



Bradley University

Instructions: How to Print a Temporary Member ID Card

PersonalCare will be mailing your permanent Member ID card in near future. Once your information has been loaded into the PersonalCare system, you can print a temporary Member ID card until you receive your permanent card.

Step 1:

- Visit www.PersonalCare.org
- Click on **My Online Services** at the top of the page
- Log in or if you have not already registered, click **Register Now**

Step 2: Complete member information

- Enter entire **Member ID** number
To obtain your Member ID number, call Customer Service at (866) 557-8751 and identify yourself as a Bradley University member. You will be asked to provide the employee's Social Security number, or answer a variety of questions to confirm your identity. Once your identity is confirmed, Customer Service will provide your 11-digit Member ID number. Do not enter any spaces or dashes.
- Enter **zip code**
- Enter **date of birth**
- Enter **email address**

Step 3: Agree to User Agreement

Step 4: Create username and password

- Enter **first name**
- Enter **last name**
- Enter **username** ← →
- Enter **password** ← →
- Confirm **password**
- Select a **secret question**
- Enter **secret answer**

Username Requirements

- Must be at least 6 characters long
- Cannot exceed 20 characters
- Cannot use a 9-digit numeric such as a SSN or Member ID

**Username validation is required to ensure the selected username is available.*

Password Requirements

- At least one uppercase and one lowercase letter
- At least one numerical digit
- At least 8 characters long
- Cannot exceed 20 characters
- Cannot be the same as your username
- Cannot contain the word password

Step 5: Once logged into the site, click on **Member Info** at the top. Click on **View Member ID Card**. You can view Member ID cards for any family member. While viewing the card, click the print icon to print a copy of the Member ID card.

**If you do not have a Member ID card call
Customer Service: (866) 557-8751.**