

HOW TO CREATE AND USE YOUR BENEFITSASSIST, INC. ONLINE ACCOUNT

You may use the online portal for managing your account: <https://benefitsassist.wealthcareportal.com>. Supported browsers include the current and one prior version of Internet Explorer, Chrome, Firefox plus the current version of Edge and Safari.

We also have a mobile app for Apple and Android for phones and tablets. Search for **BenefitsAssist Mobile** in Apple App Store and Google Play.

These instructions as well as username and password are the same across the online portal and mobile app

Registered Users can login with existing **Username** by entering it under **Username** and pressing the 'SIGN IN' button and entering existing password
OR

New Users must click the 'REGISTER' button

NOTE: You will need to contact BenefitsAssist, inc. at flex@benefitsassist.net to obtain your **Employee ID** and **Employer ID**

STEP 1: New Users can follow instructions to complete all required fields on the **Register** page and press 'REGISTER'

- a. Username – must be between 9–12 alphanumeric characters (ignore the instructions if they differ)
- b. Password – is case sensitive and must be between 8–16 characters and contain 3 of the following 4 types of characters – uppercase, lowercase, special character, number. The same character cannot repeat 3 or more times.

STEP 2: Provide answers to 4 challenge questions and press 'NEXT'. These questions may be asked during the sign in process for security.

STEP 3: Confirm e-mail address and press 'NEXT'

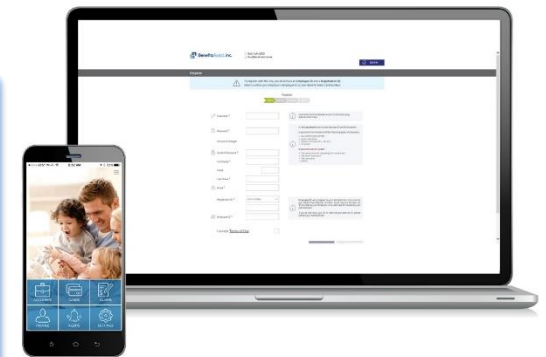
STEP 4: Confirm or edit info and press 'SUBMIT'

You will be logged in once you have successfully completed the process

Helpful Hints for online portal – similar navigation is also found in the mobile app:

- ✓ The Home icon in the menu will take you to the **Personal Dashboard** that shows items needing your attention, balances, and alerts
- ✓ Under the **My Accounts** menu, you can select options to view your account balance and transactions
- ✓ Under the **Claims** menu, you can add a claim for manual reimbursement
- ✓ Clicking your name in the upper right menu bar will allow you to update your personal information or change your password (password change is only available in online portal)
- ✓ If you forget your Username press the 'Let Us Help' link on the sign in page
- ✓ If you forget your Password you can enter your Username on the sign in page, press 'SIGN IN' and then on the second page press the 'Let Us Help' link
- ✓ Once you register a mobile phone text BAL to (844) 211-3667 to receive a text showing your balance

Questions? Visit www.benefitsassist.net or contact BenefitsAssist, inc. at (865) 769-2800 or email flex@benefitsassist.net



Visit our website at:

www.benefitsassist.net

