

Digital ID card transition frequently asked questions

Register on the member site or app for seamless access to your digital ID card

WHAT IS CHANGING?

We're moving from paper to digital ID cards. Instead of waiting to receive a paper ID card in the mail, you will be notified by email that your digital ID card is accessible when you register or sign into the member site and app.

WHY ARE WE GOING DIGITAL?

To make it easier and faster for you. No postal disruptions and no lengthy replacement processes. Going digital also benefits the environment by reducing paper waste.

IS MY CURRENT PHYSICAL ID CARD STILL VALID?

Yes, unless you have recently changed your benefits or personal information.

HOW DO I ACCESS MY DIGITAL ID CARD?

Here's how members and eligible dependents over the age of 16 (spouse, common-law partner and children) can access their digital ID card.

1. Go to **members.ab.bluecross.ca** or open the member app.
2. Sign in or register for an account. Every member and eligible dependent over the age of 16 can create or log in to their own account.
3. On the member site, go to **ID card details**. If you're using the member app, go to the bottom of your screen to access your digital ID card.

HOW DO I ADD MY DIGITAL ID CARD TO MY DIGITAL WALLET?

Here's how members and eligible dependents over the age of 16 (spouse, common-law partner and children) can add their digital ID card to their digital wallet.

For Android devices

1. Sign in to the Alberta Blue Cross® member app.
2. Access your ID card from the bottom of the screen. You can also go to **Account**, choose **Plan information** and go to ID cards.
3. Click **Save card(s)** to wallet.
4. Select the ID card you wish to save.
5. Next, you will **Save to wallet**. This will open a new window.
6. Go to **Generate paypass**.
7. If you are not signed in to your Google account, you will be prompted to do so.
8. Click on **GPay Save to phone**.
9. Click **Add** to finish the process.

For Apple devices

1. Sign in to the Alberta Blue Cross® member app.
2. Access your ID card from the bottom of the screen. You can also go to **Account** and choose **Plan information** and go to ID cards.
3. Click **Save card(s)** to wallet.
4. Select the ID card you wish to save.
5. Next, you will **Save to wallet**. This will open a new window.
6. Click **Add to Apple Wallet**.
7. Your ID card will display. Click **Add** to finish the process.

HOW DO I ACCESS MY DIGITAL ID CARD IF I'M OFFLINE?

Offline card access lets you see your ID card without signing in or having to connect to the internet. To set up offline access, here's what you need to do.

1. Sign in to the Alberta Blue Cross® member app
2. Access your ID card from the bottom of the screen.
You can also go to **Account**, choose **Profile information** and go to ID cards.
3. Tap the switch beside **Allow offline card access**.
This will turn green, which indicates you now have offline access.
4. Next time you're offline, open the Alberta Blue Cross® member app and click on **View your ID card**.

HOW DO I KNOW IF MY DIGITAL ID CARD HAS CHANGED OR BEEN UPDATED?

You will receive an automated email letting you know your account was updated and how to access an updated copy of your digital ID card.

CAN I STILL RECEIVE A PRINTED VERSION OF MY ID CARD?

Yes, you have the option to print the ID card out yourself or request a printed ID card that will be sent to your home address. Log into the member site, click "ID Card details" then select "Print your ID card" or "Order ID card from Alberta Blue Cross". Please note we no longer automatically send a printed ID card to your home address.

HOW DO I USE MOBILE AND DESKTOP ONLINE SERVICES?

Visit **online services** help for members to view step-by-step guides on how to use our digital services.

WHAT HAPPENS IF I DO NOT HAVE AN EMAIL ADDRESS?

We strongly encourage you to register your email address so you can access your information 24/7 and easily.

