

Registration Troubleshooting Guide

If you have a CFOne number and are having difficulties registering for an account, please follow the steps below.

Step 1

Enter your CFOne number.

If you receive a *“Information provided was invalid. Please try again”* message, proceed to Step 2.

Step 2

Call the Family Information Line (FIL) to learn more about your coverage eligibility and get help with which code to enter for access.

Family Information Line: **1-800-866-4546**