

Transcript: Malcolm

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Full Transcript

This is from Benefits on the Card. This is Malcolm. How can I help you? Hi. Um, I was calling... I'm trying to log in on my, um, client portal and it's saying that my information is incorrect, but I've already activated my account. What's the last four of your social? Um, 5862. What status do you work for? Um, ATC Healthcare. First. I'm sorry? Your first name? Uh, Melisha. M-e-l-i-s-h-a. Last name? Um, B- Boyd. B-o-y-d. Okay. For security purposes, can you verify your address and date of birth for me? Mm-hmm. Um, I don't know which address they have for me. Um, is it um, 112 Somerset Club Drive in Cartersville, Georgia 30121? Yes, ma'am. And your date of birth? 03/05/'77. Okay. So your phone number is 919-288-0925? Yes. And your email is melishathompson@yahoo.com? Yeah. Thank you. So it looks like you do still have active coverage. You're saying you just need your... You're saying you... So which account are you trying to enroll in? Which, which account are you trying to access? I'm trying to get in, um, the Benefits on the Card client portal login, um, which I put in my email and password to get in so I can do my, um, refill. A prescription refill, but it will not let me get in. It's saying it's not active. It's saying your coverage isn't active? Yeah, they're saying it's not active. So I put in the email. Um, so my email they got on file is Melisha with a capital M, right? Mm-hmm. Um, Yahoo with a capital Y and Com with a capital C. I don't know why they put it that way, but that's what I'm using to log in, and then I'm putting my, um, password in saying that it's... And then I'm doing like, "Forgot password," but it's not sending me a email to update it. It's just saying it's not- So you- I'm sorry? It's not what? Go ahead. It's not allowing me to get in. So when I did- Is it checking your spam folder? Um, it said, "The username or password provided is incorrect." Okay. It says, "The user is not a member of any active groups," so I don't know. The email we have is melishathompson@yahoo.com. And you're saying- Mm-hmm. ... it's not allowing you to reset your password? Not at all. So it just sent me something to activate my account again. Mm-hmm. So I guess I reactivated again because it's not allowing me to, um, to do a forgot password on it. So did you hit that link? I just reactivated it. I'm sorry? Did you hit that link? I did. So I'm just waiting for it to do... I just reactivated again, but I didn't know I had to do this every time. Oh. So you have it That's what she said. Mm-hmm. Yeah. Okay. Well, was there anything else? Nope. That's it then? That's it. Well, if there's nothing else, thanks for calling Benefits on the Card. Hope you have a great rest of your week. You too. Thank you. No problem. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: This is from Benefits on the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Um, I was calling... I'm trying to log in on my, um, client portal and it's saying that my information is incorrect, but I've already activated my account.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Um, 5862.

Speaker speaker_0: What status do you work for?

Speaker speaker_1: Um, ATC Healthcare.

Speaker speaker_0: First.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Your first name?

Speaker speaker_1: Uh, Melisha. M-e-l-i-s-h-a.

Speaker speaker_0: Last name?

Speaker speaker_1: Um, B- Boyd. B-o-y-d.d

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Mm-hmm. Um, I don't know which address they have for me. Um, is it um, 112 Somerset Club Drive in Cartersville, Georgia 30121?

Speaker speaker_0: Yes, ma'am. And your date of birth?

Speaker speaker_1: 03/05/'77.

Speaker speaker_0: Okay. So your phone number is 919-288-0925?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is melishathompson@yahoo.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you. So it looks like you do still have active coverage. You're saying you just need your... You're saying you... So which account are you trying to enroll in? Which, which account are you trying to access?

Speaker speaker_1: I'm trying to get in, um, the Benefits on the Card client portal login, um, which I put in my email and password to get in so I can do my, um, refill. A prescription refill, but it will not let me get in. It's saying it's not active.

Speaker speaker_0: It's saying your coverage isn't active?

Speaker speaker_1: Yeah, they're saying it's not active. So I put in the email. Um, so my email they got on file is Melisha with a capital M, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, Yahoo with a capital Y and Com with a capital C. I don't know why they put it that way, but that's what I'm using to log in, and then I'm putting my, um, password in saying that it's... And then I'm doing like, "Forgot password," but it's not sending me a email to update it. It's just saying it's not-

Speaker speaker_0: So you-

Speaker speaker_1: I'm sorry?

Speaker speaker_0: It's not what? Go ahead.

Speaker speaker_1: It's not allowing me to get in. So when I did-

Speaker speaker_0: Is it checking your spam folder?

Speaker speaker_1: Um, it said, "The username or password provided is incorrect." Okay. It says, "The user is not a member of any active groups," so I don't know.

Speaker speaker_0: The email we have is melishathompson@yahoo.com. And you're saying-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... it's not allowing you to reset your password?

Speaker speaker_1: Not at all. So it just sent me something to activate my account again.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So I guess I reactivated again because it's not allowing me to, um, to do a forgot password on it.

Speaker speaker_0: So did you hit that link?

Speaker speaker_1: I just reactivated it. I'm sorry?

Speaker speaker_0: Did you hit that link?

Speaker speaker_1: I did. So I'm just waiting for it to do... I just reactivated again, but I didn't know I had to do this every time.

Speaker speaker_0: Oh. So you have it

Speaker speaker_2: That's what she said.

Speaker speaker_1: Mm-hmm. Yeah.

Speaker speaker_0: Okay. Well, was there anything else?

Speaker speaker_1: Nope.

Speaker speaker_0: That's it then?

Speaker speaker_1: That's it.

Speaker speaker_0: Well, if there's nothing else, thanks for calling Benefits on the Card. Hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: Bye-bye.