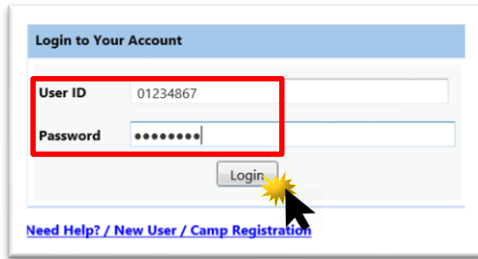# Returner Registration

Login

Please contact your Athletic Trainer with any questions or for assistance throughout this process. If you forgot your password, ==go to page 5 for instructions.==

1. Go to https://blueocean.orchr.com/welcomescreen.aspx

2. **Enter your User ID (Student ID#) and password**.
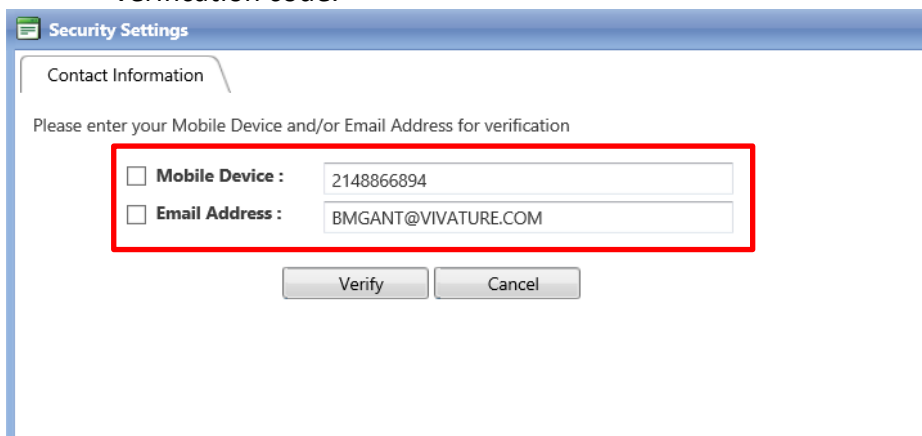
1. Enter contact information to complete the two-factor authentication process and receive your verification code.
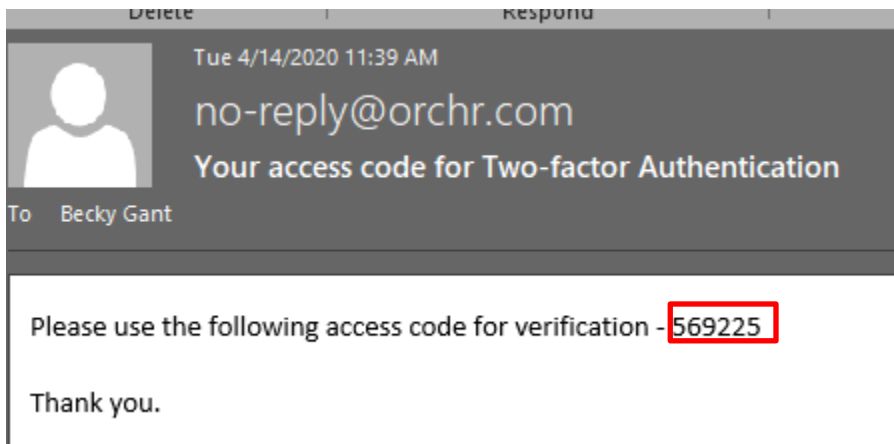

2. Enter in verification code that was sent to designated device. (Sample below)

Tue 4/14/2020 11:39 AM

no-reply@orchr.com

Your access code for Two-factor Authentication

To   Becky Gant

Please use the following access code for verification – 569225

Thank you.

3. The next time that you login, you will complete the Two Factor Authentication, and can select the 'Trust this device and skip this step in the future'.

Two Factor Authentication

An access code has been sent to **BM***T@VIVATURE.COM**

If you have not received your access code, you can request a new access code

Access Code from Email Address : 748440 *   Submit

☑ Trust this device and skip this step in future
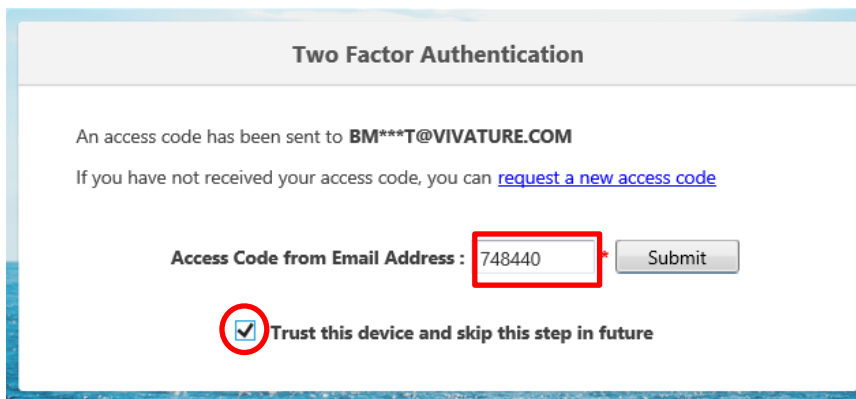
Your Portal Account

Using the blue menu on the left and the tabs at the bottom of your profile.
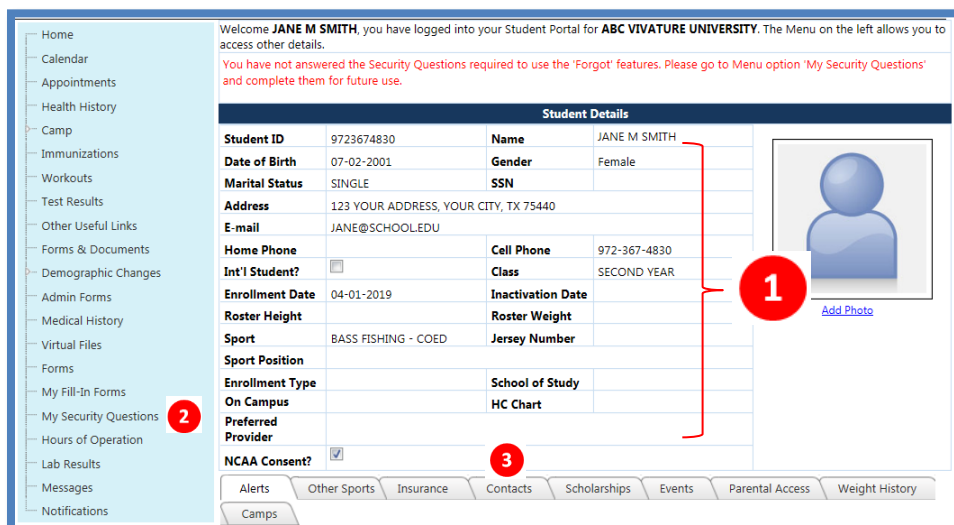
1. Check that your demographic information is correct. Update Email Address, Mobile Number, Birthdate and/or Address via the **Demographic Changes** menu option on the left. Return home 🏠 when complete to continue.
2. Complete **My Security Questions** (if you have not completed this step previously)
3. Update emergency contact information to the **Contacts tab**.
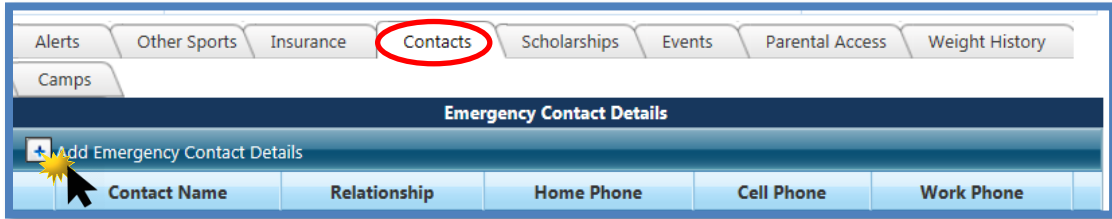
4. To load your insurance information, install the **KONGiQ App** from the APP Store on your smart device. Your User and Password are the same as the log in to Blue Ocean.
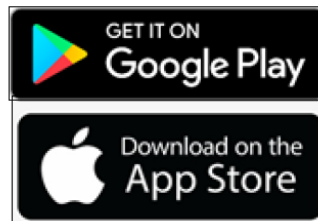
5. Click **FORMS** menu to access and complete your required forms.
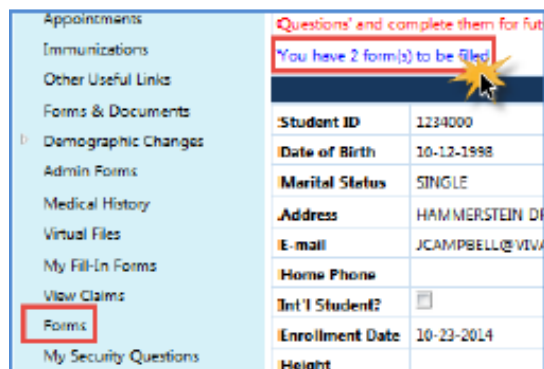
You can complete ALL forms from the Kong App as well. Pending forms are listed under **Incomplete Forms** from the Home Screen. Your log in is the same as your log in to Blue Ocean.

Forgot Password

1. 1. Go to https://blueocean.orchr.com/welcomescreen.aspx

    Click on 'New User'

2. Click on Forgot Credentials, use the Forgot Password tab

3.. If you have the **EMAIL** with your User ID and Temporary Password then you are ready to log-in.

(Sample email below)
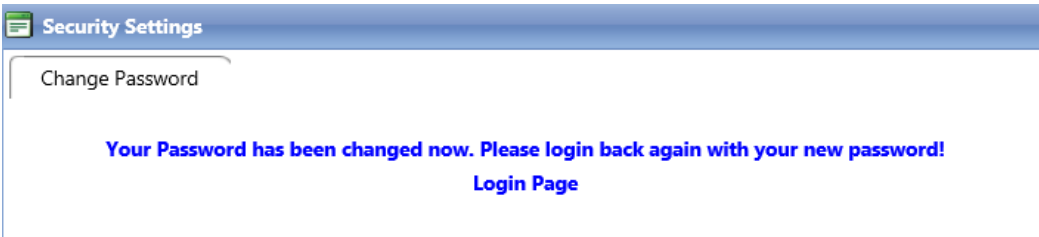

1. Log-in: https://blueocean.orchr.com/welcomescreen.aspx and you will be prompted to change your password.
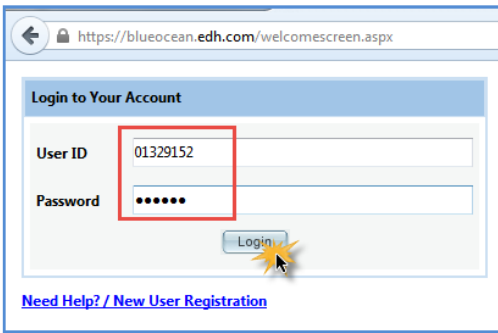
4. Change your temporary password. New password must meet all requirements.
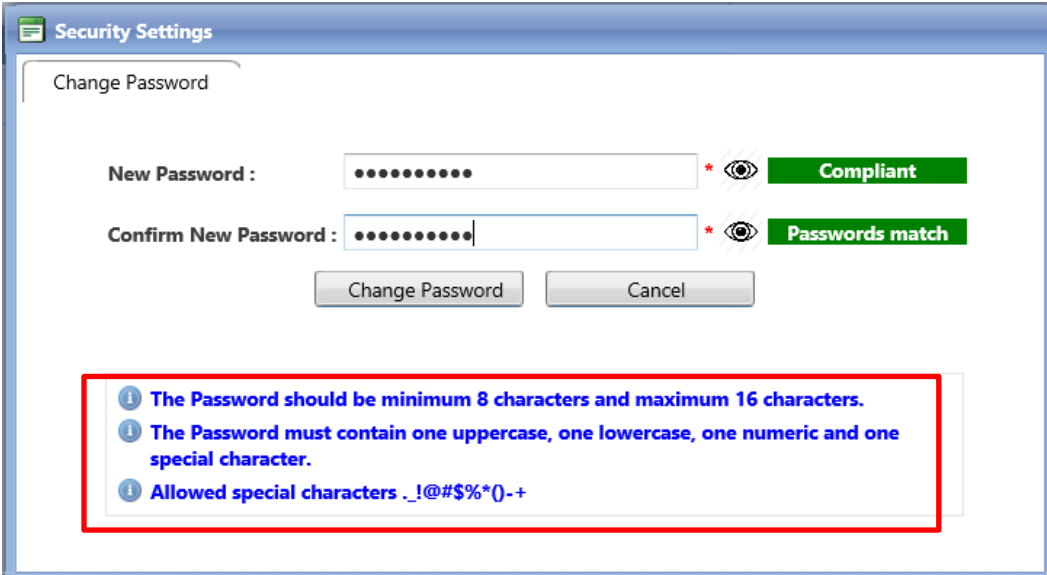
5. The system will have you login again with your new password that you just established.

You can go to Log in Instructions.