

isolved benefit services provides all Flexible Spending Account (FSA) and Health Reimbursement Arrangement (HRA) participants with an online portal that provides anytime access to view and manage account information. One of the many features available is providing you with messages within the online portal.

Message Center

To view your messages, follow these steps:

1. Navigate to the [isolved benefit services login page](#).

Username [Forgot Username?](#)

Password [Forgot Password?](#)

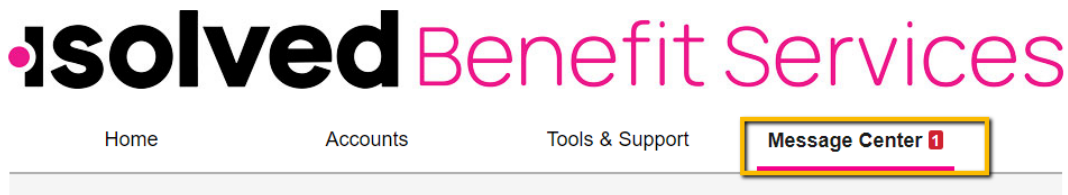
Remember Me

[Login](#)

For security purposes, it is important for you to login to setup your Username and Password. isolved benefit services provides you with a 120-day timeframe to access your account to assist with the security of your account. If you access your account after the 120-day timeframe, you will need to contact isolved benefit services to receive a temporary password.

2. Enter your Username and Password. First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.

3. On the **Home Page**, there's a tab for **Message Center**. If you have any messages, it will alert you with the number of "unread" messages with a red box with a number in it. This is the number of messages that are waiting for you.



In the **Message Center** you can view your messages – including Account Statements, Requests for Receipts, notifications of debit card purchases, alerts of your password being changed and Notifications of Denied Claims.

Update Notification Preferences View Statements

Current Messages Archive

DATE/TIME	FROM	SUBJECT	
12/9/2020 6:30 AM	Auto-generated	Debit Card Purchase Notification	View
12/2/2020 2:29 AM	Auto-generated	FSA Final Filing Date and Remaining Balance Notification	View
10/15/2020 1:30 PM	Auto-generated	Your password has been changed	View
10/7/2020 5:53 PM	Auto-generated	Debit Card Purchase Notification	View

To view any of your messages, click on the "View".

You can **Update Notification Preferences** from this screen.



Here you can set up to receive notifications via text message or via email. Scroll through the options to determine the best delivery method for you information. Some options are not available for security purposes.

	STATEMENT PREFERENCES		ALERT PREFERENCES	
	Online	Paper	Email ¹	Text
STATEMENTS				
FSA Final Filing Date and Remaining Balance Notification	-	-	<input type="checkbox"/>	-
CLAIMS				
Claim has been filed for your account <i>Automatically emailed based on whether or not you have an email address</i>	-	-	Emailed <input checked="" type="checkbox"/>	<input type="checkbox"/>
Claim applied to repayment <i>Automatically emailed based on whether or not you have an email address</i>	-	-	Emailed <input type="checkbox"/>	<input type="checkbox"/>
Claim has been denied	Available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Paid claim has been denied	Available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Receipt is needed to process your claim <i>Automatically emailed based on whether or not you have an email address</i>	Available	Not Mailed	Emailed <input checked="" type="checkbox"/>	<input type="checkbox"/>

Add Contact Information ✕

*Required

Mobile Number *

Mobile Carrier * ¹ Select a Carrier...

Your mobile number will be used only for the purpose of servicing your benefit plan account. This information will not be used for any solicitations.

Time Zone * ¹ Select a Time Zone...

Email Address

Confirm Email Address

By providing an email address, you will receive communications electronically about your benefits in lieu of paper documents. Your email address will not be shared or used for any other purpose.

Cancel
Submit

Remember, you can now **go mobile** by using your smart phone to access:

- FSA Account balances
- Submit claims for reimbursement
- Send receipts using a mobile device's camera
- Configure alerts via text message

Easily check information now using an iPhone, iPod Touch, iPad or Android-powered device.