updated in the system. Select **OK**.
11. The Dashboard screen is displayed. Use the above instructions to update your email address.