My SmartCare offers a fast and easy authentication process to increase the security of your debit card account and further protect your personal information. By following the steps below, you can not only ensure that your information is being protected, but you can also reset your own password without a call to BCC’s Customer Service Center. Please note that if you exit the process without completion, you will have to start at the beginning next time you log on.

1. **Passphrase and Security Image**

   These visual prompts are displayed each time you attempt to sign on and act as assurance that it is safe to enter and access your debit card information. Choose a phrase and picture that you will easily recognize and remember.

   - Enter a personal phrase in the text box.
     - Can be up to 40 characters long.
   - Select a picture from the options shown.
     - More picture options are available in the ‘Category’ drop down menu.
   - Click ‘Continue Setup’ when you are satisfied with your personal phrase and picture.

2. **Security Questions**

   These personal questions may be asked during the sign in process to confirm that you are an authorized user before you view account information. It is recommended that you provide answers that you can easily remember and avoid answers with tricky spelling or punctuation.

   - Use the drop-down lists to choose 4 questions that are relevant to you.
   - Type the answers to those questions in the ‘Answer’ boxes located under each question.
   - Click ‘Continue Setup’ when you are satisfied with your question and answer selections.
OPTION TO REGISTER A COMPUTER

You may register this computer as a location that is authorized to access your account information, letting you bypass the security questions when logging in. This will allow for a faster sign on from the registered computer only.

Note: Though you may register more than one computer, registering a public computer is NOT recommended.

• Click the button next to ‘Register This Computer’ or ‘Do Not Register This Computer’.
• Click ‘Continue Setup’ to proceed.

SETUP CONFIRMATION

When the ‘Setup Confirmed’ screen appears, you have successfully completed the authentication process for My SmartCare Portal.

• To view your account information, click ‘Proceed to Account’ or click ‘Sign off’ if you wish to exit the portal.

The next time you sign on to access your account information you will be asked:
• for your username;
• to verify your picture and personal phrase; and
• for your password.

If you did not register the computer that you are using, you will also be asked a random number of your previously selected security questions before you can access your debit card account information.

If you have any questions about the registration or authentication processes, please contact BCC’s Customer Service Center at 800-685-6100.