HOW TO CREATE AND USE YOUR ONLINE ACCOUNT
Website address for managing your account: www.mywealthcareonline.com/benefitsassist

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:
  o You will be asked for your User Name
  o We will then display your picture and personal phrase
  o After verifying your picture and personal phrase, you will be asked for your password
  o 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