

HOW TO CREATE AND USE YOUR ONLINE ACCOUNT

We have a **NEW** website for managing your account: www.mywealthcareonline.com/benefitsassist

NOTE: the current website will be turned off as of July 1, 2013

STEP A:

- **Current Registered Online Users** can login with your existing **User Id** by entering it under **Username** on the left, pressing the 'Continue' button and entering your existing password

OR

- **New Users** must click 'Register' in the upper right hand corner of the site

NOTE: You will need to contact BenefitsAssist, inc. to obtain your **Employee ID** and **Employer ID**

New Users can follow instructions to complete all required fields on the **User Registration** page

- a. User Name – must be between 9–12 alphanumeric characters (ignore the online 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 B:

- To protect your privacy, *BenefitsAssist Flexible Benefits Portal* implements Secure Authentication. **New Users**, after selecting 'Register' and **Current Registered Online Users** after logging in, will be taken to the **Registration Instructions** page:

Step 1 – Select a picture and personal phrase. These visual cues are displayed when you sign on.

Step 2 – Provide answers to challenge questions. These questions may be asked during the sign on process to confirm you as an authorized individual.

Step 3 – Register your computer (or not). Registering your computer allows you to sign in without answering challenge questions.

Step 4 – Verify E-mail Address. We ask you to verify your name and e-mail address.

Click **Begin Setup Now** to start.

- Once you have successfully completed the setup process, you are taken to the **Setup Confirmation** page. The next time you sign on to access your account:
 - You will be asked for your User Name
 - We will then display your picture and personal phrase
 - After verifying your picture and personal phrase, you will be asked for your password
 - In addition, when you sign on from a computer that is not registered, you will also be asked challenge questions

Helpful Hints:

- ✓ Under **My Accounts**, you can select options to view your account balance, submit claims for reimbursement, view/print forms and documents, etc.
- ✓ Under **My Profile**, you can update your personal information or change your password
- ✓ The new website will NOT require you to change your password every 90 days!

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