

## Chesapeake Employers eServices Upgrade with Individual Logins

With more focus on individual authentication and online user recognition, Chesapeake Employers is changing from a policy group login to individual logins, using individual unique emails and passwords. You will experience enhanced security as a result of this change, which we expect to implement in August 2015:

- Initial eServices create account profile will remain unchanged.
- Individual logins will afford you better security.
- Your username will be your email address.
- Each person will be able to change his/her own password without changing the policy group password.
- All users will be able to perform password resets for individual accounts via email without having to rely upon our Help Desk.
- We recommend using IE 9.0 or greater (Internet Explorer 8 is no longer supported). If you use other browsers (Chrome, Firefox), please ensure you are on the latest release that supports TLS 1.2.
- If you are using IE, please make sure your browser is not in compatibility mode.

### Detailed instructions:

Instructions for initiating this process are included below. Once you have reviewed the instructions, if you have further questions or concerns, please contact the Chesapeake Employers' Help Desk at [helpdesk@ceiwc.com](mailto:helpdesk@ceiwc.com).

#### TO CREATE YOUR INDIVIDUAL LOGIN FOR A CURRENT ESERVICES USER:



(Chesapeake Employers' Home Page)

- Enter your current username and password.
- You will then be directed to the "Individual Account Registration" page.



### Individual Account Registration

You have been redirected to this "Individual Account Registration" page for the sole purpose of creating an individual Username and Password. After successfully creating this individual account, you will log into eServices using your new Username and Password.

First Name :	<input type="text"/>
Last Name :	<input type="text"/>
Phone :	<input type="text"/>
Username :	<input type="text"/>
Verify Username :	<input type="text"/>
Password :	<input type="text"/>
Verify Password :	<input type="text"/>

[RESET FORM](#) [SAVE](#)

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#### (Individual Account Registration page)

- Enter a valid, individual email address as your Username. **This email address must be unique to you and no one else.**
  - Create a password, following the directions given, and enter the password again in the "Verify Password" box. Note that the passwords are case sensitive.
  - Enter your first name, last name, and phone number.
  - To ensure that you are a real person, enter the characters given in the CAPTCHA box.
  - When you are done, click the "Save" button.
  - When you have successfully completed and saved this information, you will receive a message letting you know that an email was sent to you for confirmation at the email address you used to register. Please click on the link in the email to complete your registration process. Then begin using your new Username and password to log into eServices.
  - If you need to add another policy account using your same email address, log in with the second policy account login. Then, when you save the form with the same email address from your other account you will be asked if you want to link your accounts. Enter your password and click Login.
- We found a user that already exists with that username, if you have multiple policies you can now link under a single username. After linking the accounts you will be asked to select a policy from the list of policies you have.

**TO CHANGE YOUR INDIVIDUAL PASSWORD:**



**(Policyholder Home Page)**

- Go to the Policyholder Homepage, and click on the Change Individual Password link in the menu.  
You will be directed to the “Change Individual Password” page.



**INDIVIDUAL PASSWORD UPDATE**

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Username :

Old Password :

New Password :

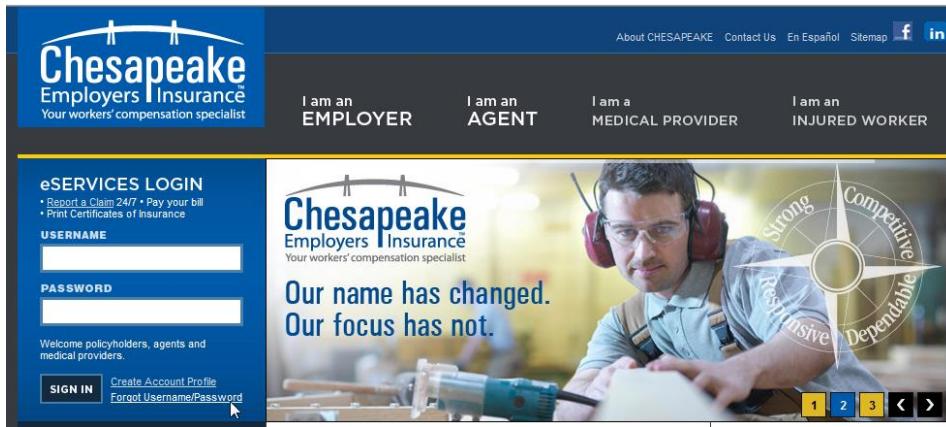
Verify Password :

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**(Change Individual Password page)**

- Enter your Username and your old password.
- Create a new password, following the directions given, and enter the password again in the “Verify Password” box. Note that passwords are case sensitive.
- When you are done, click the “Save” button.
- You can then begin using your Username and new password to log into eServices.

## TO RESET YOUR INDIVIDUAL PASSWORD IF YOU'VE FORGOTTEN IT:



### (Chesapeake Employers' Home Page)

- On the Chesapeake Employers home page, click on “Forgot Username/Password” in the eServices login box next to the sign in. You will be directed to the “Password Reset” page.

#### PASSWORD RESET

Please enter your username :

### (Reset Individual Password page)

- Enter your Username (your individual unique email address that you used to register your account) and click “Save”. You will receive a message that an email with instructions on how to change your password will be sent to you.

#### PASSWORD RESET

- Your password has been reset. You will receive an email with instructions on how to change your password.

### (Reset Individual Password Message page)

- The email will contain a link that will allow you to create a new password.
- Once you have successfully created your new password, you can begin using your Username and new password to log into eServices.