

Save Time! Complete Your Dependent Eligibility Verification Online!

Visit the Sample Company Dependent Eligibility Verification website at: [\[URL\]](#)

You will be able to:

- View and print your Cover Letter, Definitions and Required Documents, and Frequently Asked Questions
 - Complete and submit your Cover Sheet for Dependent Verification
- Upload required documentation
- Monitor dependent eligibility status
- Submit a request for assistance (a "First Aid Request") if you have questions about how to complete the verification process

How to log on:

1. Go to [\[URL\]](#).
2. Follow the instructions on the screen to enter your Member ID# and password. Your Member ID# is found in the upper right hand corner of the Cover Sheet for Dependent Verification. The first time you log into the system your password will be your date of birth (MMDDYYYY) and the last 4 digits of your Member ID# (no dashes or spaces). You will be prompted to change your password once you have confirmed your email address.
3. Once you successfully enter your Member ID# and password, you will be taken to the Email Verification screen. Enter your email address – re-type it to confirm. You may use your work or personal email address, whichever you prefer.
4. Once you confirm your email address and click submit, you will see the Thank You page.
5. You will receive an email from DependentVerification@Secova.com with a system-generated passcode to finish the authentication.
6. The email will provide a link to the Member Passcode Login page and a passcode to enter. Passcodes are case sensitive.
7. Click on the link in the email and enter the system-generated passcode on the Member Passcode Login page.
8. If you do not receive an email, please check your spam/junk mail folder.
9. Please make sure to add DependentVerification@Secova.com to your approved contacts.
10. The first time you log in to this site, you will be required to complete the steps to change your password.
11. After you have successfully changed and confirmed your new password, the system will take you to the main menu to begin your family member eligibility verification.

Special Instructions for uploading documents:

- All documents must be scanned and uploaded in one of the following formats: .PDF, .JPG, .TIF, .GIF, or .PNG.
- Scanned and uploaded documents should be no larger than 10MB per file.
- The Dependent Eligibility Verification Management System supports Internet Explorer 7 or above, Firefox 3.0 or above and Google Chrome.

Need Assistance?

If you are having trouble at any time after you have logged in, you can click on the First Aid icon at the bottom of every web page. The Member First Aid form will open up and you will be able to provide a detailed description of the problem you are experiencing. Once you complete the form, your help request will be forwarded to our member support team and a call center representative will contact you within one business day. If you need immediate assistance, you can call Secova at [PHONE NUMBER] (toll-free). Representatives are available [HOURS/DAYS OF OPERATION]. Your call is confidential.