

Frequently Asked Questions

I had a web account on the previous site but have never logged on to the new site.

If you know your previous username and email you used to register, all you will need to do is reset your password and add a phone number for two-stage verification. First, click the “Login” button, then click the “Forgot your password?” link. [This document](#) will walk you through the steps. (https://www.ismie.com/ISMIE.com/media/ISMIEMediaLibrary/Documents/PolicyholderRegistration1.pdf)

I had a web account on the previous site, but I don’t remember my username.

Unfortunately, we are not able to access usernames in the secured system. Please request a new account. To do that, click on the “Registration Request” button (next to the Login button), then click on the “Register” button under the appropriate type of account and submit the form.

Can I use ISMIE’s old Username and Password Request Form?

No, unfortunately, we are unable to look up your username nor reset passwords. Please request a new account at <https://www.ismie.com/behindlogin-content/registration-request>. Click on the “Register” button under “Individual” and fill out the form.

Why am I getting an error message saying I can’t be found after I get a verification code sent to my email address?

The verification only verifies that you have entered a valid email address that you are able to access. It is unrelated to your username and password. Either your username is incorrect or you have not created a user account yet. **If you used your email address as your username previously**, you will have to request a new account at <https://www.ismie.com/behindlogin-content/registration-request>. Click on the “Register” button under “Individual” and fill out the form.

I have requested a user account but still cannot log in.

If you have entered the information that matches your policy information in our database, your account should be automatically approved but this process may take up to three hours.

If the information that you entered in the form does not match our database, your account will be sent to onlinehelp@ismie.com for verification and manual approval. We may need to contact you or another department to verify your information. It generally is complete in one business day. Once your user account is approved, you will receive an email saying that your account is active.

We need to have multiple logins for our clinic.

This is being developed. We will be rolling out the ability for a clinic account to be marked as a master account. Administrators will then have the ability to set up additional sub-accounts for as many people in the clinic who need access. We hope to have this available by the third week of July 2020.

I keep getting into a loop when attempting to log in.

Click this link: www.ismie.com/authorization/logout. After visiting this link, you may need to clear your browser's cache (history and cookies), close the browser and re-open it. Then go back to the site, click this link again: www.ismie.com/authorization/logout, then try to log in again.